Engaging Young Tenants

<table>
<thead>
<tr>
<th>The Scrutiny Panel said</th>
<th>The Council did</th>
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<tbody>
<tr>
<td>Help to start a forum for younger tenants</td>
<td>The group was set up within a few months and is asked for comments on lots of housing plans and ideas</td>
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<td>Train staff in how to speak to younger people and support them</td>
<td>By February 2019, 140 Council staff had been trained. Young tenants helped to design the course</td>
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<td>Look at how there can be more options for younger tenants to get involved in Council decisions</td>
<td>There is a new ‘tenant engagement framework’ that will help all tenants to get more involved</td>
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<td>Make Council documents easier to understand for younger tenants</td>
<td>The Younger Tenants Forum checks all Council housing documents</td>
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<td>Let people know about the Council’s ‘Tenancy Support Team’ and check that it is working well for younger tenants</td>
<td>The team is working well to help people with applying for a home, money advice and looking for jobs</td>
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The Scrutiny Panel said

- Are there more options for younger tenants to get involved in Council decisions?
- Have Council documents been made easier to understand for younger tenants?
- Has the Council’s ‘Tenancy Support Team’ been working well?
- Is the Council’s ‘Home Matters’ magazine being made better for younger tenants?
- Is training for high schools being arranged?
- Is there a new ‘tenant engagement framework’ that will help all tenants to get more involved?

The Council did

- Younger tenants helped to improve the course working with the Council. An online workshop has also gone live. The course supports people to complete Universal Credit claims to help them to afford their new homes.
- A new app is coming soon and the Younger Tenants Forum has a Facebook page.
- The Younger Tenants Forum has helped to make the website better.
- Younger tenants often write items for the magazine.
- Run training in high schools for young adults to help them to think about renting a home in the future.
- Training for high schools is being arranged.
Other progress
The tenant scrutiny panel has also carried out two more investigations:

- Repairs – Appointments, Communication and the Customer Journey
- Anti-Social Behaviour Complaints process

Reports have been presented to the Council and action plans are being worked on. We will report back to you on these in a few months.

If you would like to join the Tenant Scrutiny panel, or would like more information about its work, please contact Rotherham Federation on 01709 368515

Success stories from Rotherham Federation Tenant Scrutiny

Engaging Younger Tenants

Rotherham Federation Tenant Scrutiny was formed in April 2016. A group of volunteers meet every month, they work together with Council officers to look at ways to make things better for tenants and the Council alike.

Between 2016 and 2017 we completed our first task and looked into the way in which the Council engages with younger tenants. We suggested that the Council make changes in thirteen areas and we are pleased to report that ten of these are now in place.

‘The Tenancy Support officers have been great’

‘It’s as if we’re inferior, like we should know things without being told.’