

BRIEFING NOTE

DATE 30 June 2026

PURPOSE OF THE BRIEFING NOTE

To inform the Portfolio Holder for Housing & Planning, our Tenant Panel and all tenants on how a better understanding of tenants' diverse needs and those with protected characteristics will drive further service improvements.

In our commitment to continually learn, reflect and improve, we have reviewed our current approach to recognising and responding to the diverse needs of our tenants, to improve the way we will:

- Understand the different characteristics, vulnerabilities, and lived experiences of our tenants.
- Use that understanding to design, deliver, and adapt services, so outcomes continue to be fair and equitable.
- Meet the RSH Consumer Standards (2024) requirements on Fairness & Respect, Diverse Needs, Engagement, and Information.

BACKGROUND SUMMARY

Tendring District Council's tenants represent a broad spectrum of backgrounds, experiences, and individual requirements. Providing a generic "one-size-fits-all" housing service risks overlooking the unique challenges that some households may face, and in some cases, could even place them at a disadvantage or in vulnerable situations.

The Council recognises that our tenants may encounter a variety of barriers that affect their ability to fully benefit from our services. These barriers might be short or long term and include disabilities, health conditions, language differences, or specific life circumstances that impact their access to essential services such as repairs, understanding of our communications, or ability to engage with us.

Our goal is to create a housing service that is responsive, adaptable, and truly inclusive. We understand that, by treating every tenant as an individual and identifying their specific needs, we can tailor our support and adapt our services accordingly. This approach not only offers practical benefits for our tenants, but ensures that everyone feels valued and contributes to a thriving, inclusive community where everyone can access the housing services and influence decisions that affect their homes and communities.

CURRENT POSITION AND CONTINUOUS LEARNING & IMPROVEMENT

We currently adopt the following approach in collating, reviewing and using information on our tenants and diverse needs to inform decision-making, policy and service improvements:

• **Data and Insight – what we want to achieve**

- *To have a reliable, robust, up-to-date picture of who our tenants are and what they need*

Including demographic, accessibility, support needs, age, disability, language, cultural background, gender identity, household composition, literacy, health conditions and income levels etc

What we currently do:

- Collection of data through a 3-yearly cycle of tenancy checks from mid 2024, with 35% undertaken by March 2026 – target: 100% completion by mid 2027

- Housing Application captures all data at start of the housing journey – target: maintain 100% completion rate
- Equality Impact Assessments completed for every tenant we take formal action against for breach of tenancy – target: maintain 100% completion rate
- Annual TSM survey collects diverse needs data, with survey response rate of 34% for 2025/26
- Day to day tenant interaction, i.e. reporting repairs, tenant involvement opportunities, repairs visits, annual checks

What we will do differently and/or better (reflected in accompanying action plan):

- Report annually on understanding of tenants' diverse needs and how this has driven service delivery improvements and outcomes for those with protected characteristics, with this report forming the first in the series
 - Review the TSM survey output for 2025/26 (and against the 2024/25 return) to identify actions arising and set targets for improvement to address any diverse needs trends or performance issues where there may be unequal outcomes (e.g. repairs satisfaction lower for disabled tenants)
 - Analyse our data to identify gaps in service delivery for different groups or by protected characteristic, especially underrepresented or vulnerable groups and take action to improve these areas to an agreed target level, including via the LanguageLine subscription
 - Review the way we collect data from our tenant interaction, to ensure we capture diverse needs, including those via contractors
 - Cross check and triangulate the data we collect with other sources of information (complaints, ASB, arrears repairs patterns), to ensure it is validated, joined up and accessible across relevant services
 - Use a range of media and methods to proactively promote the next annual TSM survey, particularly for those with diverse needs and protected characteristics, and seek to improve the current response rate of 34% for 2025/26 to 40% for 2026/27
 - Submit data to the Continuous Recording of Lettings in Social Housing in England (CORE) to analyse data and be able to benchmark and validate Tendring District Council landlord tenancy information
 - Work with housing colleagues, services across the Council and with our partners to use this information as may be relevant and share any learning
 - With the Tenant Panel, discuss and explore what more we can do to have a reliable, robust, up-to-date picture of who our tenants are and what they need
- **Listening to Our Tenants & Understanding Lived Experience to Support & Improve Service Delivery – what we want to achieve**
 - *To actively listen to and support tenants from different groups, and understand their experiences of our services to drive service improvements and meet diverse needs*

