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| **Topics covered in Quarter 1 (April – June 24)** | | | | | |
| **Collaboration title** | | **Date** | **Forum** | **Business Area** | **Outcomes/Service Improvement** |
| Supporting new tenants and tenancy sustainability | | April 2024 | Tenant Scrutiny Panel | Housing Options (HO) | The HO Team have made several improvements to their services, including a new summary guide to the Housing Allocation Policy. You can find the full scrutiny panel report on Rotherfed’s [Tenant Scrutiny web pages.](https://www.rotherhamfederation.org/tenant-voice/tenant-scrutiny/) |
| New Tenancies Focus Group | | 30/04/2024 | Ad-hoc focus group | Housing Options | The Tenant Engagement Team spoke to 8 tenants who had just moved into their homes to understand their experiences. We shared a video of their feedback with the HO Team.  After the session, we sent an email to all tenants letting them know how their feedback was used. The email covered:   * How we plan to communicate a more consistent message regarding keeping pets * An update on our work deciding the future of decorating allowance * Video viewings and what they should cover * Our work to help tenants to feel supported during the move * Progress towards publishing the lettable standard document |
| Tenant Engagement Planning and prioritising for tenant involvement | | 15/05/2024 | Housing Involvement Panel | Tenant Engagement (TET) | The TET held a session with tenants to decide which areas of tenant engagement would be best for our main panels and opportunities. These topics were suggested by Tenants and Housing Services staff. The session allowed tenants to work with housing teams to agree on priority areas for tenant engagement. |
| Fire safety guide | | 28/05/2024 | Screen Team | Repairs and Maintenance  (R & M) | The Screen Team gave feedback on the Fire Safety guide. The R & M Team made changes based on their comments, amending the colour coding of the document and making the language less technical. |
| Keeping you safe leaflet | | 28/05/2024 | Screen Team | Repairs and Maintenance | The Screen Team shared that the 'Keeping You Safe' leaflet was far too technical, and the ordering was confusing. The R & M team agreed to completely re-design the leaflet and return in the near future for further collaboration. |
| New Tenancies Questionnaire | | 28/05/2024 | Screen Team | Housing Options Team | The Screen Team tested the survey and made suggestions for improvements which were implemented by the team. |
| Performance and complaints Dashboards | | 26/06/2024 | Housing Involvement Panel | Housing Performance Team (HPT) | The Housing Involvement Panel dedicated their meeting to look at our performance dashboards. They made lots of suggestions about what information to include and how it should be presented. The HPT went away to make the required changes and agreed to attend a future meeting to share what they had done. |
| **Topics covered in Quarter 2 (July – September 24)** | | | | | |
| **Collaboration title** | | **Date** | **Forum** | **Business Area** | **Outcomes/Service Improvement** |
| Keeping you safe leaflet 2 | | 02/07/2024 | Screen Team | Repairs and Maintenance | The R & M team shared a second version of the leaflet with the Screen Team. They had put lots of work in to make it easier to understand. The Screen Team were happy with the changes. The teams worked to further refine the leaflet and agree the final version. |
| Learning from complaints | | 03/07/2024 | Ad-hoc focus group | Complaints Team (CT) | Rotherfed arranged a focus group between the CT and tenants who had recently completed the satisfaction survey and commented on the complaints process.  Feedback from the session was shared with our housing regulatory assurance board. The board agreed improvement actions, including setting up a quarterly complaints learning panel made up of council tenants. The panel is in place and meeting regularly. |
| Repairs and Maintenance website | | 02/07/2024 | Screen Team | Repairs and Maintenance | The R & M Team attended the screen team who provided feedback on the website wording making suggestions to replace technical language with |
| Consumer regulation, what it means for tenants | | 10/07/2024 | Housing Involvement Panel | Housing Improvement and Governance (HIG) | The Housing Improvement & Governance Team met with the panel to explain the consumer standards. The panel gained an increased understanding and shared their thoughts on what these regulations mean to them. |
| Review of tenancy health check visits | | September 2024 | Tenant Scrutiny Panel | Housing and Estates Services | The Tenant Scrutiny Panel shared their most recent report, looking at the process for tenancy health check visits. The report can be viewed on Rotherfed’s [Tenant Scrutiny web pages.](https://www.rotherhamfederation.org/tenant-voice/tenant-scrutiny/) The Housing and Estates Team have produced an action plan in response and are busy responding to the recommendations. |
| Performance and complaints dashboards | | 10/09/2024 | Housing Involvement Panel | Housing Performance Team | The HPT showed the Housing Involvement Panel a new version of the performance dashboard. They explained how the panel's previous suggestions had been used. The panel liked the new dashboards, which are now being used and are available [on-line.](https://www.rotherham.gov.uk/community-living/performance) |
| **Topics covered in Quarter 3 (October – December 24)** | | | | |
| **Collaboration title** | **Date** | **Forum** | **Business Area** | **Outcomes/Service Improvement** |
| Repairs and Maintenance Improvements | 03/10/2024 | Ad-hoc focus group | Repairs and Maintenance | Working with Rotherfed, the R & M Team conducted a focus group to understand tenant experiences with current services and identify priorities for future improvements. Key feedback has been shared with the Housing Services Senior Management Team. As a direct result, the R & M Team is now developing a detailed consultation plan to gather broader tenant input, which will inform improvements. Progress overseen by an internal council panel dedicated to improving this area. |
