

CWAG Project - Tenant Engagement Good Practice Toolkit

CWAG has commissioned Tpas to undertake a piece of work looking specifically at the way tenant engagement is delivered where this function has been delegated to an ALMO.

Tenant engagement is an area where councils are keen to improve performance and ensure their engagement offer reflects best practice within the sector. In the past many councils may have delegated this activity to the ALMO with little direct involvement. The Social Housing Green Paper has highlighted the importance of meaningful engagement between tenant and landlord and we would like this project to address the particular issues and challenges for councils in ensuring the arrangements in their area are working effectively and are appropriately focused and meaningful.

We see this project as an important resource to encourage dialogue between councils and ALMOs about the wider strategic context of engagement and how this translates to the engagement arrangements in place within local areas. It is an opportunity to set out key roles and responsibilities around the delivery of engagement as part of a wider approach to improve performance.

Tpas is working with CWAG and NFA to gather feedback that will inform the good practice report and toolkit. The primary audience is council officers responsible for setting the strategic direction on engagement and those involved in managing the ALMO. The project will also be of interest to ALMOs and tenants. Our research includes a very short survey and two roundtables to be held as follows;

Monday 5th August 11-1pm

Friday 16th August 11-1

Venues to be confirmed

A initial short survey has been emailed to CWAG members as a starting point for the research. We only need 1 response from each council. The closing date is 16th August 2019.

If you have any questions about the research please contact Emma Flynn Tpas National Consultancy Manager emma-jane.flynn@tpas.org.uk