

# The key to our future

## Hull City Council Tenant Compact and Involvement Strategy 2023-2027



## Compact signatories

As a working document, this compact will be reviewed and updated annually.

We, the undersigned are committed to the agreement of behalf of Hull City Council members, officers and tenants.



**Nev Allison**  
Chair, Tenants' Forum

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**Councillor Jan Loft**  
Portfolio Holder for Housing and Homelessness

A handwritten signature in black ink, consisting of a stylized, abstract shape, positioned above a dotted line.



**Nic Harne**  
Assistant Director, Neighbourhoods and Housing

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## The Key to Our Future

# Hull City Council Tenant Compact and Involvement Strategy

### Tenant Involvement Agreement

In this agreement when 'we' is used, our meaning is usually the Neighbourhood and Housing Service and the Tenants' Forum, working together. The Tenants' Forum is a city-wide hub for involvement with the Neighbourhoods and Housing Service. Any council tenant, leaseholder or resident living on a council estate can be a member of the Forum. Stakeholder membership is available following approval from the Tenants' Forum Committee.

When we use 'tenant' we mean council tenants and leaseholders who are working together with Hull City Council.

Although every attempt has been made to use plain English throughout this document, it is sometimes necessary to use specialist terms or jargon.

A 'Jargon Buster' to explain many of the words used in the housing world is available from the tenant participation team by calling 01482 300 300 or by emailing [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)

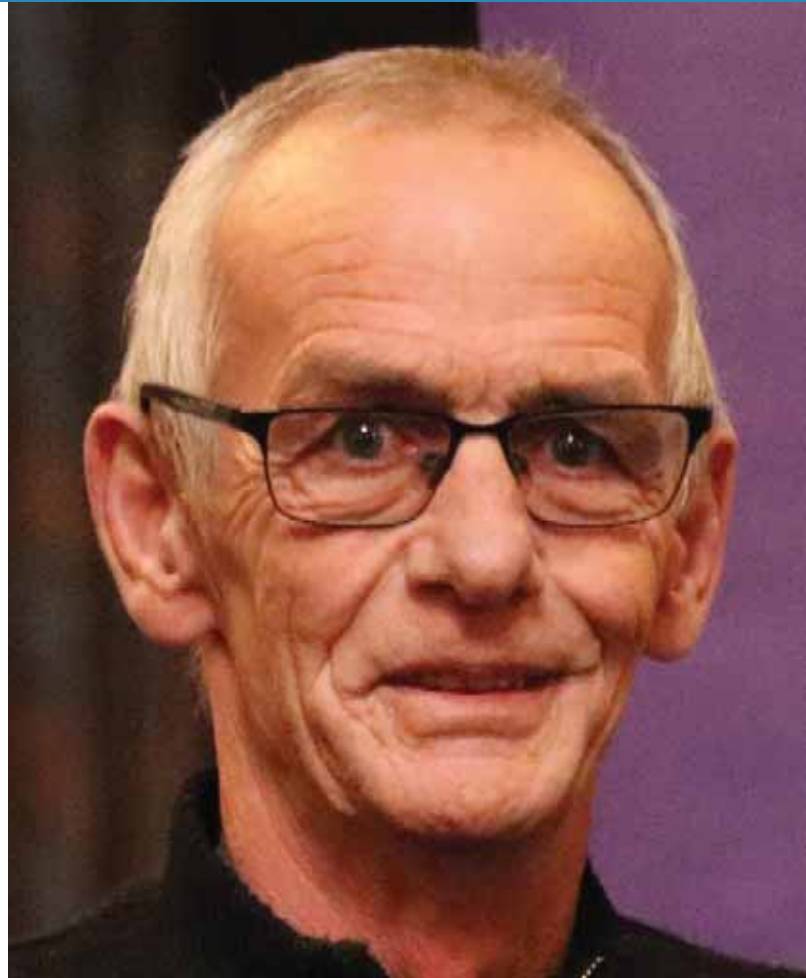
The Key to our Future: Hull City Council Tenant Compact and Involvement Strategy is divided into five sections and each section is printable as a separate booklet.





# Section 1 Introduction - Tenant involvement agreement

**'Tenant involvement is essential for us to make a difference in the area we live by changing and improving services that are provided.'**



**Dave Tripp**



# Section 1

## 1.1 Introduction

This section provides the background to 'The Key to Our Future Resource Pack', the Hull City Council Tenant Involvement Agreement:

The Tenant Involvement Compact Project Group and the Neighbourhood and Housing Service have worked together to write the 'The Key to Our Future Resource Pack' which contains details of the Tenant Participation Strategy and Action Plan (sections 1 to 3), and details of the 'Compact' (sections 4 and 5).

The Compact is an agreement setting out how tenants can influence housing in Hull. The Regulator for Social Housing, under the Regulatory Framework, requires landlords to involve tenants and has established standards for involvement.

The information contained within this pack is built on a determination to work well and to make improvements together encompassing the national 'Stop Stigma in Social Housing' campaign principles, to build mutual respect and a better future for housing and communities.

The Tenants' Forum is the core of the joint tenant and council monitoring group for the 'The Key to Our Future' agreement.

Many tenants are involved in more activities than ever before, and we are determined to continue building on this momentum with an even wider range of activities and channels that encourage participation. Plans will be actively monitored and targets regularly reviewed. These will develop, becoming better and more ambitious over time.



## 1.2 The Neighbourhood and Housing Service believes tenants' ideas make a difference

The Neighbourhood and Housing Service's way of working puts customers at the forefront of everything we do. Currently we offer tenants, leaseholders and residents a range of engagement opportunities for consultation, participation and involvement, along with details of our governance arrangements.

Our standards for engagement are detailed in sections 4 and 5.

We want to provide the kind of service that customers need, but we can only achieve this with the help of tenants, leaseholders and residents living on council neighbourhoods, who know better than anyone, the type of improvements required in their homes and neighbourhoods.

Before decisions are taken and changes made, we need to know what people think. As a council tenant or leaseholder, your opinions will be sought on a number of issues, in a variety of ways, and you may see your good ideas make positive differences. We will keep you informed with articles written for Hull Housing News, which council tenants receive with their quarterly rent statement and various social media platforms.

Our main objective remains continuing to improve landlord services for our tenants. The plan for achieving this includes is in The Charter for Social Housing Residents below:

### Charter for Social Housing Residents

- to be safe in your home
- to know how your landlord is performing
- to have your complaints dealt with promptly and fairly
- to be treated with respect, backed by a strong consumer regulator for tenants
- have your voice heard by your landlord
- to have a good quality home and neighbourhood to live in

### We aim to achieve this by

- working together to be sure the best service is provided
- working together to ensure services continue to improve, are effective and efficient.



### 1.3 Why do we involve you?

#### **Hull's vision for the Housing and Neighbourhoods Service Building great places together, putting residents first.**

- focusing on customer experience.
- putting residents first and meeting their needs
- addressing the challenges of safety, sustainability and climate change
- exercising our role in strengthening Hull's neighbourhoods and communities.
- investing in modernisation and organisational development.

We will achieve this by putting customers first and foremost.

Valuing the resident voice is vital in helping us gain a better understanding of changing needs and aspirations which will lead to a constant improvement of services.

By involving people at whatever level they choose, brings many benefits for the Housing Service, tenants, leaseholders and residents.

These include:

- increasing customer satisfaction
- having policies and procedures that are fit for purpose
- continuous improvement in service delivery
- creating sustainable communities
- having a role in decision making, helping people gain a better understanding, why some changes are gradual and some happen overnight.



### 1.4 The Tenant Empowerment Programme

Tenants and leaseholders can have a greater role in the management of their Housing Service as part of the government's Tenant Involvement and Empowerment Standard 2017. As detailed in the Social Housing White Paper '[The Charter for Social Housing Residents](#)', the government emphasised the importance of having residents involved in decisions regarding their homes and communities.

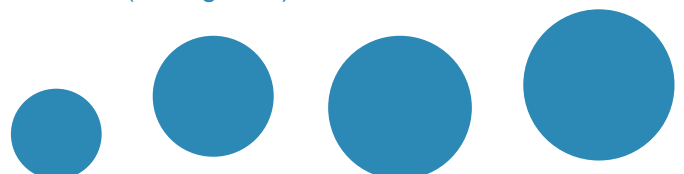
These rights are protected in the Charter for Social Housing Residents and are also part of the Government's wider approach to community empowerment and neighbourhood focused regeneration. [New Resident Opportunities and Empowerment Grant: prospectus - GOV.UK \(www.gov.uk\)](#)

The aim of the grant funding is to:

- inspire residents to seize opportunities for engaging on a range of housing issues by gaining the skills and confidence to engage effectively with landlords
- provide opportunities for residents to upskill so that can play a more influential part in the decisions that affect them and their communities directly
- give residents the tools to take an active role in how their homes are managed
- lead to residents creating or joining scrutiny and/or other panels
- empower residents to take over the delivery of landlord services
- share opportunities so that residents can share ideas and learn from others about how to make a difference in their community
- drive delivery of higher quality landlord services that are focused on residents' needs

Further information on the details of the regulations is available on the Regulator for Social Housing website [Right to Manage guidance - GOV.UK \(www.gov.uk\)](#)

The Homes England's Regulatory Framework for Social Housing in England from April 2012 on the following link [Regulatory standards - GOV.UK \(www.gov.uk\)](#)



## 1.5 Our eight involvement principles

### 1. Open information

Tenants will receive regular newsletters. They will also have, on request, access to information on all housing matters\*. We want people to have the information they need to give fully informed views on the services they receive.

### 2. Tenants will decide their own depth and degree of involvement

The housing service would like to see tenants involved at all levels, and in everything we do. But what, and how, tenants get involved will be up to them.

### 3. Everything in housing is open to influence

The council has certain statutory legal duties and, occasionally, things will be confidential. Beyond this, if something is of interest, tenants can get involved. There are no topics or services that are off limits.

### 4. Involvement is everyone's business

While the council has a specialist Tenant Participation Team, all sections and staff in the Housing Service have important roles to play in our partnership with tenants.

### 5. Early enough influence

We aim to start talking together before issues have been decided. Members of the Tenants' Forum will have the opportunity to influence issues at an early stage, before any formal decisions are made.

### 6. Getting everyone involved

We want everyone to have a chance to take part and will take steps to encourage people who are not properly represented amongst our current volunteers. We want to remove barriers which can slow or prevent the participation of the people with protected characteristics as detailed within the 2010 Equality Act.

We have schemes to help people with any expenses incurred as a result of participation; we can go to them, and we can organise road shows and events in the community.

