

Title of Report	RESIDENT INVOLVEMENT PROCESS	
Presented by	Councillor Andrew Woodman Housing, Property and Customer Services Portfolio Holder	
Background Papers	N/A	Public Report: Yes
Financial Implications	The review of the resident involvement process is good practice and will not have any additional financial implications on the service, accommodated within the existing budget envelope.	
	Signed off by the Acting Section 151 Officer: Yes	
Legal Implications	There are no additional legal implications to consider and regulatory requirements are considered within the report.	
	Signed off by the Deputy Monitoring Officer: Yes	
Staffing and Corporate Implications	There are no additional staffing or corporate implications	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To seek Community Scrutiny's comments on the opportunities for tenants to get involved in the Housing service to inform a Resident Involvement Strategy which will be developed in this financial year.	
Recommendations	THAT COMMUNITY SCRUTINY: 1) COMMENTS ON THE PROCESS FOR INVOLVING TENANTS IN THE HOUSING SERVICE FOR CONSIDERATION IN DEVELOPMENT OF RESIDENT INVOLVEMENT STRATEGY.	

1.0 BACKGROUND

- 1.1 Meaningful tenant involvement is central to delivering high-quality housing services. It strengthens transparency, improves decision-making and ensures services reflect lived experience rather than assumption.

- 1.2 The Scrutiny Work Programming Group in June 2025, asked Officers to provide an outline of the Resident Involvement Opportunities that were being developed as part of the inspection process last financial year.
- 1.3 The regulator for social housing sets out a standard for transparency, influence and accountability which at its core, asks social housing providers to ensure tenants can access services, raise complaints and influence decision making.
- 1.4 The Council already offers a wide range of ways for tenants to influence, scrutinise and shape services. These opportunities vary in depth, time commitment and format, allowing residents to engage in a way that suits them.
- 1.5 As well as opportunities to influence governance, the service also offers community wide opportunities through the formation of and support to maintain tenant associations which offer tenants a sense of ownership through local delivery.
- 1.6 This paper sets out a clear and accessible summary of the governance and engagement opportunities available, helping tenants understand where and how they can make a real difference.
- 1.7 Having this model of co-production with tenants means designing and improving housing services together, rather than making decisions on their behalf. It involves residents being involved from the start, helping to shape policies, services and performance expectations alongside councillors and officers. This approach ensures that decisions reflect real tenant experience, strengthens trust, and leads to improved, more accountable services.

2.0 PROPOSED OPPORTUNITIES FOR TENANT INVOLVEMENT

The model for involvement is split into two areas: our Governance: Influence and Scrutiny, and our Engagement, Listening and Feedback.

There are numerous opportunities and these will be designed into a 'menu' displaying proposed hours for involvement, so tenants can see the commitment required.

The opportunities listed below are not exhaustive. If there is opportunity for the Housing Service to develop task and finish groups for example to look at a specific piece of work, the Service will retain the flexibility to stand up these groups.

Opportunities for tenants to get involved with scrutinising and influencing decision making, include:

2.1 Tenant Scrutiny Panel (TSP)

Tenants take an active role in inspecting housing services, testing performance and recommending improvements. This is a more in-depth opportunity for residents who want to shape outcomes at a strategic level, supported through a blended digital and face-to-face approach.

The reports of this panel are then taken to our Housing Improvement Board (HIB) and then to Cabinet to consider any recommendations made.

Tenant Scrutiny arrangements were highly commended by the regulator with the regulator stating, "The Council has a well-established tenant scrutiny panel, that inspects specific service areas and we saw evidence that this work has been used to influence service delivery outcome."

The Housing Service is keen to build on this model of tenant engagement further extending opportunities a wider selection of tenants,

2.2 Estate Evaluators

Tenants carry out regular inspections of communal areas in pairs, focusing on visible estate standards. Their feedback supports quick action and helps maintain pride in neighbourhoods through consistent, practical involvement.

2.3 Tenant Void Inspectors

Following training, tenants inspect a proportion of empty homes to confirm they meet the lettable standard. This role provides direct influence over quality at the point tenants move into a property and supports continuous improvement.

2.4 Recruitment Panels

Tenants support the recruitment of housing staff by contributing to interviews and selection. This strengthens accountability and ensures the tenant perspective informs who delivers services.

2.5 InTouch Editorial Panel (Communications)

Residents help shape how the Council's tenants facing newsletter, InTouch, look and feel, ensuring the messaging is clear.

The service would like to extend the role of this group to assist in reviewing other communication with tenants to improve accessibility.

Opportunities for tenant to get involved in providing feedback:

2.6 Tenant Association Governance and Networking Group (TAGANG)

A bi-monthly forum for Tenant Association committee members to network, share learning and raise wider governance matters affecting tenant groups.

2.7 Tenant Associations

Tenants can join or form a local association to support community activity, represent local issues and strengthen neighbourhood networks. It gives ownership to local issues as well as opportunities to invite front line officers and other partnership organisations to attend and hear first-hand the experience of the local community.

2.8 Quarterly Update and Briefing Sessions (“Tea and Talk”)

Regular briefings give tenants updates on housing services and priorities, with opportunities to ask questions and provide feedback in a relaxed, accessible format.

These include the newly established Sheltered Scheme Surgery updates and reviewing the Housing Services’ commitments to the Regulator for Social Housing

2.9 Digital Involvement

Tenants can engage online through surveys, digital meetings, the website and social media. This offers flexible involvement without the need to attend meetings.

2.10 Estate Walkabouts

Local walkabouts allow tenants to meet officers in their area, raise concerns informally and build local relationships, without formal inspection or evaluation.

Different to the evaluation mentioned in 2.2, this is an opportunity to meet front line officers and other partners such as local councillors and police.

2.11 Compliments, Feedback and Complaints

All tenants can share views on housing services at any time. This route ensures every resident has a voice, regardless of how much involvement they want.

The Housing Service is committed to establishing a tenant-led feedback group, which will look at lessons learned and ensure the Service is accountable.

3.0 NEXT STEPS

3.1 The opportunities listed above will be promoted via the Housing Service’s resident network, officers and InTouch magazine.

3.2 The Service will also consider growing its tenant involvement opportunities by advertising the ways to get involved. This could be done by utilising existing mechanisms such as recruitment via social media, at the sign up of new tenancies and word of mouth. The Service will also use new approaches such as complaints feedback to ensure lessons learned are demonstrated.

3.3 The Council’s Resident Involvement Strategy will also be reviewed and a revised document developed for Cabinet consideration later this year.

4.0 FINANCIAL IMPLICATIONS

4.1 The review of the resident involvement process is good practice, will not have any additional financial implications on the service and can be accommodated within the existing budget envelope.

Policies and other considerations, as appropriate	
Council Priorities:	<ul style="list-style-type: none"> - Communities and housing - A well-run council
Policy Considerations:	N/A
Safeguarding:	N/A
Equalities/Diversity:	Equality Impact Assessment will form part of the Resident Involvement Strategy, overarching the approach to Resident Involvement.
Customer Impact:	Detailed within the report, the customer is at the heart of the process to ensure their voice is heard
Economic and Social Impact:	N/A
Environment, Climate Change and zero carbon:	N/A
Consultation/Community Engagement:	Previous engagement to shape what the opportunities will be, have been held at various times.
Risks:	Failure to adopt an approach to resident involvement will weaken the Council's position with tenant confidence and with the regulator
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