

TENANT ENGAGEMENT



Annual Review 2024/25



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Introduction

This Review details the various Tenant Engagement activities between January 2024 and March 2025. In November 2023, we launched our Tenant Engagement Strategy; the Strategy sets out how Babergh and Mid Suffolk District Councils will develop tenant engagement opportunities and how we embed tenant engagement into all elements of our Housing services. This was then reviewed in November 2024. The strategy was written following extensive consultation with tenants via a survey with over 1,000 responses.

This review will contribute to our evidence of meeting the Transparency, Influence and Accountability standard which is one of the four Consumer Standards. This standard includes a list of requirements that landlords must deliver. This includes 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.

This year we have been focussing on:

- Recruiting to the Tenant Board and specifically strengthening it with a broader demographic.
- Developing our process for planning Community Action Days and holding 10 of these across both Districts.
- Pushing forward with our Greater Places projects, which are now extended to be both large and small scale.
- Conducting scrutiny projects led by our Tenant Board.
- Working with the Stop Social Housing Stigma campaign.
- Working more closely with colleagues both inside and outside of the Housing Team to embed Tenant Engagement into working practices across the organisation.

Tenant Engagement

We encourage our tenants to help us shape the services they receive from us.

This means we will tell you about anything that affects your home or the service you receive and give you opportunities to express your views and opinions.

We believe there are many benefits to being involved, which include:

- You have the opportunity to tell us what works well – and not so well.
- You can hold us accountable for the service you receive.
- You can help us make positive changes.
- Free training is available.
- You can develop new, transferable skills.
- You can make new friends.
- You will be empowered to make changes you'd like to see in your neighbourhood or local area.
- We provide gift vouchers for taking part in some engagement activities.

We provide a range of ways for you to get involved, at a level that suits you and the time you have spare. You will never be left out of pocket for your involvement as we will reimburse transport costs where necessary.

[Find all our Tenant Engagement opportunities on our website.](#)



Satisfaction surveys

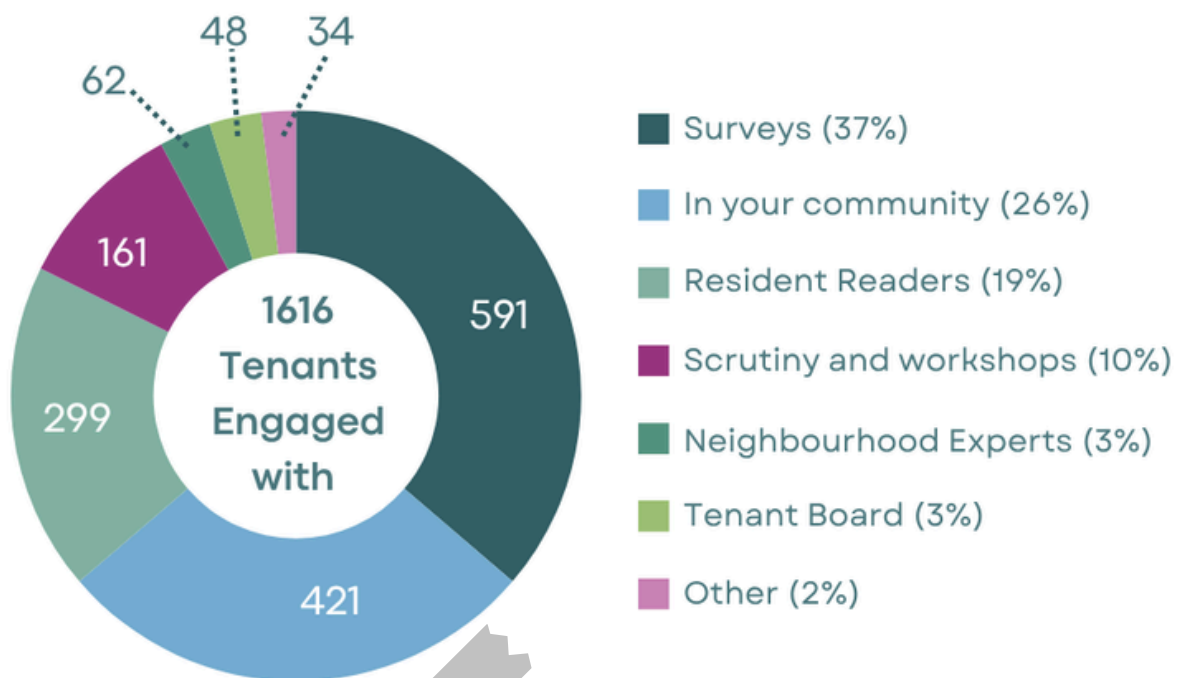
We carry out regular surveys about the services we provide. If you are contacted by our survey company, Acuity, to take part in a survey, please do so. Your feedback really helps us to improve.

