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*Dovecotes Tenant Management Organisation Involvement, Engagement & Scrutiny Strategy*

*2022- 2025*

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## INTRODUCTION

Dovecotes Tenant Management Organisation has been successfully managing council housing stock on the estate since 2006 when 860 council owned properties were transferred under the Right to Manage Regulations. Governed by a board of tenants and owner-occupiers Dovecotes is a locally managed service led by local people. Our most valuable asset is our people, they have the knowledge, experience, and skills to deliver a high-quality housing management service.

The Housing Services provided by us include the letting of properties, sustainability of tenancies and taking appropriate action where a tenant has breached their tenancy conditions. Our Repairs Team manage the physical maintenance of the Council's housing stock but not capital improvements, this is delegated by the Council to Wolverhampton Homes.

We have a strong focus on service delivery and planning for future provision. This is to ensure that services achieve an appropriate balance between quality and cost. In addition, we aim to ensure that our services encourage integrated positive communities and sustainable areas where people want to live.

Our elected and co-opted committee members play an important role in setting the Strategic Delivery Plan through governance and decision making. In their role of monitoring the effectiveness of service delivery they assess the appropriateness of this strategy ensuring that the knowledge we discover through positive engagement is put into action keeping relevant stakeholders involved and on course to make meaningful change.

## PURPOSE

Historically TMO's were created because tenants felt a continued level of dissatisfaction in the services they received from the council. At Dovecotes TMO one of the greatest skills of our management committee is the fact that they are tenants with a non-executive mindset, they listen, analyse, and question strategy proposals and performance data. Tenant participation is intertwined with our governance structure adopting a tenant centred approach to the services provided by the TMO. However, an external scrutiny model that sits outside of our governance structure can provide the organisation with greater insight and understanding to better plan the delivery of our housing and maintenance services on the estate. This strategy will inform tenants and residents of the different ways they can become involved and our wider approach to engagement, support, and empowerment.

We seek to support our community by encouraging their active involvement by putting in place effective opportunities for communication. Our 3 strategic priorities are:

	Priorities
Prevention	<ul style="list-style-type: none"> <li>• Improve early access to services and/or support</li> <li>• Tenant engagement in design of new services helping us meet our goals</li> <li>• Increase membership of the TMO and interact with more members with offers of support and guidance</li> <li>• A stronger base for collaboration and partnership working</li> <li>• Create a tenants scrutiny panel</li> </ul>
Abolish the differences between individuals	<ul style="list-style-type: none"> <li>• Offering shared experiences to develop spirit of common interest and participating collectively in community events and programs</li> </ul>
Community Resilience and Meaningful Scrutiny	<ul style="list-style-type: none"> <li>• Helping the community to support itself</li> <li>• A clear and transparent approach to scrutiny seeking wider resident input and publishing actions for improvement</li> <li>• Strengthening the Tenants Voice</li> <li>• Empowering and supporting individuals to grow and develop for example, helping people into employment or developing community enterprises</li> </ul>

## OUR VALUES

Our approach to engagement will be guided by our values:



### Tenant Led

We will ensure tenants lead the way in the services we deliver.



### Respectful

We will ensure that our organisation and its service delivery show respect for our community and other stakeholders.



### Inclusive

We will recognise the diversity of our community and work to ensure that our governance and service delivery represents this.



### Integrity

We will ensure that the confidentiality of the individual members of the community whom we serve will be respected.



### Collaboration

We will actively work in partnership with statutory agencies and relevant service providers to improve the quality of life of members of our community and the environment in which they live.



### Honesty

We will ensure that we operate transparently at all levels of our organisation

## PREVENTION

We want to create better housing for now and in the future with a service that adapts to the needs of the community. We will use a range of engagement methods to enable stakeholders to input and to be informed about our work.

