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# **Tenancy Scrutiny Panel Annual Report 2025/26 & The Engagement Team -Work Programme – April 2026**

## **Housing Scrutiny Commission**

Date of meeting: 9 July 2026

Lead member: Cllr Cutkelvin

Lead director: Chris Burgin

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## **Useful information**

- Ward(s) affected: All
- Report author: Alvin Raj
- Author contact details: 0116 4542819
- Report version number: V1

### **1. Summary**

1.1 This report provides the Tenant Scrutiny Panel Annual Report 2025/26. The report also sets out the Engagement Team Work - Programme 2025/26.

### **2. Recommended actions / decisions.**

- 2.1 The Tenant Scrutiny Panel Annual Report 2025/26 as set out at Appendix A is to be noted.
- 2.2 The Engagement Team – Work Programme 2025/26 as set out at Appendix B is to be noted and approved.

### **3. Scrutiny / stakeholder engagement.**

3.1 The Housing Engagement Team has worked collaboratively with the Tenants Scrutiny Panel to produce the Tenant Scrutiny Panel Annual Report.

3.2 The Housing Engagement Team has presented the Engagement Team – Work Programme to the Tenant Scrutiny Panel, who have reviewed the proposals and provided feedback.

### **4. Background**

4.1 This is the first Tenant Scrutiny Panel Annual Report since it was launched in April 2025 and since the establishment of the Housing Engagement Team. The Engagement Team carried out extensive benchmarking to identify best practice in reports produced by other tenant engagement groups across the country.

4.2 The Tenants Scrutiny Panel Annual Report provides an overview of the work undertaken and the outcomes achieved by the Tenants Scrutiny Panel (TSP) over the past year. It also highlights key activities delivered by the Housing Engagement Team and outlines the planned direction of work moving forward.

4.3 The report brings together key milestones, examples of co-produced documentation, and photographic evidence of activities delivered throughout the year. It also demonstrates the value of structured tenant involvement and highlights

how the TSP has contributed to service improvement, strengthened community insight and enhanced accountability.

4.4 The overarching purpose of the report is to set out a clear vision for the future of tenant engagement. One in which Leicester City Council Tenants and Leicester City Council work in partnership to influence decision-making, improve service delivery, and ensure that Housing services reflect the needs and priorities of the communities we serve.

4.5 The Work Programme has been developed as a structured document that clearly outlines the key engagement activities undertaken over the past year. Each action is recorded with a consistent and transparent link to the Transparency, Influence and accountability (TIA) consumer standard. For every activity, the programme sets out how tenants contributed to the work, the results achieved, the evidence gathered, and the follow-up actions or feedback loops used to assess effectiveness.

4.6 The Work Programme demonstrates the breadth of engagement across the city; the Work Programme also highlights key activities within each district. This provides a clear overview of the work undertaken, the impact of tenant involvement, and the direction of future engagement activity.

4.7 Tenancy Scrutiny Panel Feedback: The Tenants Scrutiny Panel Annual Report and Engagement Team - Work Programme were presented at the March 2026 Tenants Scrutiny Panel Meeting. Chair of the TSP Sue Green said, *"I am happy with its content and believe it covers all the work and suggestions made by the TSP as well as other items we have been involved with"*. The panel were complimentary of both the Annual Report and Work Programme.

#### **4.8 Next steps**

- i) The Annual Report will be published on the website and communicated and shared with tenants. The TSP will input into how the report is publicised.
- ii) The work programme of the Engagement Team will also be published on the website and shared with tenants, once it is approved.

## **5. Financial, legal, equalities, climate emergency and other implications**

### **5.1 Financial implications**

There are no direct financial implications associated with the recommendations of this report.

Signed: Stuart McAvoy

Dated: 28 April 2026

## 5.2 Legal implications

There are presently no direct legal implications.

Signed: Shazmina Ghumra (Principal Solicitor – Litigation)

Dated: 29 April 2026

## 5.3 Equalities implications

Under the Equality Act 2010, public authorities have a Public Sector Equality Duty (PSED) which means that, in carrying out their functions, they must have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity, and to foster good relations between people who share a protected characteristic and those who do not. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. The report is seeking approval of the Tenant Scrutiny Panel Annual Report 2025/26 and the Engagement Team – Work Programme 2025/26. The report and work programme highlight the active involvement of the TSP and the outcomes they have achieved to improve services for tenants across the city, examples include participating in community initiatives, supporting engagement activities, housing pop ups, ensuring promotional materials, activities and sessions are inclusive and accessible. The work of the TSP will continue to improve outcomes for tenants from across a range of protected characteristics and the work programme will ensure TSP involvement continues and takes into account tenants voices and lived experiences which will help to shape housing services.