[You can view results from our surveys, and what we are changing, on our website.](#)

Engaging with our Tenants

From January 2024 to March 2025, the Tenant Engagement Team engaged with 1,616 of the tenants and residents who live in our communities in the following ways.

TENANT ENGAGEMENT ACTIVITY January 2024- March 2025



In this period we:

- Started our first Scrutiny project and completed 3 with a total of 44 recommendations to improve our services
- Visited 33 communities to talk to you
- Completed 15 resident readers projects
- Held 13 Tenant Board meetings
- Engaged with our tenants in 105 different ways across both districts
- Engaged with 855 tenants in Babergh and 726 in Mid Suffolk

Last year we introduced our Neighbourhood Expert role, this is perfect for someone who is the eyes and ears of their community, and wants to feedback and work with relevant teams around issues affecting residents in their local areas. If this sound like you, we'd love to hear from you. contact us at: tenant.engagement@baberghmidsuffolk.gov.uk



Bulletin

From January 2024 to 31st March 2025, we sent out 16 campaigns, with a further four targeted campaigns. In January 2024, we had 5,098 tenants signed up to receive the Bulletin. As of 31st March 2025, we have 5,925 tenants signed up to receive the Bulletin. We use the Bulletin to promote a range of our services and keep tenants informed about things that impact them. 53,652 articles have been read by our tenants on things such as:



- Updates on our repairs service
- Launching our tenant handbook
- Invitation to events and consultations such as the Housing Ombudsman event, ASB scrutiny events and Older Persons Strategy consultation
- New contractor announcements
- Damp and mould guidance
- Performance and Tenant Satisfaction updates

If you would like to sign up to My Home Bulletin, or to see the previous editions please follow the link [here](#)

Tenant Satisfaction Measures



As a social housing provider in England, from April 2023, we must collect data on a new set of tenant satisfaction measures (TSMs). These are part of a new system developed by the Regulator of Social Housing to assess how well social housing landlords are doing at providing good quality homes and services.

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The TSMs are designed to see how well landlords are doing at keeping properties in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management. There are 22 tenant satisfaction measures, including 12 tenant perception measures and 10 management information measures.

Following our submission in 23/24, we have been focussing on making improvements in our handling of complaints. We were not responding to the majority of our complaints as per the timescales set out by the Housing Ombudsman, and tenant satisfaction was low. Following a real drive to improve in our performance, we are now responding to nearly 80% of our complaints in time, and satisfaction has gone up too.

Moving forward, we will be looking at our targets for tenant satisfaction with our Portfolio Holders and our Tenant Board to make them realistic and decide what the priorities should be for 25/26 based on what you have told us in 24/25

We will also be working with tenants on communicating rent increases, and what information they want to see in the letters all tenants receive.

We also want to use our My Home Bulletin newsletter for more targeted communications, such as explaining our challenges and what are plans are to address these, working with Service Heads in Housing to develop the messages that they want to share.

Tenant Board



The Tenant Board currently has 6 members who range in age and occupational backgrounds to reflect our broader tenant population. We have held 13 Board meetings between January 2024 and March 2025. The Board have monthly meetings which are online and held in the evening to make allowances for members who are employed or have responsibilities during the day. [Board papers can be found here.](#)

The Tenant Board have been focussing on the following topics/ tasks:

- Tenant Satisfaction Measures - first year review
- Rent increases
- Performance Dashboards
- Overseeing Greater Places projects
- Complaints statistics
- Tenant Engagement Strategy review
- Annual Report to tenants
- Tenant Handbook
- Anti-social behaviour scrutiny project
- Changes to service charges
- Housing Revenue Account – income from rent
- Governance of the Board with reports now going to the Overview and Scrutiny Committee

2025-2026

This year our Tenant Board will carry out at least three in depth scrutiny projects, one on Complaints and an investigation into the experience of using Customer Services and improvements that could be made. The second and third will be chosen by the Board in summer 2025.

We will be asking our Tenant Board to help us prepare for an inspection from the Regulator for Social housing by taking part in a mock inspection. When the Regulator does inspect the Board and all of our other Tenant Engagement work this will be a key part of ensuring we're meeting the new Consumer Standards.

In 2025 The Tenant Board will continue to work with us to monitor the performance data from the Tenant Satisfaction Measures, Performance Dashboards and complaints Statistics. The Board will also help Babergh and Mid Suffolk Council complete the annual self- assessment against the Regulatory Standards.



Scrutiny

What is Scrutiny?

