

Proposal Name: Update of the Tenant and Leaseholder Engagement Strategy
EIA ID: 2396
EIA Author: Vicky Kennedy

Proposal Outline: The current Housing and Neighbourhoods Engagement Strategy was launched in 2021. It was written in close consultation with tenants and leaseholders, and a commitment was made to review it after 3 years. That review is now being undertaken, again in consultation with our tenants and leaseholders, and the Strategy will be updated based on their feedback. The action plan which underpins the Strategy and describes how we intend to implement will also be updated as part of this review, again based on the consultation outcomes. Since the introduction of the new Social Housing (Regulation) Act 2023, the importance of listening to, and acting on, tenant views has become ever more important. Our updated Strategy will help us meet those new regulatory requirements.

Proposal Type: Non-Budget

Year Of Proposal: 23/24

Lead Director for proposal: Janet Sharpe (HSG)

Service Area: Housing and Neighbourhoods

EIA Start Date: 17/10/2023

Lead Equality Objective: Leading the city in celebrating and promoting inclusion

Equality Lead Officer: Louise Nunn

Decision Type

Committees: Policy Committees

- Housing

Portfolio

Primary Portfolio: Operational Services

EIA is cross portfolio: No

EIA is joint with another organisation: No

Overview of Impact

Overview Summary:

The main aims of the Engagement Strategy are to broaden tenant participation and to enable / encourage a more diverse range of tenants and leaseholders to engage with us. It should therefore have a positive impact in terms of equalities and inclusivity. The consultation exercise has used two main channels of engagement - the Council's Have Your Say platform, and telephone surveys via Viewpoint. We have used the telephone surveys to target tenants from demographic groups which were showing to be under-represented in the online survey (which, after running the online survey for 2 weeks, emerged as younger tenants and those from a BAME background). So in the consultation undertaken as part of the review, we have made real efforts to ensure that respondents are representative of our diverse tenant base.

Impacted characteristics: •

Consultation and other engagement

Is consultation or other engagement required: Yes

We have used the Have Your Say platform to get people's views on the current engagement strategy - is it still relevant, is it covering things which are important to tenants, are there any gaps? We have promoted this survey through our tenant bulletin (circulation list of around 30,000) and via our Facebook page (5000+ followers). Reminders have been issued to encourage as many as possible to complete the survey. We have also used the 'ideas board' tool on the platform, for those who prefer to give their views that way rather than complete a survey. Once the online survey had been running for a couple of weeks and we had a good response, we analysed the demographics of those who had responded. It became clear that younger tenants and those from a BAME background were underrepresented, and so we have used our telephone survey partners Viewpoint to undertake telephone surveys targeting

those two groups of tenants. They will be completing a 150 surveys so the sample size will be sufficient for the results to be valid. The online survey is here:
<https://haveyoursay.sheffield.gov.uk/engagement-strategy-consultation>

Cumulative Impact

Does the proposal have a cumulative impact: No

Impact areas:

Initial Sign-Off

Full impact assessment required: No

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