What we currently do:

- Offer tailored support for those with unique or additional needs, i.e. tenancy sustainment, financial inclusion, domestic abuse survivors, those requiring property adaptations ensuring fair and equitable access to our services

- Learning from complaints and Ombudsman findings is built into our improvement plan
- The housing 'You Said, We Listened' webpage highlights some of the key things tenants told us
 - and the actions taken in response
- Use information from walkabouts, drop-ins and events to make improvements
- Offer flexible payment options and support tenants with financial difficulties
- Tenant Involvement Action details 40 different ways we are engaging or communicating with our tenants across various methods
- Collaboration with community groups, health services and local charities to provide wrap around support
- Approximately 300 sheltered housing tenants receive intensive support and offer of personalised support plan
- Risk assessments undertaken for housing allocations and ASB case management identify and prioritise those who may be vulnerable
- Early intervention to identify and address issues before they escalate, e.g. rent arrears, ASB and isolation
- Obtain tenant feedback on our services and use this insight to continually learn and improve provision and customer satisfaction

What we will do differently and/or better (reflected in accompanying action plan):

- Bring together a group of tenants with diverse needs and protected characteristics to help shape a more inclusive housing service. We will ask our tenants (Summer 2026 Tenant Newsletter) to contact us if they have lived experience that could help us understand different needs — whether related to disability, age, culture, identity, health, language, or anything else
- Improve our collection, validation, benchmarking and analysis of data on our tenants diverse needs, how we support them and how this information is used to drive adaptations and improvements
- Arrange targeted drop-ins and events specifically for those groups which may have different needs, including disabled tenants, tenants with language barriers, older tenants, tenants with mental health needs, assistance with digital access etc. Use these sessions to identify tenants' needs and gaps to improve service provision, accessibility and communication methods
- Further develop our 'You Said, We Listened' webpage, including examples of meeting diverse needs
- Develop the current 'service assessor' approach (testing services from tenant viewpoint) to include meeting a range of diverse needs, for example in ensure a property is accessible to tenants with disabilities
- Review the business process of first contact of a potential tenant, (homeless or housing register application), through to becoming a tenant and ensure that captured diverse needs and protected characteristics transfer through the whole process
- Review the way we collect tenant feedback on our services (e.g. post repairs/maintenance) and look for ways to increase reach with all groups and customer satisfaction response rates
- Review the 2025/26 TSM survey results – in particular understand data for those tenants with diverse needs and review tenant satisfaction targets for:
 - TP06 – listens to views and acts on them

- TP08 – treated fairly and with respect
- With Tenant Panel:
 - Discuss and agree what more we can do to actively listen to and support our tenants from different groups, understand their experiences of our services to drive service improvements and meet diverse needs
 - Explore how Tenant Panel membership may better reflect the demography and diversity of Tendring District
- **Accessible Communication and Information – what we want to achieve**
 - *Tenants understand our services and communications, and how to access support and information in a format that meets their needs*

What we currently do:

- Written correspondence uses plain language
- Offer translated or alternative-format materials
- Use of interpreters (LanguageLine) or advocates
- Provide clear, accessible service standards in our policies and on our website
- Explain decisions clearly and respectfully
- A range of contact methods are available (in person, telephone, email, webpage e-form)
- A clear accessible process for tenants to raise concerns or complaints

What we will do differently and/or better (reflected in accompanying action plan):

- Provide a covering note in the tenant's first language with the posted quarterly Tenant Newsletter, explaining how to access the LanguageLine service should this be required
- New Tenant video provides key information on tenancy arrangements and for inclusivity includes:
 - Use of subtitles
 - Offer of information in the video presentation in different accessible formats to meet individual needs
 - Encourages contact to help shape a more inclusive housing service, to understand diverse needs to make the housing service fairer and more responsive for everyone
- Review the 2025/26 TSM survey results – in particular understand data for those tenants with diverse needs and review tenant satisfaction targets for:
 - TP07 – being kept informed
 - TP09 – approach to handling complaints
 - TP12 – approach to handling ASB
- Understand communication barriers (digital, cultural, confidence, accessibility) and review communication methods to address these barriers to meet the diverse needs of tenants and achieve equitable access for everyone, including under-represented groups
- Review the housing website to ensure it is accessible and easy to navigate

