

# Rotherham Borough Council, Tenant Engagement Framework 2026 – 2030

*A three-year plan to strengthen engagement for everyone living in Council managed homes*

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# Introduction

## ***Hi, I'm Stella, chair of the Housing Involvement Panel and ARCH Tenants Group, and a trustee at Rotherfed.***

Welcome to the Tenant Engagement Framework 2026 – 2030, a plan for tenant engagement in Rotherham for the next 4 years which has been developed in partnership between council tenants and housing teams.

I've lived in Rotherham for almost 50 years, and I care deeply about our communities. I've seen what happens when tenants aren't listened to, and I've seen the positive things that happen when they are. That's why I'm so passionate about getting people involved and making sure tenants have a voice.

Working alongside other tenants to help shape this framework has been a real pleasure. We've shared our views and experiences and worked with the tenant engagement team to build something we're really proud of.

This isn't just a document. It's a clear plan to help us have better conversations, improve our communities, and develop a better housing service for *all* tenants in Rotherham. We want to make sure people feel able to join in, speak up, and help shape the services they receive and the places they call home.

I hope this framework makes it easier for tenants to get involved, have their say, and share their experiences to make things better for all of us.

## ***And I'm Cllr Linda Beresford, Cabinet Member for Housing.***

I'm also one of the councillors for the Greasbrough ward, and like Stella, I believe in working *with* tenants, not doing things *to* them.

If there's one thing I've learned, it's that the best ideas come from the people who live in our communities. When tenants get involved and share what's working and what isn't, that's when we can make real change happen. And that's exactly the spirit behind this framework.

I want our services to be open, honest, and accountable. I want every team to understand what good tenant engagement looks like, and to commit to it. Because when we listen properly and act on what tenants tell us, we can make brilliant things happen.

This framework gives us a clear plan to work towards, and I'm excited about what it will help us achieve together. Let's keep building stronger communities, stronger relationships, and a housing service that truly reflects the voices of the people it serves.

Let's get stuck in and make it happen!

## How this framework includes leaseholders and shared owners

This framework is for everyone who lives in a council-managed home. That includes council tenants, leaseholders and shared owners.

We know that leaseholders and shared owners have a different relationship with us and may not want to get involved in everything we offer.

We will work with the Leaseholder Team to make sure leaseholders can choose the topics they are interested in and take part in engagement opportunities that are relevant.

We won't contact leaseholders about activities that only affect tenants, unless you tell us you would like us to.

**Note:** To keep this document simple, we use the word *tenant* to refer to everyone who takes part. Anyone living in a council-managed home is welcome to get involved in anything that interests them.

## Our vision

We want to build strong and meaningful connections with our tenants by listening, acting on what you tell us, and making sure everyone has opportunities to influence decisions about their homes, hold us to account, and help shape council housing services and neighbourhoods. We want every tenant to feel included, heard and able to take part in a way that works for them.

## How we developed the Tenant Engagement Framework

We worked closely with tenants, staff, partners and national experts to co-create this framework. Our approach included:

- 13 co-design workshops, both online and in person, where tenants, staff and partners helped develop our aims, outcomes and values.
- A survey for the wider tenant community, offering both online forms and paper copies, and we provided support for anyone who needed help to take part.
- Collaboration with Tpas, national tenant engagement experts, to check that our approach follows good practice and meets the standards expected for high quality tenant engagement.
- A final sense check of the framework with the Screen Team and the Housing Involvement Panel to make sure it is clear, accessible and easy for tenants to understand.

Working together from the very beginning means this framework genuinely reflects what matters most to tenants.

# The bigger picture

*What's happening in housing nationally and locally, and how this framework links to the consumer standards.*

## National context

Tenant engagement is a major national priority in social housing. There is a stronger focus on transparency, influence and accountability, giving tenants a real say in decisions and how services are run. These expectations are set through national regulation and enforced by the Regulator of Social Housing (RSH) via a series of inspections.

