

Tenant and Leaseholder Engagement Strategy

July 2025

Basildon Borough Council

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The Strategy is available in the following locations:	Publications Scheme ☒ SharePoint ☒ Council website / Service webpage ☒

This Strategy has related documents:	Yes ☒ No ☐ Insert links to related documents i.e. Strategy, Action Plan, Procedure Tenant & Leaseholder Engagement Policy Tenant and Leaseholder Engagement Policy 2025.docx
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1. Foreword / Executive Summary

2. Introduction

Basildon Borough Council has historically been a forerunner in the way it engages and involves its tenants and leaseholders in service delivery. The methods in which we have undertaken this have changed over time to take into account the approaches people use to communicate and engage such as social media and the increase in the use of online meetings. This enables us to reach out to more tenants who otherwise could not participate due to time commitments or reluctance to attend in-person meetings. The demographic of our tenants is also ever evolving, and how we capture the views of all our tenants and leaseholders is important to us.

The strategy details how the Council will deliver upon the Tenant and Leaseholder Policy 2025. It will lay out how we propose to engage and involve tenants and leaseholders in future service delivery by empowering and supporting them to get involved in influencing and decision making of the housing services that we deliver. Tenants and Leaseholders will be made aware of the ways in which they can engage with the Council through channels that are appropriate to them.

The policy has the following four priorities upon which this strategy will deliver

Priority One - EMPOWERING RESIDENTS
The Council encourages engagement and looks to make appropriate amendments using tenant and leaseholder feedback

Priority Two - ENHANCING GOVERNANCE AND ACCOUNTABILITY
The Council will provide the governance structure to enable our tenants and leaseholders to hold the Council accountable in a constructive and collaborative way

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Priority Three – SHARED DESIGN OF SERVICES AND LEARNING FROM FEEDBACK
The Council will engage and work alongside tenants and leaseholders in shaping services and will look to learn from feedback that comes from that engagement.

Priority Four – TENANT AND LEASEHOLDER COMMUNICATION AND LANDLORD RELATIONSHIP
The Council will ensure Tenants and leaseholders are at the heart of our services, The council delivers the best outcomes by listening, acting on feedback and working in partnership to continuously improve and build stronger communities with tenants and leaseholders and provide information to support open and constructive dialogue. The Council will work in partnership with tenants and leaseholders to create a positive resident and landlord relationship.

3. Statement

Our tenants and leaseholders are at the centre of everything we deliver as a social landlord. This means embedding their voices, experiences, and priorities into every stage of housing service design, delivery, and evaluation. This principle underpins our approach to engagement, making sure tenants aren't just being told what's happening, but are genuinely involved in shaping the services they receive. We believe that the best way to deliver excellent housing services is by listening to our tenants and leaseholders.

By providing opportunities and empowering tenants from all backgrounds to shape housing services, tenants can be a voice for improvement.

4. Background and Overview

Basildon has around 76,362 homes, of which Basildon Borough Council owns and provides a social housing landlord service to approximately 10,948 properties. This includes 1,751 Sheltered Housing properties, 99 Sheltered Housing Leaseholders; we are also responsible for 2,153 Leaseholders. Demand for social housing in Basildon is high and set to remain high with approximately 3,110 applicants on the Homeseekers Register. To ensure the housing service delivers the best service it can across all its areas of operation, tenant involvement is a key and an integral part of the way in which we will improve our service and decision making. Basildon's duties as a landlord are set out in legislation, regulations and central government standards.

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- Social Housing White Paper 2020 and Social Housing Regulation Act 2023

The Charter for Social Housing Residents: Social Housing White Paper 2020 (SHWP) aimed to reform consumer standards to ensure residents live in good quality homes, have access to redress as necessary, and are safe and listened to. The SHWP outlined that every social housing resident should be able to expect

- ✓ To be safe in your home
- ✓ To know how your landlord is performing
- ✓ To have your complaints dealt with promptly and fairly
- ✓ To be treated with respect and to have your voice heard by your landlord
- ✓ To have a good quality home and neighbourhood to live in
- ✓ To be supported to take your first step into homeownership

The Social Housing Regulation Act 2023 clarifies the importance of ensuring social housing tenants are listened to and empowered to get involved and how the Council will deliver against the commitments in the Social Housing White Paper. The Social Housing Regulation Act 2023 introduced the Regulatory Framework for the new Social Housing Consumer Standards.

