



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Housing Overview and Scrutiny Committee

Monday, 8 June 2026

Report of Councillor Virginia Moran
Cabinet Member for Housing

Voice of the Tenant Strategy (Tenant Engagement)

Report Author

Sarah McQueen, Head of Service (Housing)

✉ sarah.mcqueen@southkesteven.gov.uk

Purpose of Report

To recommend submission of the draft Voice of the Tenant Strategy to Cabinet for approval.

Recommendations

The Committee is asked:

1. To recommend submission of the draft South Kesteven District Council Voice of the Tenant Strategy to Cabinet for consideration.

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	All

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance

1.1 There are no direct financial implications associated with this report.

Completed by: David Scott – Assistant Director of Finance and S151 Officer.

Legal and Governance

1.2 The SKDC Voice of the Tenant Strategy supports the Council's housing functions and its ongoing obligations as a registered provider of social housing.

1.3 In developing and implementing the strategy, the Council must have regard to the relevant regulatory and consumer standards applicable to social housing providers, including requirements relating to tenant engagement and transparency.

1.4 Any consultation, engagement or processing of tenant information undertaken as part of the strategy must be done in accordance with the Council's data protection and equality obligations.

1.5 The committee's role is advisory only and any approval of the final strategy is a matter for Cabinet in accordance with the Council's executive arrangements.

Completed by: Graham Kitchen, Director of Law and Governance (Monitoring Officer)

2. Background to the Report

2.1 The Social Housing Regulation Act (2023) introduced new consumer standards, effective from 1 April 2024. One of the consumer standards is the Transparency, Influence and Accountability standard.

2.2 This consumer standard is about being open with tenants and treating them with fairness and respect, so that tenants can access services, raise complaints, influence decision making and hold their landlord to account.

2.3 To comply with this standard, the Council engages with tenants and invites them to influence the way we shape and deliver our policies and services. We also

provide opportunities for our tenants to monitor and scrutinise the services we provide.

- 2.4 The Councils current [Voice of the Tenant Strategy 2023-2025](#) sets out the framework on how this is undertaken and the support and training that can be provided to enable tenants to be involved in a co-operative and partnership approach. The strategy has been reviewed and updated to reflect the current regulatory framework and is attached at Appendix 1.
- 2.5 The Council has extended the Key Principles of tenant engagement to be more comprehensive and updated the Menu of Opportunities with three tiers of engagement rather than two. This is to make it clearer on the time commitment required for the different levels of involvement.
- 2.6 Tier one requires a high level of commitment and time, as participation at this level enables a tenant to make recommendations to inform decision-making on policies and service delivery. This is the Tenant Panel and Task and Finish groups.
- 2.7 Tier two opportunities require less commitment and time. These enable tenants to give feedback on the services they receive and also provide an opportunity for the Council to inform tenants about what we are doing or how we have responded to tenant feedback. This can include, for example, sheltered housing scheme and neighbourhood meetings.
- 2.8 Tier three is the most flexible in terms of time and commitment, allowing tenants to be involved as and when they wish to be. Most of these activities can be carried out locally or at home without attending meetings. This can include completing consultation and customer experience surveys.
- 2.9 The strategy sets out how the Council will support tenant involvement which includes paying expenses to cover care or transport costs, training, removing barriers to involvement, such as the time-of-day activities are held and access to venues.

3. Key Considerations

- 3.1 A key consideration is the types of tenant engagement activities the strategy proposes to include and whether there are any other engagement activities tenants would like the Council to offer.
- 3.2 Another key consideration is to have an on-going budget specifically to enable tenant involvement.

4. Other Options Considered

- 4.1 An alternative option would be to not update the current tenant engagement strategy; however, this would mean that SKDC would not have an up-to-date strategy in place and would be non-compliant with the Regulator of Social Housing's consumer standards.

5. Reasons for the Recommendations

- 5.1 The draft strategy is recommended for approval by Cabinet as this will ensure the Council is compliant with the current regulatory framework.

6. Consultation

- 6.1 There will be an 8 week consultation period with tenants which will be both in-person and on-line to maximise engagement with as many tenants as possible.
- 6.2 Feedback from the consultation will be considered and changes will be made to the strategy document, where needed. The consultation feedback and any changes made will be presented to Cabinet, along with the draft strategy document.

7. Appendices

- 1.1. Appendix 1 – Draft Voice of the Tenant Strategy