- Provide targeted drop-in sessions to support specific diverse needs identified, such as support with technology, help with explaining the introduction of a new process/policy that directly affects them
- With the Tenant Panel, discuss and explore what more we can do to ensure that tenants understand our services and communications, and how to access support and information in a format that meets their needs

• **Training and Culture – what we want to achieve**

- *Train staff to be sensitive, self-aware, and equipped to handle diverse situations and to challenge discrimination*

How we will do this, in addition to the current training programme and inclusion cultural expectation

- Ensure all staff have a clear, practical understanding of the Equality Act 2010, protected characteristics, and how discrimination manifests in housing services
- Targeted training - focus on core competencies such as trauma-informed practice, cultural awareness, inclusive communication, and anti-discrimination behaviours
- Ensure the delivery of services, and communication that respects individual differences, protected characteristics, and cultural needs, is built into induction, job descriptions, supervision, and performance management
- Use structured reflection, case reviews, and peer learning to build self-awareness and continuous improvement
- Develop staff capability to work sensitively with diverse communities, adapting communication and service delivery to individual needs and cultural contexts
- Apply the same behavioural expectations and Equity, Diversity and Inclusion (EDI) training requirements to contractors and partners
- Use complaints, feedback, and performance data to identify themes, address gaps, and evidence compliance with Consumer Standards and use insights to target training, improve practice, and reduce systemic bias
- Involve tenants in shaping training and culture - co-design scenarios, draw on lived experience, and work with the Tenants Panel and those from diverse backgrounds to ensure training is relevant
- Highlight good practice, share learning, and celebrate behaviours that demonstrate respect and inclusion

ACTION PLAN – TO SUPPORT OUR APPROACH TO BETTER UNDERSTANDING AND MEETING DIVERSE NEEDS AND THOSE WITH PROTECTED CHARACTERISTICS

The following action plan will be delivered to support the approach outlined in this briefing note and reviewed annually.

The actions will be monitored to ensure they are delivered to achieve the highlighted success measures and targets.

Progress will be reported on within the next briefing note issued.

Data and Insight – *To have a reliable, robust, up-to-date picture of who our tenants are and what they need*

Action	Description	Relevant RSH Consumer Standard	Outputs	Success Measures / Targets
1. Annual Diverse Needs Report	Produce an annual report on tenants' diverse needs and how this insight has driven service improvements and outcomes for protected groups.	Transparency, Influence & Accountability (TIA): Understanding tenant needs; demonstrating how insight informs services. Tenancy Standard: Identifying and responding to support needs.	Annual "Understanding Our Tenants" report; documented service changes.	Report published annually; clear evidence of service improvements linked to insight.
2. TSM Survey Equality Analysis	Review 2025/26 TSM results (against 2024/25) to identify actions and set improvement targets, especially where outcomes differ for protected groups.	TIA Standard: Using TSMs to understand and address unequal outcomes. Home Standard: Ensuring equitable repairs and safety services.	TSM equality analysis; improvement plan with targets.	Reduced gaps between groups; improved TSM scores; actions implemented.
3. Data Gap Analysis & Targeted Improvements	Analyse tenant data to identify gaps in service delivery for different groups, especially underrepresented or vulnerable groups, and take action to improve.	Tenancy Standard: Support needs assessment. TIA Standard: Accurate, complete tenant information.	Data gap analysis; targeted improvement actions; LanguageLine usage.	Increased completeness of tenant profiles; improved outcomes for identified groups.
4. Improve Data Collection Across All Interactions	Review and strengthen how diverse needs data is collected during all tenant interactions, including via contractors.	TIA Standard: Accessible, accurate information. Home Standard: Accessible repairs services.	Updated scripts/forms; contractor requirements updated.	Higher data capture rates; consistent data quality across services.
5. Triangulate Data Across Services	Cross-check and triangulate tenant data with complaints, ASB,	TIA Standard: Insight and assurance.	Integrated data dashboards; cross-service insight reports.	Reduction in conflicting data; improved case handling and