- Building Safety Act 2022

Provides residents more rights, powers and protections to make their homes safer. This includes the participation of residents in making decisions around building safety

- Housing Act 1985 and Housing Act 1996

Local authority landlords must have arrangements to inform and consult with tenants who are likely to be substantially affected by changes in housing management. Housing management matters include the provision of services, building maintenance, improvement or demolition of housing, and any services or amenities in connection with such housing.

The Council has a long history of effective Tenant and Leaseholder engagement. Tenants and Leaseholders have always been at the centre of the Council's service delivery and the Council has a record of listening and taking action.

In 2024/25 the Resident Involvement team attended and supported various community events throughout the year. The aim was to promote and advise tenants and leaseholders of engagement opportunities available to enable them to have their voices heard about the future of Basildon Council services (i.e. consultations, surveys, resident panels). The Council

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also provided information about community events and support services available to them in their community.

- Sheltered Housing tea and talk sessions with tenants & residents to feedback on the information gathered from the Sheltered Housing engagement survey. This survey was conducted to gauge how tenants and residents want to be engaged in the future.
- A sub-group was formed to work alongside Morgan Sindall and Basildon Council's Repairs service to challenge and discuss the impact of the new legislation around managing damp and mould in Council owned properties.
- Regularly held drop-in sessions with Pathways to support and advise residents of engagement opportunities.
- Attended the ATF (Community Organisation) wellness café once a month to promote community events, support and advise accessibility in the borough
- Supported the Parks team with engagement, door knocking to survey residents in the area regarding the small play areas on their estates to gather feedback for potential investments.
- Attended the Community Borough Bus regularly at various locations around the borough, working alongside other support and advice services to engage residents.
- Held a stand at the volunteer fair event at the Basildon Centre, hosted by Basildon, Billericay and Wickford Council for Voluntary Service (BBWCVS).
- Attended the Police community hub at the Eastgate centre which was open for 6 weeks in the summer of 2024, providing drop in opportunities for residents in the borough to have a safe space to seek advice and support.
- Hosted a stand at Basildon & Pitsea carnival to engage and promote the Residents Voice newsletter with tenants and residents who reside within the borough.
- Supported various themed Community safety events throughout the year, to support and advise tenants and residents in the borough
- Attended various waste roadshows with the Recycling team to promote the upcoming changes to the waste service through 2024-2025
- Hosted a stand at Basildon Pride to engage and promote the Residents Voice newsletter with tenants and residents who reside within the borough.
- Held a stand at the Find Your Active event hosted by ActiveEssex at the Sporting Village, to engage and promote the Residents Voice newsletter with tenants and residents.
- Hosted an information stand at Pitsea Market alongside other Basildon Council services, where an estate clean up took place hosted by Essex Police community payback service.
- Supported Basildon Council Tenant Satisfaction Measures (TSM) annual survey, to gauge tenants' current satisfaction with Council services they receive from their landlord.

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This engagement was supported via door knocking on estates, hosting pop-up stands around the borough in various locations and telephone surveys.

- Attended a themed pop-up event in Fryerns ward regarding the increase in recent anti-social behaviour concerns raised in the area, supporting resident engagement and providing support and advice.
- Morgan Sindall repairs contractor hosted an event, at Chalvedon Community Centre to promote the Switchee devices installed in Council properties. Tenants were made aware of the advice and support event with letters and messages via their Switchee devices.
- Attended various Community Safety Partnership themed action days hosted around the borough to provide advice and support to residents.
- Hosted a stand at the volunteer awards, to promote the residents voice newsletter and engagement opportunities for residents of the borough

5. Strategic Overview

Priority One - EMPOWERING ENGAGEMENT

We believe that effective engagement is built on trust, transparency, and the genuine ability for residents to influence decisions. Empowering tenants and leaseholders means moving beyond consultation – creating lasting, two-way relationships where residents help shape the services that matter most to them.

The Council encourages engagement and looks to make appropriate amendments using tenant and leaseholder feedback

We want to further empower our tenants and leaseholders to engage with the Council. This follows the approach of regulatory standards and will give the Council, our tenants and leaseholders, the best opportunity to influence and feedback on services in person, digitally and through focus groups. A multi-faceted approach to engagement will be taken to ensure that as much listening and collaboration is facilitated as possible.

Achievement against this priority is key to and will be central to having tenants and leaseholders actively engaged in shaping services, in ways that meet both the tenants' and the communities needs.

How will the Council get there?

We will make better use of the data that is held and will gather more information to understand the profiles of tenants and leaseholders which are engaged with the Council

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We will do more to understand barriers to engagement and break them down to ensure that all tenants and leaseholders can engage with the Council on issues that matter to them, in ways that are right for them.

