

[NOT PROTECTIVELY MARKED]

CITY OF  
WOLVERHAMPTON  
C O U N C I L

**Climate Change, Housing and  
Communities Scrutiny Panel Meeting**  
Thursday, 28 September 2023

Dear Councillor

**CLIMATE CHANGE, HOUSING AND COMMUNITIES SCRUTINY PANEL - THURSDAY, 28TH  
SEPTEMBER, 2023**

I am now able to enclose, for consideration at the Thursday, 28th September, 2023 meeting of the Climate Change, Housing and Communities Scrutiny Panel, the following presentation that was unavailable when the agenda was printed.

**Agenda No    Item**

- 7        **Wolverhampton Homes - Customer Engagement - presentation** (Pages 3 - 12)

[Julie Haydon, Director, Corporate Services – Wolverhampton Homes, to present report]

If you have any queries about this meeting, please contact the democratic support team:

**Contact**    Earl Piggott-Smith  
**Tel**         01902 551251  
**Email**       [earl.piggott-smith@wolverhampton.gov.uk](mailto:earl.piggott-smith@wolverhampton.gov.uk)  
**Address**    Scrutiny Team, Civic Centre, 1st floor, St Peter's Square,  
Wolverhampton WV1 1RL

Encs

This page is intentionally left blank

Page 3

# Customer engagement

26 September 2023

Agenda Item No: 7



# Social Housing landscape

Social Housing White Paper – Charter for Social Housing Residents

Fire Safety (England) Regulations 2022

Domestic Abuse Act 2021

Building Safety Act 2022

Social Housing (Regulation) Act 2023

Housing Ombudsman spotlight report

Consumer Standards

Compliant Handling Code

# CWC - Our city: Our plan

Page 5



## Good Homes in well-connected neighbourhoods:

- Work together to deliver new homes
- Safe and healthy homes for all
- Access to a secure home
- Clean, green neighbourhoods and public space
- Well-connected businesses and residents

Housing is a key enabler to the delivery of whole of Our City: Our Plan

# Resident influence and insight strategy

#GOODTOGREAT

CWC have been developing a resident influence and insight strategy for council owned housing.

Page 6

This strategy sets out a vision for resident engagement aligning with the priorities of the current Housing Strategy “Better Homes for All” - in particular, the objective of a safe and healthy home.

The Social Housing (Regulation) Act 2023 means that all social housing providers must work with tenants and regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement.



# Resident influence and insight strategy – progress

CWC undertook a tenant and leaseholder engagement review in 2020 with an online survey in September due to pandemic restrictions.

Page 7 Following significant delays, TPAS were appointed in February 2022 to support in the development of the Tenant Scrutiny across the city. This work has helped inform and develop the overarching strategy and action plans for all Managing Agents.

Responses to the consultation have helped to set out the city's aims and a clear direction and common approach across all managing agents, to tenant and leaseholder engagement.

# Aims and action plan

- Ensure all tenants receive equal opportunity to be engaged with and influence the services they receive
- Deliver effective, accessible and timely complaints process for all tenants
- Understand the diverse needs of all customers across the city by making best use of customer data
- The council provides clarity to the managing agents on the expectations for engagement and tenant scrutiny



# Customer engagement

- City-wide housing scrutiny group
- Tenant Satisfaction Measures
- Tenant Advisory Participation Services (TPAS)
- Complaint Handling Code
- Managing Agents – Customer involvement action plans

# Customer engagement Wolverhampton Homes

- Customer survey and insight
- Tenant Satisfaction Measures
- Action plans and activity to date
- Compliance
- Future development



# Customers at the heart

A guide to customer involvement in our decision making at Wolverhampton Homes

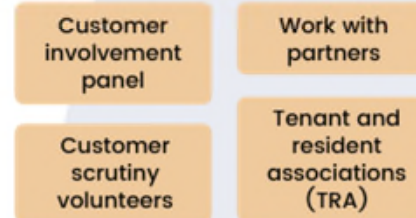
#GOODTOGREAT



We will provide more informal opportunities for customers to be involved. We will use the insights available from our customer data and from customer perception and feedback research, to ensure there is consistency of information produced and shared with customers across Wolverhampton Homes



By involving customers in scrutinising and co-creating services, we are able to develop services that meet their needs and preferences, building greater levels of trust and satisfaction



Where customers have direct involvement and the power to make decisions that impact upon the strategic direction of Wolverhampton Homes

