

HOUSING COMMITTEE

11 SEPTEMBER 2018

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Report Title	TENANT INVOLVEMENT ACTION PLAN
Purpose of Report	To Update Housing Committee Members on the Tenant Involvement Action Plan for 2018/19
Decisions	Housing Committee Resolves: <ol style="list-style-type: none"> 1. To approve the Tenant Involvement Action Plan is fit for purpose (Appendix A). 2. That the Head of Housing Services using delegated authority recruits 2 new tenants to sit on Housing Committee (without voting rights) to replace the current representatives.
Consultation and Feedback	Chair and vice chair of Housing Committee Both Tenant reps currently sitting on Housing Committee
Financial Implications and Risk Assessment	There are no financial implication arising directly from this report. Lucy Clothier, Principal Accountant Tel: 01453 754343 Email: lucy.clothier@stroud.gov.uk Risk Assessment by author The regulator for social housing administers compliance with the tenant involvement and empowerment standard which requires providers to ensure that tenants are given a wide range of opportunities to influence and be involved in decisions relating to housing related services including policies. This action plan is fully compliant with that approach.
Legal Implications	The content of the Tenant Involvement Action Plan is for committee approval. The membership of the committee (as opposed to managing the advertisement process and arranging interviews etc as per arrangements in 2016/17) cannot be delegated by the committee to an officer as appointments to committee are a matter for Council. Karen Trickey, Head of Legal Services Ref: r16.8?rcd24.8
Report Author (s)	Michelle Elliott - Principal Neighbourhood Management Officer Direct Dial; 01453 754113 Email; michelle.elliott@stroud.gov.uk
Options	Not to recruit
Performance Management Follow Up	To feedback to Housing Committee Members, on 6 month basis on the updates from the activities completed from the Tenant Involvement Action Plan
Background Papers / Appendices	Appendix A The Tenant Involvement Action Plan

1. Background

- 1.1 Tenant Involvement is a key regulatory requirement as part of co-regulation. Supporting tenants and improving the services Tenant Services provide, having a timetable of events demonstrates the commitment Tenant Services has in involving its tenants in the services it provides.

2. The Housing Regulator

- 2.1 The regulator of Social Housing is the new name for the housing regulator (Formally known as the Homes and Communities Agency or HCA) will now scrutinise the activities of social and registered landlords. The regulator has identified two types of standards; economic (for registered providers), which is not applicable to social landlords and consumer standards.

- 2.2 The consumer standards are:

- Home – quality of accommodation, repairs and maintenance.
- Neighbourhood and community.
- Tenancy.
- Tenant Involvement and empowerment.

- 2.3 The regulator requires the landlord to:

- Consult tenants at least once every three years, on the best way of involving tenants in governance and scrutiny.
- Publish an annual report.
- Involve tenants in formulating policies, strategic priorities and decisions on how services should be delivered.
- Involve tenants in scrutinising performance, including recommending service improvements.
- Providing support to tenants to build their capacity to be more effectively involved.

3. Delivering the Vision

- 3.1 By establishing and delivering the Tenant Involvement Action Plan, Tenant Services will be delivering a shared vision which includes:

- 3.2 Ensuring Accountability – by establishing a positive approach to co-regulation; ensuring the transparency of scrutiny and governance by involving our tenants in the sharing information which makes Tenant Services accountable.

- 3.3 Improving Services – by establishing a menu of involvement options which assist in the regular monitoring, reviewing and upgrading of services; working in partnership to develop a local offer on the type and standard of services being delivered to the local community.

- 3.4 Sustainability – Working with our tenants at a local level to support and develop communities, making sure our estates are a place where our tenants want to live and thrive.
- 3.5 The current tenant representatives who sit on Housing Committee will end their tenure in February 2019. In order to ensure a smooth transition of new representatives work needs to be undertaken to go through a fair and transparent process in line with how the current representatives were recruited. This work will ideally produce candidates that can be agreed by Housing Committee in December 2018 and formalized at full Council in January 2019.

4. **Introduction**

- 4.1 To ensure Tenant Services are adhering to the regulatory requirements the Tenant Involvement Action Plan sets out a menu of involvement for the financial year 2018/19 by identifying:
- Training
 - Scrutiny
 - Reviewing policy and processes
 - Publicising new additions to Tenant Services
 - Research
 - Establishing new methods of involvement and engagement
- 4.2 The Tenant Involvement Action Plan (Appendix A) has four guiding principles:
- *Support* - providing training, recognition alongside the tools to have concrete and positive outcomes:
 - Digital consultation and how to ensure that social media is used in its varying forms to reach a wider audience
 - The redevelopment of both Tenant Repairs and Scrutiny Inspectors
 - Development of Neighbourhood Ambassadors
 - Training for all Neighbourhood Ambassadors to ensure a level of understanding and professionalism
 - *Communications* - sharing the right information in the right format and in the right time:
 - The use of keynotes to provide useful messages for the service
 - Annual report giving information on the progression of Tenant Services
 - A revised hand book, ensuring the services being provided is update and reflective of where Tenant services is now
 - Sign up day for all potential tenants attend once a week
 - *Accountability* – embracing co-regulation and openness to scrutiny of services:
 - Revision of the Tenant Repair Inspectors functions and outcomes
 - Creation of a Tenant Scrutiny panel
 - Having focus groups throughout the year to target areas of failure
 - Publicising the outcomes of scrutiny

5. Summary

- 5.1 By having a Tenant Involvement Action plan this will result in improving the strength of the tenants to have a real and positive impact on the services being delivered by Tenant Services.
- 5.2 It will also provide transparency and clarity on the services areas that tenants will engage with for the forthcoming year.