



OFFICIAL

Bolsover District Council

Meeting of the Housing Liaison Board on 22nd October 2024

Agenda Item 4: Update on Tenant Engagement Strategy

Classification:	This report is Public
Report By:	Assistant Director of Housing Management & Enforcement Tenant Engagement Officer

This report forms the next six-monthly update on progress against the Action Plan and updates members of the Board on changes required to the Strategy as a result of the Regulator of Social Housing Inspection.

Action Plan Update (Appendix 4.1)

In relation to Action Plan progress, please see appendix 4.1 for full details. Officers have been progressing the following key activity:

Action	Update
1.3 a	58 Tenants expressed an interest in being involved through the TSM 23/24 survey. 4 have since engaged and 1 of these is now a regular attendee.
1.3 c	Initial low level engagement held in October 2024 at 4 geographic locations, new option developed "Tea with Tenants". Feedback form developed.
2.1	New Tenant Engagement Officer in full time post as of August 24. Menu of engagement reviewed and updated to reflect current activity
2.2 a	Housing Service now developing use of Gov.notify service. This will allow use of text and email for large scale communication and surveys.
2.3 c	Tenant Census Form developed to capture desired communication options. Volume of email address on file increased significantly.
3.1 a	Leaflets for 'Customer Service Standards' and 'How to make a complaint' updated and actively used by officers as part of tenancy sign-ups.
4.3 c	Tenant feedback obtained for repairs, Review of processes taking place.

Refresh of Priorities/Milestones following the Inspection (Appendix 4.2 and 4.3)

Feedback from the Regulator of Social Housing Inspectors in relation to the Transparency, Influence and Accountability Standard acknowledges that the Council uses information it holds on tenants' individual diverse needs when responding to service requests but could not demonstrate full coverage of information nor how its services deliver fair and equitable outcomes for tenants.

They concluded that tenants do not have access to performance information for all relevant landlord services, which has the potential to undermine tenants' ability to hold their landlord to account and influence how services are delivered.

They also determined that while complaint reporting indicates complaints are addressed promptly, there is no evidence of trend analysis, learning or consideration of the fairness and effectiveness of complaints arrangements.

As a result, a decision has been taken to refresh the Tenant Engagement Strategy mid-term to acknowledge the improvements required to our processes, as part of our engagement with the Regulator. The proposed additions to the action plan are attached at Appendix 4.3 for members to review and amend/approve.

RECOMMENDATION(S)

1. That progress against the action plan, as stated, is reviewed and tenants provide feedback on current activity.
2. That members of the Board review the proposed amendments to the Strategy Objectives in appendix 3 and confirm which additions/amendments are to be approved.

Links to Council Ambition: Customers, Economy, Environment and Housing
<p>Ambition: Customers</p> <p>Priorities:</p> <ul style="list-style-type: none">○ <i>Improving the customer experience and removing barriers to accessing information and services</i>○ <i>Continuous improvement to service delivery through innovation, modernisation and listening to customers</i> <p>Ambition: Housing</p> <p>Priority:</p> <ul style="list-style-type: none">○ <i>Building more, good quality, affordable housing, and being a decent landlord</i>

DOCUMENT INFORMATION	
Appendix No	Title
1.	TES Action Plan Update Oct 2024 - accessible
2.	Original Objectives and priorities
3.	Proposed revised priorities/milestones