

## **WAVERLEY BOROUGH COUNCIL**

**EXECUTIVE - 5 APRIL 2016**

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**Title:**

**TENANT INVOLVEMENT STRATEGY 2015-18**

**[Portfolio Holder: Cllr Carole King]**

**[Wards Affected: All]**

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**Summary and purpose:**

The report presents the final draft of the Tenant Involvement Strategy 2015-2018 for adoption, and outlines the promotional activities planned to launch the Strategy. The Strategy recognises the achievements made in tenant involvement in the previous three years, and sets out the Council's aims for tenant involvement over the next three years.

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**How this report relates to the Council's Corporate Priorities:**

The Strategy supports the Improving Customer Service, and Community Wellbeing corporate priorities.

**Financial Implications:**

All activities will be funded through the existing Tenant Involvement and Tenant Panel annual budgets which total £42,500.

**Legal Implications:**

There are no legal implications.

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**Introduction**

1. Tenant involvement is important to the Council as it provides a forum for co-regulation, challenge, scrutiny and service improvements. The aims of the Strategy are to increase tenant involvement and provide feedback on how involvement has made a difference. The Corporate OS Housing Improvement Sub-Committee reviewed the draft Strategy in November 2015 and suggested that officers review the style of presentation and language. The revised Tenant Involvement Strategy document is attached at [Annexe 1](#).
2. The Strategy identifies the ways residents can get involved to give feedback and help shape services. It also highlights the successes made in tenant involvement with the Tenants Panel, Waverley Tenants' & Leaseholders' Scrutiny Group, resident associations and training opportunities and sets out the Council's promises for the future regarding Tenant Involvement.

**Implementation of Strategy**

3. The draft Strategy will be presented in a user-friendly and web-friendly leaflet with photos, pull-out text and hyperlinks. The Strategy will be published to all tenants and leaseholders via the website, and will be distributed to all new tenants and current volunteers. It will also be available at Tenants' events and in Waverley's Reception.

4. The Service Improvement Team will work with the Tenants Panel and Community Services to hold launch events at each of the Council's leisure centres in spring 2016.
5. The project team will arrange a launch party with swimming, arts and crafts. The events will provide opportunities to feedback on housing services and sign up to tenant involvement activities.
6. The Strategy was launched to all housing staff at the February Housing Staff Briefing, and all Housing staff will support and promote the Tenant Involvement Strategy through their day to day work.
7. It is also proposed that an email strapline and telephone script is developed to highlight Tenant Involvement activities, to be included in all communications for a one month period following adoption of the Strategy by the Executive.

### **Corporate OS Housing Improvement Sub-Committee**

8. The Corporate OS Housing Improvement Sub-Committee reviewed the revised Strategy at their meeting on 7 March 2016, and welcomed the improvements in the language, and the layout of the Strategy. The Sub-Committee endorsed the Tenant Involvement Strategy 2015-18, subject to further consideration being given to the photos on the cover of the leaflet. Since the meeting of the Sub-Committee, the Strategy leaflet cover has been revised.

### **Conclusion**

9. The Tenant Involvement Strategy sets clear guidance on how tenants can get involved in the housing service to provide feedback and help shape service delivery. The strategy promotes involvement, has a range of ways for tenants to get involved and promotes training opportunities.

### **Recommendation**

It is recommended that the Executive adopts the Tenant Involvement Strategy 2015-18.

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### **Background Papers**

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

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