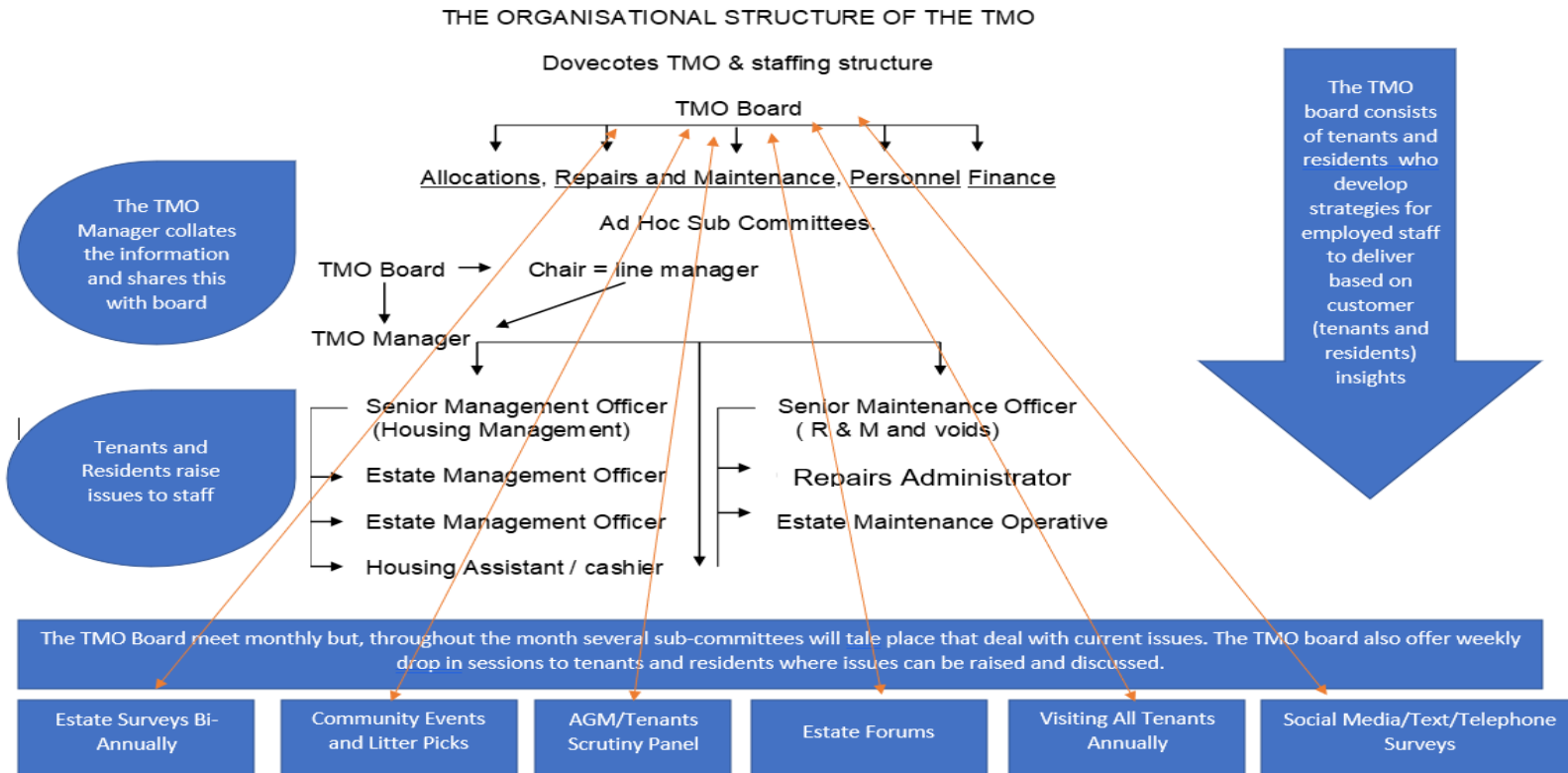
## DOVECOTES TMO MENU OF CURRENT RESIDENT INVOLVEMENT OPPORTUNITIES

TMO Quarterly Newsletter	Quarterly resident's newsletter providing information on DTMO services, updates from partners, events, support, and all other relevant information
TMO Board Drop-in Sessions	Board members are available on a Tuesday and Friday between 10-12. Members can visit the board and discuss matters of concern
TMO Board Meetings and Sub-committees	Formal meetings and sub-committees TMO board. Guests can include local partners, councillors, and representatives of CWC
Friendship Fridays	A weekly group that provides a warm meal, company, and a warm place for residents to visit and speak with members of the TMO Board
TMO Day Trips and Events	Attend day trips to the beach and other attractions all hosted by the TMO
TMO AGM	Annual event which provides an opportunity for tenants and residents to meet DTMO senior management and Board Members; to feedback on TMO services
TMO Run Monthly Litter Picks	Residents can join staff and board members to complete a litter pick of the local area
TMO Website and social media	The TMO's website and Facebook page is a valuable resource where residents can access information about the TMO and learn how to become involved
Dovecotes TMO Membership	Sign up as a DTMO member - run for Board, become a Board member and vote at Board elections
Dovecotes Estate Survey	Completed in 2021 the estate survey focused on tenants surveying their wants, needs and expectations of the service provided by the TMO
New Tenant Survey	A survey for new tenants to complete detailing their experience of moving into their new home and providing feedback on the service
Repairs Satisfaction Surveys	A survey for tenants to complete detailing their satisfaction and providing feedback on the service

*Involvement in each of these different activities is designed to attract residents with differing time commitments abilities and talents.*

**Dovecotes TMO engagement opportunities and available resources**

Identifying stakeholders and involving them in our planning processes is key to initiating and maintaining the momentum of this policy. This policy is designed to engage with tenants and residents who live at Dovecotes. The diagram below shows the structure of the TMO and how tenants and residents feed information into the TMO through the current channels of engagement illustrating the clear flow of information, knowledge, and feedback to the board.



## OUR FOCUS

We have already made some headway to increase membership of the TMO and recognise that as a locally based housing organisation we are able to adapt quickly and flexibly to the needs of the community. We will use our ability to mobilise, make timely changes and communicate these to our customers as a foundation to our commitment of effective engagement.