### 7. Demonstrating that everyone's views have been taken into account and providing feedback

Local people need to know what happens next. We will provide feedback verbally, by letter or email and newsletters. It is impossible to please everyone all of the time, but we will provide the outcome of consultations.

### 8. Planning for successful involvement - and keeping the plans on track

Tenants and the Housing Service will make and monitor joint plans. We want involvement to have a positive impact. Volunteers must feel their time and efforts are usefully spent.

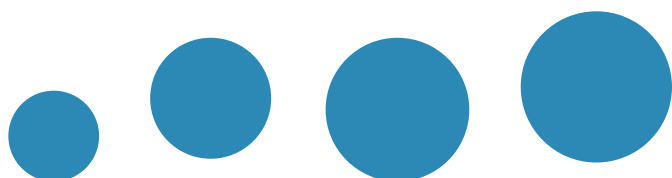
\* The only exceptions to this are matters that involve statutory legal duties or information that is confidential.

## 1.6 The Tenants' Forum

Established in 2004, the council uses the Forum as a sounding board for proposed service changes. The Forum can feed its views into the council's decision making processes. Any council neighbourhood resident can join the Tenants' Forum and stakeholder membership is also available.

Further details are included in this resource pack.

For additional information contact the Tenant Participation Team on 01482 612 010  
email [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)





## Section 2 Opportunities for involvement - Ways of getting involved

**'Being involved in activities gives me a sense of pride and contentment in knowing I am making a difference in the area where I live.'**



**Graham Pettigill**





## Section 2 Opportunities for Involvement - Ways of Getting Involved

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### Section 2. Opportunities for tenants to become involved with the Housing Service

#### 2.1.1. Ways of being involved

In the past 'getting involved' meant having to go to regular meetings, or becoming a committee member. Many people find this method of involvement too formal or simply do not have the time or commitment for it.

How you become involved can include joining the Tenants' Forum, local Tenants' and Residents' Associations (TARAs), or simply attending your local Hull City Council Area Committee meetings, which are held in public.

These options involve meetings with differing degrees of formality. They are straightforward ways and means of getting your views heard and making sure they are taken into account.

We want to make your participation easy, not create obstacles. We want you to be able to be involved at times that suit you, therefore we are developing more involvement opportunities, including digital platforms, thereby providing you with 24 hours access.

#### 2.1.2. Our invitation to all tenants to become involved

There is a 'menu' of involvement opportunities with different ways in which Hull tenants and residents can, and do, change the Housing Service and make it better.

You can become involved by:

- reading the letters we write to you
- reading the regular articles in the newsletter circulated with your rent statement
- reading the expanded online newsletter
- visiting our website [www.hull.gov.uk](http://www.hull.gov.uk)
- looking at our Facebook page by clicking on the link on our website, or searching Hull City Council Housing on your Facebook page
- reading or commenting on our Twitter account
- emailing your comments and ideas to us at [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)
- making a suggestion
- completing questionnaires and consultations via traditional methods and online
- attending events
- adding your name to the Housing Opinion Panel (HOP)
- becoming a 'Mystery Shopper'
- attending your Hull City Council Area Committee meetings held in public
- coming to the tenants' promotional events
- becoming a block champion
- becoming a local area champion
- working with a local Tenants' and Residents Association
- becoming a member of the Tenants' Forum
- coming to a project or equalities meeting
- attending training courses
- coming to other housing-related meetings
- working with other voluntary agencies with a housing interest
- enrolling and completing the Housing Academy

....simply telling us what you think.

**We will always listen.**

### 2.1.3. Promoting the involvement message

This is an important message and a key part of our strategy is to ensure it is communicated effectively by:

- giving new tenants information about involvement and its importance, when taking up their tenancies
- reinforcing the message in our publicity and promotions materials
- continuing to promote our message to all staff
- engaging with Hull's diverse communities. To help us engage with people whose voices are seldom heard, with this, we promote our message to agencies which work with all sections of the community in Hull.

### 2.2. The ways in which tenants can become involved

Involvement Principle 3 states that 'everything in housing is open to influence' and that there are no topics or services 'off limits'. We recognise that the council has statutory legal duties and occasionally some things will be confidential. Beyond this, if something is of interest, tenants can get involved and have their say.

The housing services listed on the following table are open to tenant involvement. Some are already being shaped by tenants' views. Section 2.5 provides more information about the opportunities available.

How you can get involved	Structures for involvement (For council tenants, leaseholders and where applicable, other local residents)				
Developing the council's housing policy and strategy	Tenants' Forum	Area Committees	Project and focus groups		
Drawing up and appraising options for housing investments and improvements	Area Committees	Tenants' Forum	Tenants' and Residents' Associations		
Drawing up the council's capital and renovation programmes	Area Committees	Resident Engagement Strategies			
Developing and implementing regeneration and improvement programmes	Tenants' and Residents' Associations	Area Committees	Resident engagement strategies		
Budgets and finances	Tenants' Forum	Area Committees	Project and focus groups		
Allocations and lettings policies and procedures	Area Committees	Housing Opinion Panel	Project and focus groups	Tenants' Forum	

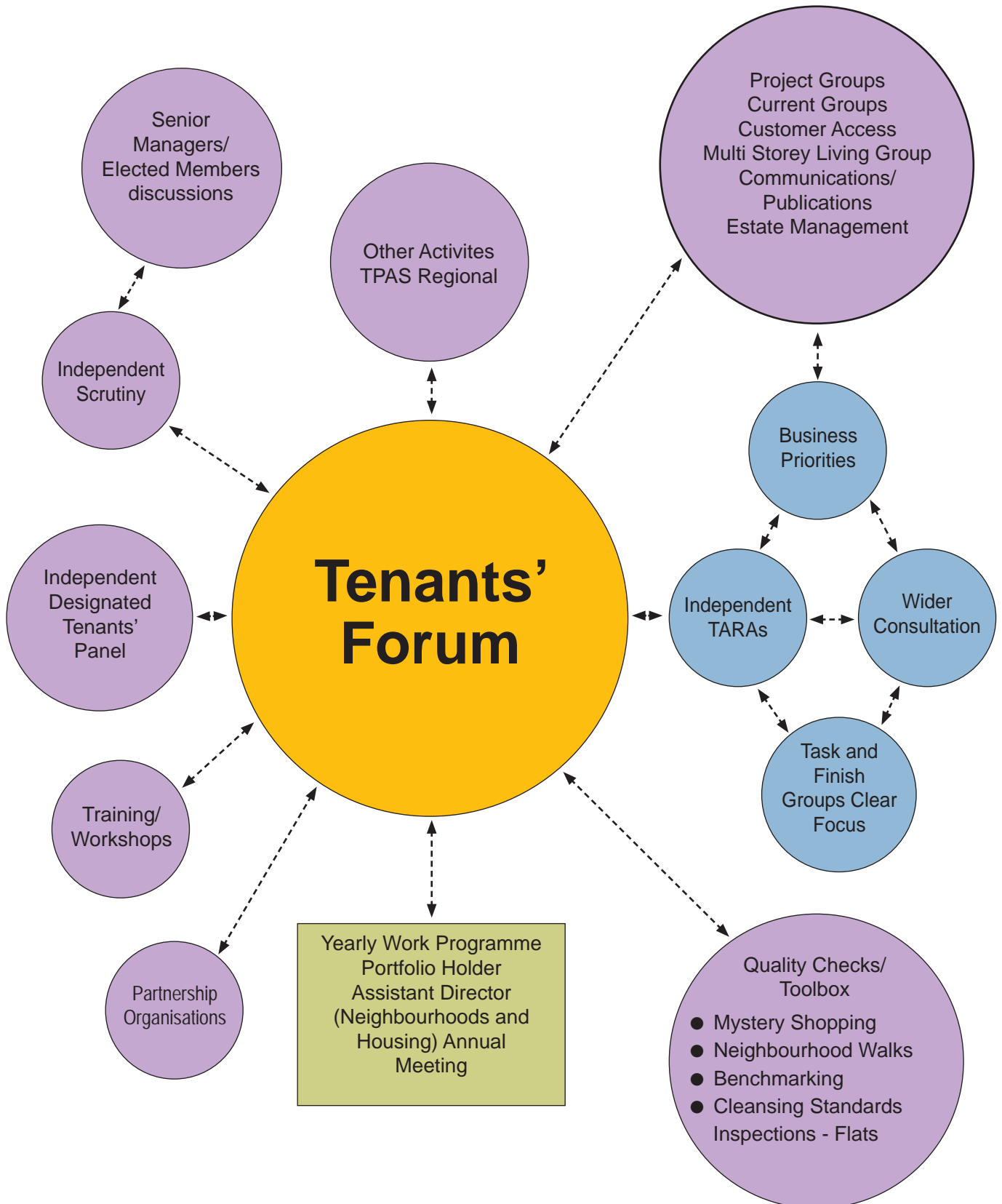


How you can get involved	Structures for involvement (For council tenants, leaseholders and where applicable, other local residents)				
Anti-social behaviour policies and procedures	Area Committees	Housing Opinion Panel	Tenants' Forum	Resident Engagement Strategies	
Management of local housing services	Area Committees	Tenants' and Residents' Associations	Resident Engagement Strategies	Tenants' Forum	Local area walks and cleaning inspections in flats
Policies and procedures for repairs and maintenance, rent collection and rent arrears, empty homes	Area Committees	Tenants' Forum	Project and focus groups	Housing Opinion Panel	Resident engagement strategies
Tenancy management and sustainability issues, tenancy agreements and conditions	Area Committees	Housing Opinion Panel	Tenants' Forum	Tenants' and Residents' Associations	Resident engagement strategies
Housing benefits, debt prevention and recovery procedures	Area Committees	Tenants' Forum	Housing Opinion Panel		
Leaseholder issues and charges	Area Committees	Tenants' and Residents' Associations	Housing Opinion Panel	Tenants' Forum	Resident engagement strategies
Sheltered housing services and Lifeline services	Housing Opinion Panel	Tenants' and Residents' Associations			
Housing services and performance strategies, including Best Value or continuous improvement, and arrangements for monitoring and reviewing performance, addressing shortcomings and remedial action	Area Committees	Project and focus groups	Tenants' Forum	Mystery shopping	

How you can get involved	Structures for involvement (For council tenants, leaseholders and where applicable, other local residents)				
Setting, monitoring and reviewing services, performance standards and targets for housing management and neighbourhood services. Ground maintenance, and cleaning.	Area Committees	Project and focus groups	Tenants' Forum	Mystery shopping	
Proposed remedial action if performance on services falls short	Area Committees	Project and focus groups	Tenants' Forum		
Proposals to contract housing services to other providers, including through partnering contracts	Area Committees	Tenants' Forum			
Neighbourhood issues which affect tenants' homes or the management of housing services	Area Committees	Housing Opinion Panel	Resident Engagement Strategies	Tenants' and Residents' Associations	Local area walks and cleaning inspections in flats
Customer care	Mystery Shopping	Housing Opinion Panel	Project and focus groups	Resident engagement strategies	
Environmental works	Tenants' and Residents' Associations	Area Committees	Housing Opinion Panel	Project and focus groups	
Arrangements for providing information	Area Committees	Project and focus groups	Resident Engagement Strategies		
Arrangements for tenant consultation, involvement and influence	Area Committees	Tenants' Forum	Housing Opinion Panel	Tenants' and Residents' Associations	Resident engagement strategies
Arrangements for complaints, comments and compliments with remedial action	Project and focus groups	Tenants' Forum	Independent Designated Tenant Complaints Panel	Resident engagement strategies	



## 2.3 Tenant participation structure for involvement



## 2.4. Our structure for involvement

The previous diagram shows our current involvement structure, with the groups currently operating and the way they relate to citywide and local issues. As part of our regular monitoring and review, the diagram will be updated and modified when required. Updates will be loaded onto the council's website for customers to download. They will also be available from the Tenant Participation Team.

