

Title: Developing a new Communications and Engagement Policy

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2024

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1. Purpose

- 1.1 The service would like to take the opportunity to consult with the board on our approach to communications, to influence a new Communications and Engagement Policy.

2. Main points:

- 2.1 The 2023 Social Housing (Regulation) Act introduced four updated Consumer Standards, including the [Transparency, Influence and Accountability Standard](#) (TIA) standard, which set out a strengthened requirement for social landlords to be open with tenants and treat them with fairness and respect so that they can access services, raise complaints, influence decision making and hold their landlord to account.
- 2.2 There are specific expectations that landlords will:
- Understand the diverse needs of customers and deliver fair and equitable outcomes.
 - Engage with customers to take residents' views into consideration in their decision making.
 - Communicate and share information with customers so that they are able to access services.
 - Collect and provide performance information to customers to enable them to scrutinise the landlord's performance.
 - Ensure that complaints are dealt with fairly, effectively, and promptly.
- 2.3 To robustly comply with these requirements, it is therefore necessary for the service to develop a clearer and more consistent approach to communications and engagement activity across Housing Leeds.
- 2.4 Throughout October 2024, to help us develop a new communications and engagement policy, we have been consulting with residents for their views on our current approach to communications and their views on some proposed communication service standards.
- 2.5 We would like to share this and other customer insight with the board and workshop this item so the board can proactively influence the creation of a new policy.
- 2.6 We have also consulted residents in recent months on an updated tenant engagement local offer, the outcomes from which will also be reflected in any new policy.

3. Recommendations

- 3.1 For the board to participate in discussion related to our future approach to communications so that that board influence and help create a new Communications and Engagement Policy.