Signed: Sukhi Biring, Equalities Officer

Dated: 29 April 2026

## 5.4 Climate Emergency implications

There are no significant climate emergency implications arising from this report.

Signed: Phil Ball, Sustainability Officer, Ext 372246

Dated: 29 April 2026

## 5.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

## **6. Background information and other papers: N/A**

## **7. Summary of appendices:**

Appendix A – Tenants Scrutiny Panel Annual Report

Appendix B Engagement Team Work Programme

**8. Is this a private report (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)? No**

**9. Is this a “key decision”? If so, why? No**

## Appendix A

# Tenancy Scrutiny Panel Annual Report 25/26

## Introduction

This report provides an overview of the work and outcomes achieved by the Tenancy Scrutiny Panel (TSP) over the past year. The panel is made up of Leicester City Council tenants who volunteer their time to help improve Housing Services and ensure that tenant voices are heard and represented.

The TSP was launched in April 2025, the panel brings together tenants from across the city, representing a wide range of ages, backgrounds and experiences. Since its launch, six formal TSP meetings have taken place, during which members have scrutinised a variety of policies and service delivered to council tenants. .

By reviewing policies, questioning service delivery and sharing lived experience, the panel provides valuable insight into what is working well and where improvements are needed. The TSP continues to strengthen its role, working collectively to support positive change for council tenants across Leicester.

Throughout the year, the panel has worked closely with council departments and the Policy and Engagement Team to explore a wide range of issues affecting tenants. This has included contributing to consultations, reviewing policies, participating in community initiatives and supporting engagement activities designed to strengthen communication between the council and residents. Members draw on their own experiences as tenants to highlight strengths in current services and identify opportunities for improvement.

Through this work, the TSP continues to play an important role in shaping council housing services and ensuring that tenant voices remain central to service development and improvement.

This report outlines the key areas the panel has focused on, the outcomes achieved and how tenant feedback has influenced service improvements. It also highlights the panel's ongoing commitment to working in partnership with the council and local communities to shape Housing Services and support meaningful change for tenants across Leicester.

## What have Tenancy Scrutiny Panel been involved in?

Estate Walks to identify improvements to be funded by the Environmental Budget -



We continue to work closely with our local community champions to help make Leicester a cleaner, greener and more attractive place to live. To support this work, a dedicated £200,000 environmental budget has been allocated to fund improvements across our estates.

In previous years, this funding has been used to install park benches in well-used communal areas, add planters to brighten up dull spaces, and provide play equipment for children. Our aim is for these improvements to reflect what the community wants, rather than decisions made solely by the council. To achieve this, we carried out a series of patch walks, led by members of the Tenancy Scrutiny Panel (TSP), to identify areas where residents felt improvements could be made. These walks provided an opportunity to build stronger relationships with involved tenants, understand their priorities, and see the neighbourhood from their perspective. Photographs and suggestions gathered during the walks have been submitted to senior leaders for consideration. We look forward to implementing some of these ideas and helping to create neighbourhoods that residents feel proud to live in.

## Tenancy Scrutiny Panel Meetings



The TSP meets bi-monthly to discuss key matters, review actions from previous meetings, and work collectively to scrutinise key topics that impact them all. These meetings have been attended by senior council officers from Tenancy Management, Repairs, Community Safety, Housing Allocations, Customer Service and the Environmental Caretaker Team. Each of these teams have taken away key actions based on feedback from the TSP.

Detailed below are some of the topics scrutinised, and the subsequent actions taken. This shows how tenant feedback has shaped real improvements.

### ♥ Support for Vulnerable Tenants

**You said:** Tenants with additional needs should receive more tailored support and services. **We**

**did:** Vulnerability Indicators have now been added to all tenancies to ensure staff can identify the support needs of tenants and deliver the service appropriately.

