

Item

## RESIDENT ENGAGEMENT REVIEW



**To:**

Councillor Richard Johnson, Executive Councillor for Housing

Housing Scrutiny Committee 12/03/2019

**Report by:**

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**Wards affected:**

All

### Not a Key Decision

#### 1. Executive Summary

- 1.1 In March 2017 Housing Scrutiny Committee approved a Resident Involvement Strategy 2017-20. Whilst this continues to outline the objectives of the service, there is a need to consider the engagement activities in more detail to ensure that the opportunities for involvement on offer allow participation from a broad cross section of residents.
- 1.2 The evolving nature of the housing sector highlights the need to stay at the forefront of societal change, the Review aims to ensure our procedures embrace change and increase participation in a sustainable way. The Review is split into 6 key themed headings, each of which provides a description of the current approach and analyses whether they will continue to be supported or whether they could be altered to increase their effectiveness. A number of new initiatives have been created as a direct response to resident demands.

- 1.3 The aim of the report is to seek approval for the implementation of the Review proposals. The eighteen proposals outlined within the Review are not exhaustive and are designed to evolve over time to ensure they remain effective and adhere with best practice.

## **2. Recommendations**

The Executive Councillor is recommended to:

- 2.1 Approve the Resident Engagement Review (Appendix 1)

## **3. Background**

- 3.1. The Resident Engagement Team facilitates a variety of methods to engage with City Council tenants and leaseholders. The approaches form concentric circles of involvement with six elected Tenant and Leaseholder Representatives (TLRs) forming the middle circle, the other forms of engagement feed into the TLRs and allows them to represent the views of residents on the Housing Scrutiny Committee (HSC).
- 3.2 In March 2017 HSC approved a Resident Involvement Strategy 2017-20. Whilst this continues to outline the objectives of the service, there is a need to consider the engagement activities in more detail to ensure that the opportunities for involvement on offer allow participation from a broader cross section of residents. This also facilitates an opportunity to ensure our approach embraces change within existing resources and in a sustainable way.
- 3.6 The Review developed over a 7 month period with the support and input from the following contributors through a variety of methods:
  - Elected Tenants and Leaseholder Representatives
  - Wider tenant and leaseholder input
  - Volunteer Resident Inspectors and Green Inspectors
  - Community groups
  - Partnerships of council officers and community groups

- 3.4 The review encompasses six key headings. Under each heading the current approach to engagement is outlined and then analysed to highlight whether any changes could increase its effectiveness. The headings are:
- Development and Accountability
  - Digital
  - Surveys
  - Community Improvement
  - Wider Engagement
  - Communication
- 3.7 Eighteen new proposals are outlined within the Review. They are all considered to be deliverable within current resources and a timeline for initiating the activities will be created to ensure effective monitoring. The recommendations are not exhaustive and are designed to evolve through time and practice to ensure they remain effective. The Review aligns with the following 4 service priorities, which will help determine areas for consultation in the future:
- Place
  - Income maximisation
  - Looking after our most vulnerable residents
  - Ensuring quality and efficiency in service deliver

## **4. Implications**

### **(a) Financial Implications**

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The activities outlined within the Resident Engagement Review are designed to be delivered with the existing budget.

### **(b) Staffing Implications**

The activities outlined within the Resident Engagement Review are designed to be delivered by existing staff.

### **(c) Equality and Poverty Implications**

Yes- Appended to the report

#### **(d) Environmental Implications**

N/A

#### **(e) Procurement Implications**

N/A

#### **(f) Community Safety Implications**

N/A

### **5. Consultation and communication considerations**

Consultation with a variety of stakeholders covered a 7 month period and was central to compiling this review. Input from elected Tenants and Leaseholder Representatives, individual tenant and leaseholders, volunteers, community groups and local partnerships was gathered through a variety of means. The outcome of the Review will be publicised and shared with residents through a variety of media channels such as Open Door, social media, resident newsletters. Ongoing consultation on the newly implemented initiatives will inform their ongoing progress and development.

### **6. Background papers**

Background papers used in the preparation of this report:

- (a) RESIDENT INVOLVEMENT STRATEGY 2017-2020

### **7. Appendices**

- (1) Resident Engagement Review
- (2) EqIA

### **8. Inspection of papers**

To inspect the background papers or if you have a query on the report please contact Emily Watts, Resident Engagement Officer, tel: 01223 - 458323, email: [emily.watts@cambridge.gov.uk](mailto:emily.watts@cambridge.gov.uk).