

South Kesteven District Council

Draft Tenant Voice Strategy

2026 to 2028



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Tenant Voice Strategy 2026 to 2028

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In this strategy, we refer to tenants as the named tenant and includes family members of their household who normally live with them in one of our social housing properties such as partner, daughter/son etc. It does not include lodgers or those who visit or stay on a short-term basis.

We use the term residents to define those living within a neighbourhood regardless of their housing tenure. This includes council tenants, homeowners, private tenants, housing association tenants and others.

Foreword

At South Kesteven District Council, we believe that our tenants are at the heart of the housing service we provide. This strategy sets out how we will work together with our tenants to monitor the performance of our services, identify areas for improvement, and influence meaningful change in how we provide this service. We are committed to enabling informed participation and offering opportunities for tenants to engage at a level that suits their time, interests, and commitment.

We recognise that understanding what our tenants think about the services they receive is not only the right thing to do—it also leads to better outcomes. By listening carefully, we can focus our resources where they will have the greatest impact and deliver the services our tenants truly value.

Our tenants bring with them a wealth of knowledge, insight, and lived experience. The Tenant Voice is essential in shaping a housing service that meets their needs and reflects their aspirations. By working together, we can create a service that is responsive, accountable, and continuously improving.

This strategy is our commitment to making that collaboration real and effective.

Introduction

South Kesteven District Council is committed to providing opportunities for our tenants to be involved in all areas of the landlord service from developing strategies and policies, to monitoring and scrutinising the services we provide.

This strategy sets out how we will provide these opportunities, and the support and training to enable our tenants to be involved in a co-operative and partnership approach.

This strategy adheres to the statutory rights of tenants:

- To be consulted on changes in how we manage their homes that will have a significant effect on them.
- To have information on the terms of tenancy, repair obligations of the landlord and key policies that relate to the housing management service

Positive and successful engagement is built upon the key guiding points below, building trust and enabling a partnership approach between the landlord and tenant.

- **Relationships** – We will treat tenants with respect, based on openness, honesty and transparency in how we provide a landlord service
- **Communications** – We will ensure we provide clear, accessible and timely information to tenants on issues that matter to them
- **Voice and Influence** – We will seek and value views of tenants to help inform decisions and enable them to speak on issues that matter to them
- **Accountability** – We will work together with tenants to ensure the landlord service can be scrutinised and ensure decisions that affect the quality of their homes and services are open and transparent.
- **Quality and Standards** – We recognise our tenants expect their homes to be of good quality, well maintained, safe and well-managed. We also want to ensure the service we provide meets and exceeds the standards expected of us. TO do this we will involve tenants in reviewing how we do this and involve them in developing these further.
- **When things go wrong** – We recognise that things can go wrong, or we may fail to deliver the service our tenants expect. In such cases, we want to make it easy and clear on how tenants can complain, and to use these complaints as an opportunity to learn how we can improve the services we provide.
- **Equality, diversity and inclusion** – We recognise the diversity among our tenant population and will ensure we are aware of this to ensure we obtain the views of tenants from a wide range of backgrounds and experiences, reaching out to underrepresented communities.

