

Tenant Engagement Strategy

Service Area: Housing

Head of Service: Jason Dhesi

Version Control

Version	Reason for review (Review date/legislation/process changes)	Author (A) / RevieSouth Derbyshire District Councilr (R)	Effective date
1.	New strategy	(A)	01/09/2025

Approvals

Approved by (Committee/Leadership Team/Head of Service)	Date
Housing and Community Services Committee	14 August 2025

1.0 Content

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2.0 Introduction

South Derbyshire District Council is committed to encouraging positive and meaningful tenant engagement and consultation, which enforces our values, the Council plan objectives and improving the Tenant Engagement Framework. South Derbyshire District Council offer a range of ways in which tenants can engage and consult with us, alongside providing feedback to meet diverse needs, preferences, and expectations.

The Tenant Engagement Strategy will ensure that South Derbyshire District Council will meet tenants demands through:

- Fairness and respect.
 - Treat tenants with fairness and respect.
- Diverse Needs.
 - Understand tenants needs and make adjustment to deliver an effective service.
 - Ensure data is accurate and correct.
- Tenant Engagement.
 - Offer a range of tenant engagement methods.
 - Ensure tenants lead on the areas of the service they wish to review.
 - Ensure tenants are involved to chape the service through review of strategies and policies.
- Complaints Handling
 - South Derbyshire District Council will regularly review the Customer Complaints and Feedback Policy.
 - Be open and transparent by sharing trends and data with the Housing and Community Services Committee, Housing Work Group, and Tenants Voice Group (TVG).
 - Learn from complaints to improve service delivery for tenants.

To help embed our vision and ensure that South Derbyshire District Council truly put our tenants and leaseholders at the heart of everything South Derbyshire District Council do, we have developed six objectives to guide our tenant engagement as follows:

1. To understand our tenants - we will:
 - Carry out a tenancy audit at all properties very 2 years.



- Expand the Tenant's Voice Group by recruiting new members through contact made at Housing Roadshows, through surveys, referrals from Housing Officers, and publicity on our website and social media.
- Increase the use of community rooms, encouraging tenant use for social groups, craft sessions, exercise classes and meetings.
- Community Engagement Officers will have a visible presence at the above groups on a regular basis to engage with tenants and residents.
- Set up a regular drop-in session at the South Derbyshire MP's Office to enable tenants to meet with housing staff.

2. To improve our landlord services – we will:

- Improve access to housing services making it more accessible via the drop-in sessions and community room use.
- Expand how South Derbyshire District Council listen and gather data on our tenants at Housing Roadshows and through the annual Tenant Satisfaction Measure's survey and the monthly New Home Satisfaction Survey.
- Information gathered from the above is disseminated across the Housing and Repairs Team as required.
- Improve the void process to ensure a fast turnaround of refurbishment of properties to a high standard.
- Listen to tenant feedback through customer satisfaction surveys and complaints.
- Ensure all strategies and policies are reviewed with tenants so they can influence changes.

3. To retain our tenants – we will:

- Ensure that South Derbyshire District Council know the different circumstances and needs of our tenants by maintaining our data and knowing who our tenants are.
- Ensure that the knowledge and data collected is shared across the whole of the housing team and other departments where appropriate ensuring GDPR is maintained.
- Show compassion to tenants, by listening and understanding the issues before South Derbyshire District Council take any action on tenancies.

4. To improve overall satisfaction - we will:

- Endeavour to make more appointments available at suitable times to meet our tenants' individual needs.

- Be more accessible to tenants by being seen in the community at local events and activities.
 - Tailor our housing services by collecting and using the information and data about our tenants e.g. maintaining a data base of who has a disability and what support they require so that South Derbyshire District Council can improve our services for them individually.
5. To learn from complaints – we will:
- Publicise “you said, we did” at events and on the tenant's corner on our website.
 - Review complaints and how they are handled with the Tenants Voice Group (TVG).
 - Review the Complaints and Feedback Policy with Tenants Voice Group (TVG).
 - Work towards getting a tenant representative to review active complaints with senior management.
6. To shape our services from the insights South Derbyshire District Council gain from Repairs new system – we will:
- Review the tracking and appointment system.
 - Hold regular Housing Roadshow events and partnership working making our services more accessible.
 - Ensure the Operational Delivery Manager reports regularly to the Tenants Voice Group (TVG) to enable them to feedback and question how the service is working and being monitored.
7. To be open and transparent with our tenants – we will:
- Hold Housing Roadshow events across the district where we can share what we are doing and how we are performing. Giving tenant opportunity to meet with us, discuss issues and influence changes to the services.
 - Send a Housing newsletter twice a year to tenants sharing data on performance, compliance, community engagement and social values activities.
 - Share data and articles via the Tenants Voice Groups (TVG), our website, and social media.