### ☞ Customer Service Experience

**You said:** Waiting times are too long and calls are being cut off. **We did:** Customer Services are reviewing call handling processes, investigating cut-offs and developing improvements with the Engagement Team. The Customer Services Team will report back to TSP with their findings

### 🏠 Housing Pop-Ups

**You said:** Make it easier to speak to staff face-to-face. **We did:** Pop-ups now run weekly across the city, with extended hours and more council teams attending. Over 4,000 tenants have benefited from advice provided at the Pop-ups. The survey shows that 98% of tenants would recommend the Pop-ups to other tenants looking for information on housing.

### 🏠 Allocations and Lettings

**You said:** The allocations process needs to be clearer and more robust. **We did:** Sensitive lets have been reviewed, and vetting processes strengthened to ensure fairness and transparency

### Damp and Mould

**You said:** Provide clearer guidance on managing damp and mould. **We did:** A new tenant booklet and communications are being developed to offer practical aftercare advice following inspections.

### Service Charges

**You said:** Tenants should not pay for services they haven't received. **We did:** A reimbursement process has been developed for affected tenants.

### Environmental Improvements

**You said:** Estates need more investment in communal spaces. **We did:** TSP-led estate walks helped shape proposals for benches, planters and play equipment funded through the £200,000 environmental budget.

### Anti-Social Behaviour

**You said:** Reporting ASB should be easier, and tenants kept informed about their case **We did:** ASB officers will soon attend Housing Pop-Ups to support tenants directly. ASB standards have been agreed, and we will be able to measure these. The community safety team will report back to the TSP and all council tenants.

### Website Accessibility

**You said:** The council website needs to be easier to use. **We did:** TSP feedback is being used to improve navigation, language options and accessibility.

## Engagement Team

The Policy and Engagement Team was established in September 2025, following a recruitment process in which members of the Tenancy Scrutiny Panel (TSP) played an active role by participating in interview panels. The team was created to act as a bridge between tenants and the council, ensuring residents have meaningful opportunities to influence decisions that affect their homes and communities. It was therefore essential that tenants were directly involved in shaping what this team should look like from the outset.

The team now consists of a Policy and Engagement Manager, supported by three Engagement Officers, each responsible for a different area of the city: East, West and South.

Since taking up their roles, the Engagement Officers have focused on building a strong understanding of their local areas. This has included visiting mental health cafés, attending community-run events, supporting housing pop-ups and speaking directly with tenants across neighbourhoods to understand their experiences and priorities.

Although still within their first six months, the team has already made significant progress in developing strong relationships with key community stakeholders. Engagement is an ongoing process — not simply the work of one team, but a shared responsibility across the council and the wider community. By working together, we can continue to strengthen these relationships and ensure tenant voices remain at the heart of service improvement.

## What have the Engagement team been involved in?

Below are some of key events that the Engagement team have been a part of.

### Defibrillators -



The Engagement team have been working with Public Health and members of the Tenants Scrutiny Panel in identifying locations for life saving defibrillators to be installed.

A defibrillator is a device that gives a jolt of energy to the heart. It helps get the heart beating again when someone is in cardiac arrest and their heart has stopped.

Defibrillators are most effective when they can be accessed within three to five minutes of a cardiac arrest. In some cases, it can take longer for emergency services to arrive. By placing defibrillators in well-located, accessible areas, communities can respond more quickly to cardiac emergencies and significantly increase survival rates.

As part of this work, several potential locations have been identified across the city by the TSP. This includes Community Centres, areas with high footfall such as busy shopping areas and our sheltered housing schemes, where residents and visitors can benefit from rapid access to this equipment.

This initiative aims to improve community safety and ensure that life-saving equipment is available where it may be needed most.

## Burns Flats Newsletter- 'You said, We did' -



Residents from the Burns Flats, in New Parks, told us that they wanted us to provide them with clear, consistent and helpful information on the issues that mattered to them. We therefore worked closely with them to develop the Burns Flats Newsletter, which is posted directly to all residents. The newsletter includes updates on anti-social behaviour, news from the local authority, and information about housing and tenancy matters. It also promotes the weekly housing pop-up sessions, where tenants can speak to staff, report repairs and access support. In addition, we share updates from local partners such as the Team Hub, the fire service and the local police beat team.

Alongside this, we continue to support the Burns Flats Working Group. This group brings together partners from the police, fire service, local authority and the Team Hub, and includes members of the Tenancy Scrutiny Panel. The group meets regularly to share information, discuss issues raised by residents and coordinate joint actions to improve the Burns Flats. This has resulted in increased satisfaction in the cleaning of the blocks, and the installation of a new door entry system has commenced.

