

# Getting **involved**

Tenant involvement and  
empowerment strategy (TIES)





# Tenant involvement – helping to deliver:

## Our Vision

**NPH provides homes which enable people to live happy and healthy lives in enriched communities**

## Our Mission

**We will deliver our vision by ensuring:**

- We improve lives by sharing a common purpose
- We improve and maintain the quality of our homes
- We provide services which endeavour to meet the needs and aspirations of all tenants and residents
- People can influence immediate and long term futures for themselves and their communities

## Our Values

- Open and strong
- Listen and respond
- Achieving more with others
- Aim high and deliver

## A brief summary

### **Tenant involvement and empowerment strategy (TIES)**

The Tenant Involvement and Empowerment Strategy (TIES) sets out how all tenants and staff at NPH can work together in partnership to make sure services are delivered to a high quality. The strategy ensures that NPH is accountable to tenants and tenants are empowered to get involved.

This leaflet is a summary of the TIES document and shows the different ways that you can get involved in shaping the future of NPH.

If you want to read the full document, please contact [participation@northamptonpartnershiphomes.org.uk](mailto:participation@northamptonpartnershiphomes.org.uk), call **01604 837836** or download it from the document library on our website:

[www.northamptonpartnershiphomes.org.uk](http://www.northamptonpartnershiphomes.org.uk)

If you are excited about getting involved with other tenants in shaping and improving services, please contact [participation@northamptonpartnershiphomes.org.uk](mailto:participation@northamptonpartnershiphomes.org.uk) or call us on **01604 837836**

## How does it work?

There are a variety of meetings where you can get involved:

### Tenants' Panel

An over-arching tenant forum. It will receive reports from the other Panels, and will work in partnership with NPH and will pass on to the relevant Panel any issues they need to deal with. It will assist and inform NBC's formal monitoring of NPH's performance.

### Service Improvement Panels

Seek to improve operational aspects of day-to-day service delivery.

### Tenant Scrutiny Panel

Gives tenants the opportunity to take a close look at how services are performing and make recommendations for improving performance. Can ask for services to be reviewed.

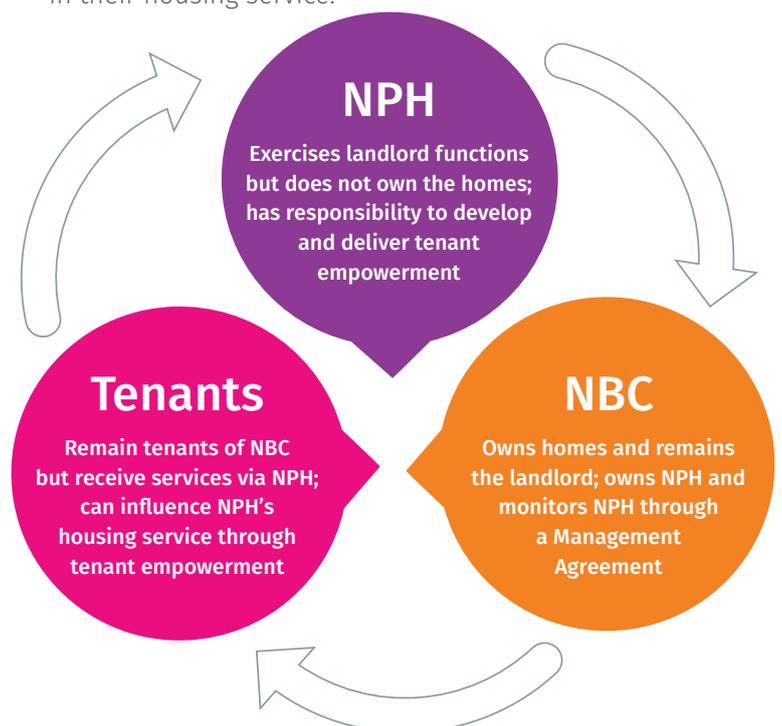
### Tenant Complaints Panel

Helps to resolve individual complaints.

The Tenants' Panel will work with NPH to agree, secure, monitor and evaluate an annual tenant training programme that encourages tenants to become involved with NPH to improve the Housing Service, to develop their own skills and knowledge, to prepare themselves for greater responsibility and/or leadership roles and to support them in transferring these skills into employment.

## What's the purpose?

The Strategy sets out how NPH, with the help of the tenants, will deliver high quality services for tenants, makes NPH accountable to tenants, and allows tenants to become full partners in their housing service.





**Tenant empowerment** involves all staff and tenants across NPH

## A clear **vision**

### Getting involved

There are four types of Panels in which any tenant can get involved:

Service Improvement Panels (SIPs)