## The Consumer Standards

From 1 April 2024, the RSH introduced four Consumer Standards for all social landlords:

- Safety and quality of homes
- Transparency, influence and accountability
- Neighbourhood and community
- Tenancy services

A key part of this is Transparency, Influence and Accountability (TI&A) Standard, which requires landlords to:

- Treat tenants with fairness and respect, recognising and responding to their diverse needs.
- Provide clear, accessible and timely information so tenants understand services and can hold landlords to account.
- Engage tenants meaningfully in decision making, showing how their views influence policies and services.
- Support tenant scrutiny, offering information and opportunities for tenants to challenge and review performance.
- Handle complaints fairly and promptly, ensuring tenants can raise issues with confidence.

## National Changes for 2026 and Beyond

In late 2025, the government and the RSH launched consultations on further strengthening consumer regulation, including:

- Updates to the TI&A Standard
- A new Code of Practice for good engagement and communication
- Changes to Tenant Satisfaction Measures (including a proposed electrical safety measure)
- New rights for tenants to access information about their landlord and home (STAIRs)
- New Competence and Conduct Standards for housing staff

These changes will be introduced in phases from 2026 onwards.

## **Awaab's Law**

Awaab's Law is being introduced in stages from 2025 and sets clear legal timescales for landlords to:

- Investigate and act on hazards such as damp and mould
- Carry out repairs more quickly when there is a health and safety risk

This increases the importance of early reporting, good communication, and clear information for tenants.

## **Housing Ombudsman Learning**

Nationally, the Housing Ombudsman continues to report rising numbers of complaints. Reports show:

- Many complaints are upheld
- Repairs, damp and mould, communication and delays are the most common issues
- Local authority landlords often struggle most with response times and keeping tenants informed

There has also been a large increase in repair related complaints since 2019, showing growing concern about housing conditions and the need for early and effective engagement with tenants.

## **Wider National Housing Challenges**

Across the sector, landlords are also facing:

- A strong regulatory focus on home safety and stock condition
- Rising costs for repairs, maintenance and energy efficiency improvements
- Ongoing uncertainty about rent policy and investment
- The need to improve digital inclusion and the quality of housing and tenant data

Together, these national changes mean listening to tenants, communicating clearly, involving them in shaping services, and acting on their feedback are essential to meeting regulatory expectations and delivering safe, high quality housing services.

## **Local context**

Our framework supports a number of the Council's key local strategies, ensuring that tenant voice helps shape decisions taken by the wider council.

### **Council Plan (2025–2030)**

The new Council Plan sets out the Council's vision for Rotherham over the next five years. It focuses on making Rotherham a place where everyone can thrive, with:

1. Places that are thriving, safe and clean
2. A strong local economy that works for everyone
3. Children and young people that achieve their potential

4. Residents who live safe, healthy and independent lives
5. One Council that listens, learns

These priorities reflect what Rotherham residents said matters most and guide how services, including housing, will develop in response. The TEF, particularly supports Themes 1 and 4.

### **Housing Strategy (2025–2030)**

Rotherham's new Housing Strategy focuses on:

1. Building high quality, sustainable and affordable new homes
2. Improving the safety, quality and energy efficiency of new homes
3. Supporting our residents to live independently, including through prevention of homelessness.
4. Ensuring that our neighbourhoods are safe, happy, and thriving.

These priorities were shaped by extensive tenant and stakeholder engagement during 2024. The TEF particularly supports priorities 2, 3 and 4 of the plan.

### **Thriving Neighbourhoods Strategy 2018 - 2025**

The Thriving Neighbourhoods Strategy focuses on residents working with ward councillors to set local priorities, strengthen community involvement, and deliver neighbourhood improvements. It aims to build strong, connected and resilient neighbourhoods where people feel empowered to influence decisions about where they live.

The Neighbourhoods Team has recently refreshed the strategy, and we have worked together to make sure that our shared priorities align.

