

TENANT ENGAGEMENT STRATEGY

2025 - 2027



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FOREWORD

Stella Ridgway (Chair of Tenant Engagement Group)

The Tenant Engagement Group {TEG} are delighted to have developed our Tenant Engagement Strategy with High Peak Borough Council. The strategy aims to foster open communication, collaboration, and improve the overall experience for all High Peak Borough Council tenants within our community. The TEG is a group of tenants who work closely with all Council teams to ensure tenant voices are heard and considered in any decision making that affects the Council's housing stock. This group will serve as a conduit for the tenant voice working to address concerns, share ideas, and improve the quality of life within our community.



Fiona Sloman (Executive Portfolio Holder for Housing)

Since the publishing of the Social Housing White Paper in 2020, there has been significant changes brought about in housing, all of which are designed to make the lives of our tenants and their families healthier and happier. One really effective way of doing this, is for the council to actively listen to the views and needs of our tenants so that we can make changes, where possible, in line with what you are asking. Of similar importance is for us to address the complaints that we receive from our tenants to deliver actions and positive change. Bringing about positive change and good communication takes time, therefore, I would really encourage as many of our tenants to become involved in our Tenancy Engagement Group. Together we can work to make our housing provision and on-going relationship more positive and fruitful, ensuring that your homes are in good condition, safe and comfortable for you to live in happily and healthily. Finally, you will be aware that the Regulator for Social Housing carried out a detailed inspection of the council earlier in the year; the results of which were particularly good. I would like to express my thanks to all staff for their hard work, which made this result possible.

INTRODUCTION

We are pleased to introduce our tenant engagement strategy which aims to give you the opportunity to scrutinise, influence and shape your housing service over the next 3 years.

The strategy will help us to plan and set priorities and allows us to listen to our residents and learn ways to make our housing services better for everyone.

We have already started to see the benefits of how tenant involvement can make things better here at the Council through the introduction of the repairs 'missed appointments' policy and compensation payments. We need you by our side to help us deliver this ambitious plan. There are many ways you can join us on this exciting journey, which will be outlined in more detail later in this document.

Background

In recent years, there has been several changes at a national level that have had a significant impact on social housing. A greater emphasis has been placed on the importance of empowering tenants to have their voices heard; and indeed this was also one of the improvements points raised within the Regulator's inspection earlier in the year. HPBC is committed to improving the way we work and engage with our tenants to ensure that we hear and action their views.

Timeline

The timeline below highlights some of the national key events that have led us to this point

2017	2020	2022	2023	2024
June Grenfell Tower fire	November Social Housing White Paper published December Death of Awaab Ishak	Sept Tenant Satisfaction Measures (TSMs) published	April Requirement for all large social housing providers to start collecting TSMs July Social Housing Regulation Act gains Royal Assent	January Awaab's Law in consultation April New Consumer Standards and inspection regime come into force June First submission of TSMs to the Regulator for Social Housing (RSH)

STRATEGIC DIRECTION

Aim 2 of the High Peak Borough Council Borough Plan (2023-27) is to future proof housing. Access to a safe, decent, secure and affordable home is recognised as a basic requirement, fundamental to the quality of life. The table below outlines our objectives, how we will meet them and what our priority outcomes will be:

