

STROUD DISTRICT COUNCIL

HOUSING COMMITTEE

APRIL 2022

Report Title	Tenant Engagement Strategy			
Purpose of Report	To present the updated Tenant Engagement & Community Strategy to Housing Committee			
Decision(s)	The Committee RESOLVES to adopt the updated Tenant Engagement Strategy			
Consultation and Feedback	Councillors Housing Services Officers 21 Tenants who attended café conversation Event Involved tenants Tenant Voice Representatives			
Report Author	Name Michelle Elliott – Housing Manager Email: michelle.elliott@stroud.gov.uk			
Options	N/A			
Background Papers	None			
Appendices	Appendix A –Tenant Engagement & Community Strategy Appendix B - Equality Analysis Form			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	Yes	Yes	Yes	No

1. Introduction

- 1.1 As a Council we have historically worked with tenants to understand their views. Supporting tenants and improving service delivery through the tenant voice is vital to building strong communities and helping to improve neighbourhoods. Housing Services recognise the benefits of tenant involvement in enhancing the communities in which they live and providing social value to individuals, improving wellbeing, increasing confidence and environmental sustainability and involving tenants in issues which matter and are transparent
- 1.2 The purpose of the strategy is to maximise the opportunities for tenants to engage with SDC and to ensure that the experience of tenants & residents receiving housing services is understood and feedback is acted upon.

2. How the strategy was developed

- 2.1 To develop the strategy tenants were invited to a café conversation to have their voice heard, which was held in 3 sessions on 22 February 2022. Over the three session 21 tenants attended. However, we reached out to tenants through email, SMS messages to all tenants with a mobile, social media, SDC website and posters displayed in the Independent Living sites. These promotional methods had potential to reach 4978 tenants.

3. Policy Purpose

- 3.1 The purpose of this strategy is to develop and maximise the opportunities for tenants to engage with SDC. Through delivery of a more proactive style of engagement we hope to engage with a wider and more diverse group of tenants. We recognise that engaging with harder to reach groups can be extremely difficult but is vital in shaping services that meet a range of needs. In order to maximise potential SDC will work with TPAS to consider new initiatives for the future.
- 3.2 The government have outlined clear intentions for stronger tenant engagement in 'The Charter for Social Housing Residents' and therefore expects a strong commitment to the tenant led approach. In developing this updated strategy this presents an opportunity to review what good tenant engagement looks like and to reflect on areas for Development.

4. Improvements

- 4.1 Improvement to the strategy include the following:
- Dedicated tenant engagement team
 - Community friend
 - Green Champion
 - Focus group involvement
 - Benchmarking our services through TPAS
 - Scrutiny training
 - Present feedback and performance from tenants
 - Asset Based Community Development
 - Housing Hubs

5. Implications

5.1 Financial Implications

There are no significant financial implication arising directly from this report. Any expenditure arising will be met through established budgets. Additional resource that has been allocated to Tenant Engagement is a Resident Involvement Officer for a 2 year period as agreed by Council in February 2022.

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5.2 Legal Implications

There are no legal implications arising from this report.

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5.3 Equality Implications

There is an EIA attached.

5.4 Environmental Implications

There are no significant implications within this category.