This partnership approach helps us respond more effectively to problems, provide better support to residents and work towards making Burns Flats a safer and more positive place to live.

## Housing Pop Ups -



From listening to tenant feedback, one of the strongest requests has been for more opportunities to speak to council staff face-to-face. While we continue to develop digital services, we recognise that many tenants still value in-person support.

In March 2025, Leicester City Council held consultation sessions across six key locations in the city where there is a high concentration of council homes. We asked tenants what services they needed, how they would like support to be delivered, and what would make engagement easier. The overwhelming response was a desire for a central, accessible place where tenants could drop in for advice without needing an appointment. This feedback directly led to the creation of the Housing Pop-Ups.

Pop-ups were set up in council buildings across the city to ensure broad coverage.

- Tuesdays: New Parks Library and Tudor Centre
- Wednesdays: Saffron Library and the Brite Centre
- Thursdays: St Matthews Library or Thurnby Lodge Community Centre

Tenants can attend at any time during the session to receive advice, report repairs or access support. The Engagement team facilitate these pop ups, welcoming residents, taking feedback on their experience, and supporting with their enquiries where needed.

Over the past 12 months, more than 4000 queries have been answered. We continue to gather feedback from attendees on what works well, what could be improved and whether they would recommend the service to others. Digital QR codes were introduced to make it easier for tenants to share their views either on the spot or later at their convenience.

To date, 137 surveys have been completed. Feedback has been overwhelmingly positive, with 98% of respondents saying they would recommend the service.

Through a combination of data analysis of footfall, which identified when tenants were most likely to visit, and listening to tenant feedback, we adjusted the timings of the pop ups. From 31<sup>st</sup> March 2026, the pop ups will be open from 10-2pm. This was another example of where we heard what our tenants were saying and did what you asked.

## **HRA consultation -**



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### **Housing Revenue Account Budget (including Capital Programme)**

The Housing Revenue Account (HRA) consultation provides tenants with the opportunity to share their views on how the council allocates and manages the housing budget. As the Housing Revenue Account is funded primarily through tenant rents and service charges, the consultation ensures that tenants can influence decisions about priorities such as repairs and maintenance, improvements to existing homes, housing management services, and future investment in council housing. As part of this process, the Tenancy Scrutiny Panel was also given the opportunity to contribute their feedback. Panel members shared their views and insights, helping to represent tenant perspectives and ensuring that resident voices were considered when shaping housing priorities and future investment decisions. This feedback was documented in the Housing and Revenue Consultation feedback report.

The Engagement Team supported this work further by running dedicated drop-in sessions alongside the Housing Pop-Ups, giving tenants the opportunity to walk in and receive help with completing their feedback. To ensure everyone could access support, all tenants and leaseholders were sent letters in advance with details of the locations, dates and times of the sessions.

## St Matthews AGM–



Members of the Engagement Team attended the St Matthews Annual General Meeting (AGM), organised by TARA and Tenancy Scrutiny Panel member Jean Williams. Jean is a long-standing involved tenant, and the team has developed a strong and constructive working relationship with her.

St Matthews is a diverse neighbourhood with a significant number of council homes and is recognised as one of the most income-deprived areas in England. Given this context, a high level of resident engagement was anticipated, with a broad range of issues expected to be raised. The event was well attended, with over 100 residents present, alongside representatives from the local police and the Neighbourhood Housing Lead. Throughout the meeting, residents highlighted several concerns affecting the local community, including persistent littering and fly-tipping, the potential closure of the local library, and questions regarding access to council support.

The Engagement Team supported the facilitation of the meeting, provided translation where required, and recorded key actions and outcomes. These included:

- **Library** - Residents were invited to share ideas for the future use of the library building. All suggestions have been collated and passed to the Housing Team for review.
- **Littering and Fly-Tipping** - The Engagement Team is working with residents and ward councillors to coordinate community litter-picking activities in response to concerns raised.
- **Heating Charges** - Residents reported issues relating to charges associated with redundant meters. These cases have been forwarded to the Gas Team and are currently under investigation.
- **Housing Pop-Ups** - The team promoted the weekly engagement-led pop-up sessions, which provide tenants with face-to-face support. Feedback on how these sessions could be improved was gathered and noted for future service development.
- **Language Support** - As many attendees do not speak English as a first language, translation support was provided to ensure clear communication and inclusive participation.
- **Housing and Repairs Enquiries** - Individual concerns raised during the meeting were recorded and referred to the appropriate service areas. This ensured the AGM could progress efficiently while still addressing residents' issues.

