

Report to:	Housing Advisory Board	Date: 10 September 2026
Subject:	Draft Tenant Engagement annual report	
Report of	Claire Rogan Head of Performance Improvement and Assurance	

Summary

1. To present the Housing Advisory Board with the Tenant Engagement Annual Report 2025/26 and provide a review of the evolving tenant involvement, influence and engagement activities throughout the year. The report demonstrates how tenant feedback is beginning to inform service improvements, policy development and governance arrangements, in line with the Transparency, Influence and Accountability Standard.
2. Key achievements highlighted within the report include:
 - Strengthening tenant influence through the Tenant Voice Forum and the introduction of Tenant Voice briefing notes to the Housing Advisory Board, creating a more formal route for tenant feedback and challenge to be considered in governance discussions.
 - Increased tenant participation in service reviews, policy development, scrutiny activities, community events and consultation exercises.
 - Tenant-led scrutiny of complaints handling, resulting in improvements to communication, accessibility and customer information.
 - Tenant influence on the development of new policies.
 - Delivery of learning and development opportunities supporting 103 tenants and volunteers through 14 training courses.
 - Investment in community engagement activities, grant funding, estate action days and environmental improvement projects that have strengthened neighbourhoods and community cohesion
 - Positive movement in key tenant satisfaction measures, including overall satisfaction increasing from 70.6% to 73.9%, satisfaction with being treated fairly and with respect increasing from 74.9% to 76%, and satisfaction with being kept informed increasing from 65% to 68.1%.
 - Whilst tenant scrutiny and influence are not yet where we want them to be, a range of engagement activities were delivered throughout 2025/26 to provide tenants with opportunities to contribute to service improvements and local initiatives.

Recommendation(s)

3. To review and note the contents of the report.

4. Acknowledge the contributions made by tenants, tenant's groups, volunteers and community partners throughout the year.
5. Support the continued development of tenant influence arrangements

Reasons for recommendation(s)

6. The report provides evidence that tenant engagement activities are beginning to contribute to service improvement, strengthening accountability which supports compliance with the Transparency, Influence and Accountability Standard.
7. It also demonstrates how we are starting to use tenant feedback to shape service delivery, policy development and improvement priorities. Continued Board oversight will help ensure tenant influence remains embedded within governance and decision-making arrangements.

Alternative options considered and rejected

8. None. This report is provided for information, assurance and scrutiny purposes only. No decision is required.

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Background

9. Tenant engagement is a key component of delivering accountable, responsive and customer-focused housing services. During 2025/26, Bury Housing Services continued to develop opportunities for tenants to have their voices heard through a range of engagement activities, including the Tenant Voice Forum, consultations, policy reviews, surveys, community events, estate action days and service improvement initiatives.
10. Whilst tenant scrutiny, influence and co-production arrangements are not yet operating at the level the service aspires to achieve, progress has been made in strengthening engagement and creating opportunities for tenants to contribute to service improvements. Throughout the year, tenants helped shape policies, reviewed complaint handling arrangements, influenced communication improvements and contributed to neighbourhood and community projects.
11. A significant development during the year was the introduction of Tenant Voice reporting to the Housing Advisory Board, providing a clearer route for tenant feedback, challenge and recommendations to be considered within governance and decision-making arrangements.

12. The service has also worked closely with TPAS towards the end of the reporting period to review existing engagement arrangements and identify opportunities for improvement. This work will establish the foundations for a more strategic approach to tenant involvement and will support a shift towards stronger tenant influence, scrutiny and co-production and this transformation will be reported in from next year onwards.
13. The Tenant Engagement Annual Report 2025/26 provides an overview of engagement activity undertaken during the year, the outcomes achieved, and the contribution tenant feedback has made to service improvement and community development.
14. The draft Tenant Engagement report is attached at appendix one.

Links with the Housing and Corporate Priorities:

Links to the Council Strategy

The Tenant Engagement Annual Report 2025/26 supports the Council's strategic ambitions by demonstrating how residents are being engaged in shaping services, strengthening communities and improving outcomes across the borough.

The report contributes to the Council's priorities through providing opportunities for tenants to influence services through the Tenant Voice Forum, consultations, policy reviews, scrutiny activities and community engagement initiatives.

Tenant voice

Tenant feedback has influenced the ongoing development of Housing Services by highlighting the need for clearer communications, improved complaints information, greater recognition of individual needs and stronger opportunities for tenant influence. This has resulted in service improvements, increased tenant involvement in policy and service reviews, and the introduction of Tenant Voice reporting to the Housing Advisory Board. Further work throughout this reporting year will strengthen the tenant voice allowing us to demonstrate clear outcomes directly influenced by tenants in the future.

Equality Impact and Considerations:

An Equality Impact Assessment is not required for this report as it is presented for information and assurance purposes only. However, the report demonstrates how tenant engagement activity has supported inclusive service delivery through improved communications, enhanced recording of reasonable adjustments, strengthened support for vulnerable tenants and increased opportunities for diverse tenant groups to influence service improvements and decision-making

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)

None

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
H39 Regulatory Compliance (Housing Ombudsman / RSH)- Failure to meet consumer standards and complaint handling requirements.	Work with Tenant Participation Advisory Service has commenced to redesign tenant engagement moving from local engagement activities to more structured approach to tenant influence and decision making
H3 Poor tenant satisfaction resulting	Provide meaningful opportunities for tenants to influence service improvement and demonstrate the impact of changes made. (as above work with TPAS)

Procurement Implications:

None

Legal/ Regulatory Implications:

The report provides assurance to the HAB on the progress we are making towards meeting the regulatory outcomes under the Transparency, Influence and Accountability standard, particularly on required outcomes for engagement with tenants. The standard states that;

‘Registered providers must take tenants’ views into account in their decision-making about how landlord services are delivered and communicate how tenants’ views have been considered.’

Financial Implications:

None

Appendices:

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

Appendix 1 Draft Tenant Engagement report

Background papers:

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

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

Term	Meaning