| Housing Strategy Consultation | 16/10/2024 | Housing Involvement Panel | Strategic Housing and Development (SHAD) | The SHAD Team delivered a presentation and a quiz to our Housing Involvement Panel, helping them to get engaged in the consultation before gathering views to directly feed into the consultation. |
| Home Matters Magazine Consultation | 12/11/2024 | Screen Team | Marketing Team | The Marketing team attended the monthly screen team meeting to gather views on the last edition of the Home Matters magazine and suggest articles for future editions. |
| Annual Report content collaboration | 13/11/2024 | Housing Involvement Panel | Housing Improvement and Governance | The HIG Team lead a collaborative exercise with tenants asking them about the last edition of the annual report and taking suggestions for what they would like to see in future. Tenants made lots of suggestions, including making the report look less like the Home Matters Magazine and making the tenant engagement section more tenant led. Feedback is being used to shape the next annual report. |
| HRA Business planning | 13/11/2024 | Housing Involvement Panel | Housing Income and Support Service (HISS) | The HISS Team shared a presentation with the panel, and asked for views on how they should involve tenants more in business planning going forwards. The team are working on ways to involve tenants more and plan to attend a future meeting for further discussions. |
| Tenant Appreciation budgets | 13/11/2024 | Housing Involvement Panel | Tenant Engagement Team | Tenants shared how they would like to be appreciated this year and chose to get together with tenants involved in our other main panels for a thankyou meal and quiz held at the Riverside Café. |
| **Topics covered in Quarter 4 (January 24 – March 25)** | | | | |
| **Collaboration title** | **Date** | **Forum** | **Business Area** | **Outcomes/Service Improvement** |
| Letter templates to tenants re batched works and capital programme | 08/01/2025 | Screen Team | Repairs and Maintenance | The Screen Team worked with the R & M Team to suggest improvements to the letter, removing jargon and making it easier to understand. |
| Land Sales Website Information | 08/01/2025 | Screen Team | Housing and Estates Services | The Screen Team worked with HES to refine the land sales web pages, making them more accessible. |
| Rotherham in Bloom publicity | 08/01/2025 | Screen Team | Tenant Engagement | The Screen Team shared their views on how we should publicise this year’s competition. |
| Performance and Complaints | 15/01/2025 | Housing Involvement Panel | Performance | The HPT talked through the mid-year performance figures. The panel provided their usual check and challenge and requested that we do a deep dive into our ASB performance in a future meeting. |
| Reporting damp and mould on-line | 05/02/2025 | Screen Team | Repairs and Maintenance | The R & M Team talked through a proposed digital form to allow tenants to report damp and mould online. Screen Team members shared their views on the form and made suggestions to make it more user friendly, including the removal of questions that were duplicated. |
| Home Matters Content | 05/03/2025 | Screen Team | All Housing | The Communications Team attended and took feedback on the last edition of the Home Matters Magazine to help them make future additions more appealing to tenants. They also asked for suggestions for the next edition, including more articles on local events such as Children’s Capital of Culture and the Rotherham In Bloom Garden Competition. It’s great to see that both of these things have made it into the spring 2025 edition. |
| Allocations Policy Collaboration | 19/02/2025 | Housing Involvement Panel | Housing Options Team | The HO Team joined one of our spotlight sessions. They ran a fun quiz, gave some background to the allocations policy and proposed changes, and then helped the panel members fill out the online survey. |
| Building Safety session | 19/02/2025 | Safety themed focus group | Repairs and Maintenance | The R & M Team worked with Rotherfed to run a safety themed focus group session at our high-rise block of flats, Beeversleigh Tower. 19 tenants attended the session and shared their views which prompted the safety team to start developing an action plan to make improvements. |
| Stock Condition Survey letter | 05/03/2025 | Screen Team | Repairs and Maintenance | The R & M Team shared their stock condition survey and took feedback which they used to make the survey letter more user friendly. The team made a range of suggestions including, giving some background into the company carrying out the survey and clarifying the length of appointment times. |
| Tenant Satisfaction Measures (TSMs) webpage | 05/03/2025 | Screen Team | Housing Improvement and Governance | The HIG Team shared the TSMs web page and took feedback to make improvements, including updating a broken link, changing lots of the formatting and some of the wording to make it easier to understand. |
| District Heating Welcome Guide | 05/03/2025 | Screen Team | Housing Income and Support | The HISS team shared their welcome guide, and shared lots of feedback around improving the wording, ensuring links worked and removing statements that could confuse tenants. |
| Tenant Engagement Framework | 12/03/2025 | Housing Involvement Panel | Tenant Engagement | The TET presented their plans for working with tenants, staff and partners to co-create a new look framework. Tenants were happy with the plans and will be involved at every stage of the framework’s development. |
| Co-designed impact assessment on the HIP | 12/03/2025 | Housing Involvement Panel | Tenant Engagement | The TET led a collaborative exercise to gather views of the panel around the impacts they have had over the past year. The team took away lots of feedback which they are using to produce the assessment. |
| Stock Condition Survey collaboration | 12/03/2025 | Housing Involvement Panel | Repairs and Maintenance | The R & M Team shared recent feedback from the Screen Team and took further feedback on the survey, exploring how to best gain access to peoples homes. |