

BOLSOVER DISTRICT COUNCIL

Meeting of the Customer Services Scrutiny Committee on 15th June 2026

Tenant Engagement Strategy 2026-2029

Report of the Portfolio Holder for Housing

Report of the Assistant Director Housing

Classification	This report is Public
Contact Officer	a) Assistant Director – Housing Management b) Housing Strategy & Development Officer

PURPOSE/SUMMARY OF REPORT

To inform committee members of the proposed Tenant Engagement Strategy 2026 - 2029 following tenant consultation.

REPORT DETAILS

1. Background

- 1.1 The current Tenant Engagement Strategy 2023-2026 is now due for review. This report outlines the proposed refreshed strategy, summarises consultation to date, and enables formal consultation with scrutiny members prior to completion of the document and submission to Executive.
- 1.2 The Council is required to have a clear documented plan as to how it will engage with tenants to meet the required outcomes of the Transparency, Influence and Accountability Standard of the Consumer Standards:
- Registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered.
 - Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.
 - Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord services.

1.3 Additionally, through delivery of the strategy and action plan, it is hoped this will further support improvement in tenant satisfaction for the perception tenant satisfaction measures.

2. Details of Proposal or Information

2.1 The Strategy sets out 4 clear objectives:

- Objective 1 – Ensure two-way information and communication
- Objective 2 – Provide accessible and varied ways to achieve meaningful engagement which adds value
- Objective 3 – Empower tenants to influence and scrutinise landlord services, strategies, and policies
- Objective 4 – Ensure tenants views are welcomed, respected and acted upon to drive continuous improvement

2.2 Following initial development work by officers, the proposed outline of the Tenant Engagement Strategy 2026-2029 was presented to the Housing Liaison Board (HLB) at its January 2026 meeting. Members of the Board approved the draft for further development and consultation.

2.3 Subsequent to the January 2026 HLB meeting, the draft Strategy was shared with tenants through Locality Group sessions to enable tenant review and to gather feedback. These sessions were face-to-face and held at community venues within each housing patch. An evening session was also offered but on this occasion no tenants wanted to join this offer. A verbal report on completion of the sessions was provided at the April HLB meeting.

2.4 During the sessions, discussions focused on:

- Tenant perceptions of good tenant engagement
- The importance and value of tenant involvement
- A brief overview of the history of tenant engagement at Bolsover
- The proposed Tenant Engagement Strategy

Tenants were asked to identify which existing engagement activities should stop or continue and to suggest any new approaches they would like to see introduced. All tenant feedback and suggestions has been used to refine the Strategy and develop the Tenant Engagement Action Plan for 2026–2029.

2.5 The Housing Management service is also carrying out further tenant consultation via public survey which is available via the website and direct contact to all 'Check It Change It Champions' on our engaged tenants database. All responses will be considered before the final version of the Strategy is presented to Executive. A final draft Action Plan will also be incorporate as part of the Executive report, which will be based on the priorities and milestones outlined in the strategy document.

2.6 Once formally approved, the Strategy and Action Plan will be monitored on a six-monthly basis by the Housing Liaison Board. This will ensure it remains current, relevant and achievable and continues to meet the aims and objectives of the Council and its tenants.

3. Reasons for Recommendation

- 3.1 The Tenant Engagement Strategy is required to ensure that we can continue to meet the requirements set by the Regulator of Social Housing in the Consumer Standards.

4. Alternative Options and Reasons for Rejection

- 4.1 To not have a Tenant Engagement Strategy is rejected as it is a requirement for local authorities (under the Transparency, Influence and Accountability Standard of the Consumer Standards) to involve and engage their tenants and therefore to do nothing would place the authority at risk of challenge.

RECOMMENDATION(S)

1. That Scrutiny Members review the proposed objectives, priorities and milestones outlined within the Strategy and provide feedback, as necessary, as part of the consultation process.

Approved by Councillor P. Smith, Portfolio Holder for Housing

IMPLICATIONS:

<p><u>Finance and Risk</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: There are no direct implications within the strategy. All proposed actions for delivery are contained within existing budget resources. Where new delivery requires additional funds, appropriate reports will be submitted to senior management/Executive to seek funding approval.</p> <p style="text-align: right;">On behalf of the Section 151 Officer</p>
<p><u>Legal (including Data Protection)</u> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p> <p>Details: Adoption of a Tenant Engagement Strategy supports the Council to meet the requirements of the Regulator of Social Housing Consumer Standards.</p> <p style="text-align: right;">On behalf of the Solicitor to the Council</p>
<p><u>Staffing</u> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Details: There are no staffing immediate staffing implications from the report. Delivery is contained within existing resources.</p> <p style="text-align: right;">On behalf of the Head of Paid Service</p>

Equality and Diversity, and Consultation

Yes No

Details: As part of developing the Strategy a variety of methods have been used to gain tenant feedback on the proposals, and where possible co-producing milestones for delivery. All tenants have equal opportunity to engage with the Council as part of service design and development.

Environment Yes No

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

Details: Where possible officers have consulted using digital methods to reduce impact of travel and printing costs.

DECISION INFORMATION:

Please indicate which threshold applies:

Is the decision a Key Decision?

A Key Decision is an Executive decision which has a significant impact on two or more wards in the District or which results in income or expenditure to the Council above the following thresholds:

Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or **(b)** Results in the Council incurring Revenue Expenditure of £75,000 or more.

Capital (a) Results in the Council making Capital Income of £150,000 or more or **(b)** Results in the Council incurring Capital Expenditure of £150,000 or more.

District Wards Significantly Affected:

(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)

Please state below which wards are affected or tick **All** if all wards are affected:

Yes No

(a) (b)

(a) (b)

All

<p>Is the decision subject to Call-In? <i>(Only Key Decisions are subject to Call-In)</i></p>	<p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p>If No, is the call-in period to be waived in respect of the decision(s) proposed within this report? <i>(decisions may only be classified as exempt from call-in with the agreement of the Monitoring Officer)</i></p>	<p>Yes <input type="checkbox"/></p>
<p>Consultation carried out: <i>(this is any consultation carried out prior to the report being presented for approval)</i></p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>Leader <input type="checkbox"/> Deputy Leader <input type="checkbox"/> Executive <input checked="" type="checkbox"/> SLT <input type="checkbox"/> Relevant Service Manager <input checked="" type="checkbox"/> Members <input checked="" type="checkbox"/> Public <input type="checkbox"/> Other <input checked="" type="checkbox"/></p>	

Links to Council Ambition: Customers, Economy, Environment, Housing
<p>Ambition: Customers 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 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	Draft Tenant Engagement Strategy 2026-2029

Background Papers
<p><i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i></p>