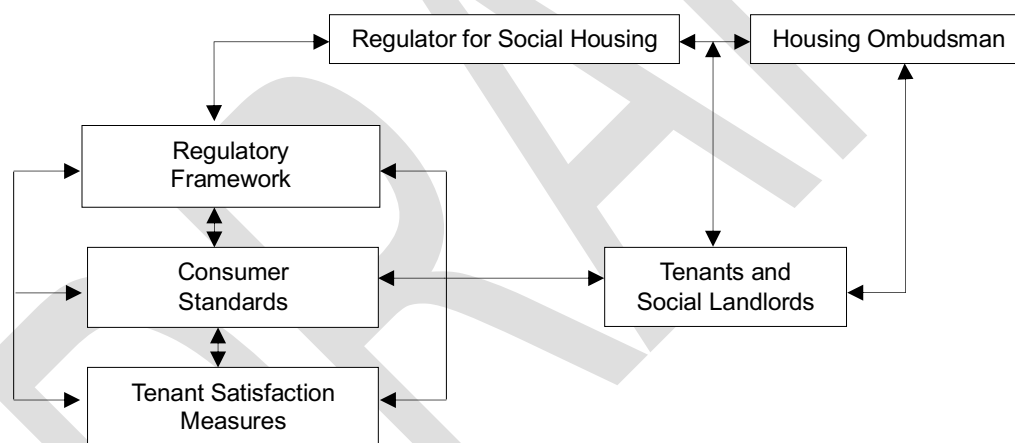
Regulatory Framework

The Social Housing (Regulation) Act 2023 sets out how social housing will be regulated and monitored by the Regulator of Social Housing. This works alongside the Housing Ombudsman to improve the process for how tenants can give feedback and raise complaints against their social landlord.

Social housing is under more scrutiny than ever before and tenants are placed at the centre of this. A key part of this new regulatory approach is use of 'standards' that set out the minimum level of service a tenant can expect from their landlord. These measures, known as the 'Consumer Standards' apply to all social landlords including council landlords and housing associations. Social housing landlords will be monitored and inspected to ensure they meet the required standards.

All social housing landlords are required to carry out an annual survey of their tenants known as the Tenant Satisfaction Measures. This consists of a standardised set of 12 measures asking how satisfied tenants are with their landlord. Social landlords will be able to compare their scores against other social landlords to encourage improvement and sharing of experiences.

The diagram below shows how the new regulatory framework works and how it links into the landlord and tenant.



This ensures the Regulator and the Housing Ombudsman are able to work together to monitor and inspect a landlord's service to ensure these Consumer Standards are met. Where these standards are not being met, the regulator will require the landlord to address this and show how this has been achieved.

The Four Consumer Standards

The four consumer standards cover the core housing services of a social landlord and establish the minimum standard a landlord is required to meet. These apply to all social landlords – both council and housing association – to ensure social housing meets a minimum standard across the whole sector.

Each standard, set out below, has several themes to it which set out how a social landlord provides the key services to their tenants. A landlord will be judged on how they meet these standards, and how they compare to other social landlords.

Standard	Themes
Standard One Transparency, Influence and Accountability	<ul style="list-style-type: none"> • Customer service, choice and complaints • Involvement and empowerment • Understanding and responding to diverse needs of tenants • Access to Information • Performance Information
Standard Two Safety and Quality	<ul style="list-style-type: none"> • Quality of accommodation • Health and Safety • Repairs and maintenance • Adaptations
Standard Three Tenancy	<ul style="list-style-type: none"> • Allocations • Rents • Tenure • Mutual Exchanges
Standard Four Neighbourhood and Community	<ul style="list-style-type: none"> • Neighbourhood management • Local area co-operation • Anti-social behaviour • Addressing Domestic Violence

You can find more information on the role of the housing Regulator and the standards on their website at: www.gov.uk/government/organisations/regulator-of-social-housing

What do we mean by The Tenant Voice?

The Tenant Voice is about tenants working in partnership with their social landlord to challenge, monitor and influence the service they receive.

In order to ensure the improvements we make to the service you receive are those that meet your expectations and aspirations, we need to hear from our tenants about their experience in using our services and how they could be improved.

We acknowledge that while a tenant may not feel they have the choice in who provides the service they receive, but a tenant can still challenge and influence the standard of service you receive.

Involvement on its own will not bring about improvement or change, it requires a consensus between both tenant and landlord through which change can occur.

Good involvement brings benefits to both the tenant and the landlord such as:

- Increasing the levels of satisfaction of tenants with their homes and neighbourhood
- Targeting resources to meet the needs and expectations of our tenants
- Empowering those living within neighbourhoods to influence the decisions that affect their community and neighbourhood.
- Creating a culture of continuous improvement through challenge, change and monitoring
- Developing closer understanding and awareness of tenant and landlord expectations and aspirations

The key principles behind this approach

“What matters is not only **listening** to the tenants,
it's also about **taking action** on what matters to tenants,
it's about **communicating** in a sensible way to tenants
and **being honest** with them if things can't be done right away”

In developing and implementing involvement, we will adopt the following principles to ensure this takes place in a consistent and transparent manner.