This strategy sets out the mechanisms for engagement and outlines how active tenant engagement can be embedded in our day-to-day housing management services.

3.0 Purpose

South Derbyshire District Council is committed to encouraging positive and active tenant engagement and consultation, which enforces our values and Council Plan (2024 - 2028)



objectives. South Derbyshire District Council offer a range of ways in which tenants can engage and consult with us, alongside providing feedback, to meet diverse needs, preferences, and expectations.

South Derbyshire District Council believes that our tenants should have the opportunity to engage and influence our landlord services, which affect them and the local neighbourhood that they live in.

The strategy firmly places our tenants at the heart of our landlord services, and we recognise that their collaboration in co-creating, scrutinising, and improving our services is essential if we are to tailor, strengthen and improve what we do whilst offering value for money.

To deliver this we need to hear, understand, learn from, and implement the tenant voice. By doing this we will be able to bring about change and service improvements in a proactive, planned and positive way.

This insight will play a key role in the way South Derbyshire District Council engages with our tenants. It will enable us to move away from a 'one size fits all' model to a much more flexible approach. South Derbyshire District Council will continue to use tenant insight, to guide decision-making, refine our landlord services and plan for future areas of work.

Compliance with Consumer Standards

This strategy supports the following Consumer Standards:

- Tenant Involvement and Empowerment Standard: by offering diverse engagement opportunities, timely information, and inclusive services.
- Home Standard: by engaging tenants in decisions about the safety, quality, and maintenance of their homes.
- Tenancy Standard: by consulting on tenancy policies and changes.
- Neighbourhood and Community Standard: by working with tenants to address local issues and anti-social behaviour.

4.0 Enabling Consultation and Engagement

We commit to the following principles:

- Accessibility: Communication and engagement opportunities will be inclusive, removing barriers for all tenants.



- Transparency: Decisions and their rationale will be shared openly.
- Responsiveness: Feedback will be acknowledged and used to improve services.
- Empowerment: Tenants will be supported to influence and challenge decisions.
- Partnership: We will work collaboratively with tenants and local communities.

It is essential that we seek to engage with all tenants, but South Derbyshire District Council understand that not all tenants will want regular communication. We will seek tenants' views in as unobtrusive manner as we can through digital and telephone surveys. South Derbyshire District Council are also looking to implement a digital tenants panel, so that we can email out the minutes of the Tenants Voice Group (TVG) meetings, draft policies and procedures etc. to a wider group of tenants for them to consider and comment on in a way that is more convenient for them.

We will ensure that a range of opportunities are available for our tenants to be consulted and engaged with, and provide feedback to us, in ways that are appropriate to their preferences and lifestyles. South Derbyshire District Council will also work with TPAS to appraise our approach to engagement and identify other opportunities.

South Derbyshire District Council offer solutions to help tenants overcome barriers to engagement and consultation. We will offer several digital engagement activities, to provide access to tenants who prefer this way of engaging or consultation. Developing a digital consultation and engagement platform to encourage more members and make the group accessible for all tenants moving forward.

We will also provide financial assistance to our Tenants Voice Group (TVG) members, for example reasonable travel expenses and childcare.

We recognise that whilst some tenants are keen to consult or engage with us, others prefer a minimal level of consultation or engagement. South Derbyshire District Council believe it is critical that we proactively seek feedback and views, to ensure that there are elevated levels of satisfaction and to achieve a positive relationship with our tenants

5.0 Understanding our Tenants

It is important that tenants hold the Council to account, that we do what South Derbyshire District Council say we will do and our performance against the priorities set out in this strategy are visible to tenants, leaseholders and other key stakeholders.

