

Report to:	Housing Advisory Board	Date: 10 September 2026
Subject:	Tenant Participation Advisory Service update	
Report of	Claire Rogan Head of Performance Improvement and Assurance	

Summary

1. This report provides an update on the progress of the TPAS consultancy commission to strengthen tenant influence, engagement, and scrutiny arrangements within Bury Housing. The review aims to support the organisation in moving from local engagement activities to demonstrable tenant influence and better outcomes for tenants, whilst developing a robust and effective scrutiny framework

Recommendation(s)

2. Members are asked to note the progress made to date, acknowledge that further tenant engagement is required before final conclusions are reached, and support completion of the remaining phases of the review during September and October 2026. An updated position will be timely for the next HAB meeting.

Alternative options considered and rejected

3. No alternative options have been considered.

Report Author and Contact Details:

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Background

4. The consultancy was originally designed as a four-month programme across four phases: Discovery and Insight, Facilitated Workshops, Strategy and Framework Development, and Scrutiny Recruitment and Development.

5. As of the end of August 2026:

- Six of the nine consultancy days have been completed.
- A desktop review has been undertaken, although this was delayed due to the phased sharing of documentation and the timing of the regulatory inspection.
- Discussions have taken place with key stakeholders including service leads, managers, frontline staff and elected members
- Cross-service staff workshops have been completed, generating a range of findings and potential actions to strengthen resident influence across services.
- Initial resident engagement has taken place; however, feedback has so far been obtained from only two engaged residents.

NB – a further 6 tenants met with TPAS as of 02/0926 .

6. The following activities have been delivered:

- Desktop review of engagement, scrutiny and governance documentation.
- Meeting with Portfolio Holder to obtain strategic insight.
- Focus group with Heads of Service and senior leaders.
- Workshops with managers and frontline colleagues to explore barriers, opportunities and expectations relating to tenants engagement.
- Initial focus group with engaged tenants .

Current Position

7. TPAS has provided initial verbal feedback and a draft report to support inspection requirements. However, TPAS has advised that the findings should be considered preliminary until the reality-checking phase has been completed and tested with a wider range of residents and stakeholders.

8. The consultant has advised that additional tenant engagement has now taken place and a final meeting with the Engagement Team is scheduled to complete the agreed reality-checking process. Following this, an overall review of the findings will be undertaken before final recommendations are confirmed.

9. The review has highlighted the importance of:

- Embedding engagement across all service areas rather than within a single team.

- Strengthening links between engagement, complaints, performance information and tenants' insight.
- Developing a stronger scrutiny framework supported by appropriately trained residents and staff.
- Establishing clear ownership, reporting arrangements and accountability for resident influence.

Next Steps

10. The next steps are;
 1. Complete the final reality-checking discussions with tenants and the Engagement Team.
 2. Undertake a comprehensive review of findings from all engagement activity completed throughout the consultancy.
 3. Receive the consultant's final recommendations and proposed next steps.
 4. Consider recommendations and develop an implementation plan, including ownership, reporting arrangements and timescales.
 5. Progress the refresh of the Tenant Engagement Strategy, scrutiny framework and resident influence arrangements

Conclusion

11. The TPAS review is nearing completion, with most planned activities now delivered, including engagement with staff, managers, senior leaders and tenants. The review has provided valuable insight into how tenant influence, engagement and scrutiny can be strengthened across Bury Housing Services.
 12. The consultant has recently undertaken further tenant engagement activity and is completing the final reality-checking stage with the Engagement Team. Following a final review of all findings, recommendations and proposed next steps are expected by mid-September. These will inform a future action plan to strengthen resident influence and ensure engagement drives meaningful service improvement.
 13. The Housing Advisory Board is asked to note the progress made and await the final report and recommendations before considering the next phase of implementation.
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Links with the Housing and Corporate Priorities:

Please summarise how this links to Let's Do It Strategy and Let's Do Housing.

This review supports the Council's *Let's Do It* ambitions by strengthening the tenant voice, increasing opportunities for tenants to influence decisions, and improving transparency, accountability and service improvement across Bury Housing. The TIA (consumer standards – regulatory compliance) The work will help ensure that services are shaped by tenant feedback and that tenant engagement leads to meaningful outcomes for tenants and communities.

Tenant voice

Tenant feedback has been central to this review, with tenant engagement and reality-checking activities helping to validate findings and shape the final recommendations. The review aims to strengthen tenant influence by ensuring tenants have meaningful opportunities to contribute to decision-making, scrutiny and service improvement.

Equality Impact and Considerations:

No Equality Impact Assessment (EIA) has been completed as this report is for information only and does not propose any policy or service changes. Any recommendations arising from the final TPAS review will be assessed separately to determine whether an EIA is required before implementation

Environmental Impact and Considerations:

*Please provide an explanation of the Environmental impact of this decision. Please include the impact on both **Carbon emissions** (contact climate@bury.gov.uk for advice) and **Biodiversity** (contact S.Tinsley@bury.gov.uk and Dennis.whittle@bury.gov.uk for advice)*

The report itself has no direct environmental impact

Assessment and Mitigation of Risk:

Link to Housing Strategic risk register = make sure you use risks that are on the housing strategic risk register

Risk / opportunity	Mitigation
Failure to meet Consumer Standards and regulatory expectations	Ongoing assurance reviews via HAB

Procurement Implications:

There are no direct procurement implications arising from this report

Legal/ Regulatory Implications:

The report supports compliance with the Regulator of Social Housing Consumer Standards primarily the Transparency Influence and Accountability Standard.

Financial Implications:

There are no direct financial implications arising from acceptance of this report.

Appendices:

Please list any appended documents (please save these as clearly labelled separate documents in the Teams folder).

[TPAS Bury Housing - plan and timeline - updated 24.8.26 \(003\).docx](#)

Background papers:

Please list any background documents to this report and include a hyperlink where possible.

[TPAS Bury Housing - plan and timeline - updated 24.8.26 \(003\).docx](#)

Please include a glossary of terms, abbreviations and acronyms used in this report.

Term	Meaning
TPAS	Tenant Participation Advisory Board