

Title: Resident Participation

Discussion Report

Recommendations: Each DMC is asked to:

1. Consider and comment on the analysis of the Resident Participation Strategy Survey.
2. Consider the Annual Report to Residents and agree on areas which might deserve further examination via a pilot scrutiny process.
3. Nominate members to participate in a pilot scrutiny process.
4. Agree to consider draft service standards during the March 2019 DMC round.

Report summary: This report informs DMCs on some key areas of work to ensure that tenants and leaseholders are appropriately engaged in the Council's landlord service.

1 Introduction

- 1.1 The Council consult tenants and leaseholders in the development of our service standards, our Annual Report to Residents describes our performance against the commitments and our Survey of Tenants and Residents (STAR survey) informs us how satisfied tenants and leaseholders are with landlord services.
- 1.2 This report informs DMCs how we are proposing to take these important areas of the Council's work forward and provides an update on our work towards the development of our Resident Participation Strategy from 2019.

2 Resident Participation Strategy

- 2.1 During the June / July round of DMCs we ran past members a draft approach to involving tenants and leaseholders in the development of a new [Resident Participation Strategy](#).
- 2.2 Having finalised the programme, work is now underway and during September we launched a survey on the Council's Consultation Hub, sent a link to the survey to all resident representatives with a hard copy made available where requested.
- 2.3 Nearly 1,200 responses to the survey were received, have now been analysed and summarised in a report (Appendix 1). DMCs are asked to consider the report and offer suggestions to inform the next steps towards development of the Strategy.

3 Annual report

- 3.1 Each year all Council tenants and leaseholders receive an [annual report](#) to inform them how we have performed during the previous 12 months. We review our performance against the service commitments last published in our [Quality Landlord Booklet](#).

- 3.2 The annual report 2017 / 2018 (Up to April 2018) is being published as an insert to the Winter edition of the Housing Newsletter. It is attached as appendix 2 to this report and DMC members are asked to consider its content during the December meeting.

4 STAR

- 4.1 The resident satisfaction [STAR survey](#) was last carried out in 2016. The Council are therefore commissioning tenant and leaseholder surveys during 2019 in order to obtain an up to date picture of resident satisfaction with landlord services.
- 4.2 We will be carrying out similar but separate surveys to measure satisfaction of tenants, leaseholders, sheltered housing tenants and Tenant Management Organisation residents.
- 4.3 STAR results will be published online during 2019 and results presented to DMCs to inform the resident scrutiny process.

5 Resident scrutiny

- 5.1 During the June round of DMCs, members proposed a new model of resident scrutiny. Going forward DMC representatives will be looking at performance data and satisfaction data to determine service areas to scrutinise.
- 5.2 The Annual report to tenants and the STAR survey will both provide the DMCs with the broad performance and satisfaction data needed to trigger the type of discussion needed to pilot the new approach.
- 5.3 During the December round of DMCs, members are asked to discuss the content of the Annual Report and aim to reach a consensus on areas which might deserve further examination via a pilot scrutiny process.
- 5.4 DMC members will be asked to volunteer in the pilot review (supported by focus groups and mystery shoppers), providing an opportunity to test a new process before bringing it back to the DMCs. Those involved will be able to talk about how it went before a decision is made on formalising the process further.

6 Quality Landlord Standards

- 6.1 The Council know that it is important to ensure that all of our residents are aware of the standards of housing services they should expect and how well we are doing. Our service commitments described in Quality Landlord Standards were launched in 2013 and due for review.
- 6.2 During 2019, we will be widely consulting tenants and leaseholders to develop new clear, concise and accessible standards and make it easy for residents to judge how we are performing against them.
- 6.3 Following the consultation and if the DMCs agree, we would like to bring draft standards to the March DMC round for consideration and comment.

Report ends