

Somerset Council

Tenants Strategic Group – 22 May 2023

Tenants Strategic Group Meeting Annual plan

Lead Officer: Chris Brown – Service Director Housing

Report Author: Sharon Yarde

Executive Member: Cllr Federica Smith-Roberts, Lead Member for Communities, Housing and Culture and Cllr Fran Smith, Associate Lead Member for Housing

1. Executive Summary / Purpose of the plan

The plan is to update the Tenants Strategic Group on the agendas for meetings for the forthcoming year.

2. Recommendations

The Tenants Strategic Group is asked to note this plan and are invited to make comments/suggestions to the forward plan. For amendment and approval.

3. TSG Meeting Annual Forward Plan

May Meeting	July Meeting
Key priorities for the year ahead-CB	Finance Out-turn report-KP
Annual Compliment and complaints report-CR & RM	Housing Ombudsman Complaint Handling code-self assessment-CR
Q4 & year end Performance Report (Jan-Mar)-SH	Capital Programme Update-IC/DS
TSG Meeting Annual Plan-SY	Directorate Report-ALL
Directorate Report-ALL	Group engagement update-TSG CHAIR
Group engagement update-TSG CHAIR	Voids Outcome report
Informal	Informal
Eviction process workshop-SB&JS	

Training Plan for TSG-SY	
September Meeting	November Meeting
Q1(April-June) Performance and finance report-SH	TAG Annual report-WH
TSM results presentation-SY	Key messages re: the budget-CB
Communication Strategy-CB & SY	Q2 (July-Sept) Performance and Finance Report-SH&KP
Annual Report-SS	* Budget, Rent and Service charge setting 2024/2025)-may not be ready.
Directorate Report-ALL	Directorate Report-ALL
Group engagement update-TSG CHAIR	Group Engagement update-TSG CHAIR
Informal	Informal

January Meeting	March Meeting
Q2 Performance & Finance Report (July-Sept) -SH & KP	Q3 (Oct-Dec) Performance & Finance Report-SH
TSM Results Presentation - SY	Compliance Update-IC
Capital Programme 2024/2025	Repairs Update-IC & BB
HRA Budget 2024/2025 & Business Plan -KP & CB	Directorate Report-all
Directorate Report-all	Group Engagement Update
Group Engagement Update	
Informal	Informal

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* **Please note** that a special meeting can be held in December re: Budget, Fees and Charges if not ready for November meeting. Report-Kerry Prisco and Bryony Cole.

Each meeting will have a formal part which is web cast, followed by an informal part regarding a topic of interest.

Ideas for Informal agendas:

- Improving Communication and support and initiatives to help channel switch (advertising training and learning opportunities)
- Performance of subcontractors, management of subcontractors and capital programmes
- Service Charge changes (following further work with Altair);
- Rent collection innovations (e.g. VoiceScape);
- Business Plan (if we update it this year);
- Grounds Maintenance

Every meeting will have the following: Directorate Report & Group Engagement update.

TSG members can request subject reports to be added to this forward plan when required.

4. **Risk Assessment**

A risk assessment is not required to accompany this plan.

5. **Are there any Finance / Resource, Legal implications directly to do with this report?**

There are no financial implications directly to do with the recommendations in this report.

6. **Are there any Equality and Diversity Implications?**

There are no equality implications directly to do with this plan.

7. **Are there any Data Protection Implications?**

There are no equality implications directly to do with this plan.

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