



HOUSING COMMITTEE

OFFICER REPORT

NAME OF ORGANISATION/BODY	Tenant Engagement and Empowerment Task & Finish Group Summary Report
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BRIEF REPORT:

This group has finished its work, with the Tenant Engagement Strategy being approved at Housing Committee on 5 April 2022.

Achievements over the last year include:

- 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.

Next Steps

- 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.

Member Oversight

Once the Tenant Scrutiny Panel is established, Member representatives will have the opportunity to regularly meet them to discuss their progress and priorities.

REPORT SUBMITTED BY	Helen Scullard
DATE	18 May 2022