### **Financial Inclusion, Digital Access and Customer Experience**

Local strategies continue to focus on:

- Improving digital access, including better online systems and Wi-Fi in community buildings
- Supporting residents with financial pressures through benefits advice, budgeting support and tenancy sustainment

**Together, these plans help make sure tenant and resident voices are central to how council services are delivered and support how Rotherham continues to grow.**

**If you'd like to read the full plans, you can access them online or request a paper copy from the Tenant Engagement Team. You'll find the relevant web links and our contact details in the contents section at the end of this document.**

# Tenant Engagement highlights: *From the 2022 – 2025 framework.*

## *Celebrating a standout moment from the community each year*

### **2022/23: Winter Warmer Packs**

In 2022, Rotherfed and their team of staff and volunteers supported tenants through the cost of living crisis by delivering 300 Winter Warmer Packs across Rotherham. Each pack included practical items like thermal socks, hats, gloves, blankets, and soup mugs to help people stay warm without adding to their heating costs.

Most went to older tenants and members of local community groups who were beginning to feel the strain of rising prices. A month later, everyone who received a pack got a follow up call to check how they were doing and to offer extra support. Tenants told us the packs made a real difference during a tough winter, with several saying it helped them stay warm without worry – and that the followup calls showed “*someone was looking out for them.*”

### **2023/24: King’s Coronation Community Celebration**

In 2023, the Friends of Dalton, East Herringthorpe & Thrybergh brought people together for a special King’s Coronation celebration, funded through the Council’s Coronation Grant. A team of tenant volunteers spent the weekend decorating the neighbourhood centre and preparing the event, creating a welcoming space for everyone.

On the day, 55 residents came along to enjoy food, games and some time together. Feedback was overwhelmingly positive, with many saying they had “*loved every minute*” and felt proud to see their community come together.

The event also raised over £500, which the group used to support more activities, including a summer event later that year that kept the momentum going and brought the community back together for more fun and games.

### **2024/25: White Bear Estate Pop Up Event**

Rotherfed delivered a pop-up engagement event on the White Bear Estate in Wath, an area where it has previously been difficult to reach tenants. After delivering 250 leaflets and promoting the day widely, the event attracted around 250 residents, with 90% being council tenants. Families enjoyed activities, face painting, energy advice and support from council housing and neighbourhood teams. Importantly, 12 residents signed up to the Tenant Connectors Pool, and three more expressed interest in forming a new TARA for the estate, something that is now being explored. Residents told us how good it was to see the local field “*full of activity,*” and many asked to work with us on future events for the estate. This has opened the door to stronger tenant involvement and new community opportunities.

## *An annual highlight from our tenant led panels*

### **2022/23 – Tenant Scrutiny Panel: Improving Communications Together**

The Tenant Scrutiny Panel took an in depth look at how the council communicate with tenants and produced a detailed report with practical recommendations. One of their key suggestions was that

tenants should help review letters, leaflets and online information to make sure content is engaging and written in clear, plain language.

In response, we created a new volunteering opportunity, giving tenants the chance to work alongside council teams to help shape our communications.

The scrutiny panel also highlighted the importance of staff being trained to communicate well with tenants, especially during difficult conversations. To act on this, we worked with Rotherfed and tenants to co-design new communications training, which housing teams have now rolled out to their staff.

The changes mean tenant voice is considered when we write, review and deliver key messages, supporting clearer, more accessible communication across housing services.

### **2023/24: The Screen Team were formed**

In response to the tenant scrutiny recommendation, we set up a new tenant communications group called The Screen Team. Tenants helped write the group rules and chose the name themselves, which we think is brilliant.

The group checks our letters, leaflets and web pages to make sure they are clear, easy to read and make sense. Their feedback has already made a big difference.

