

Get Involved Newsletter

October 2020



Latest news

A National TPAS invitation!

Our very own Tenant & Leaseholder Committee member, Paulette Reed, was lucky enough to be one of five tenants and leaseholders across the country to be invited to a questions and answer session with Clive Betts, (Chairman of the [Communities and Local Government Committee](#)) as part of a Scrutiny week hosted by TPAS.

Watch the session:
<https://youtu.be/uv0Hi69JQYA>

Well done Paulette!

TLC Zooming Marvellous

Despite COVID-19 lockdown restrictions, TLC has continued to focus on monitoring and feeding back on our services.

So far this year, they have reviewed the annual housing service plan, fed into the Tenant & Leaseholder Voice cleaning inspection.

We have welcomed four new members since the start of 2020, and we are pleased to tell you that the committee is now full. However, don't let it put you off showing an interest as we have a waiting list.

NEW Policy & Best Practice working group

Introducing our new Policy & Best Practice working group, which gets Tenants involved with new and existing policies right at the start of the review process.

This group is the first of its kind for Dacorum, bringing together Tenants, Leaseholders and front line Officers to work on the grass roots development and review of Policy.

This is the first edition of our Get Involved Newsletter for 2020 and what a year it has been so far. We hope that you and your family are well and staying safe. Despite the numerous negative impacts of COVID 19 so far, we should be thankful for some of the positives which have come out of it, like spending time with those closest to us, and learning to value the wonderful technology we have to stay in touch whilst staying safe.

Welcome

Since lockdown, the Strategy, Improvement and Engagement team has been successfully delivering all its engagement opportunities virtually using the app 'Zoom'. We have received lots of positive feedback about how easy it is to use and how nice it is to take part from the comfort of your own home, saving on travelling time and even the positives of being able to sit in the garden and enjoy the sunshine while you are working with us to improve our services.



Tenant Academy Update

One area of our work that was hugely impacted by the Pandemic is Tenant Academy. Unfortunately, due to lockdown and restrictions, all face-to-face training had to stop. However work has not stopped behind the scenes, and the breathing space has given us time to focus on a new direction for Tenant Academy - an online training portal for residents.

The new Portal, which is likely to be called 'DOT', (short for Dacorum Online Training) will provide a suite of online training, covering different skills including wellbeing, maintaining your tenancy and employability training. The full list of training that will be available is still being developed, but we will keep you posted on progress, and will hopefully look forward to rolling the system out by the end of the year.

“DOT is not a full stop it's just the beginning” for Tenant Academy



Tenant & Leaseholder Voice

Luckily, the group's most recent inspection was completed before lockdown. They looked at the housing cleaning service.

As part of the inspection, the group carried out site visits to look at the standard of communal cleaning and condition of communal areas.

Following their inspection, they put together an Action Plan of their ideas for improvements. Once this is finalised we will publish it on our website

YOU TALK – WE LISTEN



FOCUS GROUPS - REFOCUSSED



The app Zoom has given us a whole new way to host Focus Groups, and we have been taking this opportunity by the horns!

The flexibility of Zoom means that people who may not have been able to attend meetings in person have been able to take part in our focus groups,

Focus groups are an enjoyable one off session, where we invite you to talk to us about what you think about a specific question or an aspect of our service. If you would like to know more about Focus Groups, visit www.dacorum.gov.uk/get-involved

SUPPORTED HOUSING FORUM

Up to now, COVID-19 has prevented the Supported Housing Forum meeting face-to-face. However, we have arranged their first virtual meeting, which many of the members are looking forward to, and we look forward to seeing them on the 29 September.

Over the last year, the Forum has fed back on the housing register, discussed the window cleaning contract, help us set new guidance for the use of guest rooms and have held discussions on what our residents want from the Supported Housing Service.

The Supported Housing Forum is currently full, but if you are interested do please get in touch as there may be other ways you can help us.