## 2.5. How the involvement structure works

### Time commitment

This section helps give you an idea of the minimum time and commitment that an activity can take, and how much influence your involvement can have on services. Some of these activities can lead to a wider involvement and time commitment. This is however, optional.

Activities are split into those that require a monthly commitment, quarterly commitment, those that happen once or twice a year, and the last section includes activities where you choose how often you get involved.

Each activity has a key



Egg timers - The more egg timers that appear, the more time the activity takes.



People - the more people that appear, the more influence your involvement has on a service.

### For example:



One egg-timer would be a one hour meeting (monthly, once or twice a year depending on which section it is in).



Five egg-timers would be a regular monthly or yearly commitment for up to five hours.



One person shows your involvement has some influence on services.



Five people shows your involvement has a major influence on services.

### Monthly Activities

#### 2.5.1. The Tenants' Forum



per month



The Tenants' Forum is the city-wide hub for involvement with the Neighbourhoods and Housing Service.

The Forum is a constituted body with an adopted Code of Conduct to ensure all members understand and agree ways of working. This is to ensure their work is carried out openly, efficiently, fairly, and in a business-like manner.

The Tenants' Forum acts as the sounding board for service improvements and housing policy developments. The Forum aims to give all its members the opportunity to discuss and to comment on all key issues before decisions are made.





### 2.5.2 Independent Designated Tenants Panel



per month



The panel enables tenants to play an independent role in helping to resolve complaints.

### 2.5.3 Project and Focus Groups



per month



There are a series of groups and activities that feed into the Tenants' Forum. The groups meet as and when required. These groups work in partnership with officers and other stakeholders. Each group has its own Terms of Reference, detailing membership criteria.

There may be visits and training involved for volunteers to become real experts, enabling them to contribute effectively in the monitoring of service performance and the development of plans and proposals for change and improvement.

### Quarterly Activities

#### 2.5.4 Mystery shoppers



per quarter



Mystery shoppers help to monitor how well the council's services are performing. Posing as customers, they test the call centre, information points and customer service centres by calling into an office or phoning with a query.

Mystery shoppers help us understand some basic questions, for example:

- can people always get through to us
- how are enquiries dealt with
- what is the best way to answer a particular question?

Mystery shoppers report to both the Tenants' Forum and the council and make recommendations on how services can be improved

### 2.5.5 Executive Meetings



per quarter



There are a range of executive meetings which take place on a bi-monthly basis between the Tenants' Forum Committee, various chairs of project and focus groups with the Head of the Neighbourhoods and Housing Services, along with the Chair and Vice Chair of the Tenants' Forum attending the council's Scrutiny Commission on a regular basis.

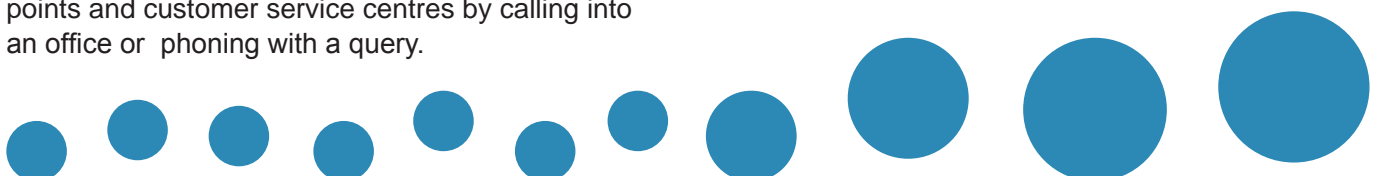
### Flexible activities

These are activities from which you can choose to suit your own level of commitment. You can take part every time you are asked, or whenever is convenient for you. However, if you are registered as interested in one of the following activities we will hold your details and let you know when opportunities for involvement are available to you.

### 2.5.6 Local area walks/cleaning standard checks in communal flat areas champions



per walk



Local area walks and communal areas in flats inspections are an opportunity for tenants and residents to become involved with improving their local neighbourhoods. Areas may be walked with a housing officer accompanied by tenants, residents and other interested parties, such as local ward councillors.

The aim of these activities is to highlight areas which they feel need action. These may be abandoned cars, cleanliness of landings, bulky items, fly-tipping, graffiti, noise nuisance, litter or overgrown gardens. The housing officer will note any items and arrange the most appropriate remedial action.

You can also carry out this activity by yourself and become a local area champion or block champion who monitors the street environment or the cleaning standard in a block of flats. How often you carry out these inspections is up to you.

### 2.5.7 Surveys



per survey

#### a) The Tenant Satisfaction Survey

Every year the Housing Service carries out a survey of tenants' views on the service they receive.

The findings are taken very seriously and any issues that give tenants cause for concern are investigated. The survey results are discussed with staff and the Tenants' Forum, and we will jointly work out how to respond and how to make improvements.

The survey is sent to approximately 5,000 randomly selected homes throughout the city. Safeguards are put in place to make sure the selection is evenly spread throughout the city.

#### b) Smaller surveys

Sometimes we may contact tenants and residents to ask for their opinions of the housing service. It may be about the area or their homes. We may ask how the service has performed, or ask for ideas or views. Surveys are carried out by post, door to door, by telephone, at community events, online, via Facebook or a survey link or by text message.



### 2.5.8 Customer Feedback Scheme - Compliments, comments and complaints

The Customer Feedback Scheme is the council's feedback and complaints scheme for its customers.

We want to encourage all our customers to offer feedback and suggestions. Customers can easily give their views or ideas by filling out a feedback form at any information point, community hub or customer service centre. Staff will encourage them to give us their views, and will be happy to help complete the forms. The Neighbourhood and Housing Service takes suggestions, compliments, comments and complaints seriously and will respond appropriately.

#### How do you register for these activities?

### 2.5.9 Housing Opinion Panel database

The Housing Opinion Panel is a database of everyone who is interested in being consulted, or wants to be involved in tenant involvement in some way. All housing service tenants or leaseholders are entitled to register, as is anyone living on Hull's council neighbourhoods or in a high-rise block which is managed by the housing service.

You choose the topics on which you want to comment and how you want to be involved. The choice of subjects for involvement include:

- repairs and maintenance\*
- equalities policies
- customer services
- anti-social behaviour
- tenant involvement
- living in a flat

\*Open only to Hull City Council tenants and leaseholders.. All other topics are open to all residents aged 16 and over who live in a council neighbourhood.

You can choose to be contacted about all of the above (and more), or just the one area that really interests you. You can then decide how you would like to be consulted, from a range of options such as

- questionnaires and telephone surveys
- focus or working groups (both face-to-face and virtual meetings)
- roadshows and events
- online or email surveys
- mystery shopping.

Tenants who have registered for the Housing Opinion Panel will be contacted from time to time and asked for their views and opinions, regarding specific topics. These views will be collated and will be passed on to project or focus groups to help the members of those groups make decisions.

**Your views will, and do, make a difference.**

### **Interested?**

If you want to register to be part of the Housing Opinion Panel database, ring 01482 612 010 and ask to speak to a member of the Tenant Participation Team or email [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)

## **2.6. Other involvement opportunities**

### **2.6.1. Tenants' and Residents' Associations (TARAs)**

TARAs are groups of people who represent tenants, residents and leaseholders living in an area, block or street. Their aim is to put forward views and concerns about their housing, community and local issues to the council.

They can be involved in a wide range of issues from large scale improvements and matters of policy, to organising local social events.

There are a number of associations in Hull, some are more active than others. Some are interested in housing, others, in wider issues.

If a group wants formal recognition as representing an area, and share in local decision making, it must meet standards designed to demonstrate its openness and accountability.

Some groups of tenants and residents may not wish to operate as an officially recognised tenants' or residents' association, preferring something more informal. We will talk to any interested group, but will not always be able to grant the same status and degree of influence to a group which cannot demonstrate it is working to recognised standards.

These standards were drawn up jointly with tenants and are based on national good practice.

The Neighbourhoods and Housing Service also supports tenants' and residents' associations financially, providing grant funding for setting up and for annual running costs, as well as offering advice, support and assistance.

Where tenants want information about an existing association or wish to talk about starting up a new formal or informal group, the Tenant Participation Team can give advice and support.

The Tenant Participation Team can be contacted by calling 01482 612 010 or emailing [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk).

Details of the help and support we provide, and our standards for recognised tenants' groups are in Section 5.

### **2.6.2. Area Committees, Ward and Neighbourhood Forums**

Tenants and residents can get involved in local decision making by attending Hull City Council's Area Committee meetings, Ward and Neighbourhood Forums.

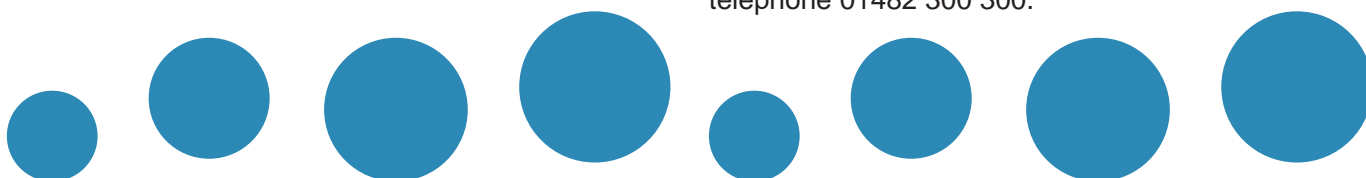
There are three Area Committees across the city made up of the local ward councillors. They are the decision making body for each area and have delegated powers. Area Committee meetings are held every four or six weeks and you can find the dates and venues of the council's website [www.hull.gov.uk](http://www.hull.gov.uk), search Area Committees. Area Committee meetings consider reports presented by council officers and make decisions based on their knowledge of the area and in accordance with council policy.