First Principle

Involvement will lead to real service improvement and will be embedded within the housing and related services, based on mutual accountability and responsibility.

Second Principle

Tenants will be involved at the beginning of the process to ensure their voice is heard and they are part of the process through which change will occur from start to finish.

Third Principle

A range of opportunities will be provided to enable all tenants to choose how they wish to be involved and the issues they wish to be involved in. This will combine traditional approaches with new ones, to provide opportunities for all tenants to be involved.

Fourth Principle

Tenants will be provided with the information and knowledge they need to be able to have meaningful and informed involvement.

Fifth Principle

Involvement will have clear outcomes that can be evidenced and shows how tenant input has led to change, how this was decided and what difference it has made.

Sixth Principle

Involvement will be inclusive and barriers to involvement will be removed or addressed to ensure no tenant is unable to be involved. We will use customer insight to ensure involvement represents the wider tenant population and ensure the housing service is inclusive and adaptable to the needs of our tenants and their families.

Seventh Principle

Tenants will be able to be involved in all aspects of the landlord service other than where statutory or legal requirements prevent this. Where this applies we will explain why and look to find an alternative way to ensure your voice is still heard.

Eighth Principle

Everything we do will be transparent and clear. Where we are unable to do something we will explain why and work towards an acceptable alternative.

What can you be involved in

The landlord function is provided through the Directorate of Housing and Projects which is divided into:

- Housing Services – relating to the allocation and management of our properties, our tenancies and the neighbourhoods in which they live, and addressing the needs of the vulnerable, those who are homeless and those who need further support
- Technical Services – relating to maintenance (repairs) and improvements to our properties, including adaptations, health and safety, and compliance with building and fire safety

We will involve tenants in looking at the following:

- **Strategies and policies**– we will ask you to look at the various strategies and policies that set how we will deliver the housing service when these are created or reviewed. These include:
 - How we allocate and let our homes
 - How we carry out repairs and carry out improvements to your home, including how we work with contractors
 - Customer service and how we communicate with you
 - How we deal with complaints
 - Anti-social behaviour and tenancy management
 - Sheltered housing
 - Tenancy support
- **Budget setting and resources** – We will tell you how we use the rental income we receive to finance the housing service and ask you for your feedback on this and what you think we should be doing
- **Service performance** – we will ask you to help set the standards for the service we provide and how we measure our performance on achieving these.
- **Tenancy management and support** – we will ask you to look at how we support our tenants in managing their tenancies and their homes, including adaptations and sustaining their tenancy.
- **Repairs and maintenance** – we will ask you to help monitor our performance on this and how we can provide a service that meets our tenants expectations.
- **Estate and neighbourhoods** – we will involve you in monitoring the neighbourhood in which you live and help to address any issues.
- **Communicating with us** – we will involve you in helping to ensure you can contact us easily and that we communicate with you in a clear and understandable way in a timely and consistent manner.

The Framework for Involvement

We have reviewed our framework for engagement that sets out how we will involve tenants. This new framework allows tenants to choose their own levels and methods of involvement and engagement.

Central to this will be a 'Tenant Voice Register' which will contain details of tenants wishing to be involved, how they wish to be involved and the issues that they wish to be involved with.

A 'Tenants Panel' will be established to ensure tenants are at the centre of this involvement by offering an overarching approach.

We recognise that tenants may wish to be involved in different ways and have different levels of commitments. To allow for this we have adopted a layered approach that enables a tenant to choose the level of involvement according to their interest and commitment.

Tier One

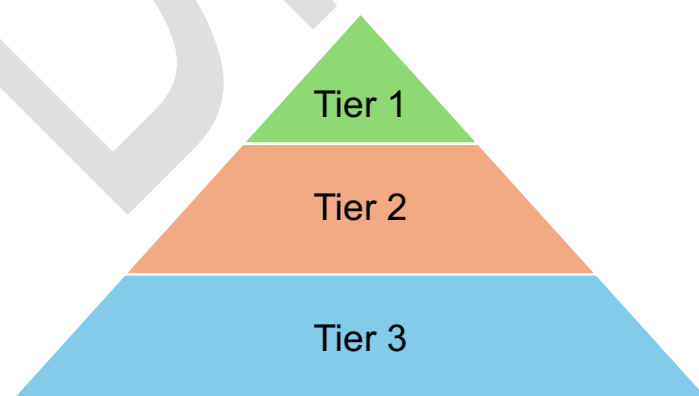
This is the most time and commitment intensive level, focusing on the scrutiny role of tenants through the Tenants Panel, working with Task and Finish Groups, to scrutinise our policies, services and decisions.