Our 2023-2027 objectives are:	In order to meet these objectives we will implement the following priority actions:	Our priority outcomes will be:
Fit for purpose housing that meets the needs of HPBC tenants	Develop a High Peak Decent Homes Standard	Effective HRA Business Plan
Increased supply of good quality homes	Review and implement the Housing Revenue Account Business Plan	Improved tenant satisfaction
Maintain an effective Housing Revenue Account (HRA) Business Plan	Implement the accelerated housing delivery programme	Improved private sector housing conditions
Provide effective housing estate management to manage and enhance the environment within our control and for the wider community	Implement a plan to ensure compliance with the Social Housing (Regulation) Act 2023	Increased supply of quality affordable housing
	Develop and implement a plan to increase the HPBC housing stock	Review and re-introduce the Caretaking Service
	Further develop and implement a strategy to increase the supply of social, affordable and specialist housing	
	Develop a Private Sector Housing Strategy to improve conditions for homeowners and private tenants	
	Implement the Empty Properties Strategy	
	Continue to enhance our repairs and maintenance service through our partnership with Alliance Norse	
	Review our sheltered / supported housing stock to assess the ongoing needs of our tenants and ensure the stock / service meet the expectations of our tenants now and in the future	
	Review existing estate management arrangements to see a refreshed approach to communal gardens / areas, green spaces, communal entrances, landscaping and fencing.	

Provision of Council Housing

High Peak Borough Council own and manage 3821 units across the High Peak and manage 23 further homes on behalf of Nottingham Community Housing Association. The High Peak is a National Landscape and part of the Peak District National Park is within our boundaries.

Our detailed stock breakdown is summarised for ease below:

	1 bed	2 bed	3 bed	4 bed	Total
Bedsits					132
(101 Cat 2)					
Bungalows	638				
(591 over 55's)	154				
(138 over 55's)	3				
(1 over 55's)	1	796			
Flats	634				
(147 over 55's & 159 RLO)	364				
(15 over 55's & 8 RLO)	6				
(2 RLO)	0	1004			
Houses	20	667	1108	71	1866
Maisonettes	0	2	21	0	23
Total	1292	1187	1138	72	3821

We have 6 Retirement Living (RLO) Schemes in the central and south areas of the Borough, comprising 270 units in total. We have a Retirement Living Team who offer support during office hours and wrap-around support is also provided by the Carelink Team

Demand for our homes is high, with only 20% of those registered likely to receive an offer of accommodation each year.

Tenant Satisfaction Measures (TSMs)

As a large provider of social housing, we are now required to collect data on a set of tenant perception surveys known as Tenant Satisfaction Measures (TSMs); these are published on our website (insert link to website here). We have a legal obligation to collect TSMs and report the returned details to the Regulator of Social Housing on an annual basis. The TSMs are intended to:

- Enable tenants to scrutinise their landlord and hold them to account
- Give landlords insights on where they might look to improve services
- Allow the Regulator for Social Housing (RSH) to see whether landlords are meeting the required regulatory standards

The measures include 12 perception questions for landlords to ask tenants as part of customer surveys; we used an independent market research company, 'Acuity', to carry out these surveys on our behalf in December 2023.

There are also 10 measures that we are required to report directly to the Regulator covering things such as the number of gas safety checks completed on time and the number of complaints received – this is known as Management Information (MI).

Our aim is to work with our tenant group to improve these scores and as a result improve the lives of Tenants living in the High Peak.



Tenant satisfaction

We are pleased to report an overall satisfaction score of

77%

Below is a summary of all other results

84%	of tenants think their home is safe
79%	of tenants think they are treated fairly and with respect
78%	of tenants think the council is easy to deal with
78%	of tenants are satisfied with repairs
76%	of tenants are satisfied with communal areas
75%	of tenants think they have a well maintained home
75%	of tenants think they are kept informed
74%	of tenants are satisfied with the time taken for repairs
71%	of tenants are satisfied with the neighbourhood contribution
78%	of tenants think the council listens and acts
61%	of tenants are satisfied with the councils approach to anti-social behaviour
40%	of tenants are satisfied with how their complaint was handled.