- **General Support and Visibility** - The Engagement Team assisted with event set-up, welcomed attendees, and introduced themselves at the start of the meeting. This helped create a supportive environment where residents felt comfortable raising their concerns.

### **Honourable Citizen Award -**



The Honourable Citizen Award in Leicester is a civic award presented by Leicester City Council to recognise people who have made a positive difference in their local community through voluntary work and community support. The award celebrates individuals who give their time to help others, improve neighbourhoods, or support local activities.

This award focuses on local and community-level contributions, recognising people who may not always receive public recognition for their work. Awarded by the Lord Mayor herself, it provides an opportunity to let our involved residents know how much they are valued.

As a result of their hard work within the community the Engagement Team put forward 2 TSP members, who have recently received the Honourable Citizen Award for the outstanding work they have done within their community.

### **School Parents Evenings -**

Some tenants told us that daytime sessions didn't work for everyone — especially people who work or parents who can't easily get away during the day.

To make sure everyone had a chance to share their views, we teamed up with schools across the city and attended their parents' evenings. These events are busy, take place after work, and are easy for families to get to. Our Engagement Team set up stalls with our engagement banner and spoke to residents about their experiences and ideas.

Visiting schools also helped us build strong links with school staff, who often see first-hand the housing issues families are dealing with. These new relationships mean we can work together more effectively to support local residents.

## Plan for way forward

A work plan has been developed which details the work completed by the Engagement team, and the added value that this has provided. All actions have been linked into the engagement strategy that was developed with the tenants at the forefront of all plans.

Some of key initiatives that the team are working on include:

### **TPAS Training –**



We're working closely with **TPAS**, the national experts in tenant engagement, to help us grow, learn and make sure we're doing things in the best possible way. TPAS works directly with government regulators, so they help us stay up to date with the latest standards and expectations for housing services. Our team has already taken part in several TPAS training sessions, both online and in person, and we'll continue working with them so we can keep improving and building our skills.

TPAS also works directly with tenants. In Summer 2026, they'll be delivering training for the Tenancy Scrutiny Panel. This will give panel members practical tools, tips and confidence to carry out effective scrutiny and make sure tenant voices continue to shape how services are delivered.

**ASB Recruitment** - TSP members have also helped us recruit new ASB Officers for the Community Safety Team. After seeing how valuable their input was when choosing the Engagement Team, we now involve tenants in recruiting other important staff too. This makes sure the people hired to support our communities have the right skills, attitude and understanding of what tenants want and need.

**TARA in New Parks** – We're excited to be helping tenants in New Parks set up a new Tenants and Residents Association (TARA). A few residents told us they wanted to work with the council to create a group that supports their community, and we've worked alongside them to make it happen.

The Engagement Team is helping with everything from planning and policies to choosing a location and getting the group ready to launch. We're really looking forward to supporting this new TARA and seeing it grow.

## Engagement Team - Work Programme

A work programme has been developed for the Engagement Team with the input of the TSP to both review the effectiveness of some of the activities already completed, as well as create a plan for the future.

The following areas form part of the future work programme for the Engagement Officers, designed to strengthen relationships with tenants while helping the council continually improve its services.

Activities such as garden competitions will encourage pride in neighbourhoods and promote positive community spirit. Community litter picks and seasonal events such as a Christmas event will provide opportunities for residents to come together, build connections, and contribute to improving their local environment. A mystery shopper initiative will help assess the quality and accessibility of council services from a tenant perspective, while improvements

to the council website and the development of a clear structure for feedback will ensure residents can easily share their views and experiences.

Engagement Officers will also work closely with key partners to deliver these activities effectively, while supporting priorities linked to the Housing Revenue Account (HRA) and Tenant Satisfaction Measures (TSMs). In addition, the creation and support of local focus groups will provide a platform for tenants to regularly share feedback, influence decision-making, and help shape future service improvements.