Throughout 2023/24, The Screen Team:

- Helped design our new Tenant Engagement web pages, making them more accessible and engaging.
- Reworded the 'Keeping You Safe in Your Home' leaflet to make the safety information simpler.
- Improved our asbestos information letter so it is easier for tenants to understand.
- Chose and shaped content for Home Matters magazine, making it more useful and interesting.

The Screen Team are still going strong, and thanks to them, our communications are clearer and more engaging.

### **2024/25: Housing involvement panel influence**

The Housing Involvement Panel met each month to look at how our housing services are performing and to challenge us to improve. Two things really stood out that year:

- **They worked with us to co-design a new performance dashboard:**  
Panel members shaped the performance measures we report on and suggested ways to make the web pages clearer and easier to understand. The new dashboard is now live and available for all tenants to view online.
- **They shaped the Housing Annual Report:**  
The panel told us what information mattered most to them and advised us to remove sections that weren't useful or of interest.

Their involvement means tenants now have a stronger voice in what we report on and how we share the information.

## More examples of tenant impact

Here are a few of our more recent You Said We did examples:

You said	We did
Tenants should influence the design and content of the tenant magazine Home Matters.	Added a standing agenda item for the Screen Team to influence content of the magazine.
The name “Tenancy Health Checks” is confusing.	Worked with tenants to decide a name and changed it to “Tenancy Reviews”
Tenants need clearer letters highlighting the purpose of Tenancy Reviews and more notice of visits.	Updated letters, added officer names & contact details, and now give 2–4 weeks’ notice.
Find a better way for tenants to share how they feel about their new home.	Created a new online survey so tenants can easily give feedback on their experience after moving in.
Tenants need clearer information about viewing new homes, furnishing, and what condition to expect	Improved the welcome pack, added clearer guidance about unfurnished homes, and updated online information and videos about the furniture rental scheme.
New tenants should get a summary after their affordability meeting.	Regularly provide a summary of the affordability discussion (posted or emailed) so tenants understand the costs and any rent arrangements.

## What we will achieve and how we’ll make it happen

*Our engagement aims, what success will look like, and a summary of the actions we’ll take to get there.*

### Theme: Strengthening Tenant Engagement

**Engagement Aim:** Strengthen tenant engagement by empowering tenants to influence decisions about their homes and take an active, meaningful role in shaping council housing services and their neighbourhoods.

#### What success will look like:

1. Barriers to involvement are actively removed, enabling more tenants, particularly those from diverse backgrounds, to get involved in tenant engagement activities.
2. A larger number of tenants are sharing their views, and these views are helping us make ongoing improvements to housing services.
3. All leaseholders and shared owners are invited to join our Tenant Connectors Pool, and we share regular engagement opportunities with them.
4. Increase in tenants influencing decisions that help ensure they feel safe and secure in their homes.
5. Tenants influence how money is spent and how the council invests in and maintains homes and estates, helping to shape plans and priorities to deliver value for money.
6. Housing teams take ownership and responsibility for making sure tenant voices influence how we plan and run housing services.
7. More Tenants, and tenants from a wider range of backgrounds, are getting involved in their neighborhoods and working with each other and with us on local community projects.

8. More tenants, and tenants from a wider range of backgrounds are helping shape their local ward plans and priorities, and we can evidence how their views have been used.
9. The Engaged Tenants Satisfaction Survey shows that tenants that get involved regularly feel empowered to take part, that their contributions are valued, and that they are listened to and treated with fairness and respect.
10. Tenant Satisfaction Measures (TSM) survey results show an increase in the proportion of tenants who feel that council housing services treat them fairly and with respect
11. Involved tenants have the skills and confidence to take part in engagement activities. They feel empowered, can access peer support, and receive training and additional support from Rotherfed, including advocacy when needed.
12. All tenant engagement activities are backed by clear records that show how tenants' views have been used to shape homes and improve council housing services and neighbourhoods.
13. We have the structure and resources needed to deliver high-quality tenant engagement, guided by Tpas Exemplar Accreditation recommendations.

