



Report to: Governance, General Purposes & LGR Committee – 16 April 2026

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Lead Officer: Julie Davidson, Business Manager – Housing Services

Report Summary	
Report Title	Enhancing Tenant Engagement – New Engagement Framework
Purpose of Report	To set out the proposed changes to the tenant engagement structure and seek endorsement of the proposals and recommendation to Full Council to amend the Constitution to reflect the changes.
Recommendations	That Governance, General Purposes & LGR Committee: <ul style="list-style-type: none"> a) review and endorse the proposed changes to the Councils tenant engagement structure set out section 2 of this report; b) recommend approval of the changes to the constitution to Full Council on 19 May 2026;. And c) note the contents of Appendix A and that the recognition proposals will be presented to Cabinet on 21 April 2026 for consideration.
Reason for Recommendations	To ensure the Constitution strengthens tenant influence, participation and assurance within housing services and directly support the delivery of the Council’s Community Plan 2023-2027, placing tenants at the heart of decision making, improve accountability and service quality and ensure housing services are responsive to the needs of Newark & Sherwood District Council tenants.

1.0 **Background**

- 1.1 The current governance arrangements for tenant engagement have been in place since 2021, providing tenants with opportunities to engage directly with Council representatives and contribute to important discussions about housing services. Further details of the how the Council ensures tenants have a voice and influence are set out in Section 1.1-1.4 of the Enhancing Tenant Engagement Report attached at **Appendix A** that was presented to Policy & Performance Improvement Committee (PPIC) on 13 April 2026, verbal feedback will be given to the Committee from PPIC on the day.
- 1.2 TPAS (leading tenant engagement specialists) in partnership with tenants, officers and tenant engagement team, have co-designed a new structure for tenant engagement.

- 1.3 The Tenant Engagement Board and its terms of reference are set out in the Council’s Constitution in Section 3 of Part B – Public Participation (Page B6) and section 3.4 of Part B- Public Participation (Page B7).
- 1.4 The proposed changes are explained in section two, highlighting proposed changes from the existing Constitution.
- 1.5 This committee should note that the recognition proposals also contained with Appendix A report, are being presented to Cabinet on the 21 April 2026 for decision and are for noting.

2.0 Proposal /Options Considered

- 2.1 The proposal set out in Section 2.1 – 2.2.3 of Appendix A, refer to the following changes to the Constitution. For ease, the changes have been highlighted below where directly referenced in the Council’s constitution.

Part B – Public Participation Page No B6

3. Tenant Engagement Board to be replaced with Tenant Influence and Assurance Board.

3.2 Membership, Chair and Quorum:

	Current arrangements	Proposed changes
Number of members	7	12
Substitute Members permitted	Yes	No change
Political Proportionality Rules Apply	No	No change
Appointments	Tenant Representatives shall be appointed by the Chair PPI Committee. Members shall be appointed by the PPI Committee annually	A recruitment process will apply to Tenant Members Policy, Performance and Improvement Committee (PPIC) members shall be appointed by their committee annually.
Removals		By the Portfolio Holder for Housing in consultation with TIAB Chair. Where the removal involves the TIAB Chair, the Portfolio Holder for Housing will work with the Business Manager for Housing Services
Membership	Portfolio Holder for Housing (Chair) • 3 Members of the PPI Committee • 3 Tenant Representatives*	At least 5 tenant representatives At least 4 members including the Portfolio Holder for Housing, and at least 3 councillors who are members of PPIC.
Chair	Portfolio Holder - Housing	Tenant Chair - elected annually by the Board members. A Vice-Chair will also be appointed to support and deputise

Quorum	3 1 elected member and 2 tenant representatives At least 4 per year	6 – 3 tenant representatives, 2 elected members and 1 staff member. No change
Number of Ordinary Meetings per Council year		
Officer Support	Either the Business Manager for Housing & Estates or a Tenant Engagement Officer will also attend each meeting	At least 3 officers, relevant Business Manager and Tenant Engagement Officer will be members of the TIAB

2.2 To support the changes to the structure, there will be a comprehensive recruitment process to increase and widen tenant participation, including Tenant Engagement Champions and scrutineers. Formal roles will carry fixed terms: Tenant Influence and Assurance Board members: two-year term, renewable once (maximum four years) and will hold one formal role within the engagement structure. More detailed information on the roles and expectations can be found in section 2.6 of Appendix A.