Tier Two

This level requires less time and commitment and provides opportunities for those wishing to be involved on a shorter time or ad hoc basis, through attending focus groups, forums and local tenant meetings.

Tier Three

This level requires the least amount of time based on surveys and feedback without formal meetings or direct involvement, allowing tenants to be involved as and when they wish to.

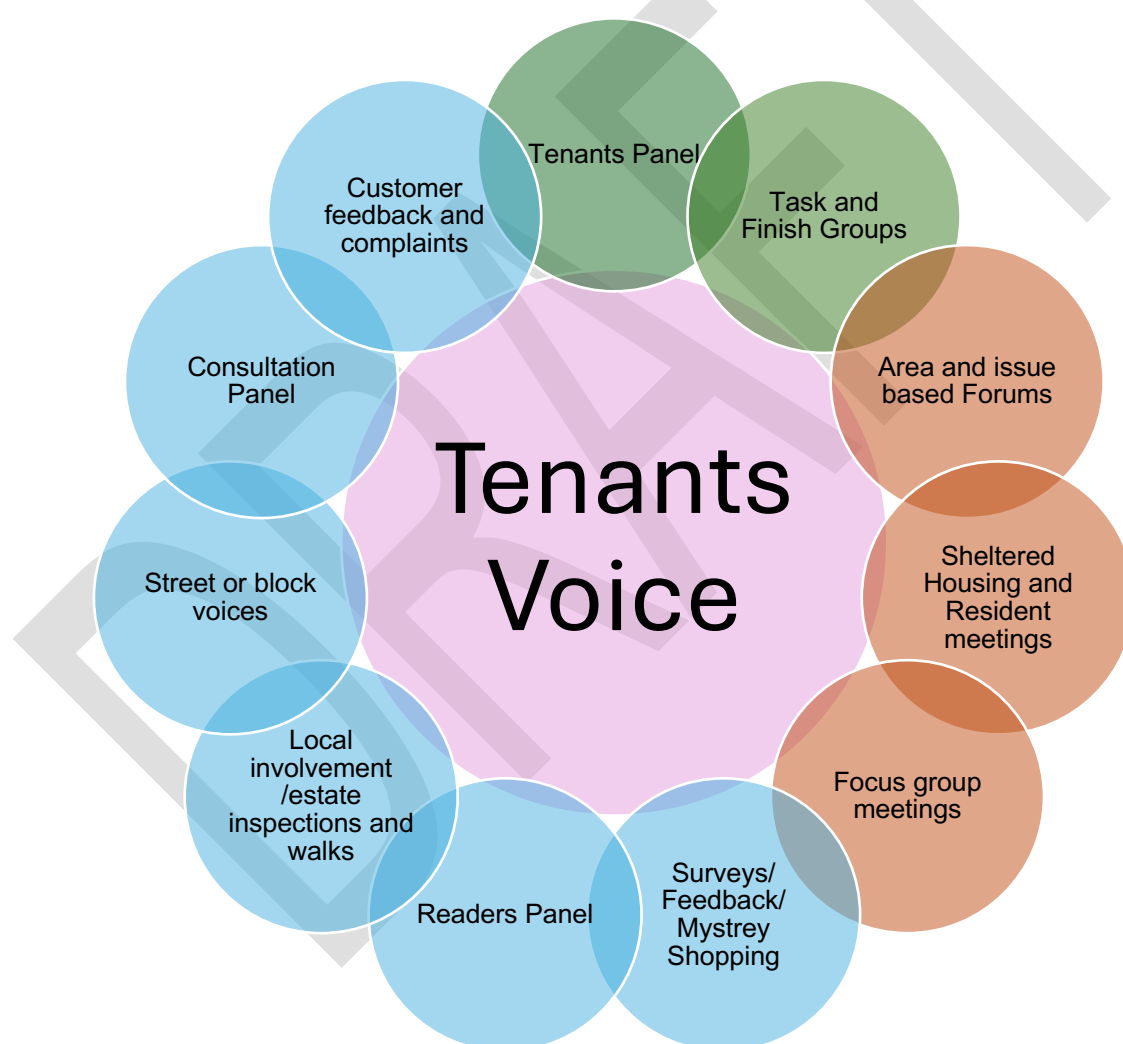


How can you get involved

A key part of this strategy is offering tenants with opportunities to be involved at the level they choose to be, taking account of the time and commitment they wish to offer.

We have taken a flexible approach to involving tenants, combining online and traditional 'in person' methods. Everything we do will be available in both formats to ensure tenants can be involved in the way that suits them best.

Whether it is a few minutes to complete a questionnaire to a longer term commitment as part of a group or panel, tenant feedback will help to monitor, challenge and develop a service that meets your expectations.



Menu of Opportunities

Our 'Menu of Opportunities' sets out the time and commitment required to be involved at the three tiers. Tenants can choose how they want to be involved at any time and change this as they wish.

Tier one

This requires a high level of commitment and time as participation at this level enables you to be part of the decision making itself with recommendations and feedback from these groups being used to inform formal decision-making. These will often require you to attend meetings and carry out tasks over a period of time.

Tenants Panel

The highest level of involvement, involving looking at policies, strategies and performance, talking to housing management and others to represent the wider tenant voice.

Task and Finish Groups

Working closely with the panel, these groups will scrutinise our services in more depth and make recommendations on how we can change how we do something.

Tier Two

These opportunities require less commitment and time. These enable tenants to give feedback on the service they receive and also provide an opportunity for us to inform tenants about what we are doing or how we have responded to tenant feedback.

Sheltered Housing Scheme Meetings

We will hold meetings at our sheltered housing schemes throughout the district to ensure residents in these schemes can be involved in issues that affect their scheme and sheltered housing in general.

Area Forums

We will hold meetings across the district and online to ensure tenants living in either general needs or sheltered housing can raise issues relevant to their area and be involved in shaping the services we provide in your area.

Forums