Scrutiny is a way for you to review and influence our services. It involves panels of customers working alongside Babergh and Mid Suffolk Council staff. These projects are used to examine how well we're meeting your needs and recommendations from these sessions are then used to improve the service.

2024-2025

Between April 2024-March 2025 the Tenant Board led on 3 scrutiny projects. The Tenant Board undertook scrutiny projects on the Annual Report to Tenants as a starter project, as many newly recruited board members had not undertaken scrutiny before. The second project was the introduction of the Tenant Handbook, and this was advised due to the recent government consultation on tenants' access to information requirements. The Tenant Board decided to investigate anti-social behaviour as their third project after reviewing satisfaction survey data from this service.

Scrutiny Project

Methodology

Outcomes

Annual Report to Tenants 2024

The Tenant Board reviewed previous BMSDC Annual report as well as those of some other housing providers. Members of the tenant board discussed improvements to the Annual Report across two board meetings.

The recommendations that came out of this project were used to create a design brief for our Annual Reports going forward. This included:

- More use of colour
- Fewer words
- More concise
- Greater use of pictures
- Use of statistics and graphs

Tenant Handbook

An initial survey was conducted with all tenants who had moved into their home in the last 18 months to understand what information they would expect to receive when they moved in. Using the feedback from 107 tenants we created a draft Tenant Handbook.

A second survey was then sent out to those who wanted to participate further to understand if the draft handbook covered the feedback from the initial survey and if there was anything else we could improve on. We made changes to the document based on their final recommendations.

There were 13 improvement recommendations for the draft Tenant Handbook. These included:

- Contacting your housing officer
- Repairs timelines
- Service charges
- Paper copies of the handbook

All recommendations were accepted. The handbook has been updated and circulated to every tenant with an email address. You can also find our handbook in libraries across the district and at our Customer Access Points. Sheltered Housing schemes all have hard copies in their communal lounges.

You can find the Tenant Handbook on our website here: [Babergh Handbook](#)
[Mid Suffolk Handbook](#)

Scrutiny Project

Methodology

Outcomes

Anti Social Behaviour

The Tenant Board received satisfaction data from both the anti-social behaviour transactional survey and the Tenant Satisfaction Measures survey. From this they decided a list of themes that they wanted to investigate further that they believed would improve the ASB service. These were:

- Procedure
- Communication
- Resources
- Roles, responsibilities and powers available.

Based on these themes, we conducted two focus groups, one online and one in person and looked at the following:

- Customer Journey Maps from our own tenants who have experienced our ASB service
- Satisfaction data on ASB
- Resources used by other landlords and comparing them to our own resources
- ASB procedure
- Staff responsibilities in ASB and communication gaps

32 recommendations came out both focus groups, 31 one of these recommendations were approved by the Tenant Board and by the Head of Tenancy Services.

We have started working on these recommendations as of April 2025. The progress of these will be monitored by the Tenant Board and the Overview and Scrutiny Committee bi-annually.



Community Action Days

Between January 2024 and March 2025 we held 10 Community Action Days (CADs) – five in each District. CADs are used to tackle a particular problem in one of our communities. We use feedback from our Tenant Satisfaction Measures to target areas where you have told us you are not satisfied with your neighbourhood. This year the CAD's were spent clearing up communal areas, working with the Public Realm team to improve the appearance of communal areas and remove bulky waste and fly-tipping. We also work with repairs to ensure tenants repairs are scheduled for the day. The team will also complete guttering works in the area.

We letter-drop the tenants and residents beforehand to notify them of our plans and encourage them to speak to us on the day or via email to try to understand what we can do to improve their area. From this work we have been able to identify multiple Greater Places projects.

Any staff member or tenant can volunteer on our CADs and we are also often joined by the Ward Member for the area. We have found that it is a great way to work with communities and identify improvements we can make.

We completed 10 Community Action Days between Jan 2024-March 2025!

Location	Issues	Outcomes
St Andrews Drive, Chelmondiston	<ul style="list-style-type: none">• Bulky waste clearance• Fly tipping clearance• Overgrown vegetation cleared from over garages and across parking	<ul style="list-style-type: none">• Cleared all the hedges at the back and used a chipper to dispose of the waste• Cleared the walkway at rear• Spoke to residents about future improvements• Identified some problematic large trees which have since been coppiced
St Peters Road, Nayland	Overgrown vegetation cleared from communal areas. Hedges cut back to widen pavements.	<ul style="list-style-type: none">• Easier to navigate the pavements and a couple of pathways to older tenants made safe.
Elm Estate, East Bergholt	<ul style="list-style-type: none">• Engaged with residents about improvements needed to the area• Cleared central communal garden. Building Services engaged to clear gutters at request of residents• Understand what Improvements residents would like to see in the area	<ul style="list-style-type: none">• Have since returned with Councillor to meet with residents and agree further changes to the area.

