

Woking Borough Council | 2023/2024

# Tenant Satisfaction Measures: Publication Approach

Shaping the *future* of our borough



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## Publication plan

The aim of the publication is to ensure that Woking Borough Council Tenants have access to the Tenant Satisfaction Measure Results including both the submission of the management data results and Tenant Perception Survey Results.

The publication will also provide links to the Regulator of Social Housing pages and any benchmarking information available. This will allow Tenants to scrutinise the results and service they are receiving. We will also encourage Tenants to become involved through the Resident Engagement offering where they can actively review performance, scrutinise the service and monitor improvements.

The target audience for this publication is Woking Borough Council Tenants. It is aimed to be accessible, readable and understandable for all Tenants. The publication must be sensitive to a number of characteristics, accessibility needs and vulnerabilities which may make it hard for tenants to view, read or understand the publication. An accessible version will be available. Those who were surveyed in the Tenant Perception Survey may have an extra interest in the results.

Woking Borough Council expects the publication of the results to occur by the 31<sup>st</sup> July 2024. The Publication Timeline shows this in further detail.

## Publication channels

The Tenant Satisfaction Results will be published through a number of channels to increase the likelihood of Tenants being able to access the information.

These include:

- The Woking Borough Council Website: <https://woking.gov.uk/housing/council-tenants>
  - A Tenant Satisfaction Measure webpage is being created which will provide easy online access to the information.
- The Woking@Home Newsletter
  - The Woking@Home Newsletter is sent out in a physical format and posted through doors multiple times a year. The Newsletter is also available in an online version for those who opt in.

In addition to the above, the Housing service will also be available for any queries arising from the publication. This will be through:

- Housing Service Contact

- Anyone with queries, whether to a Housing Officer on site, over the phone to Housing Customer Services or through an email to the Resident Engagement team etc, will be able to make contact with the Housing Service and have their query answered.
- The website will include contact details of the Resident Engagement Team as the main point of contact.
- Drop In Housing Events
  - The events will be held over the summer (August-September 2024) by the Housing service with involvement from multiple Housing Teams. The Resident Engagement Team will be present and provide opportunities for the Tenant Satisfaction Results to be discussed and any questions answered.

There are a number of panels/groups who will review, scrutinise and sign off publication of the results. This includes:

- The Corporate Leadership Team
- Overview and Scrutiny Panel
- The Housing Improvement Board
- The Resident and Landlord Partnership Panel

## Publication timeline

Please find the timeline for the Tenant Satisfaction Measures to be published:

-----	<b>April - May 2024:</b>	Results Collated and Confirmed.
-----	<b>13 May 2024:</b>	Resident and Landlord Partnership Panel reviewed and scrutinised the initial results and trends from the overall Tenant Survey.
-----	<b>17 June 2024:</b>	Corporate Leadership Team meeting. Results reviewed, scrutinised and signed off by Corporate Leadership Team. Confirmed to go ahead and publish.
-----	<b>27 June 2024</b>	Housing Improvement Board Meeting. Results reviewed, CLT feedback discussed and progress with publication monitored.
-----	<b>(by) 30 June 2024:</b>	Submission to the Regulator of Social Housing.
-----	<b>(by) 12 July 2024:</b>	Tenant friendly publication of the results to be produced. There is an aim for this to be more accessible and understandable than the submission to the Regulator.
-----	<b>17 July 2024:</b>	Resident and Landlord Partnership Panel Meeting will review the draft publication for the website and Newsletter. As tenants, they are able to



review for proof reading to ensure this is tenant friendly. Edits will be made based on their feedback and they will sign off the publication.

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**(by) 26 July 2024:**

Woking@Home Newsletter draft sent out and contributors asked to confirm they are happy with the content. Final edits before sign off.

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**25 July 2024:**

Housing Improvement Board Meeting where publication progress will be reviewed and monitored. Improvements related to the results to be discussed.

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**30 July 2024:**

Overview and Scrutiny Panel to review and scrutinise the Tenant Satisfaction results. The improvement areas to be identified and discussed.

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**(by) 31 July 2024:**

Publication Completed: Newsletter sent out and Website updated.