We will, through Annual General Meetings, newsletters and events increase the pool of engaged volunteers. There is keen interest on the estate with some nominees not elected to a committee role at AGM's. Using this as an opportunity for the TMO and expression of interest we will look to invite these applicants to participate in our scrutiny panel in addition to canvassing regularly through pre-existing communication methods.

DOVECOTES TMO ENGAGEMENT ACTION PLAN			
OBJECTIVE	OUTCOME	TASKS	PERFORMANCE MEASURE
Provide a wider range of engagement opportunities and reduce the barriers - <i>Understanding the needs of all tenants is essential to delivering top quality services and to ensuring that our engagement with residents is meaningful and reflects our communities</i>	<p>Increase in stakeholder engagement will give the TMO a better understanding of them and know how to best involve them in the business</p> <p>Confidence that those engaged are representative of our tenant profile who make a notable difference to the success and reputation of the TMO</p>	<p>Review the current engagement methods of the TMO. Are they effective? Last estate survey can this be changed to a STAR survey conducted at regular intervals</p> <p>Utilise the communication methods of the TMO mixing these between traditional and new online based tools</p> <p>Create a specific page on website for tenants' scrutiny and engagement</p>	<p>Star Survey – how engaged do tenants feel</p> <p>Level of responses to surveys</p>
Abolish the differences between individuals - <i>We will endeavour to ensure that this diversity is reflected in our work and that the needs</i>	<p>Effective use of the TMO's events increasing socialisation</p> <p>A more cohesive and inclusive community</p>	<p>Gain intelligence on what events the community wants through surveys and other information gathering methods</p>	<p>Compare engagement data to equalities data</p>

<p><i>of people are drawn from the nine equality strands. We will consider how different people will be affected by our activities, helping us to deliver policies and services which are efficient and effective, accessible to all; and which meet different people's needs</i></p>	<p>A better understanding and level of shared accountability</p>	<p>Design policies and processes that encourage community respect, inclusivity, and communication between neighbours</p> <p>Using the TMO's newsletter focus</p> <p>Ensure that there is adequate representation from diverse communities in the scrutiny panel</p>	<p>Reports from the Tenants Scrutiny Panel</p>
<p>Community Resilience and Meaningful Scrutiny – <i>Residents will help shape service delivery, local priorities and scrutinise performance.</i></p>	<p>Strengthen decision making identifying and celebrating engagement as a key element to the process</p> <p>Dovecotes will have structured communication networks</p> <p>Minimise the impact of an emergency or community wide detriment</p> <p>Growth of the ecological and economic value of the estate</p> <p>Empowering young people, celebrating diversity and opportunity. Members of the community come together creating community cohesion</p>	<p>Target underrepresented groups and/or tenants with specific issues and/or interest in a service area</p> <p>Develop a database of interested stakeholders</p> <p>Introduce the new Tenants Scrutiny Model (in development)</p> <p>Using local people with local interests to work to improve the estate</p> <p>Host events that focus on under-represented groups</p> <p>Encourage active participation by researching what members want and when</p>	<p>Assess attendees to community events on equalities data but also popularity</p>

## MEMBERSHIP

Membership will be limited to tenants only and a chair elected by the members of the panel at the start of the process with 2 panels per annum focusing on tenant-related issues to be decided by the panel. Those participating in the scrutiny panel will have the opportunity to participate in one panel per year. The Chief Officer will be in attendance for support and guidance.

## REPORTING

The Chief Officer will report the findings of the scrutiny panel to full board for their consideration with feedback on any policy or strategic changes given to the panel and tenants through newsletters and social media.

As the governing body Wolverhampton City Council will be provided with a report on tenant's scrutiny at each 6-month cycle.

This policy will be reviewed every 2 years.

## Document Control Log

Dovecotes TMO		Print Name
Date Approved		Chair A Webb
Date Next Review		
Date Reviewed		



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*Dovecotes Tenant Management Scrutiny Model and Process*

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Our scrutiny model consists of 4 levels as detailed in the table below. Each level holds details of who will be completing the scrutiny, the accountable officer and the activity involved.

LEVEL	SCRUTINIZER	ACCOUNTABLE	ACTIVITY
1	Dovecotes Tenants and Residents	Dovecotes Tenants and Residents	Peer-to-peer user level, analyse specific area meeting regularly, giving feedback to Dovecotes TMO, gathering evidence and make recommendations as part of in-depth reports
2	Staff	Chief Officer	Facilitate and support the formation and activities of tenant panels, or equivalent groups and respond in a constructive and timely manner to them Prepare reports for Dovecotes Board
3	Governance	Board Members	Receive the information from scrutiny, ensuring resources are allocated effectively. Evidence based decision making and commitment to scrutiny-based improvement for service delivery
4	External Stakeholder	City of Wolverhampton Council	Audit Dovecotes' scrutiny process and validate compliance against legislation and ethics

**SCRUTINY PROCESS MODEL**

