



Hinckley & Bosworth
Borough Council

A Borough to be proud of

FORWARD TIMETABLE OF CONSULTATION AND DECISION MAKING

COUNCIL

29 January 2019

WARDS AFFECTED: ALL

RESIDENT INVOLVEMENT STRATEGY FOR COUNCIL HOUSING 2019-22

Report of the Community Services Director

1. PURPOSE OF REPORT

- 1.1 To obtain approval for the Resident Involvement Strategy 2019-22, attached in appendix 1.

2. RECOMMENDATION

That Council:

- 2.1 Approves the Resident Involvement Strategy 2019-22 attached at appendix 1.

3. BACKGROUND TO THE REPORT

- 3.1 The Resident Involvement Strategy sets out how the Housing Service will involve council tenants to improve services, ensuring they are informed and consulted on services that affect them and supported to participate at various levels. It updates the previous strategy, reflecting current priorities discussed with tenants following a review of activities during 2018 and integrating key messages identified in the social housing green paper.
- 3.2 Following consultation with tenants and key officers in the Housing service, the following objectives have been identified:
- Information
 - Consultation.
 - Support
 - Evaluation
 - Partnerships
- 3.2 The 'Regulatory Framework for Social Housing 2012', reinforces the principle of co-regulation and requires landlords to work with tenants to enable them to inform decision-making and scrutinise and challenge housing service delivery in a transparent way. These requirements are likely to continue following the Social Housing Green paper, but there is likely to be additional focus on performance reporting. The new strategy identifies additional opportunities for using customer data and recording customer interaction with the service effectively.

4. FINANCIAL IMPLICATIONS (CS)

- 4.1 The Resident Involvement Strategy has a £11,000 budget within the HRA.
- 4.2 The strategy will be delivered using existing staff resources and within the budgets identified in 4.1.

5. LEGAL IMPLICATIONS (FA)

- 5.1 Customer Data should be recorded in accordance with GDPR regulations.

6. CORPORATE PLAN IMPLICATIONS

- 6.1 This report relates to:
Places priority to improve the quality of existing homes;
People priorities to support vulnerable people and enable older people to make the most of later life.
It supports the corporate value to involve local people in decisions and listen to their views.

7. CONSULTATION

- 7.1 Members of Together for Tenants and the Tenant Evaluation Team
Executive lead for Housing
Housing Service Team Managers

11. RISK IMPLICATIONS

The new strategy will help us to mitigate possible risks relating to performance monitoring and future reporting.

12. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

- 12.1 The strategy increases emphasis on knowing the customer base and understanding the service journey taken, in addition to fulfilling the more traditional resident involvement requirements. This will help us to address current biases in the involvement structure.

13. CORPORATE IMPLICATIONS

- 13.1 By submitting this report, the report author has taken the following into account:
- Community Safety implications
 - Environmental implications
 - ICT implications
 - Asset Management implications
 - Procurement implications
 - Human Resources implications
 - Planning implications
 - Data Protection implications
 - Voluntary Sector

Contact Officer: Jacqui Kissai, Resident Involvement Officer/
Service Improvement Officer, ext. 5639
Executive Member: Cllr Mike Hall