Tenant satisfaction measures - management information

Tenant Satisfaction Measure	Percentage	Number
Maintaining Building Safety		
BS01: Gas safety checks	100%	
BS02: Fire safety checks	98%	
BS03: Asbestos safety checks	96%	
BS04: Water safety checks	100%	
BS05: Lift safety checks	100%	
Keeping Properties in Good Repair		
RP01: Homes that do not meet the Decent Homes Standard	9%	
RP02 (1): Repairs completed within target timescale (non-emergency)	92%	
RP02 (2): Repairs completed within target timescale (emergency)	100%	
Effective Handling of Complaints		
CH01 (1) : Complaints relative to the size of the landlord (number of stage 1 complaints received per 1,000 homes)		11
CH01 (2) : Complaints relative to the size of the landlord (number of stage 2 complaints received per 1,000 homes)		1
CH02 (1): Complaints responded to within Complaints Handling Code timescales (proportion of stage 1 complaints)	79%	
CH02 (2): Complaints responded to within Complaints Handling Code timescales (proportion of stage 2 complaints)	100%	
Anti-Social Behaviour		
NM01 (1): Anti-social behaviour cases relative to the size of the landlord (number opened per 1,000 homes)		36
NM01 (2): Anti-social behaviour cases relative to the size of the landlord (number opened that involve hate incidents)		0

The new inspection regime and regulatory judgement

As of 1st April 2024, all large social housing providers are subject to a new inspection regime and will be awarded a grade from C1-C4 over the next 4 years:

A dark blue square containing the white text 'C1'.

Overall, the landlord is delivering the outcomes of the consumer standards. The landlord has demonstrated that it identifies when issues occur and puts plans in place to remedy and minimise recurrence.

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There are some weaknesses in the landlord delivering the outcomes of the consumer standards and improvement is needed.

A dark blue square containing the white text 'C3'.

There are serious failings in the landlord delivering the outcomes of the consumer standards and significant improvement is needed

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There are very serious failings in the landlord delivering the outcomes of the consumer standards. The landlord must make fundamental changes so that improved outcomes are delivered.

We were one of the first Local Authorities to be inspected under this regime in May 2024 and in August 2024 were awarded a grading of C2.

During the inspection, the Regulator observed our Housing Board and the Corporate Health and Safety Compliance Group meetings. They also met with tenants, officers and elected members including the leader of the Council and the portfolio holder for housing.

We are pleased with our first inspection outcome; however we are keen to do more. The Inspection identified a number of improvements (link to report) we need to make and in consultation with our Tenant Engagement Group we have identified three top priorities for us to focus on over the next three years.

■ P1 – Strengthen our approach to tenant engagement and create a culture that supports it

- Continue to seek tenants to work with us and develop a suite of engagement methods that are open and accessible to all
- Remind all staff of the importance of tenant engagement and share success stories showing what has changed as a result
- Continue to develop and deliver training and monitoring that ensures all staff, including external contractors; treat all tenants with respect and listen to and act upon concerns expressed
- Ensure tenant groups have the opportunity to meet and work with different teams throughout the Council
- That tenants' voices are heard, and the group are key stakeholders in developing Housing Services.

■ P2 – Be easy to deal with and ensure communication methods meet the needs of our tenants

- Ensure opportunities to communicate or engage with us are open to all and that protected characteristics are taken into account
- Provide multiple ways for tenants to give and receive information such as website, telephone and face to face
- Ensure the complaints process is clear and accessible

■ P3 – Use our tenant voice and customer feedback to make improvements to services

- Record all lessons learned
- Highlight the influence of tenant engagement through “you said, we did”
- Use TSM data to feed into improvement plans
- Offer revised training and monitoring of all customer-facing staff
- Provide performance data in a clear and accessible way that allows our tenants to question and challenge it

VISION

The mission statement

“WORKING WITH THE
COUNCIL TO MAKE
EVERYONE’S LIVES BETTER.”

The vision is to have:

- 1 A group of engaged tenants as representative of our tenant demographic**
 - 2 Established threads of engagement that offer different levels of time commitment**
-

THE APPROACH

We recognise that improving the way in which we engage with tenants is a journey of continuous improvement and one which will take time. We will deliver on the priorities set out in this strategy through the development and delivery of an action plan. The action plan will underpin the strategy and will be monitored through our newly formed Governance forum, Housing Board. This group meets quarterly and is attended by senior staff at the Council, Councillor's and tenants.



