

REVIEW OF TENANT PANEL

Report of Derby Homes Tenant Panel

1. SUMMARY

- 1.1 This report gives the findings of the Tenant Panel's review of themselves. Tenant Panel met with other scrutiny groups to gain a better understanding of how other groups work within ALMOs. The Panel also met with Derby Homes' Managing Director, Head of Operations and the Customer Engagement and Community Development Manager to discuss our vision for the Tenant Panel. We also completed a telephone survey where we talked to customers about our proposed changes to get their feedback (Appendix A). We have made 12 recommendations and we understand that there is a lot of work to be done. We hope our review brings value, transparency and reinvigorates the Panel.

2. RECOMMENDATION

- 2.1 To note the information detailed in Matter for Consideration and approve the 12 recommendations we have made.

Our Recommendations:

1. Change name to: Customer Voice with the strapline: Listening, Scrutinising and Improving
2. Working with the Customer Engagement Team for a process to be implemented where Operational Board approved recommendations can be tracked and acted upon within a timescale
3. More direct access to senior management
4. A defined process for where our report goes before it goes to Operational Board
5. More direct access to tenants
6. Increase promotion at events, online and in the community to help increase membership and awareness of what the panel does
7. Allocated budget
8. Training for new members and existing members
9. Access to laptops and internet
10. A refreshed and defined induction process, updated terms and conditions, as well as more involvement in the recruitment and induction of new members
11. Increased networking with other Tenant Panels
12. Relaunch of the Customer Voice.

3. REASON(S) FOR RECOMMENDATION

- 3.1 Reasons have been detailed in our appendix report within the recommendation section.

4. MATTER FOR CONSIDERATION

- 4.1 Our final report, the attached appendix 1, on our current scrutiny topic: a review of Tenant Panel. The report details the process that we have gone through over the last two quarters to gain insight into other tenant panels and to understand how Derby Homes sees the Panel. We have consulted with customers, as detailed in Appendix 1.
- 4.2 Currently, any negative feedback received from the Customer Surveys is not being actioned or passed on to the relevant department. The Customer Engagement and Community Development Team is working with the Customer Service Manager to outline a process for negative feedback and ensuring comments are not left unanswered. The process will be presented to Senior Management Team and Operational Board.

The areas listed below have no implications directly arising from this report:

- Legal and Confidentiality
- Personnel
- Environmental
- Equalities Impact Assessment
- Health & Safety
- Risk
- Policy Review
- Financial and Business Planning Implications

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Tricia Trice/Customer Engagement Officer/ 01332 888385/ tricia.trice@derbyhomes.org

Background Information: None

Supporting Information: None

This report has been approved by the following officers where there are financial or legal implications:

Head of Service (Operational Board reports)	Clare Mehrbani	29/03/18
Other(s)	NA	