

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW AND SCRUTINY COMMITTEE

23 NOVEMBER 2020

Title:

Tenant Involvement Strategy 2020-023

Portfolio Holder: Cllr Anne-Marie Rosoman, Portfolio Holder for Housing, Community Safety & Emergency Planning

Head of Service: Hugh Wagstaff, Head of Housing Operations

Key decision: No

Access: Public

1. Purpose and summary

To consult with the Committee on the new housing service Tenant Involvement Strategy which provides details on how and why to get involved and the support available for Waverley's council tenants.

2. Recommendation

It is recommended that the committee pass any suggestions and comments to improve the strategy to officers for consideration in the final strategy document.

3. Reason for the recommendation

To include the committee in the consultation process to develop a new Tenant Involvement Strategy.

4. Background

4.1 The current Tenant Involvement Strategy was devised for 2016 to 2019. The strategy is reviewed and rewritten every three years, to ensure its relevance and fit for purpose. During the review consideration is taken of legislative and regulatory changes, current best practice, successes and complaints about the service.

4.2 The strategy, at Annexe One, promotes the benefits of involvement and looks to

increase involvement opportunities. The three key priorities are to:

- increase the ways we can work together,
- make it easier to get involved, and
- listen, consider and act

4.3 The strategy also reflects and celebrates the successes of previous strategy, including:

- involvement in responsive repair contact procurement
- partnership working with Housing Overview and Scrutiny on Attitudes to Council Homes: Pride or Prejudice report
- scrutiny reviews on recharges, empty homes and mutual exchanges and
- family friendly open events to celebrate 100 years of council homes.

4.4 The strategy also looks to the future with an action plan on how to meet the priority objectives (Page 16 of Annexe One).

4.5 The strategy is, in draft, for consultation and will be reviewed and designed with the help of the communications team following the consultation period.

5. Relationship to the Corporate Strategy and Service Plan

5.1 The Policy relates to the housing service plan objectives to *ensure the service meets needs of tenants and their families, recognised as effective partner within the community and improving customer experience* and the Council commitment to promote *“housing to buy and to rent, for those at all income levels”*.

6. Implications of decision

6.1 Resource (Finance, procurement, staffing, IT)

Tenant Involvement services are met within current resources.

6.2 Risk management

Social landlords have duty to comply with the Housing Regulatory Standards including the Tenant Involvement and Empowerment Standard. Failure to comply will impact the continuous service improvement and meeting the needs of residents, resulting in poor

services and a bad reputation. The strategy is clear on the range involvement options available and positive outcomes involvement can bring to all.

6.3 Legal

There are no direct legal implications arising from this report.

6.4 Equality, diversity and inclusion

Equality Impact Assessment to be updated completed following consultation.

6.5 Climate emergency declaration

Move to more virtual meetings reduce financial and environmental costs of paper and travel. Aspiration to form a Green Group of tenants to consult, advice and monitor the landlord services carbon reduction initiatives.

7. Consultation and engagement

7.1 In addition to consultation with Housing Overview and Scrutiny members the proposed strategy will be shared with all tenants, for consultation, in the winter edition of the tenants' newsletter. There will be no face to face focus groups but tenants are invited to get in contact to share their views and experiences. One to one and/or group virtual meetings will be made.

7.2 Consideration will be made to all comments and suggestions to inform the final policy document, to be implemented by the end of the calendar year.

8. Other options considered

8.1 n/a

9. Governance journey

9.1 Policy to be agreed by Portfolio Holder and Head of Service, following consultation

Annexes:

Annexe 1 – Draft Tenant Involvement Strategy 2020-2023

Background Papers

There are no background papers, as defined by Section 100D(5) of the Local Government Act 1972).

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Agreed and signed off by:

Legal Services: 10 November 2020

Head of Finance: date

Strategic Director: 5 November 2020

Portfolio Holder: 9 November 2020