We will develop a communications plan for tenant and leaseholder communications, making sure that our residents are well informed with timely and relevant information about their housing services.

We will review our tenant and leaseholder communication preferences to ensure our methods of engagement are appropriate. We will develop opportunities to engage with each other in person, over the telephone, online and via post where these are most appropriate. We will also review 'when' we engage to make sure that access is fair and equitable.

How We Will Deliver

- **Resident Forums and Panels**: Structured groups that inform service design, monitor performance, and contribute to policy reviews.
- **Scrutiny and Challenge**: Empowering residents to hold us to account through formal scrutiny activities and performance reviews.
- **Community Engagement Events**: Localised sessions in neighbourhoods, ensuring we hear from a diverse range of voices.
- **Digital Engagement Tools**: Using online platforms to extend reach, gather insight, and keep tenants informed and involved.

How will the Council know it has got there?

We will have successfully increased the number of tenants and leaseholders who have become engaged with the Council. We will be able to define how this engagement has impacted how the Council will deliver the services, and our tenants and leaseholders will feel confident about their participation and input.

We have set the following targets and deliverables which will help us to assess when we have successfully delivered on this strategic objective:

- Development of strategic communications plan.
- Design and rollout of a project to improve the customer data that is held on the Council's systems (including communication preference data).
- Achieve the national Engagement Standard set by the tenant engagement support organisation, Tenant Participation Advisory Service (TPAS)
- We will make sure our contractors (repairs) offer ways tenants and leaseholders can get involved in shaping service delivery.

We will use the following metrics to report on the achievement of this strategic objective

- Total number of tenants engaged to influence service per year – 20%
- Total percentage of leaseholders engaged to influence services per year – 10%

Current engagement levels are estimated at under 10%, though improved tracking is a priority for 2025/26

- % of communication preference data held on our systems – 80% by 31st March 2027
- % of Tenant Profiles complete – 75% by 31st March 2027

Priority Two - ENHANCING GOVERNANCE AND ACCOUNTABILITY

The Council will provide the governance structure to enable our tenants and leaseholders to hold the Council accountable in a constructive and collaborative way

The Tenant Satisfaction Measures are a significant change in legislative requirements which aim to create enhanced accountability for our tenants and leaseholders. The purpose of this strategy is to in the first instance strengthen accountability to our tenants and leaseholders and over the life of the strategy and move to a model of shared accountability.

This key aim is to provide the governance structure to enable our tenants and leaseholders to hold us accountable in a constructive and collaborative way. This priority looks to ensure tenants and leaseholders are actively engaged in decision making structures to ensure services are influenced in the way they are shaped and delivered.

This includes tenants and leaseholders becoming involved at both strategic and neighbourhood levels

How will the Council get there

Formal adoption of the Housing Improvement Board to create a formal engagement group. For more consistent engagement undertaken within communities', thematic engagement groups to be undertaken on topics such as ASB, estate management, repairs, community place-based issues and opportunities. This will help tenants and leaseholders to understand the operating environment, what is possible, and how and when service changes can be delivered.

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To ensure fairness, transparency, and diversity the Council will establish clear criteria and a process for selecting tenant and leaseholder representatives to the Housing Improvement Board. This will include:

- An open application process promoted through multiple channels
- Eligibility criteria to ensure representatives reflect the diversity of our communities
- A shortlisting and selection panel including officers and independent observers (where appropriate)
- Support and training for all selected members
- Term limits and rotation to ensure fresh perspectives

We will continue with the menu of involvement so tenants and leaseholders can select the most appropriate involvement methods for them to allow them to actively feedback into services.

The Housing Improvement Board will explore the formation of the following groups:-

- Tenant and Leaseholder Neighbourhood Champions
- Thematic focus groups
- Complaint Reviewers
- Area Committees
- Mystery shoppers
- Estate walkabout participant
- Survey participant

We will also look to build in sector best practice to our approach, exploring the potential for accreditation from the Tenant Participation Advisory Service (TPAS), and signing up to the National Housing Federation (NHF) Together with Tenants' initiative to demonstrate our commitment and standards at Basildon.

