

SUBJECT: REVISED TENANT INVOLVEMENT STRATEGY 2022 TO 2025

DIRECTORATE: HOUSING AND INVESTMENT

REPORT AUTHOR: PAULA CADE, INTERIM RESIDENT INVOLVEMENT MANAGER

1. Purpose of Report

- 1.1 To seek approval for the revised Tenant Involvement Strategy 2022 to 2025 which replaces the 2018 to 2021 strategy.

2. Background

- 2.1 The revised Tenant Involvement Strategy for 2022 to 2025 (Appendix A) has now been developed.
- 2.2 The regulatory Framework for social housing and the social housing white paper requires social housing landlords to have a transparent Tenant Involvement Strategy in place.

3. What we have achieved over the last three years

- 3.1 Since we launched our last tenant involvement strategy, despite the coronavirus pandemic, we are proud of what we have achieved to improve our tenant involvement service and the willingness of tenants and leaseholders to participate in this.
- 3.2 Our annual report to tenants and Home magazine continues to be published so tenants and leaseholders can keep up to date with our achievements and performance. They detail house building, improvements (Decent Homes and Lincoln Standard of housing), scheduled and responsive repairs, tenancy management including tenancy breaches, anti-social behaviour, rental income, and the estate environment, as well as tenant involvement in these activities.
- 3.3 Tenants and leaseholders have contributed in many of the ways set out in our menu of involvement. The pandemic has encouraged the use of digital communication, such as Facebook and Zoom, and made it easier for people to get involved.
- 3.4 We have also reached out to people through fun days and roadshows, which has allowed even more people to get involved and find out more about effect of service changes and gain their views on our agreed future plans.

4. Objectives of the Revised Tenant Involvement Strategy

- 4.1 We have agreed five objectives for our Tenant Involvement Strategy. These are:

1. Co-design services with residents
2. Facilitate community engagement
3. Communicate key messages to residents
4. Co-regulate with Lincoln Tenants' Panel
5. Expand the ways residents can get involved.

4.2 By involving tenants and leaseholders in these ways will help us to jointly deliver the top priorities identified.

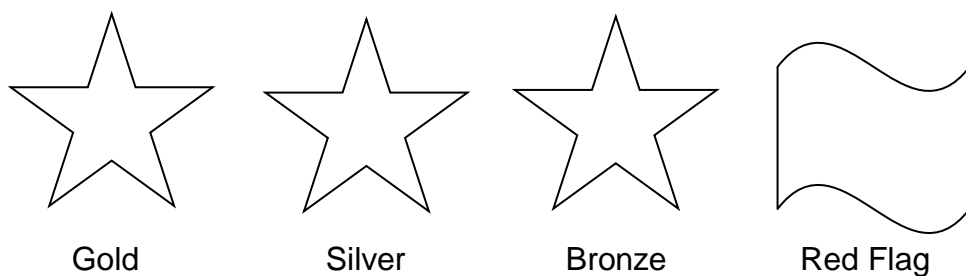
5. **Delivering the Action Plan and Monitoring Outcomes of the Strategy**

5.1 The resident involvement team will take the lead in the delivery of the strategy and action plan. The action plan is shown at Appendix A to the strategy.

5.2 Throughout the lifetime of the strategy the resident involvement team will review the strategy with Lincoln Tenants Panel to ensure the objectives are being met and activities are providing value for money.

5.3 Housing Scrutiny Sub Committee and housing managers will receive updates about progress and have the opportunity to provide input into the strategy.

5.4 The Lincoln Tenants' Panel will assess the progress of the strategy using a rating system as follows:



5.5 As part of the launch of our strategy Lincoln Tenants Panel will carry out an initial assessment to give us a starting position against which we can monitor outcomes.

6. **Let's Deliver Quality Housing**

6.1 The revised Strategy will mean that tenants have tenants continue to have a range of opportunities to get involved to shape housing services.

7. **Finance**

7.1 There are no direct financial implications.

8. **Legal Implications**

8.1 There are legal implications.

9. Equality, Diversity and Human Rights

- 9.1 The Public Sector Equality Duty means that the Council must consider all individuals when carrying out their day-to-day work, in shaping policy, delivering services and in relation to their own employees.
- 9.2 An Equality and Human Rights Impact Assessment has been carried out. There are no issues arising from this.

It requires that public bodies have due regard to the need to:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations between different people when carrying out their activities

10. Risk Implications

- 10.1 (i) Failure to deliver effective tenant involvement

11. Recommendation

- 11.1 This committee is asked to approve the revised Tenant Involvement Strategy 2022 to 2025

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? 1

List of Background Papers: None

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