

Decisions taken by the Cabinet Committee: Housing on Monday, 5 February 2024*

Agenda Item No	Topic	Decision	Reasons	Alternative Options
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Part A – Items considered in public

A9	Housing Engagement and Communication Plan	<ol style="list-style-type: none"> 1. That the TACT Board be established. 2. That the terms of reference for the TACT Board be agreed as set out in Appendix 6 of report CAB3434(H). 3. That non-councillor TACT board members will receive compensation for attendance at the TACT board. 4. That the draft Housing Engagement and Communication Plan be approved. 	<p>‘Listening better’ is a priority identified within the Council Plan and the Social Housing (Regulation) Act 2023 provides an important foundation for giving tenants a greater voice and focuses on ensuring that all tenants are heard by their landlord.</p> <p>It is an ambition of the HRA Housing Service to improve engagement with all its tenants. Looking at new channels and ways of communicating, digital surveys were introduced under the previous engagement strategy to expand the range of households who actively</p>	<p>Report BHP40 (Business and Housing Policy Committee, 28 February 2023) sets out the details of previous proposal which focused on informal activities and new ways to capturing feedback. Following the HQN review changes to the engagement structure were widened to include the formal engagement activities and how the representativeness of the structure could be improved.</p>
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			<p>engage with the council. While these have been successful in engaging a more diverse mix of tenants; the service is keen to extend the reach of our tenants ensuring that the tenant voice is at the heart of the service.</p> <p>In November 2023 the Listening Better survey tested the various initiatives and found that younger households favoured options that were quick and digital. The survey also tested interest in an Advisory Board under the Tenant and Council Together banner.</p> <p>Report CAB3434(H) is the next stage in the review process, recommending a new tenant structure under</p>	
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			<p>the branding of Tenant and Council Together (TACT) and programme of informal activities The structure proposal is in place to hold the council to account, and to identify any service delivery critical issues and improvement areas. The proposed structure provides for co-production work with residents and provides forums for representative and impactful resident engagement to ensure that the tenant voice is at the heart of the service.</p>	
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**NB This decision notice only includes “key decisions” as defined in the Council’s constitution. For information regarding other decisions taken at the meeting please refer to the meeting page on the website [here](#)*