We have a diverse range of tenants and want to hear from these tenants to ensure we are aware of your specific needs. We will do this by setting up groups that allow your specific voice to be heard. This includes tenants with health and related issues, younger tenants with families, tenants living in rural areas, tenants living in flats.

Neighbourhood meetings

There may be occasions when we want to consult with tenants within a particular neighbourhood or tenants may want to arrange a meeting themselves. This includes opportunities for residents, partnership agencies and the Council to work together to resolve local issues.

Focus Groups

Focus groups will be held to look at a specific issue or review a policy in depth as a one off meeting.

Tenant Associations

Tenants may wish to form a local group to represent tenants in their neighbourhood, we will help tenants to setup these groups and provide support.

Tier Three

This level is the most flexible in terms of time and commitment, allowing tenants to be involved as and when they wish to. Most of these activities can be carried out locally or at home without attending meetings.

Local/neighbourhood involvement

Working alone or with others in your neighbourhood, as part of an estate walkabout or as a local group on issues that affect you where you live.

Block Voices

Tenants living in flats can become a Block Voice to keep us informed of issues such as safety issues, tenancy issues and security issues that can occur in flats. We will also set up a forum focusing on the needs of those living in flats.

Street voices

Tenants are an invaluable source of information on issues that affect them at a local level. Street voices act as the eyes and ears of the local community helping to bring issues to notice before they become problems.

Readers Panel

This panel will help us ensure our letters, policies and other forms of communication are accessible to tenants, easy to read and understand, and provide the information tenants want and need. This can be done at home by reading and commenting on items we send to you to look at. This will also include helping us produce the tenants newsletter and how our website looks.

Consultation Panel

We understand not all tenants will want to be involved in a formal manner but still want to provide us feedback on the service we provide. We will ensure you receive information on changes and ideas we are looking at and ask for your feedback through surveys and reviewing information we may send you.

Customer Feedback

Understanding how we communicate to our tenants is important and ensuring you can give your views is important. We will involve tenants in checking how we do this through monitoring and challenging how we contact tenants and how you contact us.

