

Report of the Chief Executive

HOUSING ENGAGEMENT STRATEGY 2019 – 2022 YEAR 3 ACTION PLAN1. Purpose of report

To seek Committee approval for the Year 3 Action Plan of the Housing Engagement Strategy 2019-2022.

2. Background

In January 2019 the Housing Committee approved the key themes of the new strategy:

- Increase our range of informal opportunities
- Review our formal engagement structure
- Improve our approach to encouraging involvement
- Increase the methods used to provide feedback

Customer experience of services is essential for highlighting what is working well and where improvements are needed. The priorities and actions set out in the Housing Engagement Strategy will ensure that our customers have a greater voice and can influence positive change. The Housing Engagement Strategy is supported by an Annual Action Plan and this is the final year of the current Strategy.

3. Detail

The Year 3 Action Plan has been developed in line with expectations set out in 'The Charter for Social Housing Residents: Social Housing White Paper' The Social Housing White Paper is the follow up to the Green Paper 'A new deal for social housing' that was published in August 2018 and is part of the government's ongoing response to the Grenfell tower tragedy and the Hackett review.

The impact of Covid-19 has meant that face to face engagement, events and activities stopped during 2020 and into 2021 therefore a number of strategy actions from Year 2 have been carried forward into Year 3. During this period the focus turned towards digital engagement opportunities and the Housing Community Facebook was launched with 45 housing customers having joined to date. This new forum has enabled some immediate customer views to be shared via comments on posts and by creating polls for customers to vote on and share their opinions. In addition, 2,145 customers receive the Housing News eBulletin. The Facebook Group and eBulletin will continue to be promoted. The Year 3 Action Plan included at the appendix.

Recommendation

The Committee is asked to RESOLVE that the Year 3 Action Plan of the Housing Engagement Strategy 2019 – 2022 be approved.

Background papers

Nil