Ward or Neighbourhood Forums have also been set up to allow local issues to be discussed at community level. These allow people to have a say on any issues affecting their neighbourhood, as well as council services. Matters raised can then be referred to the Area Committee for action.

Area Committees have the ultimate responsibility for decision making locally. To reflect public opinion, rely on information from local residents.

Ward councillors' community leadership role ensures that he or she is already representing community views, and, as more people become involved in forums and Area Committees, decisions will increasingly become community decisions.

For access to a full agenda for forthcoming meetings in your area you can visit our website [www.hull.gov.uk](http://www.hull.gov.uk), contact or visit your information point or customer service centre, library or Guildhall Reception or telephone 01482 300 300.





### 2.6.3 Resident engagement strategies

The business environment for social housing is changing dramatically, not least following a raft of government policy announcements made to strengthen the tenant's voice, following the Grenfell Tower tragedy of 2017.

The Building Safety Act has been introduced to provide a stronger voice for residents living in high rise flats, new rights to information about their buildings and a requirement on landlords to actively communicate with their residents. The details of this will be held within a Resident Engagement Strategy.

As a service we have an 'Accountable Person' who from 2023 has a legal obligation to ensure residents are informed about and are involved in decisions that concern the safety of their building. They will also be required to provide, upon request, information that helps to ensure that residents are able to better understand and be able to be further informed about how the safety of their building is managed.

We have engaged with volunteers on the Multi Storey Living Group, undertaken door knocking, drop in sessions (where facilities enable), an on-line survey and sent letters to occupiers of the building and during 2023 we will build on this and tailor an individual plan for each Multi-storey block to specific residents' needs, preferences and protected characteristics.

We will provide a copy of the Building Safety Engagement Strategy to each resident of the building who is;

- aged 16 or over, and
- resides in a residential unit in the part of the building.

Each strategy will contain:

- what information will be provided to residents
- responsibilities of both the landlord and the resident
- how the building will be managed
- what residents will be consulted on
- how residents' views will be sought, measured and reviewed
- how complaints will be dealt with
- what support is available
- how the effectiveness of the strategy will be measured
- how each individual strategy will be reviewed.





## Section 3 Involvement priorities and targets 2023-2027

**'We are enabled to make a difference in our local area and wider city through participation and involvement with the Council.'**



**Craig Smith**





## Section 3 Involvement Priorities and Targets 2023-27

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The Key to our Future: Hull City Council Tenant Compact and Involvement Strategy is divided into five sections and each section is printable as a separate booklet.



### Section 3

The Tenant Participation Team and tenant volunteers wish to thank the following groups for their invaluable comments, suggestions and support for the Compact Review Consultation Exercise

List of bodies consulted:

- Tenants' Forum and Individual members
- Charterhouse Community Tenants and Residents Association
- Gatwick House Tenants and Residents Association
- LGBTQ Forum and Community
- Humber All Nations Alliance
- Chiltern Primary School(Chat and Choose Group)
- Hull CVS

We want to take this opportunity to thank each and everyone of you who took the time from your busy lives to make comments regarding our priorities and targets for 2023 - 2027.

The Housing Service's Senior Management Team and the Tenant Participation Team appreciate and value these contributions, which are geared towards ensuring equal access and satisfaction of tenant involvement for all people. Without all your support, co-operation and contributions we would not have been successful in developing the priorities and targets to such a high standard.

Thank you.





### 3.1 Involvement Priorities and Targets 2023 - 27

#### Compact priorities following consultation

To ensure tenant involvement is meaningful the priorities and targets link to the themes in the service's Business Plan and Housing Strategy.

<b>PRIORITY 1 - Focussing on customer experience</b> <b>Increase customer participation to support remodelling of service provision</b>			
	Aim	Target/s	How this is monitored/measured
1.1	Ensure structures are in place to allow tenants and residents to monitor performance of the housing service	Tenant involvement framework provides a menu of opportunities for involvement  Quarterly performance feedback at Tenants' Forum  Agreed performance indicators at Project and Focus Groups  Groups to expand their intelligence by the use of wider consultations and by mystery shopping  Providing opportunities for volunteers to benchmark performance with other housing providers and seek out best practice  Provide an annual report	External review by TPAS Regulator for Social Housing  Tenants' Forum notes  Evidence in reports to Forum Attendance at regional events and site visits to and from other housing providers  STAR results and House mark benchmarking information presented annually to Tenants' Forum  Tenants' Forum notes  Feedback to Tenants' Forum from Publicity Project Group  Performance information available via the web.
1.2	Expand digital opportunities for involvement	Minimum of four digital consultation activities per year	
1.3	Provide support to Tenants' and Residents' Associations (TARAs)	Provide information to all TARAs of support available. Provide all TARAs with an opportunity for an annual review	
1.4	Ensure mechanisms are in place to feedback impact of tenant/resident involvement to active and non active customers	Annual Report  Articles in newsletters and rent statements  Tenants' Forum 'Thank you' event  Increase opportunities via digital platforms	

**PRIORITY 2 - Putting residents first, meeting residents needs**

**Provide support to individual tenants/residents and Tenants' and Residents' Associations to give them the necessary skills, knowledge, information and resources to enable effective involvement**

	<b>Aim</b>	<b>Target/s</b>	<b>How this is monitored/measured</b>
2.1	Provide support to individual Tenants, Tenants' and Residents' Associations and the Tenants' Forum	<p>Undertake training needs analysis of involved Tenants' and Residents' Associations (TARAs) annually</p> <p>Tenants' Forum to have a variety of guest speakers to enhance their members' knowledge</p> <p>Ensure that training is available to provide tenants with housing knowledge, legislation and policies and procedures</p> <p>Online skills to be able to access new communication channels</p> <p>Publicity campaign to raise awareness of Housing Academy course beyond active tenants</p> <p>Ensure individuals have an opportunity to network with other providers to increase their awareness and learn from others</p> <p>Assess all TARAs against the recognition criteria and where appropriate work with the committee to help them meet the criteria to enable them to access funding available</p>	<p>Deliver capacity building training courses, to develop an individuals personal skills and knowledge when required</p> <p>Feedback from Tenants' Forum members</p> <p>The 14 week Housing Academy to be delivered annually (subject to demand)</p> <p>Number of students enrolling on the Housing Academy course (minimum of ten)</p> <p>Tenants' Forum notes</p> <p>All TARAs wanting to access funding are enabled and supported to do so</p>
2.2	Address barriers to involvement, working with under-represented groups	Work in partnership with other organisations to ensure representation	All consultation activities are, as far as reasonably possible, representative of the customer profile data

**PRIORITY 3 - Safety, sustainability and climate change**

	<b>Aim</b>	<b>Target/s</b>	<b>How this is monitored/measured</b>
3.1	<p>Resident engagement strategies will be developed in the 22 high rise flats</p> <p>Ensure communal landings are free from safety risks</p>	<p>These will be developed by October 2023 and clear communication lines and responsibilities for Building Safety will be established</p> <p>72 estate walks with volunteers carried out annually</p> <p>Multi -storey blocks (flats) visited monthly by volunteers to monitor the cleaning standard</p>	<p>Each of the 22 strategies will meet the needs of all community. Each strategy will contain a review period (not more than three years) and how success will be measured.</p> <p>Total number of walks and actions issued. Monitored at Estate Walk Project Group</p> <p>Total number visits and satisfaction forms received monitored and evaluation at the Multi Storey Living Project Group</p>
3.2	<p>Ensure residents are aware of financial and sustainability issues</p> <p>Raising awareness of climate change</p> <p>Encourage local climate change initiatives</p>	<p>Annual HRA event</p> <p>Ensure the Tenants' Forum has opportunity to receive information and attend relevant training both locally and nationally</p> <p>Increase the number of TARAs in flats who have access to recycling bins</p> <p>Each local TARA news sheet has information regarding climate change</p>	<p>Feedback provided in final report to Council</p> <p>Tenants' Forum notes</p> <p>Local resident new sheets</p>





#### PRIORITY 4 - Strengthening Hull's neighbourhoods and communities

	Aim	Target/s	How this is monitored/measured
4.1	<p>Provide support to Tenants' and Residents' Associations (TARAs)</p> <p>Ensure there are methods of involvement in place that allow tenants and residents to monitor the standard of estate management and safety in local communities</p> <p>Produce Involvement Strategy and Compact to continue partnership and to meet regulatory requirements</p>	<p>Provide information to all TARAs of support available. Provide all TARAs with an opportunity for an annual review</p> <p>72 estate walks with volunteers carried out annually</p> <p>Multistorey blocks (flats) visited monthly by volunteers to monitor the cleaning standard</p> <p>Recruit 15 digital reporters per quarter.</p> <p>Rollout Area Neighbourhood and block champions</p> <p>Draft Strategy and Compact produced by end 2027</p>	<p>Number of TARAs accessing funding and support</p> <p>Annual Tenants Satisfaction Survey</p> <p>Total number of walks and actions issued. Monitored at Estate Walk Project Group</p> <p>Total number visits and satisfaction forms receive monitored and evaluation at the Multi Storey Living Project Group</p> <p>Tenants' Forum notes</p> <p>Final Involvement Strategy and Compact approved by all parties</p>





# **PRIORITY 5 - Investing in modernisation and organisational development**

	Aim	Target/s	How this is monitored/measured
5.1	Support the Designated Tenants Complaints Panel in the local resolution of complaints	Compliance with Panels Terms of Reference	Number of recommendations made by the Panel accepted by the Complainant and the Housing and Neighbourhood Service
5.2	Raise awareness generally of the Stop Stigma in Social Housing campaign	Annually group to agree support and actions with Senior Management Team on how it can assist with "culture" change	Improved STAR survey results





## Section 4 Standards for Involvement - How we will support you

**'I am involved because  
I love my area and take  
pride in living here.'**



**Beverley Swales**





## Section 4 Standards for Involvement - How We Will Support You

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### Section 4

#### 4. Standards for involvement

##### 4.1. Standards for getting everyone involved

We want all council tenants to have the opportunity to participate in how the housing service is run and performs and will take steps to encourage involvement from groups which to date are underrepresented.

We want to remove any barriers that limit or prevent the participation of young people, young families, members of black minority and faith communities, people with disabilities or caring responsibilities.

Most reasonable travel and out of pocket expenses will be reimbursed on production of a receipt, for example, a bus ticket. We will organise road shows and attend events in the community, carry out door knocking campaigns and continue to develop digital access.

