

Have Your Say Your Way Event –

Saturday 18th April 2026 - 10am – 1pm
Stroud District Council – Restaurant Area

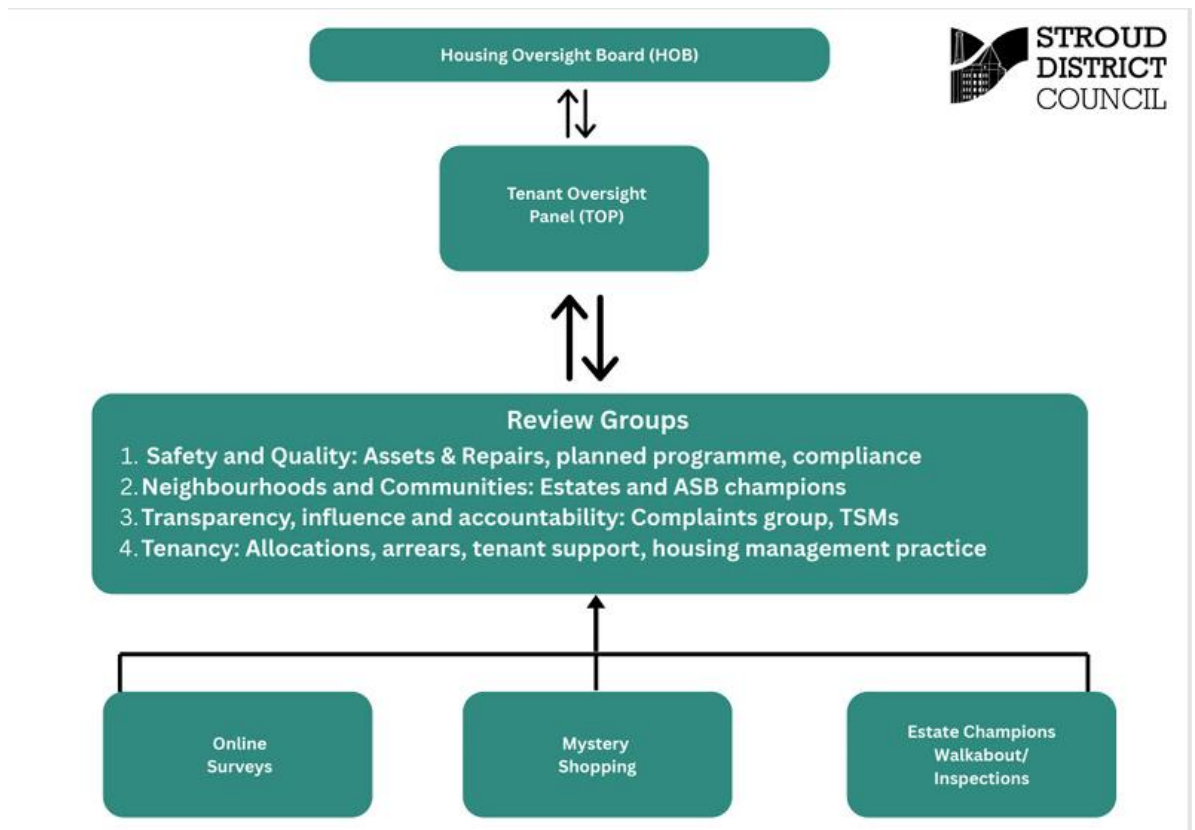
Staff: Stuart Pattison, Michelle Elliott, Cali Gadd, Christine Walsh, Jack Smith, Dave Forde.

Involved Residents – The Beginning.

The Resident Engagement team has been developing a database of residents who have expressed an interest in being involved in helping SDC shape the future and ensure compliance with the Social Housing Regulation Act 2023.

Alongside building the database, SDC senior management have been working with residents to reframe the way our Tenant Voice is embedded within our governance and oversight. By creating a new tenant engagement and governance structure, we want to ensure residents will be at the forefront of the decision-making process that affects them.

