

Member Spotlight

April 2024

Hull City Council



Hull
City Council



We asked Sally Smith from Hull City Council to share what they are up to.

If you'd like to contact Sally about any of the below, click [here](#)

Give us a little known fact about your organisation.

Hull's Independent Tenants' Forum was founded in 2004, to make a difference and help shape the council's Housing Service. The Forum is celebrating their 20th anniversary this year and is stronger than ever. Our aim is to maximise tenant involvement with a range of opportunities available to enable participation in the delivery of the housing service.



Tell us about a time that engagement has made a difference to your services or communities?

We have 117 Local Area Champions, who report issues in their areas, and they also carry out litter picking. In 2023 - 2024 the volunteers collected 2,252 bags of rubbish and 269 bags of recycling, totalling approximately 12 tons of rubbish.

We have eight Block Champions, who carry out independent walks of their own multi storey blocks and accompany a Tenant Participation Officer on benchmarking inspections citywide. In 2023-2024 the Block Champions inspected 13 high-rise, 123 low-rise and independently inspected a further 13 high-rise. This makes a difference to our service by monitoring the cleaning standards and highlighting any concerns and issues, including building safety.





What are you currently working on when it comes to engagement?

In the last 12 months the Tenant Participation Team have continued to increase the use of on-line digital surveys, contacting tenants via SMS or e-mail as a means of reaching as many of our tenants as possible. We have also expanded our engagement digitally by offering hybrid meetings to our volunteers and are currently developing an engagement app.

Why did you decide to join Tpas?

To share and learn from other providers and continually improve our knowledge and understanding of new housing legislation. We are keen to ensure we deliver best practice and are open to new ideas.

What is your top engagement tip?

Ensure you have a blended approach offering both traditional and digital opportunities and be flexible about change. Use your customer insight data to ensure you are reaching and contacting all those involved and who may be affected by change. Do not ask questions you already know the answer to.

What is the one thing you are really proud of when it comes to engagement?

We are very proud of our Tenants' Compact, The Key to our Future. Tenant compact - 2023 to 2027 ([click to view](#)). This is a partnership document between tenants, officers and councillors and details the methods of involvement and the support available. The original document was created nearly 20 years ago and continues to be refreshed and updated by all stakeholders.