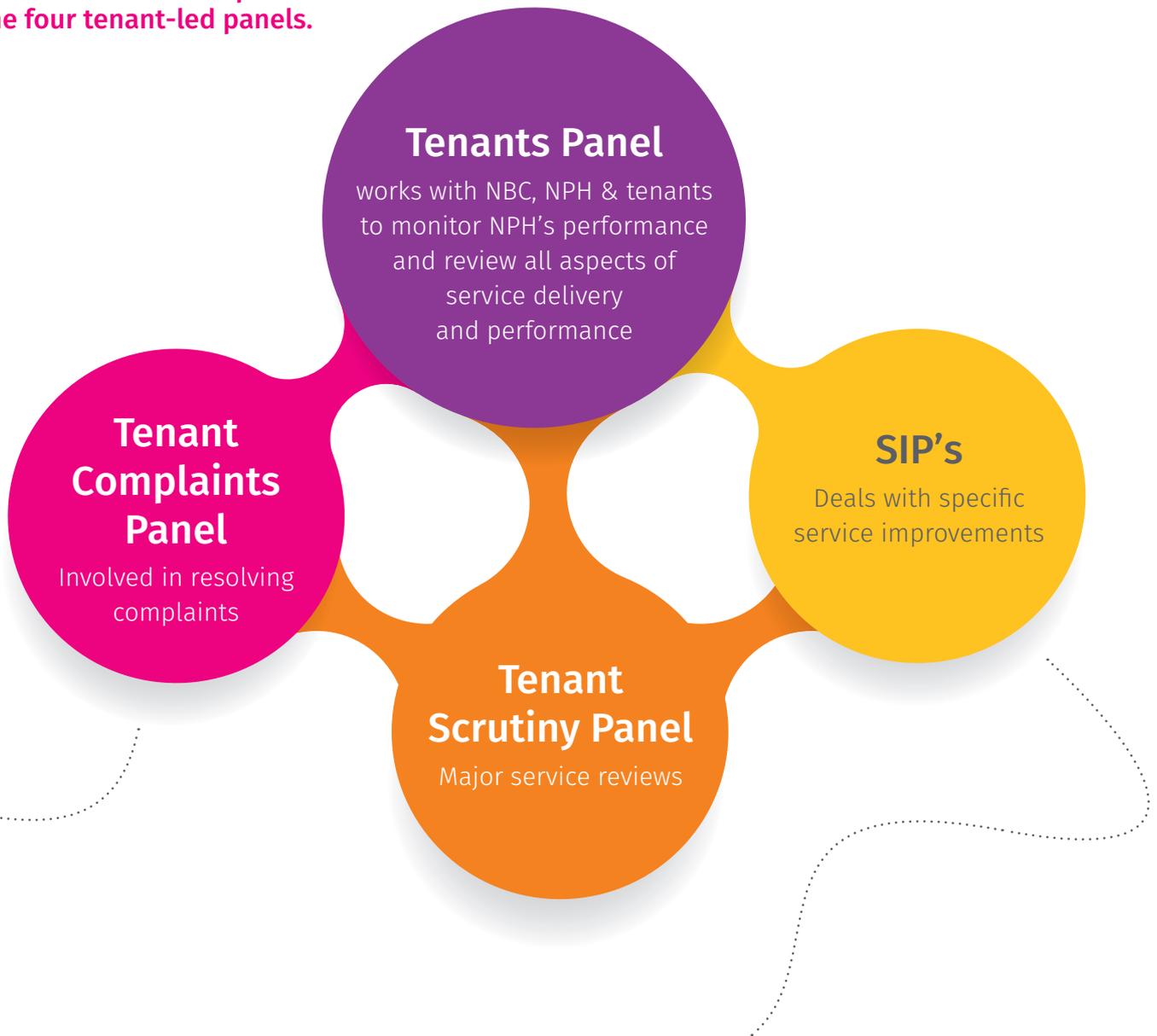
Tenants' Panel

Tenant Scrutiny Panel (TSP)

Tenant Complaints Panel (TCP)



## The inter-relationship between the four tenant-led panels.



### The Tenants' Panel

This panel is open for any tenant to join at any time. The panel receives reports on the work of all the other panels and is the main tenant body that monitors the success of the Tenant Involvement and Empowerment Strategy

### The Service Improvement Panels (SIPs)

These are very practical panels that look at specific areas such as repairs or anti-social behaviour and work in partnership with NPH staff to make sure these services are delivered to a high standard, and are efficient and deliver value for money. The Panels make recommendations for change for NPH to consider and put in practice.

### The Tenant Scrutiny Panel (TSP)

This panel received reports about how NPH is performing in delivering the plans it has set out for improving services for tenants. It gives you an opportunity to have a close look at performance and call NPH to account. The panel can ask for services to be reviewed and can make recommendations for improvements.

### The Tenant Complaints Panel (TCP)

When a tenant has a complaint about a service from NPH which hasn't be resolved, they can ask for the Tenants Complaints Panel to meet to consider their complaint in more detail. The panel will work to find a resolution to the complaint. The panel will also look at complaints overall and look at any trends to see where services need to improve.

# What we want to achieve from tenant involvement

We have set 10 key targets for what we expect the Tenant Involvement and Empowerment Strategy to achieve. We will measure these to see how well we are doing.

The Ten Tenant Empowerment Objectives	For tenants	For NPH	For NBC
Improved services	✓	✓	✓
Greater control of lives, homes & environment	✓		
Being appreciated and valued as a full and equal partner	✓		
Enhanced tenant capability & capacity, active participants in their neighbourhoods, stronger, more cohesive tenant communities	✓	✓	✓
A mutual support network	✓		
Active tenant role in influencing decisions and in governance	✓	✓	✓
Meet/exceed statutory obligations		✓	✓
Meet/exceed Management Agreement		✓	✓
Effectively planned services		✓	
Robust & transparent monitoring		✓	✓

## What next?

This is your chance to make a real difference, come and join us in improving services for you and your community. We always welcome new people getting involved so please contact us for more details.

**We look forward to hearing from you!**

**Call us on: 0300 3307003**

**Email us at: [participation@northamptonpartnershiphomes.org.uk](mailto:participation@northamptonpartnershiphomes.org.uk)**