Other activities

We will participate in other activities organised for neighbourhoods where we can meet tenants and other residents to gather their views.

Wider Community involvement

Our tenants live within communities alongside residents who are affected by community wide issues as well. We want to encourage the whole community to work together to resolve issues that occur in their neighbourhood, regardless of housing tenure.

Working alongside our Housing Officers, we will adopt a partnership approach that brings residents, interested agencies and partners such as the police, county council and others together to resolve community wide issues such as parking or anti-social behaviour, which affects everyone and not just council tenants.

To do this we will arrange neighbourhood meetings when such issues arise to work together to produce a solution that benefits all. We will also encourage all residents to join us on neighbourhood walks, looking for fly tipping, vandalism and issues that spoil where they live. If we are carrying out major works in the neighbourhood we will talk to residents about any disruption this may cause.

Ad hoc events and activities will be used to ensure tenants who do not choose to be formally involved have the opportunity to take part in activities where they can meet officers and tenants

Inclusive and meaningful Involvement

We are committed to ensuring everyone can be involved and that this is meaningful and leads to change. To ensure this we will ensure the following core principles will be followed in all involvement activities.

- All participants will be encouraged and supported to express their views and to allow others to express their views.
- All activities will have an outcome in mind so there is a purpose to involvement.
- Information will be timely, up to date, and easy to read.
- All opportunities will make it clear how much time and commitment will be required.
- All activities will be planned to enable those involved to understand their commitment and to avoid or minimise clashes and excessive meetings.
- Feedback will be given on actions and meetings in a timely manner to those involved.
- Support will be provided where required to overcome barriers and enable involvement to be effective and meaningful.
- Where it is appropriate, we will contribute towards the cost of approved travel expenses.

How we will keep you informed

Good communication is essential for involvement to be effective, both in ensuring tenants have the information they need to be involved and that they receive feedback on what has happened because of their involvement. We will ensure tenants are kept informed by the following methods.

Annual Report

We will produce an annual report and distribute it via our tenants newsletter, Skyline, to all our tenants and place it on the Council's website. This will tell provide key performance information and tell you what we have done, how it was done, and how involvement has made a difference to how we do things.

Performance information

We will publish key performance information on our website and in Skyline to ensure tenants can see how we perform against statutory standards and our own internal performance targets and those we develop alongside tenants.

Skyline

This is the tenants' newsletter, published twice a year and sent to all our tenants.

Tenants Handbook

Our tenants' handbook will contain all the information our tenants need regarding their homes.

Website and social media

A dedicated page will be developed on the council's website where information, all minutes and feedback from involvement activities can be posted. We will also look at how social media such as Facebook and YouTube can help keep tenants informed and involved.

Documents, leaflets and reports

All documents, reports and other publications will use 'Plain English'. All publications can be made available in other formats as required by individual tenants to ensure everyone has access to the same information.

In person

Officers will attend meetings and other events by invitation or request to provide information, address issues that arise or to give feedback on actions.

Contacting tenants

We will contact tenants individually in their preferred format where required on issues and actions that affect them or in response to queries or comments they have made.

Roadshows and organised events

We will arrange events and activities where tenants and residents can be involved in an informal manner.

How we will support your involvement

Tenants wishing to be involved will be supported in a variety of ways to ensure no individual tenant is unable to be involved because of barriers that we can identify and address.

This support includes:

Funding

Involvement will be funded to ensure it can provide appropriate support to tenants wishing to be involved.

Expenses

We will look at how we can support your involvement including helping with travel costs associated with attending meetings where necessary and approved.

Training

Training is a key element of involvement, and we will ensure tenants have the skills and knowledge to be involved.

Staff involvement

Involvement will be the role of every housing officer, supported by the Community Engagement Officer who will ensure the support is available to enable tenants and staff to work together. All officers will be encouraged to promote and support involvement and work with tenants to ensure involvement is effective and benefits are promoted.

Standards for meetings and activities

All meetings and activities will be arranged and managed in accordance with a code of conduct developed in partnership with involved tenants. This includes how we will inform you of the meeting or activity and how we conduct this. All activities will have clear objectives, and feedback will be given to those attending on what was achieved

Overcoming barriers to involvement

We will ensure no tenant is unable to be involved through barriers that can be removed.

