

Briefing Note

To	Housing Advisory Board
From	Kimberley Ryan-Dooner Tenant Engagement Manager
Subject	Tenant Engagement Update
Purpose	To provide an overview of Tenant Engagement Activities and Updates
Decision required	For information
Status	Not confidential

Purpose

This briefing provides an update on the progress being made to strengthen tenant influence across Housing Services, including findings from the TPAS review, the development of tenant scrutiny arrangements, and the recruitment of tenant representatives to the Housing Advisory Board. These developments support the creation of a more structured and effective approach to tenant engagement and assurance.

TPAS Tenant Engagement Review

Over the last few months, we've made positive progress in strengthening tenant engagement and creating more opportunities for tenants to influence services, challenge performance and shape future improvements. This work is being supported through our partnership with Tenant Participation Advisory Service (TPAS) who are currently reviewing our engagement arrangements and helping us build a stronger, more sustainable framework for tenant involvement.

TPAS recognised a genuine commitment across Housing Services to improving tenant engagement, with Heads of Service demonstrating support for tenant involvement and recognising the value that tenants bring to service improvement. The review also highlighted that we already have engaged tenants who are willing to give their time and share their experiences to help improve services.

The review has also helped us identify where we need to focus our efforts and provided some valuable challenge. It has reinforced the need for clearer engagement structures, stronger governance arrangements and a more phased approach that allows both staff and tenants to concentrate on a smaller number of priorities where tenant influence can have the greatest impact in a way that is meaningful and sustainable for tenants.

Key learnings and emerging themes

The TPAS review has identified several themes that will help shape our future approach to engagement, including:

- Developing a clear and transparent engagement framework.
- Focusing engagement activity around a small number of agreed priorities.
- Strengthening and developing of co-production and tenant scrutiny arrangements.
- Creating clearer links between tenant feedback, service improvement and decision-making.
- Increasing visibility and recognition of tenant involvement across housing services.

These recommendations support our plans to strengthen tenant engagement and make it more effective.

Development of Tenant Review Groups

Alongside the TPAS review, we have continued developing our tenant review groups. These groups are becoming an important way for tenants to provide feedback, challenge services and work with us to identify improvements across key areas such as complaints, repairs, anti-social behaviour and communications.

On 22 July, members of the Tenant Complaint Review Group will be learning more about the complaint handling process and contributing to our annual Complaint Handling Code self-assessment. This reflects our commitment to ensuring that tenants are involved not only in providing feedback, but in helping shape and scrutinise services.

Tenant representatives on HAB

I'm particularly pleased to share that we have successfully recruited two tenant representatives to join the Housing Advisory Board. This is a significant milestone and an important step in ensuring the tenant voice is embedded within our governance and assurance arrangements.

Over the coming months, we'll be working closely with the new representatives to provide training, development and support, helping them build the confidence and knowledge needed to participate fully and make a meaningful contribution. Our ambition is for them to begin attending HAB meetings from November.

Next steps

The final TPAS report will provide us with a clear roadmap for the next phase of our tenant engagement journey. Early recommendations include refreshing the Tenant Engagement Strategy, strengthening staff knowledge and skills around engagement, creating a more formal tenant engagement framework and ensuring that tenant scrutiny is embedded within service improvement and decision-making.

This work will take place over the next 18 to 24 months, but we are already seeing positive foundations being put in place. The direction of travel is clear: creating a simpler, more joined-up approach to engagement that gives tenants genuine opportunities to influence services and see the difference their involvement makes.

Overall, this is a positive update. We have engaged tenants, supportive colleagues, clear recommendations from TPAS and now tenant representation on HAB. Together, these developments provide a strong foundation for a more mature and meaningful approach to tenant engagement, ensuring that resident voices are heard, valued and acted upon.