

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – COMMUNITY 28 MAY 2013

UPDATE ON RESIDENT INVOLVEMENT STRATEGY 2012–2015

1. PURPOSE OF THE REPORT

- 1.1 To provide Members with an update on progress made against the Resident Involvement Strategy 2012 – 2015 action plan as requested by Executive Committee on 20 March 2012.

2. BACKGROUND

- 2.1 The purpose of resident involvement is to find out the priorities of the Council's tenants and leaseholders. This helps the service to focus resources into these areas and make efficiency savings elsewhere.
- 2.2 The Housing Service manages over 6,000 properties. The Strategy specifically focuses on housing resident involvement activities that relate to the Council's landlord function. Community engagement initiatives are developed across Exeter in conjunction with residents and partner agencies by the Community Involvement & Inclusion Officer. The plan for how the Housing Service will be involved in the wider development of communities will be contained in the Neighbourhood Management Strategy.
- 2.3 Regulatory requirements for registered providers of social housing are set out by the Homes and Community Agency in its Regulatory Framework for Social Housing, which came into effect in April 2012. The framework is based on the principle of co-regulation where there is a clear role for tenants to scrutinise performance.
- 2.4 The Housing Service is expected to support co-regulation by:
- Offering all tenants a wide range of opportunities to be involved in the management of their housing, including the ability to influence strategic priorities, the formulation of housing related policies and the delivery of housing resident services
 - Consulting with tenants and acting reasonably in providing them with opportunities to agree local offers for service delivery
 - Providing tenants with a range of opportunities to scrutinise performance against all standards and in the development of the Annual Report
 - Providing support to tenants to build their capacity to be more actively involved.

3. THE STRATEGY

- 3.1 The Resident Involvement Strategy 2012–2015 is available in the Members' Room, on the Council's website linked to the agenda and also available on request. This sets out the current position with regard to resident involvement and outlines the Council's vision for involving tenants and leaseholders in all aspects of housing service and provision.

3.2 The Strategy focuses on the following areas to ensure that effective tenant and leaseholder involvement is at the heart of housing at Exeter City Council, that the different levels of involvement are accessed by a representative cross-section of residents and that all regulatory requirements are met through:

- Resident scrutiny and regulation
- Assessment of impact, structure and performance monitoring
- Increasing the numbers and diversity of residents actively involved
- Communication
- Training and support.

4. ACTION PLAN UPDATE

4.1 Action Plan attached at Appendix I.

5. RECOMMENDATION

That Members note the content of the Action Plan.

ASSISTANT DIRECTOR HOUSING & CONTRACTS

S:PA/LP/ Committee/513SCC17
3.5.13

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

None