



Director Lead: Suzanne Shead, Director – Housing, Health & Wellbeing

Lead Officer: Dave Price, Business Manager – Housing Income & Leaseholder Management

Report Summary	
Report Title	Tenant Annual Report
Purpose of Report	To update Members with the arrangements for compiling the Tenant Annual Report for 2022-23 and explain its purpose and how it links in with wider performance scrutiny of housing services.
Recommendations	That the Policy & Performance Improvement Committee: a) note the purpose of the Tenant Annual Report; and b) endorse the approach set out in section 2

1.0 Background

1.1 The Tenant Involvement & Empowerment Standard requires landlords to provide timely and relevant performance information to support effective scrutiny by tenants of their landlord’s performance in a format agreed with tenants. This provision includes the publication of an annual report which must publish information on:

- repair and maintenance budgets
- number and nature of complaints
- how we use complaints to improve housing services

1.2 The Housing Ombudsman as part of the Effective Complaint Handling Code requires landlords to publish:

- their self-assessment against the Effective Complaints Handling Code
- wider learning and improvements from complaints
- Signposting of the Housing Ombudsman Service
- Clear and easy ways to complain
- Performance information around number, nature and outcome of complaints.

1.3 The Government’s Charter for Social Housing Residents: Social Housing White Paper” set an expectation that the Regulator of Social Housing (RSH) would introduce a new Tenant Satisfaction Measures Standard including a set of measures. Following consultation with tenants and registered providers, Tenant Satisfaction Measures come into force from the 1 April 2023. These 24 measures aim to enable the Regulator to benchmark and compare performance of all registered providers against key measures that are important to tenants. We await further details of the new standard, and it is likely there will be further requirements to publish information on our performance and tenants’ views on our services.

1.4 Since 2020, the Tenant Annual Report has been published on-line with hard copies provided on request and printed and left in Community Centres. The report is published on the Council’s website. This approach represents value for money and a green approach to sharing the Council’s performance, complementing the online newsletters the Council also produce around our wider services.

2.0 Proposal/Options Considered and Reasons for Recommendation

2.1 The Tenant Annual Report is a great way to share the Council’s performance on housing services. The involvement of tenants in the design, content and editing of the Tenant Annual Report will ensure that the information published meets the needs of the intended audience as well as the requirements of the RSH and the Housing Ombudsman.

2.2 The draft 2022-23 Tenant Annual Report will be developed in line with the following timetable.

Collate STAR satisfaction measures	Feb – March 2023
Collate End of Year performance information - Performance, Complaints , how rent spent on investment in homes and services, key activities and learning	April – May 2023
- STAR results available	May 2023
- Draft Tenant Annual Report	June 2023
- Editorial sign off by LIN Chairs	June 2023
- Sent for design	June 2023
- Uploaded to website, copies for community centres & promoted via newsletter	July 2023

2.3 Importantly, Local Influence Network Chairs and the Portfolio Holder for Health and Housing will have the final editorial sign off and regularly keep the format and content under review to make sure it is current and relevant to tenants’ requirements.

2.4 The suggest format includes

- Key Performance information on a one page
- STAR results and preview to the Tenant Satisfaction measures
- Focus on complaints and how we learn from them inc. signposting to the Ombudsman and how to make a complaint
- Tenant Engagement Spotlight – what tenants have been involved in reviewing and shaping and what has changed since.
- Any update from the Social Housing Bill
- Other services/promotions for tenant awareness e.g. Health and Safety, Cost of Living, managing damp and mould
- Suggestions from 2021-22 Tenant Annual Report feedback

- 2.5 To encourage feedback, the Tenant Engagement Board agreed for 5 x £50 vouchers to encourage tenants to provide feedback on what they liked, disliked and suggestions for future focus. This will be used to shape future editions.
- 2.6 The Tenant Annual Report is a look back on the year's performance and will be supplemented by regular housing services performance updates on the website, signposting in rent statements and bespoke campaigns as required.

3.0 Implications

In writing this report and in putting forward recommendation's officers have considered the following implications: Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal, Safeguarding and Sustainability, and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

- 3.1 The Tenant Annual Report in a digital format will be accessible to most tenants and available in a printed format to those who request it.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.