

Report to: Portfolio Holder for Housing

Date: 6 August 2026

Portfolio Holder: Councillor Lee Brazier

Director Lead: Suzanne Shead, Director of Housing.

Lead Officer: Julie Davidson, Head of Housing Services.

Report Summary	
Type of Report	Open Report, Non-Key Decision
Report Title	Tenant Engagement Strategy Refresh 2026-2029
Purpose of Report	To seek approval for the refreshed Tenant Engagement Strategy 2026–2029, which reflects updated regulatory requirements and an enhanced, outcome-focused approach to tenant engagement.
Recommendations	That the Portfolio Holder for Housing approves the Tenant Engagement Strategy 2026–2029, reflecting tenant feedback and updated regulatory requirements.
Reason for Recommendation	The updated Strategy is required to ensure the Council continues to meet its legal and regulatory obligations, whilst reflecting changes in how tenant engagement is delivered. It strengthens governance, embeds engagement across all services, and introduces a clearer focus on demonstrating the impact of tenant feedback on service delivery.
Alternative Options Considered	None, strategy refreshed rather than a full review due to LGR
Reason for Recommendation	Strategy refreshed rather than a full review due to LGR
Decision Taken	As per recommendation

1.0 Background

The Tenant Engagement Strategy was last approved in July 2023 and was due for full review in July 2026. Since its approval, there have been significant changes in both regulatory expectations and how tenant engagement is delivered within Housing Services.

A decision was taken in collaboration with tenants and senior leadership to carry out a refresh rather than a full review in light of local government reorganisation (LGR) in April 2028

- 1.1 Feedback from tenants, alongside a re-engineering project delivered in partnership with tenants and TPAS, has informed a revised approach to engagement. This includes the development of a new governance structure and a stronger emphasis on demonstrating how tenant feedback influences service delivery.
- 1.2 This report presents the refreshed Tenant Engagement Strategy for 2026–2029. The updated strategy (**Appendix a**) reflects changes in regulatory requirements, strengthens governance through the introduction of the Tenant Influence and Assurance Board (TIAB), and embeds a more outcome-focused approach to tenant engagement. It has been co-designed with tenants and aligns engagement activity with organisational priorities, including LGR ensuring that tenant feedback leads to visible and measurable service improvements

2.0 Proposal /Options Considered

Preferred option – Approve the 2026-2029 Tenant Engagement Strategy

The updated Strategy introduces several key improvements:

- A shift from consultation to outcome-focused engagement, ensuring tenants can see how their feedback has influenced decisions
- A new governance framework, including the Tenant Influence and Assurance Board (TIAB), strengthening tenant scrutiny and oversight
- Embedding tenant engagement as a responsibility across all service areas, rather than solely within the Tenant Engagement Team
- A data-led approach, using Tenant Satisfaction Measures, complaints and feedback to target engagement and reach underrepresented groups
- Enhanced focus on accessibility, inclusion and communication, ensuring engagement opportunities are available to all tenants

2.1 Alternative Option – Maintain existing (2023–2026) strategy

This option was considered but discounted as it would not reflect:

- Changes in regulatory expectations
- The redesigned engagement framework
- Tenant feedback on the need for clearer outcomes and visibility of impact

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	N/A	Equality & Diversity	YES
Human Resources	N/A	Human Rights	N/A
Legal	YES	Data Protection	YES
Digital & Cyber Security	N/A	Safeguarding	N/A
Sustainability	N/A	Crime & Disorder	N/A
LGR	YES	Tenant Consultation	YES

3.1 Tenant Consultation

The strategy has been developed in consultation with tenants through a focus group activity, ensuring it reflects tenant priorities and expectations.

3.2 Data Protection

Any engagement activity involving tenant data will be carried out in line with UK GDPR requirements. Where necessary, Data Protection Impact Assessments will be completed for new data collection activities

3.3 Equality & Diversity

The strategy strengthens the Council's approach to inclusive engagement by ensuring opportunities are accessible, tailored to tenant needs and available in different formats. This reduces barriers for tenants who may not engage digitally or who require additional support.

3.4 LGR: LGR/009

The scheduled review of the Tenant Engagement Strategy falls at a time of significant organisational change. Given the wider context of Local Government Reorganisation and the anticipated changes to future housing service arrangements, a refresh rather than a full review is considered the most proportionate approach at this stage. This ensures the Council continues to meet regulatory requirements, strengthens tenant engagement arrangements, and provides continuity for tenants during a period of organisational change.

3.5 Legal Ref: LEG2627/4125

The recommendation is supportable. The strategy supports compliance with the Regulator of Social Housing's Transparency, Influence and Accountability Standard introduced in April 2024. It ensures tenants have meaningful opportunities to influence services and that the Council can evidence how feedback informs decision-making.

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