

Bury – Strengthening Tenant Influence and engagement – updated August 2026

Overview:

This consultancy is made up from different elements with a focus of moving engagement to impact and ensuring a robust scrutiny model which is working effectively.

It is initially proposed to take place over a four month timescale.

Proposed timetable:

Action	Requirements	Timescale
Phase 1 – Discovery & Insight		
Light touch desktop review	Bury to share all relevant engagement documents which includes • tenant engagement strategy • documents relevant to Tenants Voice Forum • scrutiny policy and framework • Any other engagement/scrutiny related documents – minutes and agendas of meetings etc. • Review recruitment materials for housing panel as per Kim's email	Information to be shared by 8.5.2026 Desktop review to be completed by end of May 2026 Deadline extended as document share not completed. Various guidance given i.e. HAB and recruitment in the meantime. Met with Cllr Cummings as she was shortly due to leave role to get views from that perspective Inspection was announced which has set timescales back for the review.

		Initial feedback given in July to Kim and Claire verbally and then draft report shared as inspectors had asked to see it.
Focus group with key service leads (new leadership cohort where possible): e.g. complaints/insight lead, compliance/property safety, repairs, housing management/neighbourhoods, asset, customer access.	Each session = 60 mins Teams	This was delivered 10.7.2026 with most Heads of Service present. Also due to meet Sian on 26.8.26
Phase 2 - Facilitated workshops To explore: • What good engagement looks like? • What scrutiny should look like in practice? • Barriers to involvement and how to remove them • How teams should build engagement into their role		
Staff – cross-service focus groups	Teams meeting – 60 mins for each one	This was delivered across two focus groups – workshop with managers across teams on 7 th August and with frontline staff on 5 th August 2026.

Focus Group with engaged residents	Teams meeting – 60 mins	Two residents attended meeting on 10 th August 2026. These are the only two residents that have been involved with the review to date.
Focus group with non-engaged residents	Teams meeting – 60 mins	Late July – this has not yet been arranged (24.8.26)
Phase 3 - Strategy & Framework Development		
Set out elements for refreshed engagement strategy Strengthen scrutiny framework Provide guidance and support on: - o Linking engagement, complaints, performance and insight - o Embedding engagement/scrutiny into service planning • Develop a simple Tenant Influence Tracker template		September – subject to meeting with residents to get more of a view from a residents' perspective.

Facilitate a final workshop with key service leads to agree ownership, reporting routes and how to embed across team	Teams meeting – 1 hour We will book this when other elements are complete and ready to be shared	September
Phase 4 – Scrutiny recruitment and development		
Agree the right model for Bury based on capacity/diversity.		September
Recruitment plan and messaging (including timing options beyond daytime meetings).		September – however due to circumstances some of this has happened in June/July due to the need to have resident representation on HAB. Guidance given on HAB recruitment.
Development session(s) for tenant scrutiny members and staff to build confidence in: • asking the right questions • using insight/complaints/TSMs • Writing scrutiny recommendations and tracking impact		Late September? Would advise a delay on this to enable recruitment of more residents as trust builds with the review groups and enable Heads of Service to devise plans around influence and priorities. Consider booking tpas scrutiny conference places – 14 th October Northampton – suggest sending staff and tenants together not just engagement team.

Light-touch mentoring for engagement team on effectively supporting scrutiny		September/October
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End of August – Six of nine days completed so review more than halfway through. There are findings and actions from meeting with staff including Heads of Service, managers and frontline staff. The draft report has only been initially shared as the inspectors wished to see it – this would not usually happen until fully informed by resident feedback.

Initial feedback from two residents only to date and it would be good to get a broader perspective from other residents.

Meetings

Meet with Cllr Cummings – 10.4.26

Initial meeting with Kim – 15.4.26

Meeting with Kim and Claire about desktop review queries – 26.6.26

Initial findings following HOS meeting (Kim and Clare) - 17.7.26

Heads of Service meeting – 10.7.2026

Focus group with staff – 5.8.26

Focus group with managers – 7.8.26

Focus group with two engaged residents – 10.8.26