

Housing and Neighbourhoods O&S Committee

Presentation regarding Tenant Engagement Review



Tenant Engagement

- An external Tenant Engagement review was completed by TPAS between August and November 2021, and we now have a robust report outlining their recommendations and findings.
- TPAS reviewed our activities in the following key areas, and have evidenced that there is a huge amount of work needed to truly give tenants a voice moving forward, with improvements needed in all of the following key areas:-
 - Governance and Transparency
 - Scrutiny
 - Business and Strategy
 - Complaints
 - Information and Communication
 - Resources for Engagement
 - Community and Wider Engagement
- City Housing Liaison Board have been briefed and a separate meeting to discuss in more detail is being coordinated with the Chair

Tenant Engagement

- Key findings from the review outlined that improvements fit into the following themes:-
 - Ongoing commitment from the organisation to do more
 - Continued improvements in the culture and behaviours of the organisation
 - Continue to build accountability and trust
 - Continue to improve communication
 - Continuing our support for volunteers
 - Ensuring our tenants continue to have a role in influencing housing services and delivery
 - Increasing diversity of the tenants' voices

Tenant Engagement

- Benefits of good tenant engagement:-
 - Increased levels of satisfaction
 - Increased value for money, improved services and stronger communities
 - Reduced complaints
 - Compliance with regulatory standards and expectations
 - Continued legacy of engagement and building mutual trust

Tenant Engagement

- The Social Housing Regulator has set out its core regulatory requirements which falls into 2 key areas – “economic” and “consumer”.
- Under the “consumer” regulations landlords will need to meet the following 4 standards:-
 - **The Tenant Involvement and Empowerment Standard**
 - The Home Standard
 - The Tenancy Standard
 - The Neighbourhood and Community Standard

The Social Housing Regulator sets out the following outcomes in the Tenant Involvement and Empowerment Standard:-

- **Customer service, choice and complaints**
 - provide choices, information and communication that is appropriate to the diverse needs of tenants
 - have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly

Tenant Engagement

- **Involvement and empowerment**

- ensure that tenants are given a wide range of opportunities to influence and be involved in:
 - the formulation of their landlord's housing-related policies and strategic priorities
 - making decisions about how housing-related services are delivered, including setting service standards
 - scrutinising their landlord's performance and making recommendations about performance improvements
 - the management of their homes
 - the management of repair and maintenance services
 - agreeing local offers for service delivery

- **Understanding and responding to the diverse needs of tenants**

- treat all tenants with fairness and respect
- demonstrate that they understand the different needs of their tenants, including in relation to the equality strands and tenants with additional support needs

- By fulfilling the recommendations set out by TPAS in their report we will fulfil the responsibilities under the Tenant Involvement and Empowerment Standard

Next Steps

- We are setting out an action plan to deal with any regulatory compliance issues
- A draft strategy will be developed by summer to ensure our engagement with tenants meets the following priorities:-
 - to ensure that tenant involvement/engagement improves services
 - to demonstrate that residents have influenced decision-making
 - to ensure that involvement builds stronger communities
 - to ensure that involvement contributes to and increases value for money