The key barriers that prevent tenants being involved are:

Time of activities – we will arrange activities to suit the majority of those who wish to be involved.

Family commitments – we will develop online opportunities to ensure those with other commitments such as work, or family responsibilities are still able to get involved.

Access to venues – we only use venues for meetings and activities that are fully accessible and adapted to accommodate tenant needs.

Support – we will provide tailored support as required or identified. This may include documents in large print, translation services etc.

Training and knowledge – we will ensure tenants have the information and skills/capacity to be involved in a meaningful way

Other – we will look at how we can reduce or remove any other barriers that prevent tenants from being involved or will look at other ways in which tenants may be involved

How we will monitor the effect your involvement has

It is important that tenants who choose to be involved are able to see the impact they have on how the service we provide. It is also important that we can show that involvement is effective, and the service is able to change to reflect new priorities.

We will monitor the effectiveness of involvement by the following:

Monitoring your involvement

We will monitor involvement from tenants to highlight how it has led to positive change to the services we deliver.

Annual Report

We will tell our tenants how the housing management service has changed over a year as measured against tenants' expectations and aspirations.

Performance monitoring

We will monitor key performance against targets set on a regular basis to identify and challenge areas for improvement.

Performance reporting

We will report on our performance as part of our Annual Report and publish this in the tenant newsletter, Skyline.

Satisfaction Surveys

We will monitor the satisfaction levels of our tenants with services at the point of use and use this feedback to improve how we deliver the service as part of a cycle of continuous improvement.

Complaints

We encourage complaints about our services as these are key drivers for service improvements. We will publish reports on how we address complaints and how we have used these to help improve services.

Tenant Satisfaction Measures Survey

This is an annual survey we carry out based around 12 core questions that allow a housing sector view of social housing and allow us to measure the Council's performance against other social housing providers.

Standards

In addition to the statutory and corporate standards, we will develop further standards with tenants that reflect your expectations. This helps us to ensure the service we deliver meets expectations.

Future of Resident Involvement

Resident Involvement is always changing, and it is important we are able to adapt to these changes. To enable this, we have adopted a flexible structure that we can review and build on to ensure meaningful involvement and outcomes as required.

We will monitor this strategy and the impact of tenant involvement to ensure it continues to lead to service improvements. Tenants will be involved in this to ensure it remains relevant to tenants.

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How will we achieve this?

The table below sets how we will achieve the aims of this strategy and how we will monitor our progress on this.

The action plan has four key objectives:

- Develop and support tenant engagement
- Understand who our tenants are
- Understand how our services are received by our tenants
- Embedding Involvement across the housing service

1) Develop and support tenant engagement			
	Aim	How we will do this	How we will monitor this
1.1	Develop and implement structure to enable tenants to be involved in monitoring and challenging the performance and delivery of the landlord service they receive.	<p>Develop strategy, approved by management and tenants.</p> <p>Ensure 'menu of involvement' provides range of opportunities for tenants to be involved at the level and commitment they choose to do so.</p> <p>Ensure tenants have the information required for them make informed input</p> <p>Benchmark our performance against peer landlords</p>	<p>Strategy approved and on website.</p> <p>All tenant involvement to be recorded and actions monitored to ensure they are implemented.</p> <p>Feedback from consultations and annual Tenant Satisfaction Measure Survey</p> <p>Information to be published on council website</p>
1.2	Develop and implement feedback to tenants on the activities, outcomes and impact of tenant engagement	<p>Annual Report</p> <p>Articles in tenant newsletter</p> <p>Social media to get to wider audience</p>	<p>Published information</p> <p>Information on website</p> <p>Feedback from tenants</p>
1.3	Ensure tenants have the capacity to have meaningful engagement	<p>Identify training needs of involved tenants and develop training programme to address these</p> <p>Ensure information is available and in</p>	<p>Tenants attending training</p> <p>Level and format of information provided</p> <p>Number of networking opportunities</p>