## Appendix B

### Engagement Team - Work Programme 2025

TIA – Transparency Influence and Accountability Standard

TSP – Tenant’s Scrutiny Panel

TSM – Tenant’s Satisfaction Measures

	<b>Action</b>  <b>City-Wide or District Action</b>	<b>Links to TIA regulatory requirements</b>	<b>Tenants Input/ Influence</b>	<b>Status</b>	<b>Outcomes</b>	<b>Evidence/ Engagement Team Contribution</b>	<b>Follow on/ Feedback Loop</b>
1	Recruit Engagement Team  <b>City-Wide</b>	Engage with tenants and take their views into account when designing and delivering services	Tenants initially prioritised the need for engagement officers and TSP members actively involved in the recruitment process	Complete	Dedicated team in place to carry out engagement activities across the city, increase in engagement activity and involvement in service development from the City’s diverse tenant population.	Team Structure and work programme	Work programme developed and scrutinised by TSP
2	Support and facilitate the TSP and encourage membership  <b>City Wide</b>	Engage with tenants and take their views into account when designing and delivering services and scrutinise performance	Tenants coming up with ideas to increase representation and set agenda	Complete	Terms and reference agreed. Bi-monthly meetings. TSP inputting into service design, delivery and scrutinising performance. 20 active members	Diverse membership of TSP	TSP have developed their own work plan for their meetings
3	Facilitate Pop -Up Housing Offices  <b>City Wide</b>	Treat customers with fairness and respect and provide information and accessible services	TSP has provided feedback on improving pop up offices to make them more accessible	Complete	6 regular pop ups across the city are established with over 3400 residents attending last year. 98 % satisfaction, attendee’s representative of tenant population. Timings have been adjusted in line with tenant feedback and offices now been made permanent	Pop up analysis in review report	TSP providing ongoing feedback and satisfaction surveys with participants

	<b>Action City-Wide or District Action</b>	<b>Links to TIA regulatory requirements</b>	<b>Tenants Input/ Influence</b>	<b>Status</b>	<b>Outcomes</b>	<b>Evidence/ Engagement Team Contribution</b>	<b>Follow on/ Feedback Loop</b>
4	Support for St Matthews TARA AGM  <b>East District</b>	Engage with tenants and take their views into account when designing and delivering services	TARA is run by tenants and Chair advised on what support was required from Engagement Officer	Complete	Over 100 residents attended TARA AGM and elected Chair and supported work programme for the estate	Notes from AGM	Ongoing support for TARA
5	Posters developed in community languages to promote housing surgeries in St Peters.  <b>East District</b>	Provide information and accessible services. Supporting Diverse needs.	Some tenants were not aware of housing surgeries and where to access housing information on the estate	Complete	Increase in tenants attending surgeries	Attendance at surgeries	Feedback from attendees on how they were made aware of the session
6	Support for Wycliffe Ward Meeting  <b>East District</b>	Provide information about services and accessible services	Tenants highlighted key issues about condition of the estate	Complete	City Warden Service scrutinised by TSP	Notes from meeting	Regular reporting on performance to be on TSP agenda
7	Participated in Christmas Fete 2025 at Saffron  <b>South District</b>	Engage with tenants and take their views into account when designing and delivering services	Local Tenants requested presence of Engagement Team	Complete	Encouraging tenants to participate in engagement activities, residents from area regularly participate in TSP	Membership of TSP	Continue to identify local events to engage
8	Attending Burns Flats Action Group and produced local Newsletter  <b>West District</b>	Engage with tenants and take their views into account when designing and delivering services	Tenants have actively been involved in highlighting how they want service improved and what to include in Newsletter	Complete	Increased satisfaction with cleaning in blocks. Deep cleaning taking place. New door entry system being implemented	Newsletter Notes from meetings	Feedback on actions taken away from these sessions
9	Had stall at Wesley Hall with other organisations attending	Information about services	Engagement with hard-to-reach tenants	Complete	Advice and assistance provided to tenants and raised awareness of housing services	Record of event	Collaborate with other organisations