### How we'll make it happen

We'll grow our Tenant Connectors Pool and remove barriers so it's easier for tenants from a wide range of backgrounds to get involved in ways that suit them. All leaseholders will be invited to join the Pool, and we will share regular engagement opportunities with them. We'll offer a variety of ways for tenants to share your views and influence decisions on important topics such as home safety, future housing investment, and local priorities and neighbourhood activities. We'll make sure housing teams listen to and act on what you tell us, with clear updates showing how your views have made a difference. We'll give you the training and support you need to take part confidently, and we'll keep improving our approach by regularly reviewing our progress with tenants as we deliver this framework.

### Theme: Enhancing communication and experience

**Engagement Aim:** Enhance the information we hold about tenants so we can improve everyday interactions, create a better customer experience, and ensure our communications are clear, relevant and accessible, demonstrating the impact of tenant involvement.

#### What success will look like:

1. Council Housing teams communicate effectively to deliver a well-coordinated service that improves outcomes for tenants.
2. Council Housing Services are responsive to tenants' individual needs and use the data we hold to improve how we communicate. Our interactions are more personal and relevant as a result.
3. Tenants regularly shape and review the content of Council Housing Services web pages and online services ensuring they are up to date, clear and easy to use.
4. An increase in case studies and 'You Said, We Did' examples are on the tenant engagement web pages, effectively celebrating the impact tenant engagement is having on housing services and communities.
5. Home Matters Magazine and the Council Housing Annual Report are consistently shaped by tenant input and featuring 'You Said, We Did' examples to highlight the impact tenants is having on housing services and communities.
6. Increase in the range and number of communications that tenants' feedback improves.

7. Improved Tenant Satisfaction Measures perception survey results, relating to overall tenant satisfaction and satisfaction with being kept informed about the things that matter.
8. Strengthen tenant communication through Tpas recommendations, ensuring information is clear, accessible, and timely.

### **How we'll make it happen:**

We'll use our housing systems effectively so staff can share information easily and respond to tenants more efficiently. We'll collect and securely store the data you choose to give us, helping us make day-to-day communication more personal and relevant. We'll work with the Screen Team and housing service managers to keep web pages up to date and accessible. We'll regularly review key publications like Home Matters and the Housing Annual Report to ensure they reflect your views, and we'll publish regular "You Said, We Did" examples. We'll monitor Tenant Satisfaction Measures throughout the year and use your feedback to improve overall satisfaction and ensure that we communicate with you on the things that matter.

## **Theme: Encouraging Challenge and Scrutiny**

**Engagement Aim:** Share transparent and accessible performance information to support effective challenge and scrutiny. Make it easy for tenants to share their views, giving confidence that their input genuinely influences council decision-making and governance.

1. Housing performance and complaints & compliments information is easy to find online, and shared in the Home Matters Magazine, and Housing Annual Report. Clear ways for tenants to give feedback on performance are actively promoted.
2. The Housing Involvement Panel challenge council housing teams and hold us to account, helping ensure services improve for tenants through regular scrutiny of performance and complaints information.
3. The Tenant Scrutiny Panel receive regular performance, complaints and benchmarking information so they can choose the most important topics to review and make well informed recommendations that help improve housing services.
4. Council housing teams value tenant scrutiny and respond to recommendations with timely, well-developed action plans that lead to meaningful improvements.
5. Tenants engage directly with senior leaders through attendance at regular panel meetings.
6. Tenant views are taken into account in key decisions, and tenants will have opportunities to be involved in our governance and assurance arrangements.
7. The Complaints Learning Panel meets regularly to review how complaints have been handled and suggest ways to improve. Their views are shared with housing managers, who use the feedback to make improvements.
8. Tenant Satisfaction Measures (TSM) survey results show an increase in the number of tenants who feel we listen to their views and act upon them.
9. Complaints handling and tenant-led scrutiny are strengthened through Tpas recommendations, enabling tenants to challenge performance and influence governance

### **How we'll make it happen**

We'll make performance and complaints information easy to find and understand, sharing it regularly online and in The Home Matters magazine. We'll provide clear routes for you and other tenants to scrutinise and challenge our performance. We'll give our tenant panels clear, up-to-date

information so they can hold us to account effectively. Senior leaders will attend panel meetings regularly, so tenant views are heard at leadership level and influence decisions.

