



HOUSING COMMITTEE

OFFICER REPORT

NAME OF ORGANISATION/BODY	Tenant Engagement and Empowerment Task & Finish Group Summary Report
BRIEF REPORT:	
<p>This group has finished its work, with the Tenant Engagement Strategy being approved at Housing Committee on 5 April 2022.</p> <p>Achievements over the last year include:</p> <ul style="list-style-type: none">• Two tenant representatives attend Housing Committee;• An Action Plan has been completed for the Tenant Engagement Strategy;• Successful Café Conversations have encouraged more tenants to volunteer for tenant engagement training;• Work has begun to recruit and train a Tenant Scrutiny Panel which will monitor the Action Plan and decide priorities for more detailed scrutiny;• We are recruiting a new officer to lead on tenant involvement and empowerment. <p><u>Next Steps</u></p> <ul style="list-style-type: none">• We will review our complaint response letters to invite and encourage complainants to become involved and help us improve our services;• When the STAR survey (tenant satisfaction survey) is distributed, we will include a similar invitation;• We will continue to hold Café Conversations and take every opportunity to encourage tenants and leaseholders to become involved with shaping our current and future services. <p><u>Member Oversight</u></p> <p>Once the Tenant Scrutiny Panel is established, Member representatives will have the opportunity to regularly meet them to discuss their progress and priorities.</p>	
REPORT SUBMITTED BY	Helen Scullard
DATE	18 May 2022