To do this we will:



- Develop a 3-year action plan to meet the aims and objectives of this strategy (see Appendix 1).
- Develop a set of key performance indicators to measure key aspects of this strategy (see Appendix 2).
- Involve tenants in the development and monitoring of our action plan and performance indicators.
- Regularly report back on our progress to all tenants as part of the new regulatory regime for housing, providers are also required to collect specified data in relation to their performance known as Tenant Satisfaction Measures. Of the 22 Tenant Satisfaction Measures, 12 are perception measures that are informed by an annual tenant satisfaction survey and the ones most relevant to tenant involvement are:
 - Overall satisfaction with the service provided.
 - Satisfaction that the landlord listens to tenant views and acts upon them
 - Satisfaction that the landlord keeps tenant informed about things that matter to them.
 - Agreement that the landlord treats tenants fairly and with respect we will submit this information to the Regulator of Social Housing each year and will also publish our results on our website and in our tenant's newsletter.

South Derbyshire District Council have developed our consultation and engagement offer by using tenant feedback and insight.

There are several ways we look to improve consultation and engagement for tenants and examples of this are:

- Through Tenants Voice Group (TVG), which will look at service improvement / scrutiny of our services.
- Digital Panel (online and paper transactional and perception surveys).
- Housing Roadshows and through estate inspections.
- Consultation on Changes to services and environment.

6.0 Methods of Engagement

Method	Description	Frequency
Surveys – Tenant Satisfaction Measures	Regular tenant satisfaction and service-specific surveys	Annually
Focus Groups	Topic-based discussions with tenant volunteers	Bi-annually
Tenant Panel – Tenants Voice Group	Strategic discussions and service reviews	Monthly
Mystery Shopping	Tenant-led evaluation of service experience	Annually
Digital Platforms	Online feedback, forums, and consultations	Ongoing
Community Events – Housing Roadshow	Local engagement in estates in community centers.	Annually
Newsletters	Updates on services, events, and outcomes	Bi-annually Spring/Autumn

7.0 Legal and Regulatory Framework

This strategy seeks to embrace the challenge of underpinning and embedding tenant consultation and engagement throughout the Council by our tenants. It will also allow us to resolve issues swiftly and make sure our tenant voices are heard.

As a Council we recognise that South Derbyshire District Council need to make our engagement with tenants more meaningful and innovative and as such we will be more flexible in our approach and will get to know about our tenants' individual needs.

We also want to enable our tenants to scrutinize and hold us to account, and to achieve this South Derbyshire District Council will be inviting tenant's representatives to join our Housing Services Working Group, who focus on the delivery of the Housing Services Transformation Plan and Service performance.

The following regulations and legislation underpin our approach to tenant and leaseholder consultation and engagement:

- Regulator of Social Housing’s Tenants Involvement and Empowerment Standard 2017
- Social Housing Regulation Bill 2022
- Commonhold & Leasehold Reform Act 2002 Section 151
- Housing Act 1985 section 105
- Localism Act 2011
- Data Protection Act 2018 (GDPR)
- Social Housing Regulation Bill 2022
- Regulator for Social Housing introduction of Tenant Satisfaction Measures

8.0 Roles and Responsibilities

- **Responsible:** Service area who performs an activity or does the work.
- **Accountable:** Service area which is ultimately accountable for the service being provided
- **Consulted:** Services who need to be engaged and contribute to the strategy
- **Informed:** Services or stakeholders that needs to be informed of the strategy

Responsible	Accountable
JOB ROLE/SERVICE AREA <ul style="list-style-type: none"> • Community Engagement Officers • Head of Housing, Place and Prosperity • Tenancy Services Manager • Executive Director, Place and Prosperity • Housing Officers • Operational and Delivery team. 	JOB ROLE/SERVICE AREA <ul style="list-style-type: none"> • Community Engagement Officers Aware of and enacting the tenant involvement/engagement • Head of Housing, Place and Prosperity Ensuring Strategy is read by all Housing Staff • Tenancy Services Manager



	<p>Ensuring Housing Officers comply with this strategy.</p> <ul style="list-style-type: none"> Executive Director <p>Ensuring SLT are aware of and committed to this strategy</p>
Consulted	Informed
<p>JOB ROLE/SERVICE AREA</p> <ul style="list-style-type: none"> Tenant Voice Group (TVG) Tenants Housing Services 	<p>JOB ROLE/SERVICE AREA/STAKEHOLDER</p> <ul style="list-style-type: none"> Tenants – publicised on Newsletter and Tenants Corner Regulatory Governance Officer Tenant Voice Group (TVG) – presented to group for review and dissemination All employees – to understand and comply with Strategy.

