

Decision Notice

Delegated Decision

Decision No:	DD10
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Subject:	ADOPTION OF THE HOUSING SERVICE TENANT ENGAGEMENT STRATEGY 2022-2027
Date of Decision	1 June 2023
Notification Date:	27 June 2023
Implementation Date:	3 July 2023
Decision taken by:	Mike Davis, Strategic Director (Finance and Housing)
Delegated Authority:	Cabinet Decision CAB 38(c) of 3 October 2022 delegated authority to the Strategic Director (Corporate Resources), in consultation with the Portfolio Holder for Social Housing, Port Health, Skills and Education, to make minor amendments to the Strategy arising from the consultation and thereafter to adopt the policy on behalf of the Council with effect from 7 November 2022
Decision Type:	Executive Key Decision
Call-In to Apply?	Yes (<i>Call-in will expire at 10.00am on 3 July 2023</i>)
Classification:	Unrestricted

Reason for the Decision:	The Tenant Engagement Strategy 2022-2027 has been consulted upon with tenants and service users and there have been no further comments received. The Strategy now needs to be formally adopted.
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Decision:	To adopt the Tenant Engagement Strategy 2022–2027.
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1. Summary

- 1.1 At its 3 October 2022 meeting, Cabinet agreed to adopt, subject to consultation, a new Tenant Engagement Strategy 2022-2027 for the housing service.
- 1.2 The Regulator of Social Housing, Tenant Involvement and Empowerment Standard states that: “Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:
- a. the formulation of their landlord’s housing-related policies and strategic priorities
 - b. the making of decisions about how housing-related services are delivered, including the setting of service standards.
 - c. the scrutiny of their landlord’s performance and the making of recommendations to their landlord about how performance might be improved.
 - d. the management of their homes, where applicable
 - e. the management of repair and maintenance services, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made, and
 - f. agreeing local offers for service delivery.”

- 1.3 It is a requirement of the Standard that: “Registered Providers shall consult with tenants in developing a published strategy that supports providers and their tenants to achieve these ambitions”.
- 1.4 The draft Tenant Engagement Strategy 2022-2027 (Appendix 1) sets out how the housing service intends to strengthen relationships and the voice of tenants and leaseholders considering:
- (i) Feedback from residents.
 - (ii) Feedback from housing staff.
 - (iii) Current best practice in involvement from social housing.
 - (iv) Current and future legal and regulatory requirements.
- 1.5 The current content of the Tenant Engagement Strategy was agreed by Cabinet on 3 October 2022 to go out for public consultation.

2. Consultation and Feedback

The Consultation

- 2.1 A significant amount of feedback had already been received from tenants and considered in the development of the strategy. To reflect this, a shorter online consultation was approved by Cabinet and took place with tenants, leaseholders and stakeholders over a four-week period between November 2022 and December 2022.
- 2.2 Tenants were made aware of the consultation through the following means:
- (a) Keep Me Posted notifications sent to tenants who had signed up to the notification service.
 - (b) A dedicated consultation webpage was created which included information on the content, why the strategy was created, and how it benefitted tenants and the Council. Copies of the document were link to the webpage so tenants could access it.
- 2.3 Tenants were invited to comment and provide feedback on the proposed strategy via the Feedback pages and dedicated online survey.

Tenant Feedback

- 2.4 We have received no comments, concerns or feedback from tenants on the proposed strategy during the consultation period.
- 2.5 We have received no comments, concerns or feedback from Members on the proposed strategy during the consultation period.

3. Identification of Options

- 3.1 Option 1: Adopt the Tenant Engagement Strategy 2022-2027.
- 3.2 Option 2: Not adopt the Tenant Engagement Strategy 2022-2027.

4. Evaluation of Options

- 4.1 Option 1 is the recommended option. The Strategy presented to Cabinet on 3 October 2022 was agreed subject to consultation. The consultation has taken place and no further comments have been received.

4.2 Option 2 - Not adopt the Tenant Engagement Strategy 2022-2027. This is not the recommended option as the housing service will be without a Tenant Engagement Strategy and will not in this area meet the requirements of the Regulatory Framework set by the Regulator of Social Housing.

5. **Any Conflicts of Interest Declared?**

5.1 None.

6. **Resource Implications**

6.1 The adoption and application of the Tenant Engagement Strategy will be delivered within existing resources in the Housing Revenue Account (HRA).

7. **Climate Change and Environmental Implications**

7.1 There should be no environmental or climate change implications as a consequence of this decision being taken.

8. **Corporate Implications**

8.1 Comment from the Director of Finance (linked to the MTFP): Accountancy has been consulted and has no further comments. (HL)

8.2 Comment from the Solicitor to the Council: The Solicitor to the Council has been consulted in the preparation of this decision notice and has no further comments to make.

8.3 Comment from the Equalities Officer: 'This report regarding the adoption of the housing service tenant engagement strategy highlights a number of potential positive impacts for several protected characteristic groups. In discharging their duties, members are required to comply with the public sector equality duty as set out in Section 149 of the Equality Act 2010 <http://www.legislation.gov.uk/ukpga/2010/15/section/149>'

8.4 Other Officers (as appropriate):

9. **Supporting Information** (*as applicable*)

Appendix 1 - Draft Tenant Engagement Strategy

Appendix 2 - Cabinet Report of 3 October 2022