

Item

Resident Involvement Strategy 2021-2024

To:

Councillor Mike Todd-Jones, Executive Councillor for Housing
Housing Scrutiny Committee [22/06/2021]

Report by:

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Wards affected:

All

Not a Key Decision

1. Executive Summary

This report provides an overview of the new Resident Involvement Strategy 2021-2024. The Strategy incorporates business plan objectives, feedback from the 2020 Tenant and Leaseholder Satisfaction Survey and recommendations from The Charter for Social Housing Residents: Social Housing White Paper (2020). Developed in consultation with the elected Tenant and Leaseholder Representatives, it will serve as an overarching guide to deliver a resident-focused service for the next four years.

2. Recommendations

The Executive Councillor is recommended to:

2.1 Agree the Resident Involvement Strategy 2021-2024 (Appendix 1).

3. Background

3.1 A new resident involvement strategy is developed every four years, providing a high-level guide for the focus and targeted delivery of resident involvement activities during that period. The Resident Involvement Strategy 2021-2024 (Appendix 1) offers an outcome-based method of ensuring that Resident Involvement continues to provide an effective, value-for-money service that answers the needs of today's social housing climate. In designing this strategy, two main resources were used:

- 2020 Tenant and Leaseholder Satisfaction Survey
- The Charter for Social Housing Residents: Social Housing White Paper (2020)

3.2 In consultation with the elected Tenants and Leaseholder Representatives, we have developed a Strategy split into six chapters which focuses on the delivery of different aspects of the service:

1. Housing Service Priorities
2. Resources
3. Communication and Insight
4. Influence and Scrutiny
5. Neighborhood Improvement
6. Value for Money

3.3 Feedback from the 2020 Tenant and Leaseholder Satisfaction Survey (Appendix 2) informed the Strategy by helping to establish resident priorities and levels of satisfaction with the services they receive from their landlord. The Strategy seeks to respond to the following questions which received low levels of satisfaction, using resident feedback to make sustainable, customer-focused improvements:

- 52% agreed that City Homes gives you the opportunity to make your views known.
- 50% agree that City Homes publicise improvements made using tenants' feedback.
- 66% agreed that City Homes is good at keeping you informed.
- 72% of residents are satisfied with neighbourhood as a place to live, this is a reduction of 9% since 2014. 59% were satisfied with the overall appearance of their neighbourhood. Priorities for improvement are

paths 54%, estate lighting 39% and health and wellbeing of tenants 31%.

- Residents' suggested their top 3 priorities for the future, split by tenure type- general needs tenants, sheltered scheme tenants and leaseholders. A table listing the priorities is available in Appendix 2.
- Residents' preferred method of communication: letter 61%, email 23%, phone 11%, face to face 2% and online 2%. Almost three quarters 74% of tenants said they have access to the internet. Tenants were also asked if they were aware of MyCambridge portal 20% had signed up but half 50% were not aware.

3.4 The Strategy also incorporates recommendations from The Charter for Social Housing Residents: Social Housing White Paper (2020). Developed in the wake of the Grenfell disaster, the Paper seeks to realign the tenant and landlord relationship, putting a greater focus on the resident voice. The following actions were incorporated into the Strategy. Landlords should:

- report annually on performance against a new national set of tenant satisfaction measures.
- should improve engagement opportunities, enabling tenant and leaseholder scrutiny and influence.
- report the value and successes of Resident Involvement across the organisation and to all key stakeholders.

3.5 In an environment where policy and legislation are ever-changing, especially during the post-pandemic recovery, this Strategy provides direction whilst remaining flexible. Enabling it to quickly respond to changing demands in a resident-focused way.

4. Implications

a) Financial Implications

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All work details above are covered within the existing Resident Involvement budget.

b) Staffing Implications

Creating a strategy is part of the routine duty of existing staff.

c) Equality and Poverty Implications

Some areas of resident involvement cross into social, financial, and digital inclusion. Where appropriate, these be linked to/delivered in conjunction with wider anti-poverty strategies.

d) Environmental Implications

None.

e) Procurement Implications

None.

f) Community Safety Implications

None.

5. Consultation and communication considerations

- The 6 elected Tenant and Leaseholder Representatives were consulted in the development of the strategy.
- Results from the 2020 Tenant and Leaseholder Satisfaction Survey (Appendix 2) helped inform the development of the strategy. The survey was sent to all City Council tenants and leaseholders in October 2020.

6. Background papers

Background papers used in the preparation of this report:

- 2020 Tenant and Leaseholder Satisfaction Survey
- The Charter for Social Housing Residents: Social Housing White Paper (2020)

7. Appendices

- **Appendix 1- Resident Involvement Strategy 2021-2024**
- **Appendix 2- Statistics from the 2020 Tenant and Leaseholder Satisfaction Survey**
- **Appendix 3- EqlA**

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.