

BABERGH DISTRICT COUNCIL and MIDSUFFOLK DISTRICT COUNCIL

From: Ann Hunter - Tenant Involvement Officer	Report Number: JHB/17/9
To: Joint Housing Board	Date of meeting: 14 December 2017

RESIDENT INVOLVEMENT REVIEW PROGRESS REPORT

1 Purpose of Report

- 1.1 To inform the Joint Housing Board of progress made in relation to the planned resident involvement review including an on-line survey and engagement / resident involvement events.
- 1.2 To inform the Joint Housing Board of further engagement sessions and planned activity.
- 1.3 To set out the next steps toward identifying new involvement structures that will meet the aspirations of residents, members and officers, and which provide an explicit link to the Council's strategic objectives.

2 Recommendations

- 2.1 To agree that consultation and engagement opportunities will continue throughout January and February to include Councillors and Officers
- 2.2 To consider, recommend and agree how and what further work would support the development of an alternative model of resident involvement; one that is premised on our residents preferred needs and choices, and will help define the Councils' resident involvement objectives and improved ways of working.

The Board is able to resolve this matter

3 Financial Implications

- 3.1 The cost of developing a new engagement model including any associated costs e.g. print, post, consultation events, officer time and professional services will be funded from the savings as a direct result of disbanding the existing engagement opportunities.

4 Legal Implications

- 4.1 Babergh & Mid Suffolk Councils are not fully compliant with the current Tenant Involvement and Empowerment standard as set out in the HQN report. The proposed development of a revised engagement structure will ensure compliance is met.

5. Risk Management

5.1 Moving forward with the Resident Involvement Review

Risk	Description	Mitigation
Reputational risks	Tenants know that the existing structures aren't working and have seen the review process as an opportunity to help improve and shape the future of Involvement. Not moving forward with the recommendations would make residents feel that the Councils have no confidence in taking forward the recommendations.	Holding a workshop with tenants to fully explain the report, recommendations and for them to be involved in the consultation going forward will help to maintain relationships.
Resources within Resident Involvement	With the existing Involvement Officer being on maternity leave, additional resource will need to be sourced for this work to move forward.	Additional resource will be sourced to work solely on this project. This can be funded through existing monies.

5.2 Not moving forward with the Resident Involvement Review

Risk	Description	Mitigation
Reputational risks	<p>Tenants know that the existing structures aren't working and have seen the review process as an opportunity to help improve and shape the future of Involvement.</p> <p>By not moving forward with the recommendations, it could make residents feel that the Councils have no commitment to improving the resident involvement opportunities to enable tenants and leaseholders to successfully participate in meaningful involvement work.</p>	The Councils have committed to moving forward with the review and recommendations. It is vital that the existing tenants are involved in moving the recommendations forward.
Not compliant with regulation	We are not compliant with HCA (Homes and Communities Agency) framework and open to challenge	Although the councils could put in the necessary mechanisms to become compliant, it

		would simply be a 'sticking plaster'. Moving forward with the recommendations in the report would mean we are compliant in the future and will have a structure that works for the two councils and its residents.
Servicing a structure that isn't fit for purpose	All those involved in the review have recognised that what we have at this current time, isn't working.	By progressing forward with the recommendations, the Councils have shown their commitment to improving the opportunities for residents to be involved in our Housing Service.

6 Background

- 6.1 In the early Spring of 2017 a review was undertaken by Sue Farrant, HQN. That review looked at existing Resident involvement structures and practices and considered the views and opinions of all those involved in that framework.
- 6.2 The findings from that report recommended that the existing structure required significant modification; to identify new and improved ways of working, and reach full compliance with Standards.
- 6.3 In response to the first review's recommendations, the Joint Housing Board agreed at its meeting in September 2017 that a second Resident Involvement Review be commissioned to investigate opportunities for new and improved ways of working – practices that will be premised on the views and needs of our Residents.
- 6.4 This report is to advise the Board of progress in relation to the current Resident Involvement review. See Appendix 1.

7 Key Information

- 7.1 The engagement and involvement principles going forward are:
- Use a variety of methods to engage our tenants and leaseholders such as social media, telephone, letter, face-to-face, online surveys, and possible roadshows out in the community/on large estates

- Our consultation will be informative – we will test our questions to ensure that the results will tell us what we need to move forward
- Our consultation will last for a proportionate amount of time – taking into account the numbers we need to engage
- We will use our existing involved tenants to help engage other tenants in the consultation process

8 Equality Analysis

8.1 The planned consultation will ensure the development of any engagement opportunities, are accessible and available to anyone with a protected characteristic.

9 Shared Service / Partnership Implications

None

10 Links to Joint Strategic Plan

10.1 This report is most closely linked to:

- Community led solutions to deliver services and manage assets
- Community volunteers are skilled and able
- Manage our housing assets effectively
- Alternative service delivery models
- Strengthened and clear governance to enable delivery
- Digital by design

11 Appendices

Title	Location
(a) Appendix 1 Progress Update.	Attached

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