	<b>Action City-Wide or District Action</b>	<b>Links to TIA regulatory requirements</b>	<b>Tenants Input/ Influence</b>	<b>Status</b>	<b>Outcomes</b>	<b>Evidence/ Engagement Team Contribution</b>	<b>Follow on/ Feedback Loop</b>
	<b>East District</b>						(NHS) for shared support
10	Litter picking with Saffron Litter Wombles  <b>South District</b>	Information about services and engaging with tenants	Tenants have highlighted how services can be improved	Complete	Assistance and support provided to tenants	Record of event	Feedback from TSP members on how we can support their work
11	Participating in local event, groups and foodbanks	Information about services	Tenants have highlighted how services can be improved	Complete	Advice and assistance provided to tenants and raised awareness of housing services	Record of event	Continue to identify similar local events to engage
12	HRA Consultation  <b>City-Wide</b>	Engage with tenants and take their views into account when designing and delivering services	Tenants actively participated in consultation	Complete	Decisions shaped on how HRA budget would be spent on services	Final report	Report back feedback on consultation outcome
13	Attending local parents' evenings in highly tenanted areas  <b>City-Wide</b>	Engagement with tenants and information about landlord services.	Tenants engaged with the team to share their views.	Ongoing	Harder to reach tenants felt heard and were made aware of support available. Engaged with school staff to raise awareness of pop ups.	Record of event	Continue to engage with school staff to provide housing support that they require for parents.
14	Honourable Citizens Award  <b>City Wide</b>	Fairness and Respect	Members of the TSP nominated for their efforts in the community	Ongoing	Tenants felt appreciated and encouraged to keep doing the great work they do.	First award presented in Jan 2026	Identify further deserved tenants for the award

## Engagement Team - Work Programme 2026

	Action  City-Wide or District Action	Links to TIA regulatory requirements	Tenants Input/ Influence	Start Date	End Date	Outcomes	Evidence  Engagement Team Contribution by District	Follow /on Feedback Loop
<b>Citywide Actions</b>								
1	Support and facilitation for TSP  <b>City-Wide</b>	Engage with tenants and scrutinising performance	Tenants actively identifying what can be done to improve representation and agenda for TSP	Ongoing		Work plan for meetings, scrutinising service, performance and participation in consultations		
2	Arranging training for TSP members  <b>City-Wide</b>	Engagement with tenants and scrutinising performance	Tenants participating in training	Jul 2026		Increase in service areas scrutinised		
3	Support and facilitation for housing pop ups offices  <b>City-Wide</b>	Treat customers with fairness and respect and provide information and accessible services	TSP to review analysis of pop ups	Ongoing		Improved TSM outcomes		
4	Monitor, analyse and review membership of TSP, attendees at pops and other events  <b>City-Wide</b>	Equitable outcomes for tenants	Scrutinise analysis, suggestions to address under representation	Ongoing		Making data informed decisions and always recording key conversations		
5	Develop engagement website	Engage with tenants, provide accessible information and scrutinise performance	Tenants to test and input into development of website	Dec 2026		Increased channels of engagement, increase in satisfaction TSM indicators		

	<b>Action City-Wide or District Action</b>	<b>Links to TIA regulatory requirements</b>	<b>Tenants Input/ Influence</b>	<b>Start Date</b>	<b>End Date</b>	<b>Outcomes</b>	<b>Evidence  Engagement Team Contribution by District</b>	<b>Follow /on Feedback Loop</b>
6	Identify tenants who want to be involved in; local engagement work and be tenant champions  <b>City-Wide</b>	Engage with tenants and take their views into account when designing and delivering services	Active bank of tenants prepared to be active in engagement activity	Ongoing		Allow for fresh perspective and diverse tenants opinions surrounding important matters		
7	Environment Budget Proposals  <b>City-Wide</b>	Engage with tenants and take their views into account when designing and delivering services	Tenants carrying out estate walks and highlighting improvements to be put forward as proposals	Apr 2026	May 2026	Final proposals shaped by tenants to improve satisfaction with local areas		
8	Engagement with tenants on new Personal Emergency Evacuation Plans (PEEPS)  <b>City-Wide</b>	Engaging with tenants and Diverse needs Provide information about services	Involvement of TSP in new developing form and procedure	May 2026		New PEEP plan and process better suited to meet needs of tenants. Improved TSM outcomes		
9	Mystery Customer Shopper Exercise  <b>City-Wide</b>	Fairness and respect	Participating in exercise and scrutinising findings	Jun 2026		Improved TSM outcomes		
10	Garden Competition  <b>City-Wide</b>	Engagement with tenants	Tenants to nominate their gardens	Jun 2026		Tenants feel proud of their outdoor spaces and share this with others.		