How will the Council know it has got there

- Establishment of the Housing Improvement Board
- Recruit a full complement of engagement panel members
- Sign up with NHF Together with tenants' initiative
- Tenant and leaseholder groups refreshed and established
- Performance data is shared with tenants
- Consultation outcomes are shared with tenants and leaseholders

Priority Three – SHARED DESIGN OF SERVICES AND LEARNING FROM FEEDBACK

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The Council will engage with tenants and leaseholders in shaping services, and will look to learn from feedback that comes from that engagement

Where possible, all housing services should be co-designed in partnership with tenants and leaseholders. This ensures that their voice is a consistent thread through service design and delivery. This process also ensures that all policies, processes, and projects are aligned with the visions of our tenants and leaseholders. We will ensure that where tenants' and leaseholders' views are taken on board this is shared for others to understand but also to explain to tenants and leaseholders where views and perspectives cannot be delivered and the reasons for this.

We will also ensure that there is a culture of continuous improvement, and that tenants' and leaseholders' feedback is used effectively to shape and improve services. Data from complaints and compliments from staff working with tenants will be used to ensure that services are shared based on feedback received from others.

How will the Council get there?

We will regularly review feedback and complaints to spot areas for improvement by regularly analyse feedback and complaints to identify recurring themes, trends, and service gaps, Insights from this analysis will inform service reviews, staff training, and policy updates. Where appropriate, we will co-design solutions with tenants.

We will share learning with housing staff and change our practice using this information Events will be hosted within communities, so tenants and leaseholders can meet with housing staff and report any issues and discuss opportunities.

We will use data to identify neighbourhood issues and will deploy resources to engage with communities and understand issues and opportunities within estates.

We will implement a structured "You Said, We Did" approach to ensure transparency and demonstrate the impact of tenant voices, to be shared with tenants and leaseholders within **4 weeks** of the close of any consultation, survey, or engagement activity through various communication outputs (newsletters, website, letters and emails)

How will the Council know it has got there?

- Monthly tenant and estate management – KPI Dashboard including thematic engagement areas

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- Monthly review and analysis of complaints and compliment themes
- Housing team drop ins within communities
- Percentage of policies and strategies consulted upon with tenants and leaseholders per year – 100%
- Development of action plans post consultation that are agreed with tenant representatives

Priority Four – COMMUNICATION AND LANDLORD RELATIONSHIP

The Council will be transparent with tenants and leaseholders and provide information to support open and constructive dialogue. The Council will work in partnership with tenants and leaseholders to create a positive resident and landlord relationship.

This priority will build greater engagement with our tenants and leaseholders. We want to ensure we provide transparent data as well as timely and relevant communication about how housing services are performing and the work we are doing within our communities. The aim of this transparency is to forge a positive relationship with our tenants and leaseholders and will support us in setting and managing these expectations.

The data provided to tenants and leaseholders needs to be provided in an accessible format ensuring access for all. The communication that is provided needs to matter to tenants and be about the themes that interest and engage them. This approach will ensure that tenants and leaseholders actively know how to engage with their landlord and will in turn become more involved.

We are committed to ensuring that all tenants and leaseholders have the opportunity to engage with us, regardless of their access to or confidence with digital technology. To support this, we will provide a range of non-digital engagement options to ensure no one is excluded from having their voice heard.

These options will include:

- Printed newsletters, surveys, and consultation materials
- Telephone consultations and feedback opportunities
- In-person drop-in sessions at community hubs and local venues
- Outreach through tenant representatives and trusted community networks

We will also ensure that key information is available in accessible formats, such as large print, Easy Read, or translated versions, where needed. This approach supports our commitment to inclusive engagement and ensures that all tenants and leaseholders can influence the services and decisions that affect their homes and communities.

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How will the Council get there?

We will design a new communications strategy in partnership with our tenants' and leaseholders. The strategy will ensure our communication methods and contact material are in based around the themes residents want to know about and are accessible in a way that is easy to access and meaningful for tenants and leaseholders.

We will review how we use communication methods such as:

- Social media
- Tenant and leaseholder newsletters
- Information on the council website
- Text messaging and WhatsApp
- Telephone Calls
- In person engagement
- Sheltered Housing Tea and Talk

How will the Council know it has got there?

The following indicators will tell us when we have achieved against our ambitions:

- We will develop a new communications strategy for tenants and leaseholders ensuring all information meets their requirements.
- Communications are shared with our tenants and leaseholders using their preferred communication method, to make sure those communications better reflect the requirements and needs of our customers.
- TP07 (TSM's) - Satisfaction that the landlord keeps tenants informed about things that matter to them (Prescribed by the Regulator)
- % of tenants and leaseholders interacting with communications
- % of tenants and leaseholders who report feeling engaged and informed with housing and tenancy communications and engagement channels

6. Consultation

To ensure effective and focused communication during the consultation, we will prioritise channels based on their reach, accessibility, and ability to support two-way engagement.

