

SHEFFIELD CITY COUNCIL

INDIVIDUAL CABINET MEMBER DECISION RECORD

The following decision was taken on 01 March 2021 by the Cabinet Member for Neighbourhoods and Community Safety.

Date notified to all Members: Thursday 4 March 2021

The end of the call-in period is 4:00 pm on Wednesday 10 March 2021

Unless called-in, the decision can be implemented from Thursday 11 March 2021

1. **TITLE**

New Housing Customer Engagement Strategy, 2020-2022

2. **DECISION TAKEN**

That the Cabinet Member for Neighbourhoods and Community Safety:-

(a) approves the Customer Engagement Strategy attached to the report as Appendix 1, as a statement of the Council's approach to customer engagement in its role as a social landlord; and

(b) approves the associated Initial Action Plan attached as Appendix 2.

3. **Reasons For Decision**

The Housing and Neighbourhoods Service needs to find ways to engage with a greater number and a more diverse range of customers. The Strategy and associated action plan set-out how this can be achieved.

The environment in which the Service is operating is ever-changing, and its engagement methods need to evolve and modernise to reflect this.

4. **Alternatives Considered And Rejected**

An alternative option to adopting the proposed Strategy is to continue to undertake customer engagement in the same ways as we do now. This however would not achieve the increased level of engagement which the Service needs in order to fully respond to the changing needs of its customers.

5. **Any Interest Declared or Dispensation Granted**

None

6. **Respective Director Responsible for Implementation**
Executive Director, Place

7. **Relevant Scrutiny Committee If Decision Called In**
Safer and Stronger Communities Scrutiny Committee