

# Taunton Deane Borough Council

## Tenant Services Management Board - 19 March 2012

### Tenant Awards

#### Report of the Tenant Empowerment Manager

(This matter is the responsibility of Executive Councillor Jean Adkins)

#### 1. Executive Summary

Many tenants in Taunton Deane provide help and support for their neighbours and the community that make the borough a better place to live. Often this is done without reward or publicity.

The introduction of Tenant Awards will give recognition to the achievements of these tenants. By clearly defining the relevant categories of the awards tenants will be able to nominate those who deserve special mention for the efforts they have made to improve Taunton Deane.

#### 2. Background

Tenant Awards allow all the good work Taunton Deane Borough Council's tenants do for their neighbourhood and other tenants to be recognised. Often this work is voluntary and time consuming but makes a positive impact to the lives of others.

Tenant Awards are more effective where there are clearly defined categories that allow other tenants to nominate those who have "gone the extra mile". This report and discussion at the Tenant Services Management Board (TSMB) meeting will seek to suggest the award categories and how nominations can be made.

### **3. Questions to consider**

The questions below seek to clarify how a Tenant Award scheme could be operated. They are by no means a complete list of questions and TSMB members are encouraged to ask any questions not listed.

Question 1 – What should the Tenant Award categories be?

Examples include:

- Tenant of the Year
  
- Young Tenant of the Year
  - Should this be a tenant under the age of 25?
  - Should this be someone under the age of 18 living in a TDBC property?
  
- Senior Tenant of the Year
  - Should this be a tenant over the age of 60?
  
- Good Neighbour of the Year
  
- Best Initiative of the Year
  - A particular project that has improved the neighbourhood

Question 2 – Who should judge the awards?

- Should it be a panel of Executive Councillor, Housing Services Lead, Chair of TSMB, Chair of Tenants' Forum?
- If tenants are on the panel would they feel there is a conflict of interest if their neighbour is nominated?

Question 3 – What should the prizes be?

- Should they be financial reward?
- Should they be vouchers for local stores?
- Should a tenant be awarded a trophy such as a cup to keep for a year?

Question 4 – Should there be an awards ceremony? If so, when should it be held?

Question 5 – Should local businesses be invited to sponsor the awards and award ceremony?

Question 6 – Who can make nominations?

- Nominations should come from tenants, but what if a Councillor or member of staff is aware of the hard work of a tenant?
- Normally tenants are not allowed to nominate themselves.

Question 7 – How are nominations made?

- Should those making nominations be asked to complete a simple nomination form?

Question 8 – How often should the awards be held?

- Should this be an annual event?

#### **4. Joint Scheme**

The Tenants' Forum has been included in previous discussions about the awards. The Chair and Vice Chair of the Forum have attended the TSMB to hear the board's opinions on whether a scheme should be started. The initial proposals put forward by the Vice Chair of the TSMB made clear that the awards should be a joint scheme under the umbrella of both the TSMB and Tenants' Forum. If the TSMB approves the Tenant Awards further discussions would have to take place with the Tenants' Forum.

#### **5. Finance Comments**

The financial impact of the Tenant Awards will depend upon whether sponsorship is sought for the scheme.

#### **6. Legal Comments**

There are no specific legal comments.

#### **7. Links to Corporate Aims**

There are no specific links to corporate aims.

#### **8. Environmental Implications**

There are no specific environmental implications. However, any awards which highlight work that has improved the environment may encourage others to start similar schemes.

#### **12. Community Safety Implications**

There are no specific community safety implications. However, any awards which highlight work that has improved community safety may encourage others to start similar schemes.

#### **13. Equalities Impact**

It is important that tenants do not for any reason feel unable to nominate other tenants for an award. It is therefore important that:

- Information can be translated into a different language
- Documents can be available in Braille
- Documents can be produced in large print
- Information can be transferred onto audio tape or CD

Members of the Tenant Empowerment Team will be accessible throughout the whole process to offer any advice and help required.

#### **14. Risk Management**

There are no specific risk management issues.

#### **15. Partnership Implications**

There are no specific partnership implications. However the help and support recognised by the awards may also have a positive impact on partners.

#### **16. Recommendations**

It is recommended the Tenant Services Management Board:

- Note this report
- Provide guidance on how the awards should be run based on the questions in Section 3 of this report

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