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Tier 1 – Primary Channels
These will be the main methods used to reach the widest audience and encourage active participation:

- Email newsletters
- Website updates (dedicated consultation page)
- Face-to-face events (e.g. drop-ins, community meetings)

Tier 2 – Supporting Channels
These will be used to reinforce messages and reach specific or harder-to-reach groups:

- Social media
- Community radio
- Localised information sharing (e.g. posters, leaflets, noticeboards)
- Digital resident updates
- Staff engagement (e.g. housing officers sharing updates during visits)

Accessible Formats
To ensure inclusivity, all key materials will be made available in:

- Easy-read versions
- Large print
- Community languages

Feedback Loop
We will publish "*You Said, We Did*" summaries after each engagement phase to demonstrate how resident input has shaped the strategy.

6.1 External Consultation

Outline the key findings from the consultation here to evidence the need for the strategy.

Consultation is being undertaken in July and August 2025.

6.2 Internal Consultation

Internal consultation has been undertaken within the following teams:-

- Tenant and Estate Management
- Housing Improvement
- Anti-social behaviour team
- Community Safety
- Revenues and Benefits
- Communities and Third Sector
- Finance
- Repairs
- Legal

7. Strategy Action Plan

The following plan is supported by a Resident Involvement Governance Structure designed to ensure tenant voices are embedded in service delivery and improvement:

- The Resident Governance Co-ordinator leads the resident engagement function and is supported by two Resident Involvement Development Officers.
- This team is responsible for facilitating meaningful resident engagement, supporting tenant panels, and ensuring that feedback is captured and acted upon.
- The Co-ordinator reports to the Regulation and Housing Improvement Manager, who in turn reports to the Head of Housing Improvement and Community Safety.
- This structure provides a clear line of accountability and ensures that resident insight is integrated into strategic decision-making, along with other services across the organisation to deliver a joined-up approach to improvement.

Priority	Action	Progress	Target date	Responsibility
Empowering Engagement	Understand tenant profile including Demographics Protected characteristics Employment Status Ethnicity Sexuality Gender Analysing the tenant profile to ensure that engagement activity is	Included in the HMS project brief to ensure the new system has the capability to retain information against the tenant profile.	Phase 1 Dec 2025	ASB and Community Safety Manager, ICT Applications and Solutions Manager

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Priority	Action	Progress	Target date	Responsibility
	proportionate and representative.			
	Understand barriers to engagement. Compare the tenant profile to the profile of residents that have engaged with the council. Understand if there are underrepresented groups and explore the reasons for inadequate engagement.			Resident Governance Co-Ordinator, Housing Data Co-Ordinator
	Develop a communication and engagement plan for resident involvement.			Resident Governance Co-Ordinator
	Quarterly Dashboard created of consultation and engagement			Resident Governance Co-Ordinator Housing Data Co-Ordinator
	Complete an annual review of communication and engagement to ensure the engagement is representative and to review the success of the engagement activity.		March Annually	Resident Governance Co-Ordinator
	Review training activities for involved residents and Housing Improvement Board members to ensure tenants and leaseholders can		Dec 2025	Resident Governance Co-Ordinator

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Priority	Action	Progress	Target date	Responsibility
	deliver meaningful scrutiny			
	Ensure opportunities are inclusive for engagement. Analyse the tenant profile and ensure activities are explored to meet the needs and requirements of the tenant profile.		March 2026	Resident Governance Co-Ordinator
	Work in partnership with the communities' team to ensure the RIO's are invited to community events to maximise the diversity and types of events that they attend to engage with residents To include: • 5 in 25 • Local sessions with community providers		August 2025	Resident Governance Co-Ordinator
Enhancing governance and accountability	Adoption of the Housing Improvement Board to ensure there is a tenant and leaseholder scrutiny function. Tenant recruitment is planned for Autumn 2025 to ensure there are 3-5 tenant board members to operate at the board level.	Interim Housing Improvement Board Set Up March 2025 A fully operational board with tenant representatives is planned for Autumn 2025. The Tenant & Leaseholder Panel remains in place as a scrutiny function	Sept 2025	Regulation & Housing Improvement Manager