We'll support the Complaints Learning Panel to review complaints and recommend improvements, and we'll track the impact of any changes made. We'll monitor Tenant Satisfaction Measures throughout the year, using feedback to ensure that we listen to your views and act upon what you tell us.

**If you would like a full copy of our action plan, you can find it on the webpages listed in the contact details at the end of this document, or you can get in touch with the Tenant Engagement Team and we will provide a copy. Our action plan contains more specific measures for how we will achieve the outcomes.**

## How we work with tenants

*We worked with tenants to define how you want to be treated. These commitments guide how we work with you:*

### 1. Communication

We'll keep you informed in clear and timely ways, listen to what you tell us, and act on your feedback. We'll always let you know what has changed because of your involvement.

### 2. Respect

We'll value your lived experience and treat you with fairness, respect, and equality. Everyone's voice matters, and everyone is welcome to be involved.

### 3. Openness

We'll be open and honest about our performance, decisions, and the reasons behind them. We'll welcome your feedback and respond consistently and transparently.

### 4. Collaboration

We'll work with you in partnership to influence decisions about your home, shape housing services, and improve your neighbourhood.

### 5. Celebration

We'll recognise your efforts and celebrate successes, taking time to appreciate the positive difference you make and share your impact with the wider community.

# Ways to get involved:

## *The different opportunities on offer and how we'll keep you informed*

<b>Inform:</b> <i>We share information with you</i>	<b>Insight:</b> <i>You share your views with us</i>	<b>Involve:</b> <i>You help influence decisions</i>	<b>Empower:</b> <i>You build skills and confidence</i>
Housing webpages and social media	Satisfaction surveys, including Tenant Satisfaction Measures	Tenant Scrutiny Panel	Tenant Engagement tailored training and development opportunities
Home Matters Magazine	Tenant engagement focus-groups	The Screen Team	Tenant Buddies peer support offer
Housing Annual Report	Community engagement events	The Housing Involvement Panel	Tpas membership, training and events
Ward e-newsletters	Tenants Open Day	The Complaints Learning Panel	ARCH membership training and events
Tenant Connectors Pool roundup	Estate walkabouts, on request	Community Groups and Tenant and Residents Associations	Digital support volunteers
Targeted letters, emails, text messages	Tenant connectors pool		

### Inform

We share clear information with you about our policies, services, and any updates that may affect or interest you. This helps you understand how our services work and what you can expect from us. Being informed is the first step for tenants who may want to get more involved or have a say in how services are delivered.

### Insight

We want to get your views on our services, policies, and local priorities. The simplest way to share your insight is by joining our Tenant Connectors Pool. You can sign up and choose the flexible engagement activities you want to take part in, when it suits you. This helps us share the right opportunities in the right way, at the right time. Opportunities include surveys, focus groups, local community events, information about our Tenants' Open Day, and much more. Your feedback helps shape and improve the services you receive.

### Involve

These opportunities are for tenants who want to play a more active role in shaping decisions and improving services. You can join one of our panels:

- **Housing Involvement Panel (HIP):** Discusses the direction of housing services and reviews performance.
- **Tenant Scrutiny Panel:** Reviews services in depth and makes recommendations for improvement.

- **Screen Team:** Helps improve how we communicate with tenants.
- **Complaints Learning Panel:** Reviews how complaints are handled and suggests improvements.

Panel members use feedback from surveys and community engagement and work directly with staff and managers to influence how services are delivered.