	<b>Action City-Wide or District Action</b>	<b>Links to TIA regulatory requirements</b>	<b>Tenants Input/ Influence</b>	<b>Start Date</b>	<b>End Date</b>	<b>Outcomes</b>	<b>Evidence  Engagement Team Contribution by District</b>	<b>Follow /on Feedback Loop</b>
11	Set up Repairs focus groups  <b>City-Wide</b>	Provide information about services and scrutinise performance	Involvement in focus Groups	Sep 2026		Allow us to make tenant informed decisions surrounding repairs.		
12	HRA consultation  <b>City-Wide</b>	Engage with tenants and take their views into account when designing and delivering services	TSP members attended meeting with Housing Director to share their views. All tenants invited to complete survey	Dec 2026		All tenants provided transparency with decisions and accessible opportunities to share their views.		
13	Engagement with sheltered housing residents  <b>City-Wide</b>	Engaging with tenants and Diverse needs	Residents actively participated in discussions around their home.	Ongoing		Engage with harder to reach tenants.		
14	Pets Policy  <b>City-Wide</b>	Review Pets Policy based on Renters Rights Bill.	Consultation meetings to be held with Tenants– face to face, and during TSP meetings before drawing up policy.	Ongoing		Develop new Pets Policy based on feedback.		
15	Opt out of Engagement indicator for Northgate  <b>City-Wide</b>	Treat customers with fairness and respect	Tenants to notify us of their preferences for us to log.	Ongoing		Ensure that tenants wishes are respected and logged for communication preferences.		

	<b>Action</b> <b>City-Wide or District</b> <b>Action</b>	<b>Links to TIA</b> <b>regulatory</b> <b>requirements</b>	<b>Tenants Input/</b> <b>Influence</b>	<b>Start</b> <b>Date</b>	<b>End</b> <b>Date</b>	<b>Outcomes</b>	<b>Evidence</b>  <b>Engagement</b> <b>Team</b> <b>Contribution</b> <b>by District</b>	<b>Follow /on</b> <b>Feedback</b> <b>Loop</b>
<b>West District Actions</b>								
1	Attendance at Burn's Flat Meetings	Engaging with tenants and providing information. Tenants scrutinising performance	Tenant highlighting groups and activities they want the Engagement team to support. Scrutinising analysis of demographic profile of participants and effectiveness of engagement	Ongoing		Providing a presence during tenant meetings to listen, acknowledge and feedback where required.		
2	Supporting the formation of a TARA in New Parks	Engaging with tenants and providing information. Tenants scrutinising performance	Run by tenants, for tenants. Providing a central location and conduit for locals to gain advice and information.	Apr 2026		Allow a localised place for tenants to gain advice and support around their tenancy.		
<b>East District Actions</b>								
1	Support St Matthews TARA	Engaging with tenants and providing information. Tenants scrutinising performance	Run by tenants, for tenants. Providing a central location and conduit for locals to gain advice and information.	Ongoing		Allow a localised place for tenants to gain advice and support around their tenancy.		
2	Set up litter picking group in the East	Engaging with tenants	Tenants actively participating in the litter picks and promoting to locals	Mar 2026		Make the area cleaner. Acting on tenant feedback to provide a	Photos	

	<b>Action</b> <b>City-Wide or District</b> <b>Action</b>	<b>Links to TIA</b> <b>regulatory</b> <b>requirements</b>	<b>Tenants Input/</b> <b>Influence</b>	<b>Start</b> <b>Date</b>	<b>End</b> <b>Date</b>	<b>Outcomes</b>	<b>Evidence</b>  <b>Engagement</b> <b>Team</b> <b>Contribution</b> <b>by District</b>	<b>Follow /on</b> <b>Feedback</b> <b>Loop</b>
						shared community initiative.		
3	Recruitment drive for TSP members from high rise buildings	Engaging with tenants	Letters sent to all tenants residing in tower blocks to register their interest in joining TSP	Ongoing		Representation of high rise tenants in TSP.		
<b>South District Actions</b>								
1	Support the formation of TARA in the South	Engaging with tenants and providing information. Tenants scrutinising performance.	Run by tenants, for tenants. Providing a central location and conduit for locals to gain advice and information.	Ongoing		Allow a localised place for tenants to gain advice and support around their tenancy.		
2	Set up litter picking group in the South	Engaging with tenants	Tenants actively participating in the litter picks and promoting to locals	Mar 2026		Make the area cleaner. Acting on tenant feedback to provide a shared community initiative.	Photos	
3	Eyres Monsell Community Day	Engaging with tenants	Will be attended by tenants from diverse and hard to reach backgrounds. Celebrating diversity in the community.	Jun 2026		Community cohesion and getting to understand harder to reach communities	Photos	