



IPSWICH
BOROUGH COUNCIL



CUSTOMER ENGAGEMENT PANEL ACHIEVEMENTS FROM THE TENANT PANEL

SCRUTINY: PANEL REVIEWS 2024/2025

CUSTOMER ENGAGEMENT PANEL (CEP)

As the main tenant-led scrutiny panel at Ipswich Borough Council they have collaborate with staff to review housing services and recommend improvements. They have monitored performance, and ensured that tenants influence is at the heart of what we do.

Since the CEP has been formed, as a panel they have scrutinized and influenced key parts of our service:

Strategies/Measures

- **Tenant Satisfaction Measures Performance & Results – Housing Services**
Regular reviews at our bi monthly meetings, influencing agenda items for the CEP.
- **Asset Management Strategy – Maintenance and Contracts**
- **Tenant Participation Structure – Housing Services**
On October 4th, 2024, we conducted a review session of our current framework, presenting a new proposal for engaging with our tenants. Later that month, we held a feedback session, where we received positive responses, ensuring that tenants' voices were central to shaping this journey from the outset.
- **Income Management Strategy – Housing Service**
- **Tenant Engagement Strategy – Housing Services**
One of the tenants from our panel played an integral role in shaping the engagement strategy, ensuring that the approach was informed by lived experiences and resonated with the community's needs.
- **Local Standards Review & Reintroduction – Housing Services**

They have also scrutinized and influenced key policies, such as:

Policies:

- Decant Policy – Housing Services
- Tenancy Management Policy – Housing Services
- Succession Policy – Housing Services
- Reasonable Adjustments Policy – Housing Services
- Right to Manage Policy – Housing Services
- Rent and Service Charge Policy – Income
- Domestic Abuse Policy – ASB
- Cannabis Complaints Policy – ASB

These reviews ensure services better reflect tenant priorities.

ENGAGEMENT ACHIEVEMENTS

Projects and Actions Completed that our tenants are proud of:

- **Testing New Systems:** Played a key role in testing the new housing online/digital repairs system. When we introduced Housing Online, tenants actively participated in testing and providing feedback, helping refine the system to ensure it is accessible and user-friendly for everyone.
- **Procurement Involvement:** Participated in repair and maintenance tenders to ensure value for money and quality service.
- **Community Engagement:** Attended and actively contributed to community events, strengthening bonds within our neighborhoods; such as our multiple meet the housing officer events, and aided in organising walkabouts.
- **Fire Safety Campaign:** Reviewed and actively supported the implementation of the 2024 fire safety campaign.
- **Tenants' Handbook:** Reviewed and amended the tenants' handbook to improve clarity and usability; TALK TO KATIE
- **RSR Influence:** Influenced the introduction of the Ready Rent Steady Rent initiative, attended the trial session and advised what other key initiatives to include in the sessions (RSR is a initiative that aids all tenants with how to take care of a home, and how to manage finances).

- **Noticeboards:** Reviewed and approved updated noticeboards, addressing a key issue initially raised at the Area Housing Panel (AHP) and escalated to the CEP. Collaborating with the management team, we ensured that the noticeboards included all the information tenants requested.
- **Service Plan Oversight:** Scrutinized the Tenancy Services Annual Service Plan, ensuring transparency and tenant input.
- **Service Charges Review:** Examined and assessed the impact of service charges on tenants, and influenced the conversations with ARCH.

Training Sessions Completed:

IBC has invested in building tenants knowledge and skills through these training sessions:

- Community Safety
- Damp and Mould Awareness
- ASB (Anti-Social Behavior) Training
- Scrutiny Training

CHOICES FOR VOICES: INTRODUCTION

Ipswich Borough Council (IBC) is dedicated to prioritizing tenants in the delivery of our housing services. Our new tenant engagement framework, "Choices for Voices," is designed to provide a range of opportunities for tenants to influence how we shape and deliver these services.

This framework was developed in collaboration with tenants, incorporating their feedback as the foundation for its structure. Over the coming year, we will roll out this initiative, ensuring that tenant voices continue to guide and shape our future.

Recognizing that every tenant is unique, "Choices for Voices" offers flexible, inclusive, and accessible ways to get involved—whether through inspections, feedback panels, or community events.

By accommodating different interests, time commitments, and engagement preferences, the framework ensures that all tenants have a meaningful opportunity to make their voices heard.