

Report of the Chief Executive

RESIDENT ENGAGEMENT1. Purpose of report

To inform the Committee of the proposed key themes of the new Resident Engagement Strategy.

2. Background

The Resident Involvement Strategy 2015- 2018 focused on developing a partnership approach with our residents to improve how they could share their views and opinions on the Housing Service. Since the strategy was written there have been changes to the approach in conducting resident involvement, with an increased focus on informal methods of engagement.

3. Detail

A new strategy will be written in early 2019 to outline the new approach to resident engagement. This will outline the changes to our resident engagement considering both the social housing green paper: A new deal for social housing and 'Change at the Council' an Independent Review of Governance for the Royal Borough of Kensington and Chelsea following the Grenfell Tower fire. Both include a number of recommendations that the Council could implement. The proposed key themes of the new strategy are:

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

An overview of the current arrangements for resident engagement, a summary of the green paper in relation to resident engagement and a summary of the proposed key themes are included in the appendix.

4. Financial implications

There are no financial implications. Any changes will be made within existing budgets.

Recommendation

The Committee is asked to COMMENT to inform the development of the new Resident Engagement Strategy and RESOLVE that the new strategy is based on the proposed key themes.

Background papers

Nil