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Priority	Action	Progress	Target date	Responsibility
		until the Board is fully functional.		
	To develop the menu of involvement and engagement plan		Sept 2025 Reviewed annually	Resident Governance Co-Ordinator
	Explore formation of engagement groups		Dec 2025	Resident Governance Co-Ordinator
	Explore accreditation with Tenant Participation Advisory Service		Sept 2025 Reviewed annually	Resident Governance Co-Ordinator
	Sign up to the NHF Together with Tenants initiative		Sept 2025	Resident Governance Co-Ordinator
	Creating an asset-based communications campaign for recruitment to the Housing Improvement Board resident board members.		Aug 2025	Resident Governance Co-Ordinator
Shared design of services & learning from feedback	Regularly review feedback and complaints and establish lessons learnt	Include in new JDs within the restructure n the Housing Improvement team	Monthly from July 2025	Regulation & Housing Improvement Manager
	Create a training program for staff for co-design / co-production and ensure staff have adequate skills to support residents through a co-design/ co-production process.		December 2025	Regulation & Housing Improvement Manager
	Set up data insights to identify neighbourhood	Strategic Tasking Groups	December 2025	Head of Tenancy Management and

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Priority	Action	Progress	Target date	Responsibility
	issues and opportunities. Use the Neighbourhood Strategic Tasking Group to understand place-based issues and opportunities on Estates and work in partnership with ASB, Police, Environmental Health, planning and Grounds Maintenance to tackle the issues and opportunities.	set up April 2025		Sheltered Housing
	Establish housing team drop ins within communities		October 2025	Tenancy and Estate Manager Regulation & Housing Improvement Manager Resident Governance Co-Ordinator
Communication and landlord relationship	Develop a comms strategy with tenants and leaseholders Including preferred contact methods Thematic focus groups Area Committees Mystery Shoppers			Resident Governance Co-Ordinator Regulation & Housing Improvement Manager
	Review the success of each communications method. Levels of engagement Resident feedback Create and publish and Annual Report of Resident Engagement and the deliverables		March 26 Annual Review	Regulation & Housing Improvement Manager

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Priority	Action	Progress	Target date	Responsibility
	created throughout the year.			
	Publish an annual engagement calendar Including opportunities such as :- Focus groups Rep surgeries Public meeting opportunities Council Events 5 in 25s Estate walkabouts		March 26 Annual Publishing	Communities Manager, Regulation & Housing Improvement Manager

8. Resource Requirements

Delivery of the strategy will be undertaken mainly within and by the Housing Service and absorbed into existing roles. No additional hours or budget are required. However, resources will also be required from

- The Council's Communication Team to support the delivery of messages to Tenants' and Leaseholders
- The Programme Assurance Office to support the meeting of deadlines and timescales
- Communities Team through support from the council's Equality, Inclusion and Diversity Officer

Day to day responsibility for strategy delivery will be the Assistant Director of Housing in conjunction with their heads of service

Strategy Author	Tina Dodd
Strategy Lead	Kirsty O'Connell
Strategy Sponsor	Christine Lyons
Accountable Member	Councillor A Brown Councillor E Callaghan

8.1 Equality Impact Assessment

We want to ensure engagement is meaningful and a representation of our tenants. We are working towards understanding our tenants, so our participation model is reflective

of our tenant's demography and background. Increasing this understanding will inform our involvement methods and ensure they maximise engagement opportunities for all. We will take reasonable steps to ensure that all tenants have an equitable opportunity to be involved in influencing and scrutinising strategies, policies and services, considering the diverse needs of tenants.

8.2 Other

To deliver the strategy other support will include

- Meeting rooms/engagement spaces
- Technology to deliver key messages at events
- Branded items to promote Tenant and Leaseholder engagement

9. Corporate Knowledge

Corporate Ambitions	Levels of Impact			
	High	Medium	Low	None
The Borough of Basildon will be a place where happier, healthier, and safer communities flourish, creating a sense of belonging and well-being for all.	x			
The Borough of Basildon will offer a high quality of life for all of its residents with high-quality homes, vibrant neighbourhoods, and towns centered around enduring facilities, green spaces, and thriving town centres. Each of our six unique areas will reflect this commitment to excellence	x			
The Borough of Basildon will be full of promise, where residents benefit from better education, enhanced skills, greater opportunities, and a thriving local economy that supports everyone's ambitions.			x	

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Basildon Borough Council will provide ambitious public services, ensuring residents feel proud of the work the Council does and confident in the Council's commitment to their future.			x	

10. Links to other Corporate Policies or Partner documents

- Corporate Plan
- Housing Strategy
- Complaints and Compliments Policy
- Corporate Consultation and Engagement Policy
- Tenant and Leaseholder Engagement Policy

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