What has been achieved so far?

- Housing Board Governance forum established
- Housing measures dashboard produced which is viewed and scrutinised by our tenant panel
- Installed a new central heating system at one of our retirement living blocks
- Introduced a 'missed appointments' policy
- Reviewed the tenancy Agreement
- Reviewed tenancy succession, disabled adaptations and the decant policy
- Used lived experience to improve letters sent to tenants by sub-contractors

HOW TO GET INVOLVED

By getting involved and having your say about what you think works well, or where you think we can improve, we can deliver an improved housing service for everyone.

Below are a number of opportunities to become involved – it allows you to choose:

Role: Tenant Engagement Panel
Responsibilities
<ul style="list-style-type: none"> • Attend formal meetings on a regular basis • Shape service review • Support policy decisions • Provide support and guidance to other involved tenants • Be curious and ask questions • Adhere to the Tenant Code of Conduct at all times • To offer constructive feedback and possible solutions
Role: Community Champion
Responsibilities
<ul style="list-style-type: none"> • Be a conduit for a specific geographical area • Feed into Tenant Engagement Group • Share good practice across the Borough • Work collaboratively with the High Peak staff and the Tenant Engagement Group • Have a desire to make things better
Role: Intermittent Champion
Responsibilities
<ul style="list-style-type: none"> • Offer feedback on specific questions and policy decisions • Dip in and out as and when needed • Act as a sounding board/test new ideas and processes
Role: Quick Q Panel
Responsibilities
<ul style="list-style-type: none"> • Have your details logged on our system so we can contact you when we want quick answers to questions • Raise/share news ideas with us

If there is a way that you'd like to engage that we haven't covered please tell us.

How we will support Tenant engagement – we will:

- Remove any barriers to ensure that those wanting to get involved can
- Offer a range of ways to engage with us
- Reimburse all reasonable out of pocket expenses when attending meetings and events relating to engagement activities
- Pay for tenants to attend conferences and training courses if they are relevant to their roles
- Offer a range of online and face to face options for you to get involved

How we will keep Tenants informed

- Letters
- Phone calls
- Emails
- Text message
- Social media
- Website

How we will provide information about services and decisions

■ Tenancy agreement

■ Tenants' handbook

■ Tenants' annual report

■ Newsletter

■ Individual letters

■ Website

REVIEWING THE STRATEGY

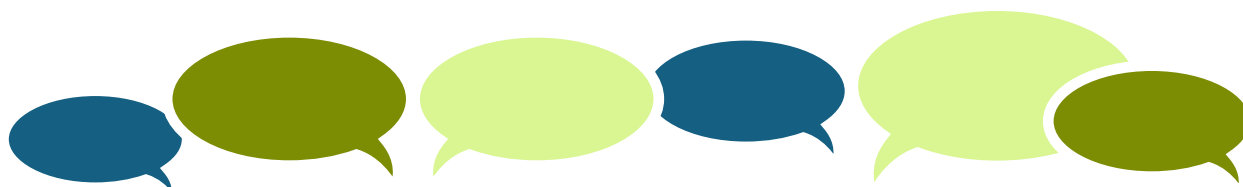
The Tenant Engagement Strategy will be reviewed every three years by the Tenant Engagement Group and agreed through our Housing Board Governance Group to ensure it is still current, relevant and achievable.



Photo: Visit Peak District and Derbyshire

HAVE YOUR SAY!

Your voice matters



If you are a Tenant and would like to find out more about any of the involvement opportunities we offer, you can contact us by:

Email: **engagement@highpeak.gov.uk**

Post:

Tenant Engagement, High Peak Borough Council,
Buxton Town Hall, Market Place, Buxton, Derbyshire,
SK17 6EL.

Face to face:

Please email or phone us to arrange a suitable time and location.

Phone: 07583 695 572.



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