The Neighbourhoods and Housing Service will undertake equality impact assessments for all housing policies, functions and procedures. These will identify any adverse impact on minority groups and make sure that all our services are accessible.

To ensure this, we will monitor who accesses our services and their satisfaction with the services they have received. We want our developing experience in implementing tenant involvement to contribute to this.

Hull City Council is committed to treating people fairly, with dignity and respect. Everyone who lives, works, or visits this city regardless of their gender, ethnicity, sexual orientation, disability, age or faith should experience high quality services and customer care from Hull City Council.

The council will:

- review the information collected to identify any steps to encourage involvement
- where a group is under represented we will take steps to encourage involvement
- ensure activities are as accessible as possible.

The Neighbourhood and Housing Service will support from a tenant perspective, the impact of social housing stigma, by raising awareness, challenging and taking positive action to eradicate stigma in social housing.

We will support active volunteers to instigate and develop local awareness campaigns and provide assistance to the national "Stop Social Housing Stigma" campaign. We will work with our partners inviting them to pledge their commitment as "official supporters" of the campaign.



#### 4.1.1. Reaching out to everyone

These include:

- carrying out regular tenancy visits
- using only accessible venues
- providing people with information in a format which meets their needs on request and if practical
- accessing people in their groups and communities
- reimbursing reasonable travel and out of pocket expenses on production of a receipt, in line with the council's expenses policy
- offering relevant training, including the commitment to involve everyone as one of our core standards for tenants' groups
- developing and expanding digital opportunities for engagement
- offering meeting times when people can attend (meetings have traditionally been between Monday - Friday 9 - 5pm). For example, holding evening meetings.
- We will promote a positive 'can-do' message. We will ask people what they need to help them to become involved and assure them that we will do all we can to provide it.

#### 4.1.2. Improving accessibility

To ensure equality in involvement we will:

- set targets for involvement of under-represented groups
- monitor levels of involvement and representation by all groups to ensure that no group is significantly under-represented
- develop procedures to make sure that all tenant groups are encouraged, able to participate, and are inclusive
- develop training options for tenants, staff and others to raise awareness of equal opportunity issues in housing
- seek to open communication channels with different community groups, to encourage their active involvement.

#### 4.2. Standards for information

We will make sure we give our customers good quality, easy to understand information.

This information may take many forms such as newsletters, web pages, social media, personal discussion and explanation. The standards are explained in more detail below.

Our standards for information on involvement will be adopted by all council services, individuals or groups producing information for our customers. These include the Tenant Participation Team, front line staff, other sections of the Neighbourhoods and Housing Service and those tenant groups which have an active role in providing information to tenants.

##### 4.2.1. Our standards in detail

**Accessibility** - information should be openly available and actively promoted.

**Print size and clarity** - Where practical all document text will be laid out no smaller than a 12 point type. Documents may be available in alternative formats on request and where practical.

**Expressed clearly** - information will be written in plain English, avoiding jargon, racist, sexist or other inappropriate language.

**Appropriateness** - information will be accurate, relevant and timely. Tailored to our customers' needs.

The Publicity Project Group, in conjunction with members of the Housing Service and the Corporate Communications and Marketing Team will be responsible for reviewing materials for clarity, completeness and effectiveness.



#### 4.2.2. Examples of the type of information provided to tenants

All council tenants can receive information on the council's:

- housing strategies, policies and priorities
- housing investment options and plans
- arrangements and requirements for delegating housing management, including contracting out of services
- arrangements for developing and implementing best value, including monitoring and reviewing performance and setting service standards and targets
- housing management and other relevant local services
- Equality and racial harassment policies
- the 'The Key to Our Future' agreement.

#### 4.2.3. Standards for dealing with enquiries

Tenants can request further information on a range of housing matters. We will promote this opportunity. We will respond within the timescales detailed within the Customer Feedback Policy: the response may be verbal or written.

#### 4.2.4. Standards for providing information to active tenants

Active tenants will naturally receive more information relating to the subjects or areas in which they are involved.

These tenants are encouraged to share this information, as appropriate, with other tenants across the city. The Neighbourhoods and Housing Service will assist tenant groups in providing information to their members. This may include copies of information, design support or guidance and encouraging participation in training where appropriate.

#### 4.2.5. Feedback mechanisms

The Publicity Project Group will seek feedback and comments on the quality and appropriateness of information provided to customers as part of their regular monitoring activity.

#### 4.3. Standards for tenants' groups

Each year the Tenant Participation Team will contact all groups in the city to assess their progress and interests, to update and remind them about opportunities for involvement, and to explain the financial and other support available for groups.

At this point, their compliance with the standards for groups will be assessed. Only groups which comply with the standards for formally recognised tenant groups will be eligible for annual support grant funding from the Neighbourhoods and Housing Service.

##### 4.3.1. Recognition of Tenants' and Residents' Associations - minimum standards required

- approved written constitution (including a map of the area covered) or governing document. Section 5.2.4 and 5.2.5 includes further guidance information
- Equal Opportunities Policy, and every year a representative of the group must attend an equalities and diversity training course. We will provide a minimum of one annual city-wide training course and each group will have the opportunity for the information to be delivered locally
- the group must complete an annual monitoring form assessing how representative their group is of the community it serves
- annual elections to committee roles
- open financial records, to account for all money received from the Housing Revenue Account Service
- regular meetings (minimum: one Annual General Meeting (AGM), one public and four committee meetings)
- publicised activities
- membership clearly open to all living in the area they cover
- regular publications (at least two per year).
- a demonstration that a group is meeting its aims and objectives (e.g. a copy of an end of year report, or publications, minutes of meetings and surveys etc)
- invitation to the Tenant Participation Team to any AGM or public meeting.





## 4.4. Standards for resources and support

The Tenants' Forum and the Council will discuss annually, as part of the Housing Revenue Account consultation sessions, the budgets for the following year.

### 4.4.1. Assessing efficiency and value for money

In both planning involvement activities and in monitoring the budget, the Tenant Participation Team and the Tenants' Forum will regularly question the cost and value of activities.

We will ask questions such as:

- how could this have been done differently?
- could the same result have been achieved with fewer resources?
- could we do this better by using an external provider?
- how could we have increased the reach and impact of this activity?
- has it made a difference to the service we provide?
- how can we improve the effectiveness?

We aim to develop a better understanding of the costs and benefits when weighing up different types of involvement activity. This will help to identify what resources are needed to support tenant involvement in meeting the aims of 'The Key to Our Future'.

The Government lays down clear rules about how councils can and cannot spend their rent income.

In Hull, the Housing Revenue Account (HRA) has traditionally funded tenant participation.

Increasingly, neighbourhoods are populated by a mix of tenures and both residents and tenants are now being consulted on issues beyond housing.

It is important to consider who supports the costs for involvement. Where it is primarily a housing-related matter and for the benefit of tenants, it should be funded from the HRA.

For consultation on non-housing issues, other council budgets may be more appropriate. This is increasingly important as the council develops wider consultation and participation initiatives in relation to best value and community planning in line with current legislation.

### 4.4.2. Resources which encourage involvement

For some considerable time, we have provided start up and support grants for tenant groups, paid for training, networking, visits, conferences, and independent advice.

We aim to target spending carefully to remove some of the barriers and the reluctance some people may feel about taking part.

We can help by:

- promptly reimbursing tenants' reasonable travel and out of pocket expenses incurred in attending agreed activities, in line with the tenant expenses policy. Contact Tenant Participation Team on 01482 612 010 or email [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk) for more information
- take reasonable measures for disabled or vulnerable tenants to travel safely to and from events
- providing information in different languages and formats when requested and where practical.

## 4.5. Standards for effective meetings

Effective involvement requires clear communication and good feedback. We do all we can to ensure that meetings (whether it is a tenants' group, or between staff and tenants) are as good as they can be for all participants.

We have established the guidelines below for meetings which are part of the involvement structure.

We always follow them and encourage other council service areas/tenant groups to adopt them,



#### 4.5.1. Guidelines for effective involvement

All meetings should:

- have clear objectives and mandate
- be clear what level of influence or decision making the meeting has
- be friendly meetings with good conduct and free from harassment
- be business-like and courteous
- have a clear action plan to deal with matters arising
- have arrangements for good quality and timely feedback, to all those who took part.

Some examples of behaviour that may constitute harassment are (but not limited to):

- violence or threats of violence towards any person
- abusive, intimidating or insulting words or behaviour
- discrimination or harassment on the grounds of race, nationality, ethnicity, gender or gender identity, transgender status, sexual orientation, age, disability, religious belief or health, including HIV/aids status
- unreasonable persistent insistence on the individual's own viewpoint at times when the group and/or Chair have responded/decided and are clearly ready to move on with the agenda/meeting
- behaviour which unreasonably undermines the views of/or information provided by other attendees at a meeting or serves to belittle or try to belittle any attendee.

#### 4.5.2. Involvement meetings should be

- publicised effectively - using appropriate methods which can reach everyone
- publicised in good time
- held at suitable times
- held in accessible places
- properly chaired
- conducted in a fair and democratic way open to all tenants.

#### 4.6. Standards for resolving disputes and disagreements

This section describes the approach we will follow should disputes and disagreements occur.

Comments, compliments and complaints about the Housing Service are a welcome and productive part of our involvement arrangements.

Disputes and disagreements are costly and unproductive, and we will work to avoid them wherever possible.

We hope that by working together in a productive partnership towards shared aims, we will create conditions where disputes do not occur.

We know there will be occasions when there are differences of opinion and parties disagree. Should this happen, we will work positively to resolve them and move on as quickly as possible. We will not shy away from difficult issues.

Any shortcomings in the performance and delivery of this agreement will be dealt with at the earliest stage.

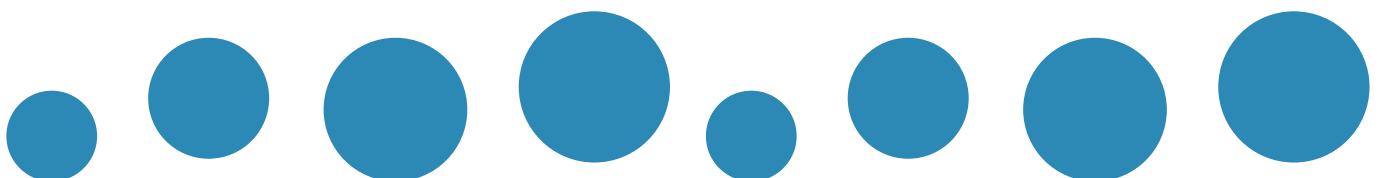
We want people to feel encouraged to comment or complain if they feel the spirit of this agreement is not being adhered to.