Location	Issues	Outcomes
Hillside, Stowmarket	<ul style="list-style-type: none"> • Cleared several garage / parking areas of overgrown vegetation to allow residents more parking spaces. • Widened and cleared paths between houses to improve access 	<ul style="list-style-type: none"> • Increased parking area and ensured pathways could be more easily navigated with buggies or wheelchairs etc.
Toppesfield Garden, Hadleigh	<ul style="list-style-type: none"> • Communal walkways and paths were so overgrown they were impassable • A lot of tenant data missing from our system 	<ul style="list-style-type: none"> • Widened, safe walkways allowing ease of use and more light • Repairs and Guttering completed in the area • Completed more of our tenant data to get a full picture. Housing Officer liaised with Tenants about their tenancy issues • Citizens Advice Bureau and Community Action Suffolk attended to provide advice
Eve Balfour House, Haughley	<ul style="list-style-type: none"> • Cleared pathways, overgrown hedges • Repairs completed in the area 	<ul style="list-style-type: none"> • Improved an area surrounding a building which is going to be used as Temporary Accommodation for families.

Location	Issues	Outcomes
Meadow Close Lavenham	<ul style="list-style-type: none"> • Generally run-down area with fly-tipping, rubbish and overgrown ivy growing up the buildings risking structural damage. 	<ul style="list-style-type: none"> • Housing Officer attended to advise and assist a tenant who needed to clear some built-up waste. • Ivy cleared and disposed of. Area cleared of fly-tipping and rubbish.
Sycamore Close, Great Cornard	<ul style="list-style-type: none"> • Garages with a great deal of weeds and rubbish around them • Walkways blocked by overgrown vegetation • A great deal of missing tenant data 	<ul style="list-style-type: none"> • Joined by the local Community Police and Anglian Water. • Weeds and rubbish cleared. Bushes cut back and area generally tidied up.
Castle Hill, Eye	<p>This is an area of architectural importance but access around and through it was severely overgrown with thick moss on all pathways.</p>	<ul style="list-style-type: none"> • The paths are now much safer and easier to use in all weather and overgrown vegetation has been cleared to widen them.
Jervis Close Holbrook	<ul style="list-style-type: none"> • Complete clearing of moss from car parks • We wanted tenant feedback on low levels of satisfaction which they told us was due to overgrown spiky vegetation to the sides of the car parking areas. • Neatened pathways. 	<ul style="list-style-type: none"> • Appreciation from residents that they will no longer risk injury getting out of the car • Collected tenant data from the majority of houses • Spoke to residents on how we could utilise the Greater Places fund to improve the area



Community Action Days 2025

Between March and November 2025, we will hold our Community Action Days at the following places:

Babergh

- Cavendish and Minden, Sudbury
- Great Cornard
- Holbrook
- Long Melford
- Drake and Nelson estate, Sudbury

Mid Suffolk

- The Twinings, Combs Ford
- Stowupland
- Eye
- Bramford



Some of these will be alongside colleagues from Public Realm, Repairs and Maintenance, Tenancy Services and colleagues from the Compliance and Assets teams. We will also be going door-to-door meeting tenants and gathering missing information.



Greater Places is the name for our environmental improvements budget that funds any improvement works to any asset owned by the Housing Revenue Account, including any cost associated with the project. We have worked with our tenants closely to identify projects that they feel would improve their community.

We have identified some very large projects and a number of small and medium sized projects. So far we have completed twelve of the smaller projects. We now have a project manager in place and are moving forward with the bigger projects in Blackfriars, Sandringham Court, Gayford Court and Gainsborough Road.

If you would like to speak to us about improvements in your community please email us at: tenant.engagement@baberghmidsuffolk.gov.uk

So far we have

Identified 64 improvements across 25 areas

Completed 12 of the projects under this scheme

Projects completed include:

- Multiple playpark projects in Babergh
- 2 new communal washing machine and driers at Partridge Court
- Bollards in garage area of Cavendish Way
- 2 carpet cleaners for the sheltered schemes
- Gardening vouchers for Gayford Court and Partridge Court
- Storage for buggies in Homefield, Boxford
- Installed solar lights outside residents properties in Parkers Way, Nayland
- CCTV and tree works in Sudbury

Tenant Engagement Culture

We have collaborated with the following teams to embed Tenant Engagement into our practices:

Compliance Team

Working with the Compliance Team to create a portfolio of health and safety leaflets for the website. The Resident Readers reviewed these, and we applied this feedback to the leaflets. We also worked with the Compliance Team and tenants to review the recharge policy wording for the compliance section.

