


























Appendix A-Action Plan









Objective	Action	Lincoln Tenants' Panel Assessment 2022	Lincoln Tenants' Panel Assessment 2023
Co-design services with residents Expand the way residents can get involved	Housing Revenue Account Business Plan 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		
	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.		
	Continue to resource tenant involvement: Agree the level of tenant involvement and the level of resources that should be available to deliver service changes		
	Review customer feedback and use it to improve services, ensuring a record is kept demonstrating how feedback has been used.		

Tenant Involvement Strategy 2022 to 2025









	Carry out consultation with residents on the estate improvement programme		
	Develop and deliver the building safety engagement strategy and deliver the actions set out within it		
	Develop an on-line training module for tenants and staff to educate the importance and requirement for tenant involvement in service delivery and development.		
	Support joint working opportunities for tenants to share best practice with other social landlord tenants and supporting bodies.		
Objective	Action	Lincoln Tenants Panel Assessment 2022	Lincoln Tenants Panel Assessment 2023
	Neighbourhood and Community groups		
	Promote wider community involvement and target hard to reach		

Facilitate community involvement	groups such as leaseholders and young people to get involved in housing services.		
	Gain feedback from the neighbourhood boards and community groups to inform service improvement.		
	Assist in the delivery of community projects as agreed within the housing service plan.		
	Involve tenants and leaseholders from community groups in involvement activities.		
	Support tenant representatives to support community groups in their areas		





Tenant Involvement Strategy 2022 to 2025

Objective	Action	Lincoln Tenants Panel Assessment 2022	Lincoln Tenants Panel Assessment 2023
Communicate key messages and increase digital engagement Expand the ways residents can get involved	Implement a continuous reporting model for performance by increasing the frequency and methods used to publish information.		
	Help volunteers to use platforms, such as Zoom and Microsoft Teams to give better access to involvement opportunities.		
	Creatively and continually develop our menu of involvement.		
	Ensure our menu of involvement is inclusive and allows tenants with specific needs to take part and promote equality and diversity throughout the housing service.		

Tenant Involvement Strategy 2022 to 2025

Objective	Action	Lincoln Tenants Panel Assessment 2022	Lincoln Tenants Panel Assessment 2023
Co-regulate with Lincoln Tenants Panel	Continue to support and develop LTP		
	Agree annual workplan with agreed officer attendance as required		
	Implement the revised constitution		
	Agree and implement a programme of reviews into areas of the service where LTP have concerns about improvements.		
	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)		
	Review complaints to inform service improvements.		
			

Tenant Involvement Strategy 2022 to 2025

	Jointly monitor performance through Housing Scrutiny Sub Committee		
	Develop an annual planner for involvement activities and training and monitor its delivery.		

Appendix B-Risks that threaten delivery of the strategy

There are a number of risks that could potentially threaten full delivery of the strategy. These have been set out in the table below.

Risk	Consequence	Controls in place
Lack of residents involved	Insufficient numbers involved result in groups not running or operating effectively	Recruitment plan in place that continually recruits tenants. Quickly address issues that might cause involved tenants to leave
Members of staff not complying with resident involvement duties/guidelines	Residents not consulted or involved, leading to complaints and potentially leading to a regulatory breach. This could also lead to a legal challenge	Staff awareness training to be carried out
Key involved residents leave e.g. LTP chairperson	Groups lose leadership and/or coordination and stop running	Succession plans to be put in place for key groups
Disagreements between involved residents	Groups stop running for a period of time or completely collapse	Adequate terms of references in place. Resident involvement team to provide mediation
Weak or no terms of reference in place for groups	Groups are not able to run due to a lack of clear processes in place	Resident involvement team to offer advice to groups on terms of references
Insufficient budget in place	Lack of a budget would mean groups could not pay for meeting rooms, equipment, or training. This could severely restrict their ability to operate	Resident Involvement team and LTP to monitor the involvement budget