

Housing and Neighbourhoods O&S Committee

Presentation regarding Tenant Engagement Review



Tenant Engagement Review

- As a follow up to the presentation in April we can confirm that a review of all tenant engagement activities has been commissioned
- Procurement was completed in June 2021 and the successful organisation was TPAS (Tenant Participation Advisory Service) who are the leading authority on engagement with tenants
- The review concentrates on the following key areas:-
 - Governance and Transparency
 - Scrutiny
 - Business and Strategy
 - Complaints
 - Information and Communication
 - Resources for Engagement
 - Community and Wider EngagementThe attached specification provides more detail.

Tenant Engagement Review

- Throughout August 2021 Emma Flynn from TPAS completed a desk top review looking at documentation linked to how we engage with tenants. This included minutes of CHLB and HLB meetings, constitutions of the recognised groups, documents available on our website, published performance information, team structures and job descriptions, complaints statistics, tenant training records
- In September 2021 Emma then held meetings with the following groups:-
 - Involved (HLB members) and Uninvolved Tenants, and representatives from TMOs and Tenant Halls
 - Senior Management within City Housing including the Managing Director and Assistant Director
 - Managers and employees from Housing Management (with an emphasis on resident involvement and estate based teams), Repairs, Rents, Housing Development and the Contact Centre
 - Each of the 3 Repairs Contractors
- A survey was also issued to a representative sample of tenants and employees to seek a wide cross section of views

Next Steps

- TPAS are now evaluating all of the evidence from the paper based exercise, workshops and surveys
- A report of the findings, with recommendations, will be prepared for November 2021, which will then be discussed, evaluated and communicated more widely
- An action plan will then be developed, with timescales, to respond to the recommendations within the report
- The development and completion of actions plans will involve key stakeholders