Housing Repairs and Maintenance

Working with the team and tenants to create our new "Repairs pledges" which outlines our promise to our tenants. We surveyed tenants who told us they were interested in the subject. We then collated the responses and created 6 new repair pledges. We also worked with the Repairs and Maintenance team to review the Recharge policy with tenants.

Tenancy Services

Officers are involved in Community Action Days and Consultation days for Greater Spaces initiative.

Worked with the Rents and Service Charge Team to assist them in rolling out service charges consultation for all that were affected.

Worked closely with members of the team in preparation and delivery of the ASB scrutiny project.

2 Tenant Board members helped interview the new roles for the Housing Team. This included: Housing and Neighbourhoods Lead, Community Housing Team Leaders and Community Housing Officer.

Public Realm Team

Attending sheltered scheme coffee mornings to understand what improvements we can make to the communal garden areas and they also provide a massive support at our Community Action Days.

Councillors

Attended walkabouts and site visits in areas that need more support.

Councillors who sit on the Overview and Scrutiny Committee review our tenant engagement scrutiny work bi-annually.

Portfolio Holders for Housing for both councils attend the Tenant Board.

Councillors are invited and regularly attend tenant engagement workshops and focus groups.

Communication Team

To ensure we are communicating about Tenant Engagement in and out of the organisation.

Outside Organisations

We have worked with the following in our Tenant Engagement work

Suffolk Police

Attended multiple Community Action Days and community days across the district to answer any questions the community may have.

Community Action Suffolk

Attended the Community Action Day in Toppesfield Garden to promote the work they do to residents.

Stop the Social Housing Stigma

We are Early Pioneers of the Stop Social Housing Stigma Campaign. We worked with them and tenants to pick our "journey tickets" and held a workshop on how we can look to reduce stigma in social housing.

The campaign held its Parliamentary launch on Monday 19th May which was attended by our Tenant Board members.

Citizens Advice Bureau

Community Action Day in Toppesfield Garden to increase awareness of the work they do.

Reviewed the Tenant Handbook and gave feedback on how to improve.



Anglian Water

Joined our Community Action Days.

Liaising with tenants and residents about how they can improve efficiency in their water use and proving items that can help with this.

Ministry for Housing, Communities and Local Government

Attended multiple site visits in our communities learning about our social housing stock and how we operate.

Ipswich Borough Council, East Suffolk Council and Great Yarmouth Town Council

Continue to work with other local authorities to understand how we can work together and share learning in terms of Tenant Engagement.



Stop Social Housing Stigma Campaign

Stop Social Housing Stigma is a tenant-led campaign, presenting a positive image of social housing and its tenants, challenging the stigma associated with social housing.



The Stop Social Housing Stigma (SSHS) works with the University of Durham, Sheffield Hallam University, Chartered Institute of Housing (CIH), TPAS and YD Consultants.

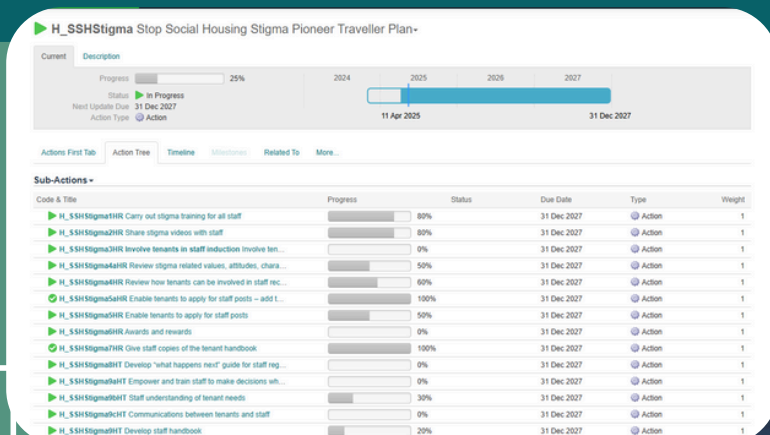
We joined the campaign as a member and then went on to be one of their 'Pioneer Travellers'. This is a group of landlords working on their pilot programme to help develop positive actions that can be taken for the wider Social Housing sector.

Recent G15 research has shown that just under 50% of tenants have felt stigmatised and 36% are embarrassed to tell people they live in social housing.

SSHS aims to establish an accountability culture that is beyond tick-box regulations.

We have held a workshop with them, staff from across Housing and our tenants and developed an action plan which is currently being worked through by a team and progress regularly updated.

