

Committee(s): Enforcement, Environment and Housing Committee	Date: 7 March 2022
Subject: Resident Engagement Strategy 2022 to 2027	Wards Affected: All
Report of: Tracey Lilley - Corporate Director (Housing and Community Safety)	Public
Report Author/s: Name: Tracey Lilley - Corporate Director (Housing and Community Safety) Telephone: 01277 312500 E-mail: tracey.lilley@brentwood.gov.uk	For Decision

Summary

The Social Housing White Paper has brought a renewed focus on the importance of empowering and listening to social housing residents. Meaningful engagement with residents drives better services and ensures residents are involved in decisions that affect their housing.

The regulatory framework governing social housing is made up of regulatory requirements, codes of guidance and regulatory guidance. The regulatory requirements concerning resident engagement include the Tenant Involvement and Empowerment Standard 2017. This states that social housing providers should ensure that tenants are given a wide range of opportunities to influence and be involved in the formation of their landlord's housing-related strategic priorities, decision making about how services are delivered, performance scrutiny and the management of their homes.

The Resident Engagement Strategy and Resident Engagement Structure are included as appendix A and sets out how this activity will be delivered, monitored and delivered.

Recommendation(s)

Members are asked to:

R1. To approve the Resident Engagement Strategy 2022 to 2027.

Main Report

Introduction and Background

1. The Resident Engagement Strategy sets out how the Council intends to engage with its tenants and leaseholders and the people who live in the

communities to which the Council has responsibilities towards, both as a landlord and as a registered provider of social housing.

2. The Council co-designed this strategy with members of our Tenant Talkback group and has run a consultation on this strategy on the website from 17 January to 18 February to gather any further feedback.
3. When developing the strategy we also included feedback received from the Survey of Tenants and Leaseholders sent to all residents in August 2021 which included a question on how residents wanted to be involved.

Reasons for Recommendation

4. This strategy adapts our resident engagement practice to provide more choice on how residents engage with the Council, to enable residents with a wide variety of backgrounds to influence service delivery.
5. The Social Housing White Paper will bring a change to the level and type of regulation for Local Authorities with an emphasis on proactive engagement with residents.

Consultation

6. The Engagement Strategy was co-designed with members of the Tenant Talkback group and the Strategy was included on the website for comments. When developing the Strategy we also took into account feedback from the STAR survey regarding how residents wanted to be involved with Brentwood Council.

References to Corporate Plan

7. Drive continuous improvement of our housing services
8. Continue a service improvement programme to ensure our services are delivered efficiently.

Implications

Financial Implications

Name/Title: Phoebe Barnes, Corporate manager – Finance (Deputy S151)

Tel/Email: 01277 312500/phoebe.barnes@brentwood.gov.uk

9. There are no direct budgetary implications arising from the report, with the strategy's delivery plan being met from existing budgets and resources.

Legal Implications

Name & Title: Amanda Julian, Corporate Director (Law & Governance) & Monitoring Officer

Tel & Email: 01277 312500 / amanda.julian@brentwood.gov.uk

10. There are no legal implications arising from the strategy and delivery plan, where legal issues arise the appropriate legal advice will be sought.

Economic Implications

Name/Title: Phil Drane, Corporate Director Planning & Economy

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11. The strategy will help to improve local engagement leading to an improved local environment, this will help support local economic activity.

Background Papers

There are no background papers to this report.

Appendices to this report

Appendix A: Resident Engagement Strategy 2022 to 2027