

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW AND SCRUTINY COMMITTEE

9 MARCH 2021

Title:

Tenants Panel Report: 2020 – 2021

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 provide the committee with a report direct from the Tenants Panel on their actions and achievements during 2020/21 and to share their future plans for 2021/22.

2. Recommendation

It is recommended that the Committee:

- i. reviews this report and agrees any observations or comments it wishes to pass to the Executive, and
- ii. requests that the Tenants Panel shares a progress report to the November 2021 meeting of the Housing Overview and Scrutiny Committee.

3. Reason for the recommendation

To support and raise awareness of the Tenants Panel's involvement, achievements and future activities.

4. Background

The Tenants Panel was established in 1985 and provides a strong and independent voice for all tenants. They gather tenants' views and work with the Housing Operations team to improve the delivery of services and ensure services meet and reflect the needs of tenants.

Please refer to Annexe One for the full report from Waverley's Tenants Panel.

5. **Relationship to the Corporate Strategy and Service Plan**

The report reflects the HRA Business Plan, Housing Operations Service Plan and the Council's commitment to promote "*Good quality housing for all income levels and age groups*".

6. **Implications of decision**

6.1 **Resource (Finance, procurement, staffing, IT)**

The Tenants Panel's activities are supported by an independent HRA budget of £7,800, a dedicated Tenant Involvement Officer and engagement with and access to all Housing Operations teams.

6.2 **Risk management**

Tenants Panel activities are subject to risk assessment, all members are subject to an application process and adhere to a Constitution and Code of Conduct.

6.3 **Legal**

Social landlords have a requirement to co-regulate with tenants and to consult on major service delivery changes.

6.4 **Equality, diversity and inclusion**

Equality Impact Assessments are considered for all tenant engagement and Tenants Panel activities to maximise involvement and create an inclusive environment.

6.5 **Climate emergency declaration**

The Tenants Panel have reduced mileage, meeting and printing costs over the last year and are mindful of the Council's carbon neutral target.

7. **Consultation and engagement**

Not applicable - Report direct from Tenants Panel members

8. **Other options considered**

Not applicable - Report direct from Tenants Panel members

9. **Governance journey**

Housing O&S and Executive as part of Housing O&S minutes/recommendations

Annexes:

Annexe 1 – Tenants Panel 2020-2021

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: DB 23 February 2021
Head of Finance: LK 23 February 2021
Strategic Director: AR 23 February 2021
Portfolio Holder: 17 February 2021