		<p>accessible format to help understanding of this</p> <p>Enable involved tenants to network with other tenants to share good practice and learn from others</p>	<p>Feedback from tenants</p> <p>Quality of tenant input to engagement activities</p> <p>Tenant feedback leads to outcomes that can be evidenced as tenant led</p>
1.4	Ensure all tenants have the opportunity to be involved	<p>Identify barriers to involvement in general</p> <p>Identify barriers to involvement for individual tenants</p> <p>Provide necessary support to allow tenants with specific needs to be involved</p> <p>Ensure all activities are carried out in accordance with the findings of the above</p>	<p>Tenants are engaged in methods that overcome any barriers they have</p> <p>All venues and activities are accessible to all tenants</p> <p>Attendance at activities</p>
1.5	Ensure involvement is representative of the tenant population	<p>Identify under represented and difficult to engage tenants</p> <p>Develop ways of including these groups by using appropriate method of involvement</p> <p>Develop hybrid approach of traditional in person involvement and online methods to enable tenants to be involved.</p>	<p>Representative profile of involved tenants</p> <p>Range of methods used by tenants to be involved</p> <p>Types of method used to involve tenants</p>
1.6	Involve tenants in the management and development of their neighbourhoods	<p>Implement estate/neighbourhood walks with residents to identify issues within their neighbourhood</p> <p>Residents to be involved in setting a 'neighbourhood standard' against which performance and actions can be measured</p>	<p>Number of walks carried out and level of resident involvement in these</p> <p>Number of tenant voices and the information received from these</p> <p>Notes and outcomes of local meetings held</p> <p>Performance measured against outcomes</p>

		<p>Develop tenant voices/champions covering streets, blocks of flats and areas to ensure we are aware of wider neighbourhood issues</p> <p>Hold local meetings where required to support residents in resolving local issues as identified by them and partnership approach</p>	
2) Understand who our tenants are			
2.1	<p>Develop an involved tenant profile that identifies the diversity of our tenant profile</p>	<p>Carry out an analysis of our current tenant information</p> <p>Identify the gaps in this and how we can fill these gaps</p> <p>Carry out a tenant census to identify the core tenant profile characteristics</p> <p>Ensure our tenant information is updated on a regular and consistent basis</p>	<p>Have an up to date tenant profile including tenants and household</p> <p>Response rate to tenant census as measure of accuracy of data held</p>
2.2	<p>Use the tenant profile to help ensure services meet the needs of a diverse tenant population</p>	<p>Use this information to ensure we are targeting the right tenants in the right way</p> <p>Develop profile tailored approach to service delivery where appropriate</p>	<p>Knowing who are tenants are and how our services impact on them</p> <p>Tailored service delivery to meet the diverse needs of tenants</p> <p>Involvement is representative of tenant population</p>
3) Understand how our services are received by our tenants			
3.1	<p>Identify how our services are received by different tenant profiles</p>	<p>Conduct customer journey mapping on key services to identify</p>	<p>Service delivery tailored to tenant needs</p>

		<p>perception and experience of our tenants</p> <p>Conduct regular transactional surveys to develop customer experience performance and trends via rant and rave and other surveys</p>	<p>Improvement in satisfaction from tenants</p> <p>Service managers awareness of impact of service on tenants</p>
3.2	Carry out in depth reviews of services via scrutiny, focus groups etc	Task and finish groups will enable focused approach to service impact	Be able to evidence how tenant influences service improvement
4) Embedding Involvement across the housing service			
4.1	Develop tenant involvement across all housing service areas	<p>Service area groups</p> <p>Service area inspectors</p>	<p>Number of service groups set up and outcomes from these</p> <p>Number of inspectors involved and outcomes from these</p>
4.2	Service areas own the tenant feedback and outcomes	<p>Service managers involved in task and finish groups</p> <p>Feedback to service managers and elected members</p>	<p>Number of meetings and attendance by service managers/teams</p> <p>Outcomes and impact of these</p>
4.3	Management listens to tenants	Recommendations from tenants are listened to and acted on	Outcomes can be traced back to tenant recommendations

Contact Details

Alternative formats are available on request:
audio, large print and Braille

South Kesteven District Council

 **01476 40 60 80**

 **www.southkesteven.gov.uk**



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