You can find out more about this here: [Stop Social Housing Stigma website](#)



You said, We did

Project	You Said	We Did
Housing Jargon Guide	<ul style="list-style-type: none"> You wanted a guide to explain housing terms The guide needs to include wider council terms 	<ul style="list-style-type: none"> Created a housing jargon guide for our website that included wider council terms Encouraged our staff to use plain English in communications
Health and Safety Leaflets	<ul style="list-style-type: none"> You have reviewed 7 Health and Safety leaflets You told us about consistency errors For each leaflet you told us if the leaflet was; easy to understand, written in clear English, presented clearly, helpful, informative and of the appropriate length Gave advice on whether you felt any information was missing 	<ul style="list-style-type: none"> Using your feedback we now have a collection of 7 Health and Safety leaflets which all have the Tenant Approved Marker. The leaflets include; Asbestos, Fire Safety, Electrical Safety, Gas Safety, Lift Safety, Water Safety and Damp and Mould.
Contracts webpage	<ul style="list-style-type: none"> You told us that you did not want Company ID badges on the website, in case anyone replicates these You want information on the webpage to be updated when we have new contractors You want to know what each contractor does Include a number on the website for tenants to confirm contractor details 	<ul style="list-style-type: none"> Created a clear and concise document with Contractor logos Document has been continually updated when we recruit new contractors We have included a description for each contractor We have added our telephone number for tenants to use to confirm the legitimacy of a contractor

You said, We did

Project	You Said	We Did
Health and safety website review	<ul style="list-style-type: none"> You wanted all policies and procedures on our website You wanted a mixture of text and pictures when communicating health and safety information You wanted tips on improving safety in your home You would also like Information about how to identify and report a hazard in your home 	<ul style="list-style-type: none"> We have created a webpage which includes all of our health and safety policies and leaflets Leaflets include a mixture of text, pictures and tips on how to make your home safe The tenant handbook and website has information on how to report a hazard in your home Additional webpage section called "caring for your home" which has guides on how to keep your home safe
Repair Pledges	<ul style="list-style-type: none"> You told us that your top 3 priorities for our repairs and maintenance operatives should be; Quality/ Efficiency, Friendly/ Respectful and Cleanliness You told us your main priority for operatives working in your home is for them to be respectful and polite Quality of work was the most important thing when work is being completed in your home Operatives having good communication and completing repairs in a timely manner was also important to you 	<ul style="list-style-type: none"> From the responses from this survey we created 6 pledges that our operatives will work to: Repairs Right First Time Timely appointments Good communication Respectful and Friendly Tidiness Good Quality Work

You said, We did

Project	You Said	We Did
Neighbourhood Experts	<p>Key Highlights:</p> <ul style="list-style-type: none"> • Castle Hill- tenants were not happy with the condition of their communal areas • Gayford Court- The scheme wanted to work together to create a nice garden area. They also wanted the railings repainted. Hedges desperately needed trimming. Tenants wanted rotary lines repositioned as the current ones were down a steep hill. • Newell Court- slippery paths going to properties when wet. Brick wall outside scheme was breaking. • Partridge Court- needed new washers and driers • Weston Court- internal carpets needed deep cleaning • Elizabeth Court- want a more accessible garden space 	<ul style="list-style-type: none"> • Castle Hill- Conducted a walk around to identify issues and then held a Community Action Day to clear the area • Gayford Court- received funding for plants and now procuring a contract to complete garden works. We repainted the hand rails and installed a new rotary line. • Newel court- fixed the wall and currently investigating a solution to the path issue • Partridge court- purchased two washing machines and driers. • Weston Court- purchased 2 carpet cleaners to be shared around all sheltered schemes. • Elizabeth Court- some garden work has been completed to extend the bedding area. Work to be undertaken in 2025 to the rest of the garden.
Scrutiny	<p>Please find more information on our scrutiny page above.</p> <p>You gave your views on Anti Social Behaviour, Tenant Handbook and the Annual report to tenants. This totalled an amazing 44 recommendations.</p>	<p>So far we have completed all recommendations from the Annual Report to Tenants and Tenant Handbook Scrutiny. We have completed 1 out of 31 recommendations from the Anti social Behaviour scrutiny. These are due to completed by 31st March 2026.</p>

You said, We did

Project

You Said

We Did

Service Charges

- We needed to make some charges clearer, particularly around communal energy
- Some felt the service charges shouldn't apply to them
- Tenants wanted more clarity on the rent and service charge increases and what these pay for
- Many said tenants need support in paying for service charges

- We will ensure that charges are clearly labelled 'personal' or 'communal' and provide tenants with further information online and in our written communications about what the charge is for.
- 29 residents queried the appropriateness of the charges, and this feedback has been beneficial. We reviewed our data, costs and service provision to ensure that the charges we set in April 2025 was relevant and fair.
- We have provided information on our website and in writing with the annual rent review about how rents and service charges are set and increased. Because the legislation and regulation around rent and service charge setting is complex, we recognise that it may be inaccessible to some tenants. Through setting accurate charges and showing a link between the charge and the service, we aim to build trust that we are being fair and consistent in our approach.
- Our financial inclusion service works with residents to ensure their income is maximised and they are able to budget.