#### 4.6.2. The Customer Feedback Scheme - Complaints, Comments and Compliments

Where tenants have cause for comment or complaint about the delivery of this agreement, whether it concerns the actions of the council or a tenants' group party to this agreement, they will be encouraged to use the council's Customer Feedback Scheme 'Complaints, Comments and Compliments'.

Users of this scheme receive a response within two weeks and have the opportunity to pursue a complaint to a higher level if they are not satisfied with the initial response. Forms are available online at [www.hull.gov.uk](http://www.hull.gov.uk)

As part of its remit the Tenants' Forum will monitor and decide future actions with regards to feedback received in connection with the Compact and tenant involvement activities.



## 4.7. Monitoring and measuring progress

We will make and monitor joint plans. Involvement should have an impact and for our volunteers to feel their time is usefully spent.

We have established a number of specific targets and performance measures, which include some for tenants' satisfaction, these are:

- participation arrangements
- services, including value for money
- Annual report

### 4.7.1. Regular monitoring

The Tenants' Forum will receive feedback on involvement activities.

They will consider:

- different approaches to Tenant Participation
- what other housing organisations and tenants are doing and achieving and how our approach and performance compares
- how we can change our approach to make sure it remains effective and efficient
- ensure tenant representatives, individuals and groups are playing an effective role
- appraising equality of opportunity and levels of involvement by all groups, including traditionally underrepresented groups
- Ensure where practicable we are reaching every one - and that our message is effective



### 4.7.2. Annual Monitoring

At the December Tenants' Forum meeting, groups will provide an update on its impact and future plans.

The Tenants' Forum will provide an annual report at its annual general meeting.

Key information will be made available to all tenants within the Housing Service's annual report to tenants.

### 4.7.3. Monitoring the views and impact on all tenants

Every year we will conduct the standard tenant satisfaction survey. In addition, we will conduct our own monitoring on satisfaction assessment after each involvement activity to enable us to continue to improve.

### 4.7.4 The views and experience of officers

Many involvement activities consist of officers working alongside volunteers. Tenant involvement is a partnership between volunteers, officers and Councillors. All ideas for improvements and enhancements will be considered by the relevant body.





## Section 5 Compact support information

**'I love the area in which I live, the people are a diverse mix and come together as a community.'**



**Sana Benali**



## Section 5 Compact Support Information

### 5.1. Conditions of involvement in meetings and other involvement activities and enforcement

For meetings, and other activities, any actions undertaken under the following conditions will be transparent throughout the process, where confidentiality is not at risk.

Prior to, during and following the meeting or activity, a volunteer must avoid:

- (i) **Discrimination**  
There will be no discrimination. People who attend meetings have the right to be treated with dignity and respect, regardless of their ethnicity, gender, age, sexuality, faith, or any other matter which causes people to be treated with injustice, nor will any discriminatory language be tolerated in discussions.
- ii) **Conflicts of interest**  
Individual volunteers must disclose any interest, whether personal or on behalf of any group they represent, if they think it may affect or influence their approach to matters under discussion.
- (iii) **Relationship with other volunteers.**  
Individual volunteers must:
  - treat other volunteers with dignity and respect
  - promote a friendly and harassment free environment for all.
- iv) **Relationships with officers and contractor representatives**  
Individual volunteers must:
  - treat all Council staff and contractor representatives with dignity and respect
  - use the normal procedures for reporting repairs, complaints etc
  - not expect to receive more or less favourable treatment by staff because of their involvement with the Housing Service.

See section 4.5.1 for examples of harassment

#### v) Confidentiality

Volunteers should respect the confidentiality of all individuals, whether present or not, and refrain from mentioning specific individual cases which may cause embarrassment or

Tenant and resident volunteers, on occasion, may be provided with confidential information, for example, about the housing service and partner organisations. In such cases, they will be asked to sign confidentiality undertakings. Any such information, provided to allow the Tenants' Forum or project/focus group to take place, must not be disclosed to anyone else.

- vi) **Political affiliation**  
Individual volunteers may be affiliated to, or be members of, a political party but they cannot represent a political party in their role as a tenant volunteer.
- (vii) **Capacity to participate**  
Volunteers cannot take part in any activities if they are under the influence of prescribed or other drugs, or alcohol, which may impair their capacity or endanger their own, or other people's safety.
- (viii) **Code of Conduct**  
Volunteers must agree to abide by the Code of Conduct for meetings and activities, failure to adhere to the Code of Conduct will follow the process detailed at 5.2.
- (ix) **Safeguarding and criminal offences**  
Consideration will be given to the level of involvement available to volunteers in relation to all aspects of safeguarding of vulnerable adults and children.  
  
As administrators, Hull City Council reserves the right to close a meeting/activity.





## 5.2. Code of Conduct for all involvement meetings and enforcement

A Code of Conduct is a set of ground rules which help ensure a meeting is run in an orderly and fair manner. All meetings and involvement activities, have agreed to adopt the Code of Conduct, which is available from the Tenant Participation Team.

If the conditions for involvement are not met, and/or a complaint is received, the process shown at flowchart 1 will be followed.

A complaint can be made both verbally or written to a member of the Tenant Participation Team.

Examples of penalties that may be imposed for breaking the Code of Conduct are as follows (this list is not exhaustive):

- no action
- verbal warning
- written warning
- final warning
- suspension for length of time
- permanent exclusion
- referral to another agency.

If a volunteer does not follow the Code of Conduct, the Chair will issue a verbal warning. If there is a second breach, the Chair will give a written warning. If breaches continue, the Chair will suspend the meeting and the Chair and Vice Chair will decide whether to ask the volunteer to leave or terminate the meeting.

If a volunteer is expelled from a meeting or the meeting terminated due to their conduct, the Chair and Vice Chair will decide the next course of action. This may be either no action required or to follow the complaint process as identified within the Compact.

If a volunteer breaks the Code of Conduct at an activity or outside of a meeting, the supporting Tenant Participation Officer will issue warnings in line with the Code of Conduct and if necessary terminate the activity. Following the activity, the issue will be escalated to the Tenant Participation Manager or delegated officer).

If the Chair does not follow the Code of Conduct, the Chair will be given an opportunity to explain the reasons for their conduct. If there is a second breach the Vice Chair will give a formal warning. If breaches continue, the Vice Chair will suspend the meeting and will decide whether to ask the Chair to leave or terminate the meeting.

If the Chair is expelled from a meeting or the meeting terminated due to their conduct, the Vice Chair and the Tenant Participation Officer will decide the next course of action. This may be either no action required or to follow the complaint process as identified within the Compact.

Examples of unacceptable conduct:

### Minor

Banter

Mischief (light-hearted causing disruption)

Constant Interruptions during meetings

Unnecessary gestures (visible irritation)

Unwelcomed over familiarity

Poor personal hygiene

Taking without permission i.e. milk cartons etc.

Behaviour aimed to disruption (not moving on)

Not sticking to the agenda  
(after repeated reminders).

### Major

Abusive

Discriminatory behaviour

Harassment e.g. face to face, digital etc.

Bad language

Assault

Threatening behaviour

Victimisation

Hazardous actions

Breaching confidentiality / data protection  
when confidentiality agreed previously)

Slander

Unwelcomed physical contact

Hijacking agenda for personal gain.



If the Chair is expelled, appropriate measures will be taken to fill any vacancies for that meeting only.

For minor breaches, the Tenant Participation Manager will agree a suitable resolution with all relevant parties.

For major breaches, the Tenant Participation Manager will deal with officer or any other party complaints against volunteer/s. Assistant director for housing will authorise any sanctions following the investigation. This process will follow Human Resources guidance. If a volunteer complains about an officer, this will be dealt with under the Hull City Council's Customer Feedback Scheme.

For volunteer/s' complaints against volunteer/s see flowchart 2. At anytime throughout the process the complaint can be referred to another agency.

For examples of major/minor breaches please see table on page 35 (this list is not exhaustive).

Once a complaint has concluded the process shown at flowchart 2, the complainant/accused may progress through the appeals process shown at flowchart 3. Flow charts 2 and 3 are for volunteer complaints against another volunteer only.

Upon conclusion of the appeals process, there will be no further right of appeal.

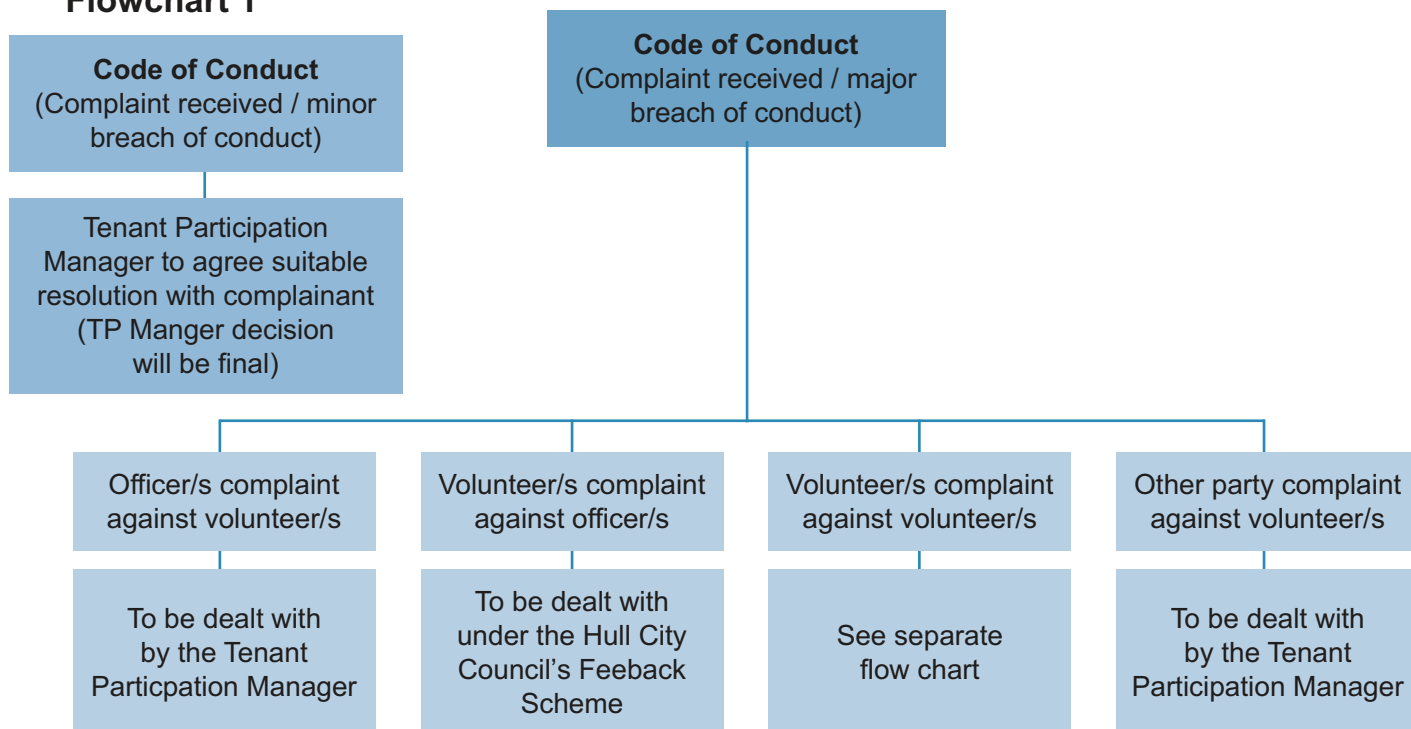
The complainant will not be informed of the details of any sanctions imposed where this would breach the data protection rights of the volunteer against whom the complaint was made.

