



Policy and Resources Committee: 24 Sept 2024

Report of: Director of Housing and Environment

Relevant Lead Member: Councillor N Pryce-Roberts

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**SUBJECT: Tenant Involvement Framework & Landlord Services Working Group –
Terms of Reference & Protocol**

Wards Affected: Borough wide

1.0 PURPOSE OF THE REPORT

- 1.1 To provide an update on the refreshed Tenant Involvement Framework (Appendix A) and the revised terms of reference and protocol for tenant members of the Landlord Services Working Group (Appendix B & C).

2.0 RECOMMENDATIONS

- 2.1 That the Tenant Involvement Framework, attached at Appendix A and Landlord Services Working Group revised terms of reference, at Appendix B, and the protocol for tenants, leaseholder and independent members of the Landlord Services Working Group, at Appendix C, be approved.

3.0 BACKGROUND

- 3.1 In order to strengthen the approach to tenant involvement and ensure the Council meets the Transparency, Influence and Accountability standard, the Tenant Voice team have worked closely with tenants and leaseholders over several months to review the ways our tenants and leaseholders want to be involved in Housing services.
- 3.2 From the 1st September 2023 a program of engagement and consultation events have taken place across the borough which has resulted in the development of a Tenant Involvement Framework.

- 3.3 The Framework compliments any wider customer engagement that the Council carries out.
- 3.4 After listening to feedback the Tenant Involvement Framework (Appendix A) was developed for consideration and endorsement for adoption by the Landlord Services Working Group on 17 January 2024.

4.0 Current position

- 4.1 In the work to increase involvement by using different approaches we have increased the number of tenants from 3 to 62 who have signed up to be involved in the range of opportunities. Of these 31 tenants have taken part in activities as part of the Tenant Voice Group who meet in person and supplement the 238 tenants who are registered to engage with us digitally.
- 4.2 We are continuing to encourage more formal involvement and to promote the wider and various opportunities to be involved and provide induction and training for interested tenants. Several active tenants have supported us in developing and refreshing the Tenants Scrutiny group role to create a new Tenant & Leaseholder Advisory Group with new involved tenants and terms of reference.
- 4.3 The function of the Landlord Services Working Group to work in co production to support the Council with constructive challenge, assurance and oversight of Landlords services was updated in the Constitution on the 25 of June 2024.
- 4.4 As part of this process, draft terms of reference and a Tenant, Leaseholder, and Independent Member protocol has been developed. This was presented to Landlord Services Working Group on 19 June 2024 for review and to seek approval from Policy and Resources Committee. (Appendix B & C)
- 4.5 The Tenant Voice Manager has developed an induction, training and appraisal process that will support those who attend as tenant representatives at the Landlord Services Working Group.
- 4.6 It is proposed that the Landlord Services Working Group includes a non-voting independent member that we will recruit from across our partnerships and the voluntary agencies.
- 4.7 The Tenant Involvement Framework is our baseline approach and will continue to evolve as we progress. The names of groups and purpose may well change and evolve. We will commit to formally carrying out a similar review process every 2 years. This will ensure we have business continuity and that the structures are fit for purpose and meet the changing needs of our tenants and leaseholders.

5.0 STATUTORY REQUIREMENT

- 5.1 There is a legislative requirement to comply with the consumer standards as set out by the Housing Regulator. This requires that we work in co – regulative

way with our tenants and that they are afforded the transparency and oversight of services to influence, challenge and hold us to account.

6.0 SUSTAINABILITY IMPLICATIONS

6.1 The Tenant Involvement Framework and associated protocol will allow stakeholder issues to be considered, influence outcomes and provide feedback and engagement mechanisms for the community.

7.0 FINANCIAL AND RESOURCE IMPLICATIONS

7.1 There is budget provision to support this work in the tenant initiative budget and this can be met within existing budgets at this time.

8.0 RISK ASSESSMENT

8.1 Failure to comply with the regulations and consumer standards has a risk of causing serious detriment to tenants or potential tenants and the Regulator issuing a Regulatory Notice to Comply, or a performance improvement plan.

8.2 The risks have been identified in the risk register and current work and plans are in place will mitigate against risks of non-compliance.

9.0 HEALTH AND WELLBEING IMPLICATIONS

9.1 By meeting the consumer standards we will ensure that as a landlord, we are providing quality accommodation that is safe and well managed in neighbourhoods that are well managed and that our customers have a voice in the services that are delivered.

Background Documents

There are no background documents (as defined in Section 100D(5) of the Local Government Act 1972) to this Report.

Equality Impact Assessment

There is no direct impact on members of the public, employees, elected members and / or stakeholders.

Appendices

Appendix A – Tenant Involvement Framework

Appendix B – Landlord Services Working Group terms of reference

Appendix C - Tenant Leaseholder & Independent Protocol