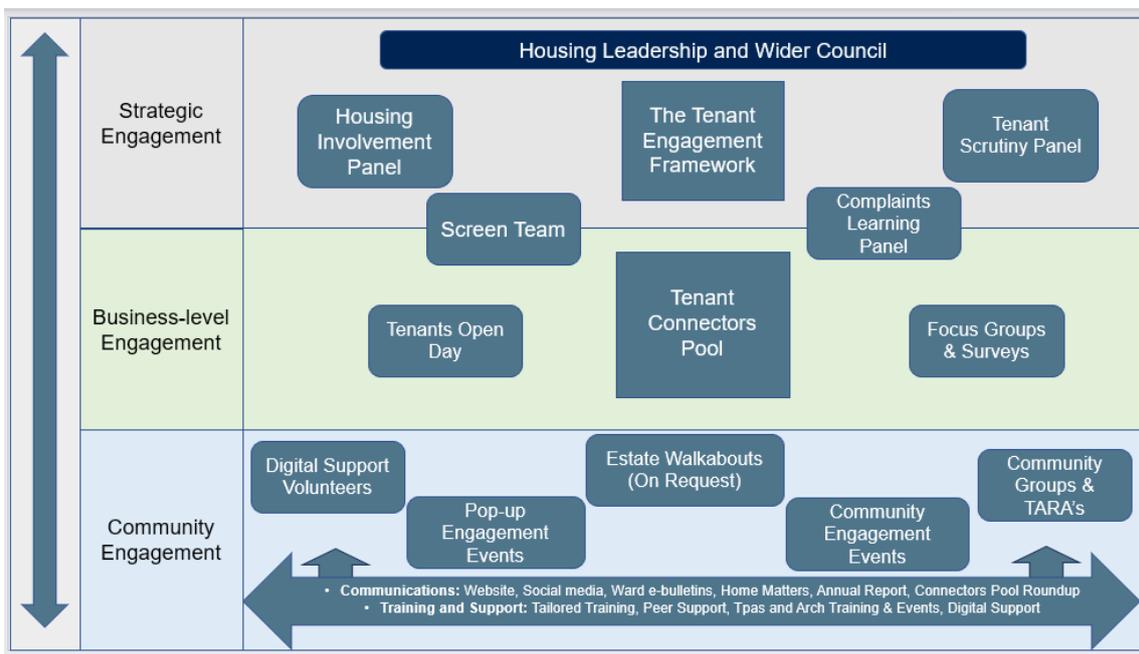
You can also get involved locally via community groups, and Tenant and Resident Associations (TARAs). These activities require more time than insight opportunities.

## Empower

These opportunities support tenants who want to build their confidence, skills, and knowledge. We offer training through our tenant engagement provider, as well as learning and development from our partners at Tpas. You can also receive peer support from experienced tenant representatives, helping you grow in your role and increase your understanding of housing and your community. Find out more about what we offer in this area on page 18.

## How tenant engagement is organised

*A diagram of how our panels, groups, and activities work together and link to housing leadership and the council*



# Supporting and empowering tenants to get involved

Everyone is welcome to get involved, whatever your skills or experience. The Tenant Engagement Team and our contracted engagement partner will help you find the type of involvement that suits you best. You can try out different panels and involvement opportunities with no commitment, so you can get a feel for what suits you before deciding.

You can take part in a full induction, talk to us about your training and development needs, and access one to one support from a member of staff or an experienced tenant representative if you want to. We know people want different things from being involved — whether you want to get involved regularly, drop in from time to time, or share your views from home, we'll make sure you can choose how you want to take part, that you can access development opportunities, and that the support we provide is relevant and proportionate to your role.

**You will never be out of pocket for taking part.** Our expenses, support and recognition guidelines explain exactly what support is available, and we have a small budget that allows us to say thank you each year. We work with you to decide how to spend it — whether that's a shared meal, a local activity, or a voucher if socialising isn't for you.