9.0 Sustainability Impact Assessment

Our People	Potentially positive impact (Y/N)	Potentially negative impact (Y/N)	No disproportionate impact (Y/N)	Sustainable Assessments findings <i>(Please utilise the guidance provided for assessment findings.)</i>
Engage with Communities	Y			<i>Support volunteering? support up skilling? / Helped community's setup local community groups, projects or finance community sustainable projects? Help tackle anti-social behaviour and crime – cultural change? Supports Social Value model?</i>
Supporting and safeguarding the most vulnerable	Y			<i>Work with partners to encourage independent living. Keeping healthy and happy? Promote South Derbyshire District Councils Improve the condition of council properties?</i>
Deliver Excellent Services	Y			<i>Improve customer service – communication, access, communication plans, technology. Invest, communicate with workforce – PDRs, service plans, team engagement</i>
Our Future				
Develop Skills and careers				
Support economic growth and infrastructure				

Transforming the Council	Y		This strategy will provide tenants assurance that the Regulatory Consumer Standards are being met, that value for money is being achieved in the delivery of landlord services and is in line with South Derbyshire’s Council Plan 2024-2028,
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10.0 Strategy Review

The Head of Housing Services is responsible for monitoring the implementation of this strategy.

This strategy will be reviewed every two years in consultation with tenant representatives, staff, other stakeholders, including the Chair of Housing and Community Services Committee, unless there are any reasons, such as legislative or regulatory which necessitate a review prior to this.

The Tenant Voice Group (TVG) will also monitor and track progress on our tenant consultation and engagement activities and satisfaction levels.

11.0 References

This strategy also links with the Housing Transformation Plan.

The links below provide an overview of the regulatory guidance relating to tenant engagement.

Regulatory Standards for Landlords – Consumer Standards.

Regulator for Social Housing Social Housing (Regulation) Act 2023

Tenant Satisfaction: Standards, requirements and guidance for social landlords in England on transparency, influence and accountability, including Tenant satisfaction measures (TSMs)

<https://www.gov.uk/government/publications/neighbourhood-and-community-standard>

<https://www.gov.uk/government/publications/safety-and-quality-standard>

<https://www.gov.uk/government/publications/tenancy-standard>



<https://www.gov.uk/government/collections/transparency-influence-and-accountability-including-tenant-satisfaction-measures>

<https://www.gov.uk/government/publications/consumer-standards-code-of-practice>

12.0 Associated Documentation

Description of Documentation
Data Strategy 2025-28

13.0 Appendices

13.1 Equality Impact Assessment Form

13.2 Strategy Briefing Form

See appendix below

Appendix.13.2

Strategy Briefing Form

Introduction

This form is to provide a brief update to summarise the changes/amendments to an existing strategy or to provide a summary for a new strategy. This form should be used for the consultation, approval and communication of all adopted policies.

Strategy update

A summary of the strategy is detailed below

Strategy Name: Tenant Engagement Strategy

Strategy Date: August 2025

Version Number: 1

Summary of Strategy:

South Derbyshire District Council is committed to encouraging positive and active tenant engagement and consultation, which enforces our values and Council Plan (2024-2028) objectives. We offer a range of ways in which tenants can engage and consult with us, alongside providing feedback, to meet diverse needs, preferences, and expectations.

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Summary of key changes made to an existing strategy.



<i>Action</i>	<i>Outcome</i>	<i>Lead Officer</i>	<i>Target date and objectives linked to</i>
Section	Amendment		
<i>New strategy (not revised)</i>	N/A		
	Requirement – RSH consumer standards		

Following final adoption of the strategy, this form will be used by the communication team to be included in Core Brief as part of the communication plan.

Further information can be found in the ‘My Policies’ section in Connect.