Equality Diversity and Inclusion

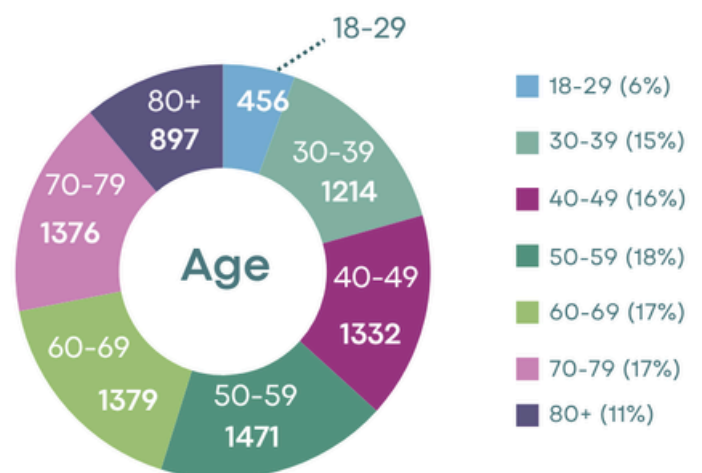
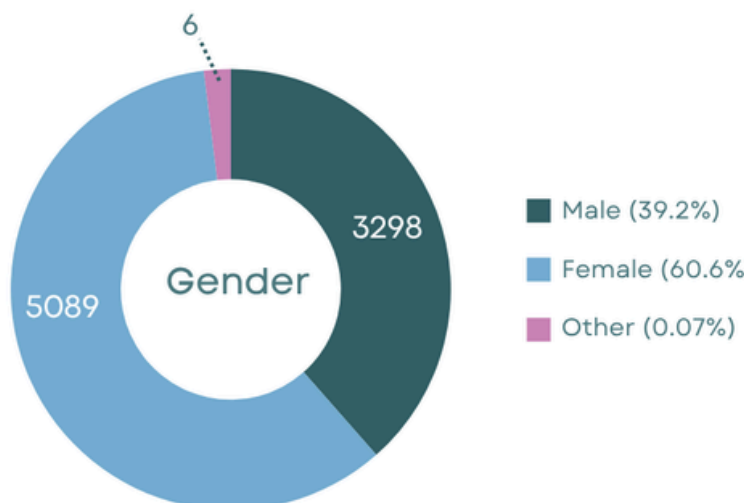
It is important to us that all tenants have the right resources and access to get involved in Tenant Engagement opportunities. We want to actively involve tenants from representative backgrounds in our decision-making processes, to ensure a more inclusive and representative approach to influencing service design. It is our responsibility under the Public Sector Equality Duty and the Consumer Standards to ensure that we deliver fair and equitable outcomes to all tenants.

Current Tenant Profile

We have a combined population of 8,393 tenants (4,228 in Babergh and 4,165 in Mid Suffolk). Below are charts to show our current tenant profile across both districts. Although we do try to keep updated with your information, we know that we have some gaps in our data, and have plans this year to resolve this.

We still need to verify:

- 258 Date of Births
- 3,499 Ethnicities
- 3,788 Languages
- 6,170 Vulnerabilities or disabilities



