



Report to: Cabinet Meeting - 11 July 2023  
 Portfolio Holder: Councillor Lee Brazier, Housing  
 Director Lead: Suzanne Shead – Director - Housing, Health & Wellbeing  
 Lead Officer: Julie Davidson, Business Manager Housing Services, Ext. 5542

Report Summary	
<b>Type of Report</b>	Open Report, Non-Key Decision
<b>Report Title</b>	Tenant Engagement Strategy
<b>Purpose of Report</b>	The purpose of the report is to share the draft Tenant Engagement Strategy which includes the engagement framework, regulatory landscape and how successful engagement will be measured.
<b>Recommendations</b>	That Cabinet approve the Tenant Engagement Strategy.
<b>Alternative Options Considered</b>	Continue with no Council wide strategy and fail to meet our legal obligations with regard to tenant engagement.
<b>Reason for Recommendations</b>	<p>Effective Tenant Engagement is not optional; this strategy sets out how we will engage in order to meet our legal obligations as set out by the Regulator fo Social Housing</p> <p>The delivery of this scheme aligns with our community plan to “Create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to their local area”</p>

**1.0 Background**

- 1.1 The Tenant Engagement Strategy sits alongside the Newark & Sherwood District Council’s Consultation and Engagement Strategy 2022-2027 and sets out how we seek out, listen to and act on the views of tenants and leaseholders.
- 1.2 Effective and meaningful tenant engagement is expected of all landlords which is clearly demonstrated by the Charter for Social Housing Tenants, its inclusion in the imminent Social Housing Bill and is subject to regulation through the Regulator of Social Housing’s consumer standards.
- 1.3 This strategy outlines the importance of tenant engagement in every aspect of housing services and what our approach looks like, including how the tenant engagement team can support with effective engagement.

- 1.4 The strategy supports the Council to create vibrant and self-sufficient local communities where residents look out for each other and actively contribute to the local area.

## **2.0 Proposals**

- 2.1 The Tenant & Engagement Strategy and menu of involvement are attached as **appendices** to this report for comment. If approved a work plan will be created to set out activities required over the life of the strategy to make sure it is effective, current and meaningful for tenants.
- 2.2 The strategy sets out how performance of housing services will be measured both at the time of consultation and tenants perceptions of the opportunities for involvement. The tenant satisfaction measures that were introduced in April 2023 will help to gather tenant perception that views are listened to, acted on and that tenants feel they are treated fairly and with respect.
- 2.3 The Tenant Engagement Board has approved the creation of a service specific Local Influence Network around building safety which has been added to the strategy for endorsement.
- 2.4 The Tenant & Engagement Strategy and menu of involvement were presented to Policy and Performance Improvement Committee on 26 June 2023. The committee were very positive about the strategy and appreciated the hardwork and dedication of officers in facilitating engagement with our tenants. They did comment that the 'menu' as a way of presenting the options had limitations as it did not give enough information to understand the time commitment of each item. They also queried if it is tracked whether those participating in one of the options came back – this would be useful feedback to improve engagement. They would like to see progress on tenant engagement to come back to PPIC with some statistics on take up of the options and follow up on some of the comments. They were also interested in how this is publicised and whether the tenant newsletter had been undertaken. We will take progress these actions and look forward to presenting back to the Committee.

## **3.0 Implications**

In writing this report and in putting forward recommendations, officers have considered the following implications: Data Protection, Digital and Cyber Security, Equality and Diversity, Financial, Human Resources, Human Rights, Legal, Safeguarding and Sustainability.

### **3.1 Financial Implications - FIN23-24/7626**

This strategy has no direct financial implications although the training and support for involved tenants to build their skills and knowledge will require funding via the efficiency savings secured through housing services being brought back into the Council. Budget is already available to support tenants incurring reasonable costs to participate in events and meetings.

### **3.2 Equalities**

The strategy has no direct equalities implications although there is an expectation that approaches to engagement are varied and reflect the needs and requirements of tenants. An Equality Impact Assessment has been completed.

### **3.3 Tenant Involvement**

Local Influence Networks (LINs) have been consulted in the creation of this strategy which is welcomed to bring an updated framework to our existing arrangements. A review of the effectiveness of the LINs is underway to reflect on what is working well and identify what improvements can be made to how we engage.

#### **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.

None