2.3 The role of the new Tenant Influence and Assurance Board has been redefined, and the proposed Terms of Reference are at **Appendix B**. These bring forward tenant opportunities to chair the board, increase tenant representation, consider data and determine topics for scrutiny and, manage the agenda.

2.3.1 In addition to the amendments proposed in section 2.1, the new terms of reference provides a stronger influence and assurance body, explicitly linked to transparency, accountability and co-production, shifting from functional remit to strategic oversight and assurance. There are clear explanations for different roles and a move toward sustainable, respectful and inclusive governance.

2.4 Further minor changes to the constitution relate to the replace of references to the Tenant Engagement Board with Tenant Influence and Assurance Board.

- i. **Contents Page** – replace Tenant Engagement Board with Tenant Influence and Assurance Board
- ii. **Part B – Public Participation Page No B10**
5.2 - Reference to Tenant Engagement Board to be replaced with Tenant Influence and Assurance Board
- iii. **C – Responsibility for Functions Page No C61**
Section 4: Other Bodies
Reference to Tenant Engagement Board to be replaced with Tenant Influence and Assurance Board

3.0 **Implications**

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

Implications Considered			
Yes – relevant and included / NA – not applicable			
Financial	Yes	Equality & Diversity	Yes
Human Resources	NA	Human Rights	NA
Legal	Yes	Data Protection	NA
Digital & Cyber Security	NA	Safeguarding	NA
Sustainability	NA	Crime & Disorder	NA
LGR	NA	Tenant Consultation	Yes

Financial Implications - FIN26-27/8953

- 3.1 There are no financial implications arising from the changes to the Tenant Engagement Structure and amendments to the Constitution.

Legal Implications – LEG2526/799

- 3.2 Any changes to the Constitution require Full Council approval. The Tenant Engagement Board is specifically referred to in the Constitution at B6 and therefore any changes in respect of this Board will require Full Council approval. Further legal advice may be required.

Equality and Diversity Implications (taken from PPIC report of 13.04.26)

- 3.3 An Equality Impact Assessment has been undertaken to evaluate the revised Tenant Engagement Framework to ensure it is fair, inclusive, and accessible to all tenants, supporting legal duties and removing barriers to participation. This can be found at Appendix C.
- Framework purpose and approach: The framework establishes a clearer, consistent method for tenant involvement, strengthening tenant voices and offering multiple engagement routes to accommodate varying abilities, time, and confidence levels.
 - Consideration of protected characteristics: The assessment covers impacts on tenants across all protected characteristics, including age, sex, disability, race, religion, and additional NSDC-specific groups such as carers and care leavers.
 - Identified impacts and mitigations: Positive impacts include clearer structure and multiple participation methods, while mitigations address potential exclusion from digital or written engagement, incentive imbalances favouring confident participants, and under-representation by monitoring participation and targeted outreach.
 - Wider considerations and monitoring: The framework addresses socio-economic challenges through flexible, accessible engagement, supports human rights by enabling tenant influence, requires staff training for inclusivity, and includes ongoing monitoring to ensure fairness as the framework is implemented.

Tenant Consultation (taken from PPIC report of 13.04.26)

- 3.4 In relation to the structure, feedback from tenants included:
- Tenants co-created the new improved framework and support its adoption
 - Engagement is vital for effective recruitment and skill development.

- The framework recognises tenants' contributions to improving and scrutinising housing services.
- Offers support so tenants can make informed decisions on whether to accept the financial rewards available within the new framework

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.