

**We would love to hear from tenants to help us improve our services for everyone.**

To get involved you can call 0300 0037 007 and press option 2.

Tell us by sending an email to [enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)

One of our team will then contact you or your nominated person, to talk through our activities in more detail and get you involved.



## **Golden Lane Housing Tenant Involvement Plan**

**Developed in partnership with tenants**

Golden Lane Housing  
Parkway Four  
Parkway Business Centre  
Princess Road  
Manchester  
M14 7HR



0300 003 7007  
[enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)  
[www.glh.org.uk](http://www.glh.org.uk)

In 2022 we worked alongside tenants to create “Our Plan” which sets out our 5 key goals.

Two of our key goals within Our Plan which will help shape our tenant involvement plan are:

#### Tenant Satisfaction



Improving services and communication, increasing tenant satisfaction.

#### Working together



Involving our tenants, making Golden Lane Housing a great place to work, influencing housing and welfare policy.

We will ensure that tenant involvement forms an integral part of every business area's operational plans. Any reviews of services including standards, changes to services or work to improve services will involve tenants

We will lead our tenant involvement plan using our values.

## Our values



## The purpose of our tenant involvement plan

This plan has been developed working with tenants. It outlines how we will involve tenants in the delivery of Our Plan.

1

Building trusting, open and honest relationships.

2

Giving tenants an active voice in shaping and improving our services, on things that matter to them and the quality of their home environment.

3

Gaining greater insight to understand what existing and future tenants want from Golden Lane Housing services.

4

Ensuring tenants are involved and engaged in scrutinising our performance and the services we provide.

5

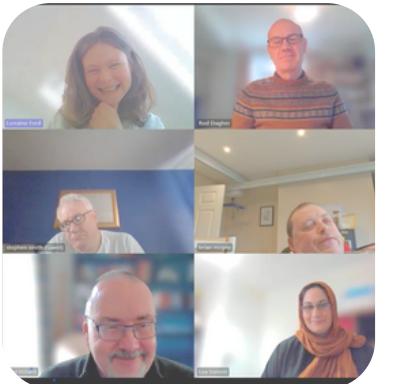
Increasing the number of actively involved tenants by offering a range of opportunities, activities and events and by improving our digital involvement and communications.

6

Ensuring compliance with Regulator of Social Housing Consumer Standards including the Transparency, Influence and Accountability Standard under which providers must take tenants' views into account in their decision-making about how landlord services are delivered.

7

Applying the National Housing Federation's Together with Tenants initiative which we have adopted.



## How tenants want involvement to look

### What tenants have told us:

We need to respect the individuality of each tenant.

Tenants want to be informed and consulted about Golden Lane Housing's work and services we provide.

Tenants want clear, appropriate and accessible communication.

Tenant involvement activities should be engaging and meaningful

We need to offer a wide range of opportunities and activities and encourage tenants to take part whenever possible.

We need to involve those who support our tenants and work together so that they understand Golden Lane Housing's approach and values so that everyone can support tenants.

We need to help tenants understand our business

We need to provide good feedback to tenants following the "you said, we did" approach.

### How Golden Lane Housing will make this happen:

- Build trusting relationships between all Golden Lane Housing staff and tenants.
- We work in line with our values.
- Continue to increase equality and diversity across Golden Lane Housing.

- We publish an annual report to tell tenants about our performance.
- We hold tenant scrutiny groups to ensure tenant's voices are heard.
- We publish regular updates about our work and services including changes and improvements made based in tenant feedback.

- We will record and use tenant communication preferences.
- We offer communication in different ways when required - such as easy read, plain English, alternative languages, audio, video braille etc.
- We will explore digital ways of working that are helpful to our tenants.

- Tasks will always link to improving our services.
- Our Tenant Involvement Officer will work creatively with tenants to make our involvement engaging and meaningful.

- Our new tenant experience team will support increasing the number of involved tenants and the range of opportunities and activities we offer.
- Ensure tenant involvement is included in all service areas.
- We will provide a tenant involvement plan for each service area.

- Golden Lane Housing work with support providers, families and stakeholders to understand how we can help them to best support tenants.

- We provide a range of involvement opportunities.
- There are opportunities for our tenants to work alongside our colleagues and board members.
- We will invest in training to help tenants understand our business and develop their capacity to meaningfully participate.
- We will work with others in our industry to benchmark, learn and improve.

- We will use social media, the website, annual report, tenant groups and newsletters to provide feedback.
- We will be consistent with "you said we did" approach.
- We will learn from all feedback and make changes to improve.