The following timeframes are suggested for the process.

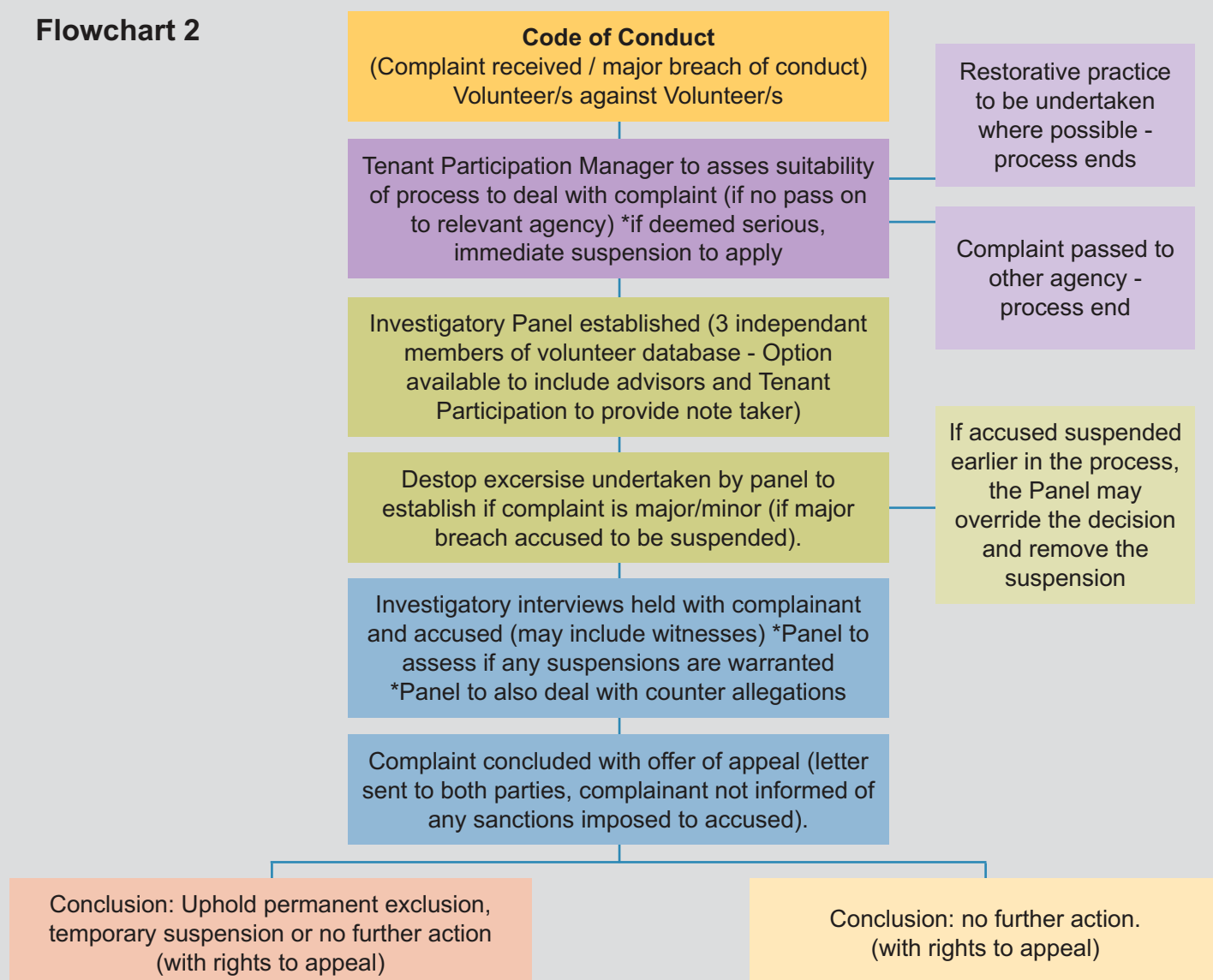


	Aim	How this is monitored/measured
1	Complaint received	Within five working days
2	Tenant Participation Manager (or delegated officer) to assess suitability of the process to deal with the complaint	
3	Start of complaints process or refer to another agency	
4	An independent investigatory panel established	
5	Notification of complaint to be made to both accused and complainant	Within five working days
6	Desktop exercise undertaken by panel members, to establish minor or major breach	
7	Invite all parties involved to investigatory interviews.	Panel to determine and advise timeframe based on nature of complaint
8	Investigatory interviews held	
9	Statement of investigatory interview to be circulated to all interviewees for amendments/signing as an accurate record five working days following the interview	
10	Statements to be returned for final decision five working days from receipt	
11	Final decision to be made to uphold/dismiss complaint within 15 working days of investigatory interview and letter sent to complainant and accused with decision made. Offer of appeal to be made which must reach the Tenant Participation Manager (or delegated officer) within ten working days of receipt of the outcome letter.	
12	Appeal letter received	
13	Letter of acknowledgement sent to both parties	Within five working days
14	A specific Appeal Panel (consisting of three independent members of the volunteer database) will be established. These must be accepted by both parties and must not consist of initial investigatory panel member	
15	Appeal panel to consider if suitable grounds to proceed with appeal	
16	If appeal is dismissed, No further action	
17	Appeal accepted / appeal panel to undertake assessment of complaints process previously followed (desktop exercise)	Panel to determine and advise timeframe
18	Hearing of the appeal held interviewing both parties and the investigatory panel	
19	Conclusion of the appeal to uphold/dismiss to be confirmed by letter	
20	If appeal upheld, investigatory panel to reconsider decision	

## Flowchart 1

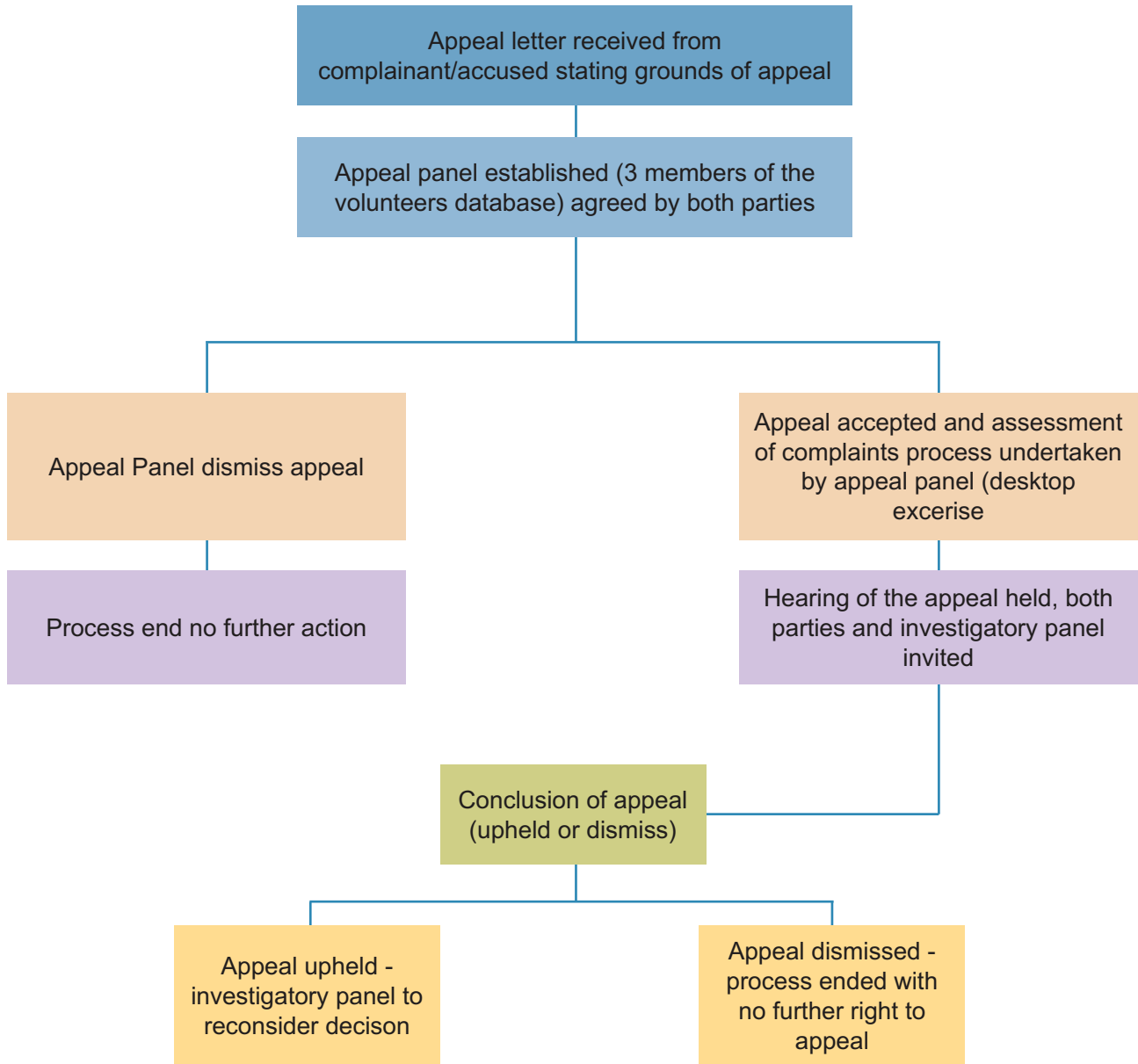


## Flowchart 2





### Flowchart 3



### 5.3. Hull Tenants' Forum Constitution

Copies are available from the Tenant Participation Team on request.

