

**EXETER CITY COUNCIL**

**SCRUTINY COMMITTEE – COMMUNITY  
6 MARCH 2012**

**EXECUTIVE  
20 MARCH 2012**

**DRAFT RESIDENT INVOLVEMENT STRATEGY 2012–2015**

**1. PURPOSE OF THE REPORT**

- 1.1 To seek Member approval for the Resident Involvement Strategy 2012–2015.

**2. BACKGROUND**

- 2.1 The purpose of resident involvement is to find out the priorities of the Council's tenants and leaseholders. This assists the Service to focus the available 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 which is currently being reviewed.
- 2.3 Regulatory requirements for registered providers of social housing are set out by the Tenant Services Authority in its Regulatory Framework for Social Housing, which came into effect in April 2010. 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 draft Resident Involvement Strategy 2012–2015 is available for Members to view in the Members' room and on the intranet. 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 for the next three years 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. RECOMMENDED**

that Scrutiny – Community support and Executive approve:

- 1) The Housing Resident and Involvement Strategy 2012–2015
- 2) That a further report on progress against the action plan be submitted annually.

ACTING ASSISTANT DIRECTOR HOUSING AND CONTRACTS

S:PA/LP/312SCC2  
23.2.12

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