

Get involved to ensure tenants voices are central to shaping Papworth Trusts services



What is Tenant Involvement?

One of Papworth's Trust core values is to put our tenants at the heart of everything we do. We believe that we can only do this if we work together with our tenants. Tenant involvement is all about providing our tenants with a range of ways to have a say about how housing services are delivered and to inform the decisions we take that affect our homes and communities.

The recently published Social Housing White Paper aims to transform the way housing is regulated and the ways tenants can influence services provided.

Papworth Trust values the voice and experience of its housing tenants and recognises this as a vital part of improving our services.

Why should you get involved with Papworth Trust?

- You will grow in confidence, meet new people & gain new skills
- You will receive training both from internal & external sources
- You will be able to make a real difference to the place you live
- You will be able to improve Housing Services and leave a legacy for future Papworth Trust tenants

NEW Ways to get involved

Tenant Experience Panel	You should have a passion for your home and improving the services you receive! This panel will be an independent team of tenants who will be involved in looking at customer satisfaction and will consider results of tenant surveys, complaints & mystery shopping results, in relation to customer outcomes. The panel will propose recommendations to improve services. Communication styles and ways of engaging with tenants from print to website and social media would also be considered by this panel. We would expect members would need to contribute around 2 hours of their own time per week. An example of what we expect the tenant experience panel to consider is what level of demand across our tenants there is for increasing what services are available online. This is a fantastic opportunity to get involved in how the service is run and to help shape what it will look like for future tenants!
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<p>Scrutiny Panel</p>	<p>You should have a passion for improving services and outcomes for tenants. This panel is an independent team of tenants who work closely with Papworth Trust to review services, policy and performance. The Scrutiny Panel play a key role in ensuring that Papworth Trust offer a service that represents good value for money. As a member of one of our panels you will need to allow meetings every quarter along with some further involvement in between, around 2 hours per week. This is a fantastic opportunity to get involved in how the service is run and have a voice in how we show this to our tenants.</p>
<p>Digital Forum</p>	<p>The Digital Forum is a way for tenants to provide feedback, opinions and views about the services we provide by using a variety of platforms such as email, social media or the website. Papworth Trust will use the group to better understand tenants' preferences and priorities by asking our Digital Forum to complete short surveys, provide feedback regarding a specific service area or by using polls on an ad hoc basis as and when required. This can fit in with your work or life as you need.</p>
<p>COMING SOON Mystery Shopping</p>	<p>Mystery Shopping is a way of inspecting the quality of customer service and is an effective way of finding out about experience of our tenants. As a Mystery Shopper you will test the quality of our services such as responses to reporting repairs or paying your rent. You will be key in telling us whether the response was timely and whether the information was useful or accurate. You will provide feedback on your experience. You will make contact using email and/or a telephone at quarterly intervals. You can get involved in mystery shopping at a time that suits you.</p>
<p>COMING SOON Estate Champions</p>	<p>Estate Champions will have a particular passion about where they live! You will live in homes that have shared areas and work with Papworth Trust to improve your housing scheme by attending estate inspections with Papworth Trust staff. Estate inspections will look at shared services, including communal cleaning, repairs and how grounds are maintained. You will be able to make suggestions for improvements and learn more about how Papworth Trust manages its estates. You will help us get messages out to your neighbourhood so that they are fully informed. Estate inspections take place quarterly, every six months or annually, which you will need to attend, but further involvement can be done at a time that suits you.</p>