You can find our expenses guidelines and a simple online sign-up form on the Tenant Engagement web pages:

**<https://www.rotherham.gov.uk/tenant-engagement>**

If you'd prefer to get in touch directly, the Tenant Engagement Teams contact details are available at the end of this document.

**A framework for everyone (Equality, Diversity and Inclusion):** How we make sure everyone has a voice and feels represented

## A framework for everyone (Equality, Diversity and Inclusion)

### *Making sure every tenant feels heard, included and represented*

We are committed to making sure all tenants can get involved and feel comfortable having their say. People can take part in ways that suit them best – online, in person, in groups with other tenants, or one to one if they prefer.

We're proud to work with a diverse group of tenants, and we're committed to involving a broader range of people. Our Tenant Connectors Pool and panel members help shape housing services and local communities in meaningful ways. The tables below highlight some of the diversity within the fantastic people who are currently involved, including groups we are working hard to engage more effectively.

## Tenant Panels (Figures as at 20/02/2026):

Number tenants involved in our panels	Number of tenants on each panel			
	Housing Involvement Panel	Tenant Scrutiny Panel	Screen Team	Learning from Complaints Panel
26	11	8	3	4
Representation from underrepresented groups				
Tenants from Ethnic Minority backgrounds	Tenants under the age of 45	Tenants with disabilities	Gender breakdown	
1 (4%)	6 (23%)	15 (58%)	<ul style="list-style-type: none"> <li>• 11 Males (42%)</li> <li>• 15 Females (58%)</li> </ul>	

## Tenant Connectors Pool (Figures as at 20/02/2026):

Number of different tenants currently in the Tenant Connectors Pool			
194			
Representation from underrepresented groups			
Tenants from ethnic minority backgrounds	Tenants under 45	Tenants with disabilities	Gender breakdown
32 (17%)	92 (47%)	100 (52%)	<ul style="list-style-type: none"> <li>• 70 Males (36%)</li> <li>• 106 Females (55%)</li> <li>• 5 Nonbinary (3%)</li> <li>• 13 Prefer not to say (7%)</li> </ul>

We adapt our sessions and activities to meet different needs. This includes using approaches that work well for neurodiverse tenants, and offering support such as language assistance, interpreters, or signing when required.

To make it easier for more people to share their views, we offer both online and paper surveys, along with support for anyone who needs help to take part.

Inclusivity is a key outcome within the *Strengthening Tenant Engagement* aim. We have clear actions in place to ensure no one is left out.

This isn't just something we considered when creating this framework – it's how we work every day. Whenever tenants get involved, we take time to understand who they are, how they prefer to communicate, and what support they might need to take part fully. By doing this, we remove barriers and make sure everyone has a genuine opportunity to be heard.

## Monitoring and Review

### *How we'll track progress, measure improvement and keep moving forward*

We will work with the Housing Involvement Panel, which is made up of council tenants, to check that we are doing what we said we would and achieving the outcomes in this framework. The panel will look at our progress regularly and challenge us if something isn't working or needs to change.

We will also meet with Housing Service Leads throughout the year to make sure the action plan stays on track and any issues are dealt with quickly. We will share updates so tenants can see what has been done and what is still to come.

We will also make a copy of the action plan available on our Tenant Engagement web pages, so all tenants can see what we are working on. We welcome feedback and challenge from any council tenant, not just those on the panel, as this helps us keep improving our services.

## Getting in touch

### *How to contact us or sign up to take part*

If you would like to get involved, ask a question, or share your views, you can contact the Tenant Engagement Team in the following ways:

**Visit our Tenant Engagement web pages** at [www.rotherham.gov.uk/tenant-engagement](http://www.rotherham.gov.uk/tenant-engagement) and use our online forms to:

- View the framework action plan
- Join the Tenant Connectors Pool
- Ask about panels or community groups
- Request support to get involved
- Share feedback or ideas

**Email us:**

[customerinvolvement@rotherham.gov.uk](mailto:customerinvolvement@rotherham.gov.uk)

**Call us:**

01709 822100