

<b>SUBJECT:</b>	<b>TENANT INVOLVEMENT STRATEGY ACTION PLAN</b>
<b>DIRECTORATE:</b>	<b>HOUSING AND INVESTMENT DIRECTORATE</b>
<b>REPORT AUTHOR:</b>	<b>DONNA LYONS – RESIDENT INVOLVEMENT MANAGER</b>

## **1. Purpose of Report**

- 1.1 To update on the progress of the Tenant Involvement Strategy Action Plan 2022 to 2025.

## **2. Background**

- 2.1 The Tenant Involvement Strategy Action Plan 2022 to 2025 (Appendix 1) is required to be reviewed on an annual basis. LTP have carried out a review and made the following amendments as outlined within this report.
- 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 has been Achieved over the Last Twelve Months**

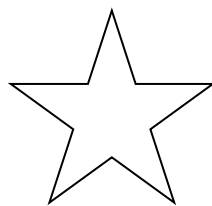
- 3.1 Since the launch of the tenant involvement strategy, City of Lincoln Council and LTP are proud of what is being achieved to improve our tenant involvement service and the willingness of tenants and leaseholders to participate in this.
- 3.2 Tenants and leaseholders have contributed in many of the ways set out in the Council's 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.
- 3.3 We have consulted with 7800 council tenants via a questionnaire and asked tenants to provide overall feedback on their neighbourhoods and estates together with specific feedback on issues such as safety, green spaces, parking, and the quality of indoor and external communal spaces.
- 3.4 The Lincoln Tenants Panel have been involved in the development of the Council's 30-year business plan for housing and the four strategic workstreams that are central to the business plan, and will have continued involvement, to help shape the delivery of major improvements to our homes and estates.
- 3.5 The Lincoln Tenants Panel continue to work and support City of Lincoln Council's housing service and part of this work includes an increased number of reviews into service areas in collaboration with council officers.

- 3.6 The Lincoln Tenants Panel now have increased joint working opportunities to share best practice with other social landlord tenants and supporting bodies. Examples of these are with Tenant Participation Advisory Service, Association of Retained Council Housing, 4 million Homes and Department for Levelling Up, Housing and Communities – Social Housing Quality Resident Panel.
- 3.7 The Resident Involvement Team have worked with LTP to create and deliver a robust annual LTP 2023 work plan.
- 3.8 LTP representatives have completed inspections on 5% of void properties and collaborated with officers to create a digital process to record information
- 3.9 LTP have been involved with three fire safety engagement exercises at Trent View, Shuttleworth House, Jarvis House in partnership with Lincolnshire Fire and Rescue.
- 3.10 The Council and LTP have agreed five objectives for the City of Lincoln Tenant Involvement Strategy. These are to:
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.

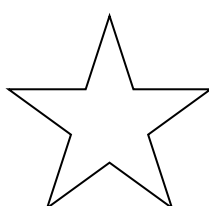
By involving tenants and leaseholders in these ways it will help to jointly deliver the top priorities identified

#### **4. Delivering the Action Plan and Monitoring Outcomes of the Strategy**

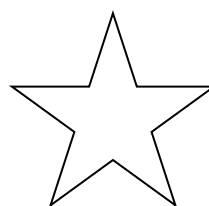
- 4.1 The Resident Involvement Team will take the lead in the delivery of the strategy and action plan. The action plan is shown at Appendix A to the strategy.
- 4.2 Throughout the lifetime of the strategy the resident involvement team will review the strategy with Lincoln Tenants Panel to ensure the objectives are being met and activities are providing value for money.
- 4.3 Housing Scrutiny Sub Committee and housing managers will receive updates about progress and have the opportunity to provide input into the strategy.
- 4.4 The Lincoln Tenants' Panel will assess the progress of the strategy using a rating system as follows:



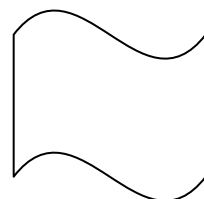
Gold



Silver



Bronze



Red Flag

- 4.5 As part of the launch of our strategy Lincoln Tenants Panel carried out an initial assessment to give a starting position against which future monitoring outcomes can be made.

## 5. Resident Involvement Strategy Action Plan Assessment 2023 – Improvements Made

- 5.1 City of Lincoln Council Landlord Services have successfully progressed to silver start status in co-design services with residents, expand the way residents can get involved, facilitate community involvement and progressed to gold star status in co-regulate with Lincoln Tenants Panel.

Objective	Action	Assessment
<b>Co-design services with residents</b>  <b>Expand the way residents can get involved</b>	<b>Housing Revenue Account Business Plan</b>  1) Involve tenants and leaseholders to review Housing Revenue Account Business Plan and delivery plan. Agree on what tenant and leaseholder involvement is needed to successfully deliver any actions.	<b>Silver</b>
	2) Ensure that internal procedures for involving tenants in decision making are fit for purpose, for example, any decisions taken demonstrate the level of tenant involvement in the process leading to the decision made.	<b>Silver</b>
	3) Support joint working opportunities for tenants to share best practice with other social landlord tenants and supporting bodies.	<b>Silver</b>
<b>Facilitate community involvement</b>	1) Assist in the delivery of community projects as agreed within the housing service plan.	<b>Silver</b>
	2) Support tenant representatives to support community groups in their areas.	<b>Silver</b>

<b>Co-regulate with Lincoln Tenants Panel</b>	1) Continue to support and develop LTP. Agree annual workplan with agreed officer attendance as required. Implement the revised constitution.	<b>Gold</b>
	2) Agree and implement a programme of reviews into areas of the service where LTP have concerns about improvements.	<b>Gold</b>
	3) Carry out joint inspections of sample voids properties to check that they are at the expected standard before letting (voids are the current vacant properties)	<b>Gold</b>

## **6. Strategic Priorities**

### **6.1 Let's deliver quality housing.**

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

## **7. Organisational Impacts**

### **7.1 Finance**

There are no direct financial implications.

### **7.2 Legal Implications including Procurement Rules**

There are no legal implications.

### **7.3 Equality, Diversity and Human Rights**

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.

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

An Equality and Human Rights Impact Assessment has been carried out. There are no issues arising from this.

## **8. Risk Implications**

### **8.1 (i) Options Explored**

Failure to deliver effective tenant involvement.

## **9. Recommendation**

- 9.1 This committee is asked to note the contents of the revised Tenant Involvement Strategy action plan assessments 2023.

**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

**Lead Officer:**

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