The draft structure below shows how residents could be integrated into SDC’s housing decision making process. A New Tenant Oversight Panel (TOP) will check and challenge decisions and make sure our performance and satisfaction levels are excellent. They will directly inform and influence officers and elected members, reporting tenant’s views into the Housing Oversight Board and Housing Committee. They will also steer the work of new tenant Review Groups who will scrutinise in detail different aspects of SDC Housing, from the repair service to complaints resolution. In addition to these formal governance groups, we have also designed with tenants a range of other opportunities for tenants to inform and influence how housing services are delivered, including mystery shoppers, complaints reviewers and estate inspectors. All this could not be achieved without our residents who give their time and skill to make a difference.



The long-term plan is to have six working groups made of involved residents. The six specialist areas are:

- Anti-social Behaviour Group
- Complaints Reviewer
- Mystery Shopper
- Resident Inspector
- Tenant Oversight Panel (TOP)
- Tenant Scrutiny Group (renamed Tenant Action Group) (TAG)

The above-mentioned groups are vital for SDC to deliver the 2025-2029 Resident Engagement Strategy and demonstrate compliance with the Consumer Standards. These groups are not responsible for producing words on paper that nobody reads, its real scrutiny, oversight and actions that affect every community across the district. The event is another step in the right direction in achieving a vision for the elected members, officers, staff and more importantly our tenants who rely on receiving the best service possible.

Overview of the Event.

The **Tenant Oversight Panel (TOP)** table provided a range of information to give tenants a flavour of what oversight and governance could look like and to explain the level of commitment required from interested tenants to support effective delivery of the group.

There was a range of performance information, showing how Housing Services are delivering vital services for tenants; from home safety, to repairs performance, to tenancy sustainment, and achieving good value for tenants. Tenant empowerment through transparency of data is key to ensuring tenants can be assured and enable them to critically evaluate service delivery.

The table also looked at Tenant Satisfaction Measures data and action plans, to demonstrate tenants' perceptions and highlight the actions being taken to improve satisfaction across all the housing services.

There has been lots of interest from tenants to get involved in one way or another, with several expressing an interest in joining a formal group such as the Tenant Oversight Panel or a scrutiny review group. Several people reflected on their life skills and prior experience and how they had been committee or board members in different capacities. Some said they had an interest in analysing information such as statistical data and reports and could see how this fitted into the TOP role.

The **Scrutiny Review Group** table consisted of display boards (pictured) designed to encourage interest about scrutiny from visitors to the event. The information panels presented information about:

- What scrutiny is with an emphasis on tenants independently carrying out investigations.
- Why scrutiny is important
- What's involved
- Quotes from current members of the group

Copies of recent scrutiny review reports were also on hand along with print outs of the role description for visitors to take home. Two members of the Scrutiny Review Group were present. They talked to visitors about their experience of being involved and answered visitors' queries. Their input at this

event is greatly appreciated as they talked to residents from their perspective as involved tenants. The lead member of staff for scrutiny talked to several visitors, many of whom were curious to find out about resident involvement generally. This event will be followed up with a newsletter and further promotional activity.

The **Complaints Reviewer table** attracted a high level of interest from residents. As this group is still in the draft stage, there was limited information available about the role itself. Despite this, many residents expressed strong interest.

Several residents shared that they had previously been through the complaints process themselves and would be interested in the opportunity to provide feedback on how the final responses could be improved. Others explained that they had supported friends or family members through the process and had explained aspects of the final response to them. As a result, many felt that joining this group would be well suited to their interests.

Residents were given an overview of the types of activities they might be involved in as part of the group. For example, a recent Complaints Report (Quarter 4) was available on the table, and residents were informed that they could be involved in comparing complaint reports on a quarterly basis.

Residents were also advised that a follow-up email would be sent after the event, and that there would be workshops for some of the groups, which residents would be invited to attend. Specifically, regarding the Complaints Reviewer Group, residents were informed that they would receive updates about the group if they were interested to be involved.

