

Committee Name and Date of Committee Meeting

Delegated Officer Decision – 14 March 2023

Report Title

Officer Decision Record for Tenant Engagement Framework 2022-25

Is this a Key Decision and has it been included on the Forward Plan?

Yes

Strategic Director Approving Submission of the Report

Ian Spicer, Strategic Director of Adult Care, Housing and Public Health

Report Author(s)

Lynsey Skidmore, Housing Operations Manager, Housing and Estate Services, Adult Care, Housing and Public Health. 01709 334950.

Ward(s) Affected

Borough-Wide

Report Summary

The Tenant Engagement Framework 2022-25 has been refreshed in line with the requirements of the Social Housing White Paper following consultation with our tenants and key stakeholders.

The Framework recognises the key issues affecting tenant engagement in Rotherham, demonstrates alignment with other key strategies and plans, and sets out how the council will engage tenants in housing services.

This report requests approval of the Tenant Engagement Framework 2022-25.

Recommendations

1. That DLT approves the Tenant Engagement Framework 2022-25 as a final document.
2. That the Tenant Engagement Framework 2022-25 is published on the Council website.

List of Appendices Included

Appendix 1 Record of Officer Executive Decision

Appendix 2 Tenant Engagement Framework 2022-25

Background Papers

None.

Consideration by any other Council Committee, Scrutiny or Advisory Panel

Improving Places Select Commission

Name of Committee – 20 September 2022

Council Approval Required

No

Exempt from the Press and Public

No

Officer Decision Record for Tenant Engagement Framework 2022-25

1. Background

- 1.1 The Tenant Engagement Framework sets out how we engage with our tenants to ensure tenants voice is reflected within the delivery of housing services. The Framework details a wide range of options for tenants to get involved and how we will support and equip them to have their say, scrutinise, challenge, learn from complaints and hold us to account.
- 1.2 The Tenant Engagement Framework 2022-25 has been developed to meet the local and national key priorities with an emphasis on the strengthened consumer standards within the Social Housing Regulation Bill and is attached as Appendix 1.

2. Key Issues

- 2.1 Our vision is to put tenants at the heart of everything we do, ensuring that council tenancies and estates are sustainable to create vibrant communities in which people feel happy, safe, and proud.
- 2.2 We have developed five key outcomes in consultation with our tenants to enable us to achieve our vision and meet the requirements of the Social Housing Regulation Bill:
 - **Outcome One:** Putting our customers at the heart of everything we do
 - **Outcome Two:** Delivering a range of options to give all our tenants an opportunity to get involved.
 - **Outcome Three:** Supporting our tenants to get involved in their community, providing help to each other, and taking pride in their neighbourhood.
 - **Outcome Four:** Enable tenants to scrutinise and challenge our performance by providing open, transparent, and accessible information
 - **Outcome Five:** Ensuring the relationship with our tenants is built upon a culture of openness, understanding and mutual respect.
- 2.3 The framework is aligned with key local strategies such as the Thriving Neighbourhoods Strategy and Council Plan contributing to empowering and supporting our tenants and residents to take an active role in their communities directly contributes towards the delivery of 'Every Neighbourhood Thriving' and 'A Cleaner, Greener and Local Environment':
- 2.4 An action plan has been developed within the Draft Tenant Engagement Framework 2022-25 setting out how the Council will deliver the 5 outcomes.

3. Options considered and recommended proposal

- 3.1 That Directorate Leadership Team and the Strategic Director of Adult Care, Housing and Public Health approve the Tenant Engagement Framework 2022-25.

4. Consultation on proposal

- 4.1 Between March 2022 and August 2022, consultation was carried out with tenants, council staff and a wide range of partners and stakeholders. Evidence from the following was used to develop the framework:

- Housing Involvement Panel
- Strategic Housing Forum
- Rother Fed
- Consultation Session with Cabinet Member for Housing and Cabinet Member for Social Inclusion.

- 4.2 The feedback from the consultation exercises was used to develop the five outcomes and associated actions.

The Cabinet Member for Housing and the Cabinet Member for Social Inclusion have been consulted and are happy with the document.

5. Timetable and Accountability for Implementing this Decision

- 5.1 The Assistant Director of Housing has overall accountability for delivering the Tenant Engagement Framework outcomes over a three-year period until 2025.
- 5.2 Progress will be discussed regularly at Housing Involvement Panel and an annual report will be prepared for the Improving Places Select Commission.

6. Financial and Procurement Advice and Implications

- 6.1 There are no direct financial implications from the draft framework. The Tenant Engagement Framework will be delivered within existing resources and budget.
- 6.2 There are no direct procurement implications arising from the recommendations detailed in the report. However, any identified need to procure goods, services or works in relation to delivering against the Framework must be procured in line with the Council's own Financial and Procurement Procedure Rules and the Public Contracts Regulations 2015 (as amended) as well as ensuring social value commitments are secured.

7. Legal Advice and Implications

- 7.1 There are no substantive legal issues arising from the content of this report.
- 7.2 The Tenant Engagement Framework will enable the Council to meet the statutory and legal requirements arising from the Social Housing Regulation

Bill and the current Regulatory Tenant Involvement and Empowerment Standard.

8. Human Resources Advice and Implications

8.1 There are no human resource implications specific to this report.

9. Implications for Children and Young People and Vulnerable Adults

9.1 Relevant staff who engage with this group receive safeguarding training along with staff from Rother Fed who follow their own policies and procedures.

10. Equalities and Human Rights Advice and Implications

10.1 Please see attached Equality Analysis.

10.2 We will actively engage under-represented groups and use our customer data to ensure services are accessible and meet the diverse needs of our tenants and neighbourhoods by contributing to the Equality, Diversity, and Inclusion Strategy 2022-25 through the following:

1. Understanding, listening, and engaging across all communities
2. Delivering fair, inclusive, and accessible services
3. Empowering people to engage and challenge discrimination and to promote good community relations

11. Implications for CO₂ Emissions and Climate Change

11.1 Please see attached Carbon Impact Assessment Report.

11.2 Through the Tenant Engagement Framework, we will contribute towards reducing carbon footprint and emissions through a flexible menu of options including hybrid working and accessing services online and being able to self-serve. This will help reduce the need for transport and waste. We will seek to empower tenants to maximise resources such as neighbourhood centres to make multiple use of buildings already in use. We also strive to bring empty properties back into use. Ward Housing Hub funding will continue to fund projects which make environmental improvements which are carbon friendly.

12. Implications for Partners

12.1 The Council has a contract in place with Rother Fed (local tenant federation) to support with the delivery of the Tenant Engagement Framework. Performance management reports are submitted to the council on a monthly and annual basis to ensure contractual obligations are being met.

12.2 The Council will seek out best practice and consider how we can continually improve the way that we engage with social housing tenants. This will be

achieved through attendance at TPAS, Sheffield City Region (Together with Tenants) and House mark meetings sharing good practice around tenant engagement.

13. Risks and Mitigation

- 13.1 The risk of failing to deliver the outcomes set out in the Draft Tenant Engagement Framework and action plan will be mitigated by ensuring the correct staff resources and processes are in place, and through regular and robust progress monitoring including reports to the Housing Involvement Panel and an annual report to the Improving Places Select Commission.