# Our tenant involvement activities

**At Golden Lane housing there are many different ways for tenants to be involved. We offer a range of activities to create variety, this also means we have a diverse group of involved tenants.**

## Board and Tenants Working Together

The committee, made up of majority tenant representatives and board members, acts as a platform for clear and honest communication, ensuring the inclusion of both board decisions and tenant perspectives.

Together, they address concerns, share insights, and collaborate on initiatives for an enhanced living experience for tenants.

## More Voices More Choices

This group, comprising of tenant representatives serves as a voice for tenants at Golden Lane Housing, advocating for tenant interests, fostering communication with our services, and working together to make positive changes across Golden Lane Housing.

**Our activities need different types of involvement from tenants, we will work with tenants to match them to tasks that suit them best.**

Each member of the committee holds a representative role aligned with Golden Lane Housing's key service areas. The roles involve scrutinising, informing and exerting influencing on both policy and day to day business functions.

This structure facilitates in-depth discussions, enabling comprehensive feedback from tenants, providing valuable insights for our teams and enabling representatives to witness the positive impact of their feedback across our services.

## Tenant interview panel

Our Tenant Interview Panel comprises of a group of tenants, actively engaging in the interviews process, and playing a crucial role in staff selection. Their insights prioritise alignment with our values, cultivating an inclusive environment where everyone feels respected and valued.

## Dixie's Detectives

Our Dixie's Detectives are a tenant group of Mystery Shoppers who discreetly assess and provide feedback on various aspects of our services. Their findings help us identify what we are doing well, and what changes we can make to enhance tenant experience and overall tenant satisfaction.

## Repairs Forum

The Tenant Repairs Forum is a collaborative group where tenants and members of our property team meet to discuss and provide feedback on our repairs services.

This forum facilitates open communication, with tenants at the forefront, enabling creative and effective solutions.

## Complaints Forum

The Complaints Forum allows tenants to learn about complaints data, including examples of anonymised complaints to offer their feedback, ensuring a tenant focused approach. This forum ensures tenant input is valued and actively contributes to our learning from the complaints processes and making changes where identified.

## Surveys group

The Tenant Survey Group consists of engaged residents who actively complete surveys, join focus groups and offer prompt and frequent feedback. Tenant insights will consistently shape service delivery.

## Training and coaching

We deliver engaging training and coaching sessions to equip our tenants with the tools and knowledge to support informed and meaningful involvement. It is extremely important that we make sure tenants' feel confident, comfortable and well-equipped for a positive involvement experience.

### What type of training and coaching do we offer our tenants?

#### Coaching with our staff buddies

One-to-one staff buddies play a crucial role in offering personalised support, fostering trust, tailored information delivery, and empowering tenants to voice their feedback.

#### Scrutiny training

Scrutiny training equips tenants with tools, skills, and knowledge to assess, participate, and contribute meaningfully to our processes.

#### Getting to know the Board sessions

Our 'Getting to Know the Board' sessions allows board members to introduce themselves to our tenants, sharing their roles, and addressing tenant queries.

#### IT Training

IT training equips tenants with essential digital skills, this allows for engagement with online services, resources, and participation in our virtual involvement meetings.

#### Tenant involvement group inductions

Tenants receive induction training that is specific and relevant to the tenant involvement group with which they are engaged.

# How we will measure our success

**We will report against the commitments in our Tenant Involvement Plan to the Board and Tenants Working Together group and our Board. Information for our tenants will be shared on our website and in our Annual Report.**

**We will measure success through:**



- ▶ Increased number of tenants engaged over the 3 years of this plan by 30%.
- ▶ Develop the range of activities for all tenants to be involved in.
- ▶ The profile of tenants engaged will display the diversity of our tenant base.
- ▶ Evidence that we are delivering Our Plan and working in line with our Golden Lane Housing values.
- ▶ Evidence that we are delivering against our customer service standards.
- ▶ In the annual Tenant Satisfaction survey 8 out of 10 tenants will be satisfied that their views are listened to by 2025.
- ▶ Increased satisfaction with Golden Lane Housing's performance in various service areas. We will measure this with regular touch points, surveys, forums and data.
- ▶ More Voices, More Choices group will meet 4 times a year as a minimum.
- ▶ Our Board and Tenants Working Together committee, meeting 3 times a year. The group will allow tenant members to look closely at Golden Lane Housing's performance. Give tenants the opportunity to work with our Board Members and influence areas for improvement.
- ▶ Evidence that we are learning from our complaints, making changes and improvements.
- ▶ Benchmarking our approach against others in the sector.
- ▶ Ensuring compliance with the Consumer Standards.
- ▶ Evidence that we are delivering our Equity, Diversity and Inclusion strategy.
- ▶ Increased tenant confidence and skills following training and involvement opportunities provided by Golden Lane Housing.