	arrears and repairs patterns to ensure it is validated, joined-up and accessible.	Neighbourhood & Community Standard: Effective ASB management.		service coordination.
6. Increase TSM Survey Response Rates	Use targeted communications and accessible formats to increase TSM response rate from 34% (2025/26) to 40% (2026/27).	TIA Standard: Ensuring all tenants can participate and influence services.	Communications plan; accessible survey formats; targeted engagement.	40% response rate achieved; increased participation from diverse needs groups.
7. Submit and Use CORE Data	Submit CORE data to benchmark and validate tenancy information and understand lettings trends.	Tenancy Standard: Transparent and accurate lettings information. TIA Standard: Data accuracy and benchmarking.	CORE submissions; benchmarking reports.	Improved accuracy of tenancy data; benchmarking insights used in planning.
8. Strengthen Cross-Council & Partner Collaboration	Work with internal services and external partners to share insight and learning where relevant.	Neighbourhood & Community Standard: Partnership working. Tenancy Standard: Support pathways.	Shared datasets (where appropriate); joint improvement actions.	Increased referrals; improved outcomes for tenants with complex needs.
9. Tenant Panel Engagement on Data & Insight	Work with the Tenant Panel to explore how to further improve the reliability and completeness of tenant data.	TIA Standard: Tenant influence and co-regulation.	Tenant Panel recommendations; co-designed improvements.	Tenant-endorsed data improvement plan; increased tenant confidence in data use.

Listening to Our Tenants & Understanding Lived Experience to Support & Improve Service Delivery - *To actively listen to and support tenants from different groups, and understand their experiences of our services to drive service improvements and meet diverse needs*

Action	Description	Relevant RSH Consumer Standard	Outputs	Success Measures / Targets
1. Establish a Diverse Needs Tenant Group	Invite tenants with lived experience of disability, age-related needs, cultural identity, language barriers, health conditions, etc., to help shape	Transparency, Influence & Accountability (TIA): Inclusive engagement; enabling tenants to influence services.	Tenant group established; terms of reference; regular meetings.	Group formed by Summer 2026; representation across protected characteristics.

	a more inclusive housing service (via Summer 2026 Newsletter).			
2. Strengthen Data Collection, Validation & Benchmarking	Improve how diverse needs data is collected, validated, benchmarked and analysed to understand how support is provided and how it drives adaptations and service improvements.	TIA Standard: Accurate, accessible information. Tenancy Standard: Identifying and responding to support needs.	Updated data collection framework; improved data quality; benchmarking reports.	Increased completeness of tenant profiles; improved accuracy and consistency.
3. Targeted Drop-ins & Engagement Events	Arrange targeted sessions for groups with different needs (disabled tenants, older tenants, tenants with language barriers, mental health needs, digital exclusion). Use these to identify gaps and improve accessibility and communication.	TIA Standard: Inclusive engagement. Neighbourhood & Community Standard: Supporting vulnerable tenants.	Programme of targeted events; insight reports; action plans.	Increased participation from diverse groups; actions implemented from feedback.
4. Enhance 'You Said, We Listened' Webpage	Expand the webpage to include examples of how diverse needs have been met and how tenant feedback has shaped services.	TIA Standard: Transparency and accountability.	Updated webpage; case studies; regular updates.	Increased page visits; positive tenant feedback on transparency.
5. Expand Service Assessor Approach	Develop the service assessor model to test services from the viewpoint of tenants with diverse needs (e.g., accessibility checks for disabled tenants).	TIA Standard: Tenant influence; service testing. Home Standard: Accessibility of repairs and property condition.	Revised service assessor framework; accessibility assessments completed.	Improvements implemented; positive feedback from tenants with diverse needs.
6. Review End-to-End First Contact Process	Review the process from first contact (homelessness or housing register) through to tenancy start to ensure diverse needs and protected	Tenancy Standard: Support needs assessment; fair access.	Process map; updated procedures; staff training.	Improved data transfer; fewer missed support needs at tenancy start.

	characteristics are captured and transferred consistently.			
7. Improve Tenant Feedback Collection Methods	Review how feedback is collected post-repairs and across services; identify ways to increase reach and satisfaction response rates across all groups.	TIA Standard: Listening to tenants; accessible feedback mechanisms.	Revised feedback tools; targeted engagement plan.	Increased response rates; improved representation of diverse groups.
8. Analyse 2025/26 TSM Results for Diverse Needs	Review TSM results with a focus on diverse needs groups and satisfaction targets for: TP06 (listens to views and acts) and TP08 (treated fairly and with respect).	TIA Standard: Using TSMs to understand and address unequal outcomes.	TSM equality analysis; improvement plan.	Improved TP06 and TP08 scores; reduced gaps between groups.
9. Tenant Panel Collaboration on Lived Experience	Work with the Tenant Panel to explore how to better listen to and support tenants from different groups and ensure the Panel reflects the district's diversity.	TIA Standard: Co-regulation; tenant influence.	Tenant Panel recommendations; diversity review; recruitment plan.	Increased diversity of Panel membership; agreed actions implemented.

