



MANAGEMENT FOR
QUALITY IN
HEALTHCARE SERVICES

Market: UK

Authorised: _____

Date: _____

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TENANT INVOLVEMENT IN THE SCHEME

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This Policy will summarise management policy for involving tenants in the running of the Scheme:

1. The Association / Organisation is committed to the following principles with respect to the Scheme is managed and run:
 - 1.1 Involving tenants in the management of their own homes and the services available to them from the Association / Organisation.
 - 1.2 Involving tenant participation in decision-making processes and policy formation where these directly affect the quality of the environment and / or services provided.
 - 1.3 Open accountability and the provision of information to tenants.

2. As a result of these commitments the following definitions are appropriate:
 - *Tenant Involvement and participation* - giving tenants greater influence in management decisions and processes that affect them;
 - *Information* - informing tenants of their statutory rights, performance standards, policies and procedures;
 - *Consultation* - informing tenants of current services, policies and procedures, together with future proposals, so seeking their views and accounting for them in the decision-making process;
 - *Representation* - tenants elected to represent the views of other tenants. This may form part of a Tenant's Group.