

Tenant participation review appendix A

Tenant participation - a summary of activities and structure

People	
Number of council tenants and leaseholders	28,569
Residents on involvement register	1,067
Facebook 'likes'	1,155

Resources	
Dedicated engagement team: 1 x team leader, 2 x participation officer, 1x business support	
Community development funding	£116k
Engagement budget (non-staffing costs)	£115k

Communication	Frequency	Channel	Audience
Housing News	Bi-annual	Website, email, text, paper	Tenants and leaseholders
Web pages	ongoing	BCC Website	All residents
Annual report to tenants	Annual	Website, email, text, paper	Tenants and leaseholders
Email bulletin	Monthly	Email	Involvement register
Emergency text messaging (for example, covid messages)	Adhoc	Text, email	Tenants and leaseholders
Social media channels	Weekly	Facebook, BCC Twitter	All residents
Internal information	Ongoing	SharePoint	BCC colleagues

Resident Surveys	Frequency	No of surveys	Overall Satisfaction
New tenants (Lettings)	Monthly	338	87%
Repairs	Monthly	1100	91%
Gas safety	Monthly	454	97%
Anti social behaviour	Monthly	389	46%
Planned maintenance (Started in April 2022)	Monthly	-	-
Caretaking survey	Annual	950	73%
STAR perception survey	Quarterly	1499	71%
Total number of surveys 2021-2022		4,730	

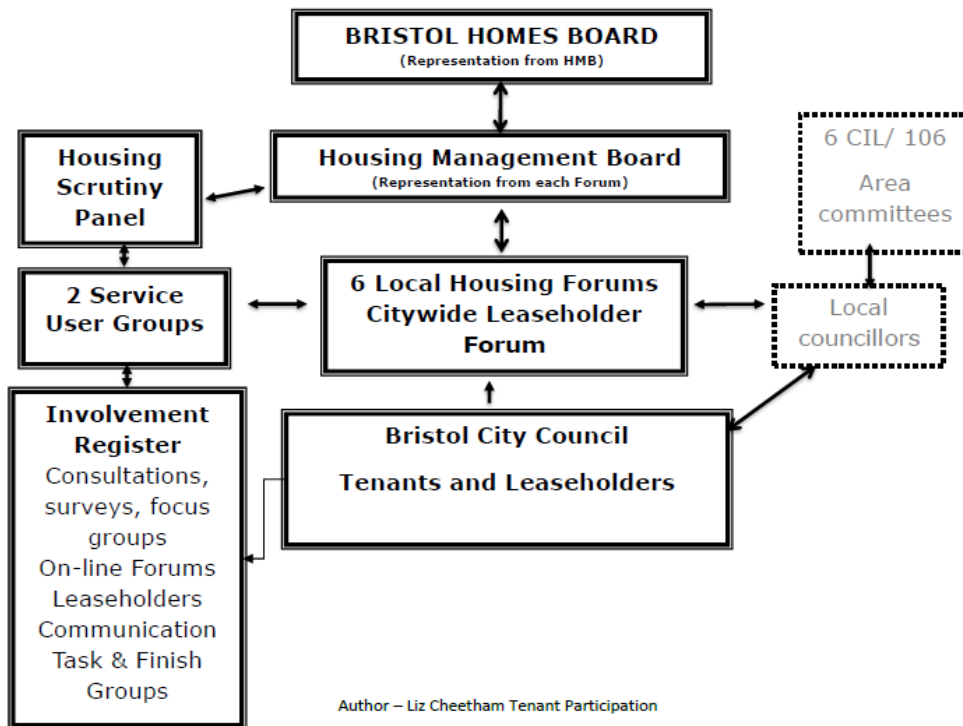
Resident groups	Frequency	Average Attendance
Number of meetings held in 2021-22		
Local housing forum - (1 x day, 1 x eve)	Quarterly	5-35
Service user groups - (1 x day, 1 x eve)	Monthly	8-15
Leaseholder forum - (eve)	Quarterly	20-30
Housing scrutiny panel - (day)	Monthly	9
Housing management board - (eve)	Quarterly	6 Resident board members
Task and finish groups	Ad hoc	15

Resident consultation topics during 2021-22 include: HRA business plan, resident engagement, allocation review, housing investment plan, bathroom replacement programme.

Current structure



New Tenant Involvement Structure 2018



Role and purpose of each group

Group	Purpose of the group	Role	Membership	BCC attendance	Terms of reference
Local housing forum	Residents voice on local issues, raise issues directly with service, escalate to housing management board or scrutiny as appropriate	Comment and ideas for EIB, link with CIL committee, represent on housing management board	Open to all residents	Head of service	file (bristol.gov.uk)
Service user groups	Give feedback, monitor performance, consult hold to account	Monitor service performance Comment and shape service improvement	Core group but open to all residents	Team / service Managers	Available on request
Leaseholder forum	Give feedback, monitor performance, consult hold to account	Monitor service performance	Open to all leaseholders	Team manager & RtB team	Available on request

Group	Purpose of the group	Role	Membership	BCC attendance	Terms of reference
		Comment and shape service improvement			
Housing scrutiny panel	Resident led scrutiny and service improvements	To review housing performance in identify areas for scrutiny Conduct resident led scrutiny projects and make improvement recommendations to the housing management board/senior leaders	12 members made up of tenants and leaseholders	Tenant Participation Officer, Policy leads, Business Intelligence manager	file (bristol.gov.uk)
Housing management board	Governance, scrutiny, escalation of issues from LHF	Influence decisions at the highest level – with cabinet member and director of housing and landlord services	6 x tenant reps 1 x leaseholder rep Councillors Cabinet member	Policy officers Project leaders Heads of service Public forum available	file (bristol.gov.uk)
Involvement register	Consultation group	Consultation, feedback invites to take part in focus groups and task/finish groups, receive TP news	All tenants and leaseholders		n/a

How we promote resident engagement activities:

- Posters in blocks
- Councillor updates etc
- Social media apps
- Information in BCC letters
- Email
- BCC website
- Word of mouth – via housing officers
- ICS - CSC/CSP
- Voice and influence groups
- Community development