Accessible Communication and Information – Tenants understand our services and communications, and how to access support and information in a format that meets their needs

Action	Description	Relevant RSH Consumer Standard	Outputs	Success Measures / Targets
1. Provide First-Language Covering Note with Newsletter	Include a covering note in the tenant's first language with the posted quarterly Tenant Newsletter, explaining how to access LanguageLine.	Transparency, Influence & Accountability (TIA): Accessible information. Tenancy Standard: Meeting diverse communication needs.	Multilingual covering notes; LanguageLine instructions included.	Increased awareness and use of LanguageLine; positive feedback from tenants with language needs.
2. Launch Inclusive New Tenant Video	Provide a video with subtitles, offer accessible formats,	TIA Standard: Accessible communication;	Video published; accessible	Increased views; positive feedback; increased

	and encourage tenants to share diverse needs to shape a more inclusive service.	enabling tenant influence.	versions available; promotion plan.	disclosure of diverse needs.
3. Analyse 2025/26 TSM Results for Communication & Complaints	Review TSM results for diverse needs groups, focusing on: TP07 (kept informed), TP09 (handling complaints), TP12 (handling ASB).	TIA Standard: Using TSMs to understand and address unequal outcomes.	TSM equality analysis; improvement plan.	Improved TP07, TP09, TP12 scores; reduced gaps between groups.
4. Identify and Address Communication Barriers	Understand digital, cultural, confidence and accessibility barriers; review communication methods to ensure equitable access for all groups.	TIA Standard: Accessible, inclusive communication.	Communication barriers assessment; revised communication strategy.	Increased engagement from under-represented groups; improved accessibility ratings.
5. Review Housing Website for Accessibility	Ensure the website is accessible, easy to navigate, and meets diverse needs (e.g., plain English, translation tools, accessibility features).	TIA Standard: Accessible information.	Website accessibility review; updated content and navigation.	Improved accessibility score; reduced complaints about unclear information.
6. Provide Targeted Drop-in Sessions	Offer drop-ins for tenants with specific needs (digital support, language barriers, disability, new processes/policies).	TIA Standard: Inclusive engagement. Neighbourhood & Community Standard: Supporting vulnerable tenants.	Programme of targeted sessions; insight reports.	Increased attendance; actions implemented based on feedback.
7. Review Tenant Feedback Collection Methods	Review how feedback is collected across services to increase reach and satisfaction response rates for all groups.	TIA Standard: Listening to tenants; accessible feedback mechanisms.	Revised feedback tools; targeted engagement plan.	Higher response rates; improved representation of diverse needs groups.
8. Tenant Panel Collaboration on Accessible Communication	Work with the Tenant Panel to explore how to ensure tenants understand services and can access information	TIA Standard: Co-regulation; tenant influence.	Tenant Panel recommendations; agreed actions.	Increased tenant confidence in communication; improvements endorsed by Panel.

	in formats that meet their needs.			
Training and Culture – Train staff to be sensitive, self-aware, and equipped to handle diverse situations and to challenge discrimination				
Action	Description	Relevant RSH Consumer Standard	Outputs	Success Measures / Targets
1. Strengthen Staff Understanding of Equality Act 2010	Ensure all staff have a clear, practical understanding of protected characteristics and how discrimination can manifest in housing services.	Transparency, Influence & Accountability (TIA): Fair treatment; eliminating discrimination. Tenancy Standard: Meeting diverse needs.	Mandatory training module; guidance materials; staff briefings.	100% staff completion; improved confidence scores in post-training surveys.
2. Deliver Targeted EDI & Practice-Based Training	Provide training on trauma-informed practice, cultural awareness, inclusive communication, and anti-discrimination behaviours.	TIA Standard: Respectful, fair treatment. Neighbourhood & Community Standard: Supporting vulnerable tenants.	Training programme; attendance records; competency framework.	Increased staff capability; reduction in complaints relating to insensitive practice.
3. Embed Inclusive Practice into HR Processes	Build expectations around respectful, inclusive service delivery into induction, job descriptions, supervision, and performance management.	TIA Standard: Accountability for fair treatment.	Updated HR documents; induction materials; supervision templates.	Inclusive behaviours evidenced in appraisals; improved tenant satisfaction (TP08).
4. Use Reflection, Case Reviews & Peer Learning	Introduce structured reflection, case reviews and peer learning to build self-awareness and continuous improvement.	TIA Standard: Continuous improvement; learning from feedback.	Reflection framework; case review schedule; peer learning sessions.	Increased staff participation; improved service consistency.
5. Build Capability to Work Sensitively with Diverse Communities	Equip staff to adapt communication and service delivery to individual needs and cultural contexts.	Tenancy Standard: Support needs assessment. TIA Standard: Accessible,	Practical tools; scenario-based training; guidance library.	Positive tenant feedback; reduced service barriers for diverse groups.