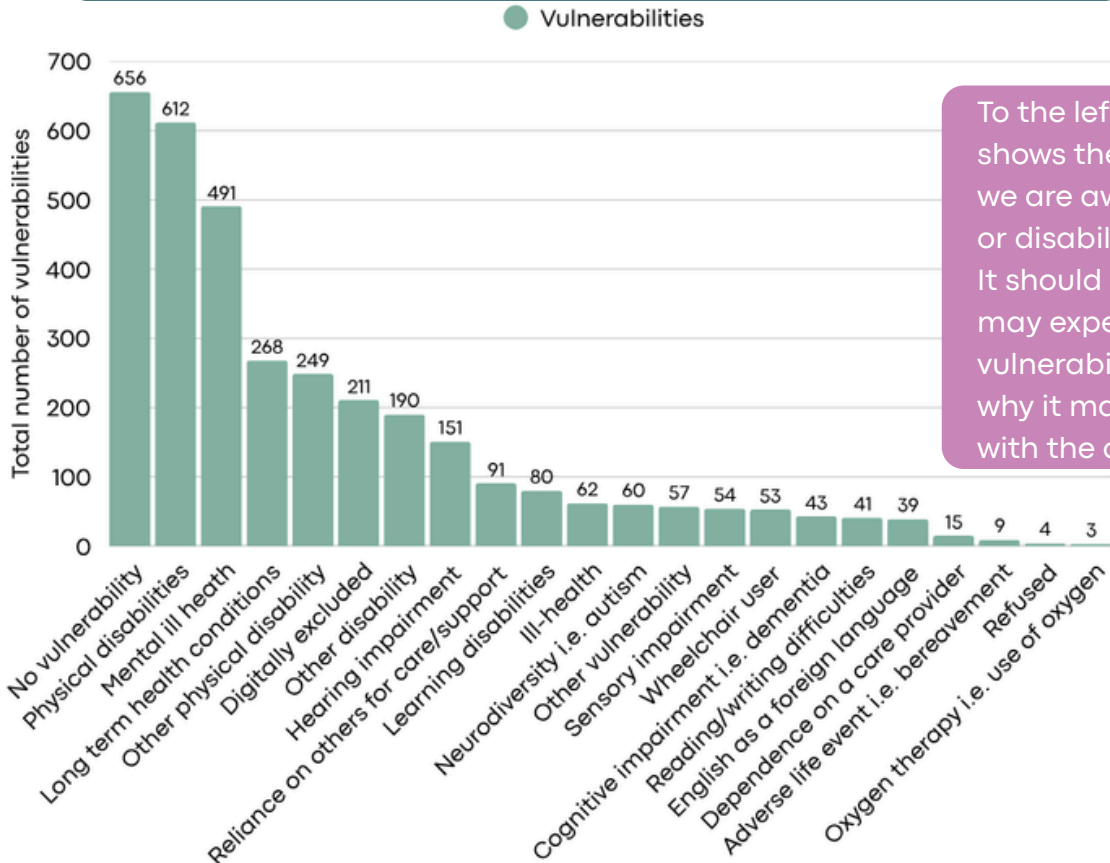
Equality Diversity and Inclusion

Language	Total
English	4,523
Polish	21
Romanian	11
Portuguese	8
Turkish	7
Ukrainian	7
Lithuanian	3
Spanish	3
Bengali	2
German	2
Irish	2
Italian	2

Ethnicity	Total
White British	4,506
Refused	140
White other	114
Other	25
Black African	18
White Irish	18
White and Black Caribbean	15
Any other mixed background	11
Gypsy Romany Irish Traveller	11
Asian and any other Asian background	7
Black Caribbean	7
White and Black African	7
Asian Bangladeshi	5
White and Asian	5
Asian Indian	2
Black and any other black background	2
Chinese	1

We also have a minority of tenants whose first language is one of these:

- Afrikaans
- Arabic
- Chinese
- Croatian
- Dari
- Estonian
- French
- Maltese



To the left is a bar graph that shows the details of tenants that we are aware have vulnerabilities or disabilities. It should be noted that one person may experience multiple vulnerabilities/ disabilities which is why it may not appear to align with the data presented earlier.

How are we gathering data?

- Customer Services collect data where there are gaps and will check that all information is up to date when you call us.
- All housing staff update our systems when informed that there has been a change in your data.
- Data collection on our Community Action Days to update and check your details. There will be two data collection days in 2025 in areas where there are greater gaps in the data we hold.
- On all tenant engagement surveys we ask for information on ethnicity, language, and vulnerabilities so we can update our records.
- When tenants move into our homes we also ensure we have all necessary information about them.

How are we using data to improve our services?

- We now have in place a translation service allowing tenants to request a copy of any of our documents in a different language.
- The translation service can also be used by staff on visits if they are speaking to someone whose first language isn't English.
- Easy Read version of the Tenant Handbook and Tenancy Agreement are available.
- Training for staff around adaptations of service for long-term and short-term vulnerabilities in 2025.
- The introduction of a council-wide 'Vulnerable Persons Policy' in 2025.
- From April 2025, all scrutiny project reports will include a section on how equality, diversity, and inclusion have been considered throughout the project.
- Equality Impact Assessments are being carried out on all new and reviewed policies and services. This is to ensure we understand the impact of what we do on protected characteristics and how we may need to adapt our services to ensure we do not negatively impact a particular characteristic.

Looking Forward



Our next review will cover the period of April 2025- March 2026 to align with the Annual Report to Tenants.

Over this period our focus will be on:

- Completing 3 scrutiny projects, including a review on our complaints process
- Continuing to ensure we can provide evidence that we are complying with the Regulator for Social Housing's Consumer Standards
- Improving how we engage with you in your communities
- Looking at how we can incentivise tenant engagement
- Working with tenants to refresh our Tenant Engagement Strategy ensuring it remains effective

Thank you to all tenants who have engaged with us this year and helped us to shape the services that you receive.

