

SUBJECT:	TENANT INVOLVEMENT STRATEGY 2018-2021
DIRECTORATE:	HOUSING AND REGENERATION
LEAD OFFICER:	CHRIS MORTON - RESIDENT INVOLVEMENT MANAGER

1. Purpose of Report

- 1.1 To provide an update to Housing Scrutiny Sub Committee on the delivery of the Tenant Involvement Strategy 2018-2021.

2. Background

- 2.1 The Tenant Involvement Strategy 2018-2021 came into place on the 26 February 2018. The strategy takes account of the national standards for tenant involvement and empowerment set out in the Regulatory Framework for Social Landlords in England 2012.
- 2.2 Page ten of the strategy contains a three-year action plan that sets out how we will deliver the strategy and the outcomes that we expect to achieve. Please see Appendix A for a copy of the action plan.

3. Current Progress

- 3.1 There are a total of 22 actions within the action plan. Current progress can be broken down into:
- 16 actions in progress
 - 6 actions not yet started.

4. Key Points

- 4.1 Over the next 12 months there are several areas that the resident involvement team will focus on under the strategy. These are:
- **Community Investment.** We are currently working with several community groups and charities to help them deliver projects across the city. This includes helping them plan projects and access funding through the community investment fund. Potential projects include, Sincil Bank by the Sea, International Bomber Command Centre, 100 Voices Wings Trail, City Centre Heritage Trail and the RAF Skellingthorpe Trail. In addition to these projects the team is also working to promote the community investment scheme to increase the number of applications received.
 - **Develop Social Media.** The plan is to substantially increase the amount of 'likes' on the Facebook page, increase the amount of

interaction and improve the quality of the posts. To help achieve this the page will be aimed at all residents by focusing more on the communities and people of Lincoln. More interesting posts will include more photos, videos and Facebook live. In addition to this we are also launching a twitter page.

- Increase the profile of the council's Housing Repairs Service. This will include putting out regular communication about the work of Housing Repairs Service, showing how their performance has improved, the quality of work carried out and how Housing Repairs Service contribute to community projects. It will also include holding a residents fun day at Hartsholme on 15 September 2018.
- Support and develop the Lincoln Tenants' Panel. The team will work with Lincoln Tenants' Panel to ensure they meet their objectives on residents' priorities and implement a better package of training. This will allow Lincoln Tenants' Panel to become even more effective in carrying out their role.
- Anti-Social Behaviour Improvements related to resident involvement. From the HouseMark accreditation there were a number of improvements required and several of these related to resident involvement. These included publishing Anti-Social Behaviour performance information on a regular basis, setting up an LTP victim support group and carrying out customer focus groups. The resident involvement team will work with the tenants implement these recommendations.

5. Recommendations

5.1 Housing Scrutiny Sub Committee is asked to:

- a) Note the progress made on delivering the Tenant Involvement Empowerment Strategy.
- b) Put forward any suggestions for community projects that need funding.

Is this a key decision? No

Do the exempt information categories apply? No

Does Rule 15 of the Scrutiny Procedure Rules (call-in and urgency) apply? No

How many appendices does the report contain? Yes-1

List of Background Papers: None

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