		tailored services.		
6. Apply EDI Expectations to Contractors & Partners	Ensure contractors and partners meet the same behavioural expectations and complete required EDI training.	Home Standard: Respectful repairs and maintenance interactions. TIA Standard: Fair treatment across all service providers.	Contract clauses updated; contractor training records.	Compliance monitored; reduction in contractor-related complaints.
7. Use Complaints, Feedback & Performance Data to Target Training	Analyse complaints, feedback and performance data to identify themes, address gaps, and evidence compliance with Consumer Standards.	TIA Standard: Learning from complaints; improving services.	Quarterly insight reports; targeted training interventions.	Reduction in repeated themes; improved TSM scores (TP06, TP08).
8. Involve Tenants in Shaping Training & Culture	Co-design scenarios, draw on lived experience, and work with the Tenant Panel and diverse tenants to ensure training is relevant.	TIA Standard: Tenant influence; co-regulation.	Co-designed training content; tenant-led sessions.	Positive tenant feedback; training reflects real lived experience.
9. Celebrate Good Practice & Inclusive Behaviours	Highlight good practice, share learning, and celebrate behaviours that demonstrate respect and inclusion.	TIA Standard: Accountability and culture of respect.	Recognition scheme; internal communications; case studies.	Increased staff engagement; visible culture shift; improved tenant satisfaction.

DELIVERING CORPORATE PRIORITIES

A better understanding tenants' diverse needs and those with protected characteristics contributes to the priorities in the Corporate Plan for:

- Pride in our area and services to residents.
- Raising aspirations and creating opportunities.
- Championing our local environment.
- Working with partners to improve quality of life.

KEY GOVERNANCE ISSUES AND/OR DIRECT LINKS TO OTHER MATTERS

The actions undertaken link to the Tenants Satisfaction Survey Results for 2024/25 and 2025/26.

The actions link to the obligations within the Social Housing (Regulation) Act 2023 and the Housing Regulator Consumer Standards.

OUTCOME OF CONSULTATION AND ENGAGEMENT	
Outcomes to be reported to the Council's Tenant Panel, all tenants and to Portfolio Holder for Housing & Planning.	
FINANCE, RESOURCES & CAPACITY IMPLICATIONS	
Finance: All activities are funded from within existing HRA budgets. Other resources (e.g. external parties): N/A TDC Capacity: The housing service currently has limited management staffing resources able to deliver the requirements of these activities, however a service restructure and additional resource has been proposed to address the issue.	
LEGAL DUTIES, POWERS & RESTRICTIONS (EXISTING, NEW RESPONSIBILITIES OR EMERGING)	
Compliance with Social Housing (Regulation) Act 2023 and Consumer Standards Code of Practice.	
ASSOCIATED RISKS AND MITIGATION	
Failure to comply with the Social Housing (Regulation) Act 2023 and Consumer Standards Code of Practice could result in enforcement steps being taken by the Regulator of Social Housing.	
NEXT STEPS & MILESTONES	
- For this briefing note to be provided to the Portfolio Holder for Housing and Planning every 12 months: - To ensure that members and residents have sight of the housing services approach to understanding tenants' diverse needs and those with protected characteristics; - To work with Tenants Panel Discuss to understand what more we can do to actively listen to and support our tenants from different groups, understand their experiences of our services to drive service improvements and meet diverse needs - To understand progress being made against the supporting action plan; - To ensure that our improvement journey is accessible.	
APPENDICES	
None	

REPORT CONTACT OFFICER(S)	
Name	Matthew Wicks
Job Title	Senior Housing Manager