



Living in Hackney Scrutiny Commission 11th December 2023 Item 4 – Housing Services Resident Engagement Strategy 2022-25	Item No 4
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Outline

The Living in Hackney Scrutiny Commission is keen to hear about the progress the Council has made against the key commitments made in the [Housing Services Resident Engagement Strategy](#), and any plans to refresh it to reflect what has been achieved and new things that may need to be done.

A year on from its adoption, the Commission sees this discussion as a timely means of monitoring progress in delivering the action plan against the five strategic priorities of the strategy:

1. To embed a 'Resident First' culture across the service
2. To support our residents' groups to thrive
3. To widen the ways residents can engage with us
4. To ensure that residents can influence our decision-making and drive service improvement
5. To promote engagement activity that strengthens our communities

Report(s)

The following documents are included for information:

- Item 4a. Presentation from Housing Services
- Item 4b. Report from Housing Services

Invites Attendees

- Councillor Clayeon McKenzie, Cabinet Member for Housing Services & Resident Participation
- Rickardo Hyatt, Group Director Climate, Homes and Economy
- Steve Waddington, Strategic Director Housing Services
- Sarah Kulay, Head of Resident Participation
- Helena Stephenson, Assistant Director Tenancy Services

Invited External Attendees

- Steve Webster & Zahra Shoorvazi, Resident Liaison Group Co-Chairs

Action

Members are asked to consider the written submission and ask questions of those in attendance.