Our **Mystery Shopping and Resident Inspector** roles were promoted through an information table that provided attendees with detailed guidance and a set of FAQs. This helped individuals understand the expectations and commitments associated with each role. The primary aim of this engagement was to reassure interested tenants that both roles involve a relatively low level of commitment and require minimal time to complete tasks.

The **Mystery Shopper role** involves participants contacting the SDC Housing team using a prepared script, designed to assess customer service standards. Following the call, participants are required to complete a short feedback form, which is then reviewed by a member of the team. The resulting findings are shared with the relevant departments to help identify areas for service improvement.

The **Resident Inspector role** focuses on supporting the upkeep of communal areas and the general presentation of estates. Participants are asked to carry out inspections of grounds maintenance and communal spaces within their street or estate and submit a brief report outlining their findings. Once received, the reports are reviewed by the Resident Engagement team, and the information is passed on to the appropriate service areas to support improvements to the local environment.

The table attracted a high level of interest, largely due to the low commitment of the roles. A significant number of residents signed up for one or both opportunities, with many expressing motivations to take part due to the opportunity to improve the appearance of their estate and contribute to the improvement of SDC's services.

The ASB table

Several tenants showed interest at the ASB table, although conversations covered a range of housing, community safety and engagement matters and wider local issues and initiatives.

Key Themes and Actions

- Continued interest in ASB groups and tenant involvement
- Ongoing need to clearly explain engagement initiatives (e.g. Mystery Shopper role)
- Community safety concerns around parking and speeding near schools
- Positive feedback on staff and current subsidy initiatives
- General concern among tenants regarding the impact of Local Government Restructure (LGR)

Workshops.

Less than a month on, The Resident Engagement Team have fixed dates for three workshops, we felt it was important not to waste time and respect the residents who have put themselves forward to be involved. The three workshops are **ASB Group**, topics to be covered are:

- ASB Complaints
- ASB investigations
- ASB Partners

Scrutiny workshop. This will be promoted to further increase interest. Initially it will look at:

- What is scrutiny?
- Why is scrutiny important?
- How scrutiny works

Tenant Oversight Panel will be focusing on;

- What co-regulatory governance and oversight looks like and why it's important
- The performance information tenants might review
- How tenants' voices will influence service delivery

Our Vision for the Future

*Together, these commitments ensure that tenants' and leaseholders' experiences sit at the heart of how we design, review, and improve our services, and that the Council meets the higher expectations now placed on all social housing providers

*source: <https://www.stroud.gov.uk/housing/our-strategies-and-plans>

Resident Feedback (Have your say your way event)

Initials	Area	Please tell us what you liked most?	How could we improve future events?	Interested in...
JR	Middle Of The Hill	Friendly staff and useful information.	Try to get more tenants involved.	Mystery Shopper and complaints panel.

JT	Minchinhampton	Meeting people both tenants and representatives from SDC	I honestly can't think of anything more that I'm aware of.	Tenant Scrutiny Role. Complaints. There was a third group that I put on form that I filled in on the day but can't remember what! Happy for you to check and include it on this list
IA	Dursley	The number of experienced Council people	It was so good because it was informal and relaxed so keep doing that.	Obviously I am an Old Hand and representing Stroud on the Social Housing Quality panel but I have also managed to get on the Ombudsman panel. I have also a Tenant Representative role so I am going to just hold aside from any group unless I feel it would be helpful to get involved for a specific reason. Housing Oversight Board is especially involving and I totally feel it allows me to contribute in the best way.
SY	Eastington	Hospitality and casual approach, ease of conversation	I don't know, I personally found well informed	Complaints review
DS	Cashes Green			I was interested in the oversight committee, but unfortunately I'm unable to attend daytime meetings at the moment.

SG	Middle Of The Hill	All of it, was laid out really nice.	Holding the events in a place that people can get to like Ebley Mill.	All, mainly to do with the housing side.
RS	Wotton-Under-Edge	Easy to get to	Make them easy to go to in the week	Leaseholders