### 5.4. Constitutions for tenants and residents associations (TARAs)

Once an association has developed, it makes sense for it to have a written constitution that is approved by its members. A constitution is a set of rules which show:

- the association's aims and objectives
- whom the association represents
- who can join the organisation
- how the group is run, how decisions will be made
- how the finances are to be managed.
- The Neighbourhoods and Housing service does not have a model constitution which all groups are expected to adopt. Groups can adopt a constitution drawn up to suit their aims and purposes, as long as it meets the minimum standards. Refer to the recognition criteria in section 4.

#### 5.4.1. The Neighbourhoods and Housing Service's minimum standards for constitutions

For a tenants' group or association to become recognised by the Neighbourhoods and Housing service, its constitution must contain a number of key features. It will:

- guarantee the rights of members to voice their views and vote on issues which affect them
- protect the interests of members if the organisation runs into difficulties
- provide assurance that the group is open, democratic and responsible for the actions of its members
- set out a commitment to equal opportunities
- detail how funding will be raised, how the funding can be used and its accountability. Associations must keep proper accounts in line with their constitutions.

The Neighbourhoods and Housing Service can offer further advice and support to groups wishing to develop a constitution.

### 5.5. Training opportunities, initiatives and the current programme

The Neighbourhoods and Housing Service is committed to assessing training needs and providing training for members of tenants and residents associations and individuals.

Training is offered on matters relating to housing services, business planning and the strategic development of the housing service. Training provision is both in-house and via external providers, where appropriate. The training offered aims to provide tenants and residents with the knowledge skills and confidence to enable them to develop their involvement.

The cost of training by external agencies will be met by the Neighbourhoods and Housing Service, provided funds are available. If a large group of tenants require a specific external training course, the training agencies will be invited to tender to ensure value for money. Joint training with council officers and elected members will be provided wherever possible and where relevant. The Tenant Participation Team is also seeking opportunities for external funding and any free training that may be available and applicable.

In addition to the above opportunities, individuals or groups can request specific training from the housing service at any time during the year. This can be done by completing a training request application form, which is available from the Tenant Participation Team on 01482 612 010 or email [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)

Training is open to individual tenants and tenants' and residents' groups. An annual training budget is allocated from the Housing Revenue Account (HRA)





### 5.5.1. Course availability

The Tenants' Forum will evaluate and prioritise training in line with the budget available and on completion of the training request application form. Availability of courses is always subject to resources. The Tenant Participation Team will keep groups informed of training opportunities. This information will also be provided through articles in the newsletter sent with your quarterly rent statement.

- Previous courses include:
- equalities and diversity awareness - a course for all tenant and resident groups committee members and involved tenants and residents
- chairing a meeting - basic skills on how to run effective meetings
- minute taking - basic skills on how to write minutes of meetings
- presentation skills - introductory course on presenting information using flip charts and other media (an advanced techniques course, including Microsoft PowerPoint, is available on request).

### 5.5.2. The Housing Academy

The Housing Academy is a course of learning which has been designed to give up to 20 participants a broad insight into the context, background, policies and practices of housing services in Hull. The number of courses arranged depends on the number of interested tenants.

Fourteen two-hour sessions take place on a weekday or evening at a city centre venue. Although it is marketed as a 'chalk and talk' course there are opportunities for students to ask questions and clarify issues.

Tutors also provide written course notes for each session which include further references should students wish to learn more, and appropriate background material. The notes form the chapters of a manual, kept by each student.

On 'graduation' from the academy, students are awarded a certificate to demonstrate they have achieved knowledge of the subject. Academy graduates then have the basic knowledge that allows them to play a positive role in tenant involvement.

Usually sessions include:

- issues facing the city and the role of the council
- the housing service in Hull
- an overview of housing strategy
- housing law
- housing finance
- dealing with antisocial behaviour
- rent collection and dealing with failure to pay
- repairs
- estate management
- an overview of housing benefit
- lettings policy and practice
- equalities and customer service
- tenant Involvement.

As the Academy changes and develops, sessions may be revised or new ones added. All previous graduates have the opportunity to attend 'update' sessions to bring their knowledge up-to-date.

To monitor the quality and impact of the Academy we will issue a feedback form for students to record their impressions. They are encouraged also to score the content, delivery and relevance of the material.

This feedback will be monitored by the Tenants' Forum.

If you are interested in joining the Academy or attending an individual session, please contact the Tenant Participation Team on 01482 612 010 or email [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)

### 5.6. Tenants' and Residents' Association directory

Tenants and residents association information is available on request. The list of associations is available at <https://www.hull.gov.uk/tenant-involvement/tenant-residents-associations>





## 5.7. Resources for tenant involvement - 2023 - 2027

### 5.7.1. Budgets and other resources

The budgets that support tenant participation and involvement can be found in the Housing Revenue Account (the budget which accounts for all spending paid for by tenants' rents).

The highest spending at present is the cost of salaries for the staff who support tenant involvement. As the Neighbourhoods and Housing Service has adopted a culture of tenant involvement, all housing staff have an important role in making tenant involvement work.

### 5.7.2. Tenant expenses

If you are attending a prearranged meeting by the Tenant Participation Team, payment will be made to cover out of pocket expenses in line with the current expenses policy. For more information contact the Tenant Participation Team on 01482 612 010 or email [tenant.resident@hullcc.gov.uk](mailto:tenant.resident@hullcc.gov.uk)

The tenant expenses policy is reviewed annually by the Tenants' Forum Committee.

## 5.8. Information and resources for Tenants and Residents Associations (TARAs)



### 5.8.1. An outline of the help and support provided by the Neighbourhoods and Housing Service to TARAs

When a new group starts the following support can be provided, this can include:

- organising venues
- photocopying
- assistance with writing the constitution
- helping with the design of leaflets and posters
- training courses (see Section 5.5.) to aid in your development
- inviting guest speakers
- offering the opportunity to interact with other groups, to see how their meetings are run, general advice and support.
- This support is available until you receive your annual grant the support then provided is as follows:
  - general advice and support
  - co-ordination of training courses around individual group needs
  - continuing support of the committee in their development
  - inviting appropriate guest speakers, when required
  - working with each group to support their individual requirements.

### 5.8.2. Minimum standard for recognition of tenants' and residents' associations (TARAs)

For details of standards of recognition see Section 4.3



### 5.8.3. Obtaining a premise for a TARA's use: application procedure and continuance criteria

From time to time, the Neighbourhoods and Housing Service may have an empty property that could be adapted by Tenants and Residents groups for use as offices and/or pop-ins. This will be subject to demand from the housing waiting list. To be offered an empty property a group must:

- fulfil the minimum recognition standards and maintain this standard (Section 4.3)
- be properly constituted and representative of local people
- have the support of the local housing manager and area committee for the activities they want to carry out
- be willing to enter into a formal licence agreement or lease for the property, taking responsibility for rent, internal repairs, fuel bills, rates etc
- be able to get planning permission for the use of the property for an office, or for community use
- have the resources available to carry out any work required to make it suitable for that use.

Annually, the group must demonstrate it meets the recognition criteria to continue its use of the property. If the group is unable to achieve the criteria, the agreement will be ended.

Sometimes it is possible to use a property rent-free for this purpose if the group, and its activities, are providing a service of value to their community which supports the council's aims. A group wanting a rent free property should contact their housing tenancy manager.



### 5.8.4. Funding levels for recognised tenants groups

Recognised tenants groups are entitled to apply for the following council grants:

- one-off start up grants (£150)
- annual support grants
- additional support grants for IT equipment (up to £400) available every four years.
- additional funding in special circumstances e.g. if a group is involved in a consultation or major developments in the area.

Application forms for grant funding are available from the Tenant Participation Team.

Funding for groups will be made available according to the number of council homes they represent. In some areas, many council homes have been sold under the right to buy scheme. In such cases, the group may wish to apply for additional funding from other sources.

Band	Total number of council homes	Yearly grants
One	10 to 200	Up to £350
Two	201 to 750	Up to £500
Three	750+	Up to £600

Groups have to account for the grants they receive. Where they have not spent their annual grant, any remaining funds above £50 will be deducted from the following year's allocation.

Hull City Council is required to ensure that tenant and resident groups are accountable for any public money received. Consequently, the TARA must account for the money they have spent, keeping receipts and records. Each year groups will be required to show what they have spent the grant on, the objectives agreed during the application process. The Tenant Participation Team can provide help, information and training on how to do this.





## One-off start-up grants

Newly formed groups can apply for a £150 grant to cover their start-up costs such as postage, telephone charges, stationery and general day- to- day administrative running costs.

## Support grants

By the time a group applies for its first annual support grant, the Neighbourhoods and Housing Service will need evidence of how their start-up grant was spent. All recognised tenants' and residents' groups can apply for an annual support grant by completing an 'Application for Funding' form.

To be eligible for the grant, groups must demonstrate they meet the recognition criteria [detailed in section 4.3.1.

This includes accounting for any previous grants they have received.

We want groups to reflect the make up of their community. At least one member of a group's committee must attend an equalities and diversity course each year. Groups are also required to evaluate the composition of their membership annually by completing a membership questionnaire. The grant is available to all recognised groups and is for general running costs including room bookings, postage, telephone charges and stationery.

If a group already receives funding from another source for general running costs, it cannot apply for this type of funding from the council. Groups can contact the Tenant Participation Team if they wish to investigate other sources of financial assistance

## Additional funding

It is possible to apply for additional funding for one off items or unusual spends. We often give grants for groups to buy a digital equipment to aid their work. Further details are available from the tenant participation team.

## Application process

Once you have completed an 'Application for Funding' this will be processed by the Tenant Participation Team. If the application is refused, the group can provide feedback via the Customer Feedback Process and, if unsatisfied with the outcome, they can ask the Tenants' Forum Committee to investigate.

## Terms and conditions following grant approval and acceptance

By agreeing to provide you with the grant, Hull City Council will expect you to acknowledge and undertake to:

- use the grant for the purpose specified in the agreement
- provide the council receipts or other documentation in respect of money spent in connection with the grant
- maintain, retain and keep safe the applicant's accounting records, receipts and invoices for the six financial years after the financial year in which the grant or the final part of the grant shall be paid to the applicant
- permit the council's officers to inspect and make copies of all the applicant's accounting records, receipts and invoices referred to above, and those for the financial year in which the application is made and for the six previous financial years
- permit the council, by its duly authorised officers or agents, at all reasonable times to inspect the equipment or premises used in connection with the scheme and to check that the conditions of the grant are observed
- repay the grant to the council (if so required) if there is a breach of the foregoing conditions or if the scheme does not proceed in accordance with the application
- not to sell, charge, give or otherwise dispose of any goods, equipment or vehicles purchased with the assistance of the grant without the council' prior written consent.







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