

Tenant Participation and Engagement Report

Quarter 1 Report for 2025 - 2026

What has the Tenant Participation and Engagement Team done in the first quarter of 2025/26?

Welcome to our first quarterly report in this financial year, summarising engagement activities from the 1st of April to 30 June 2025.

We were busy this quarter again - meeting tenants from social housing providers in South-East England, delivering relevant training to tenants, finalising Anti-social behaviour (ASB) report and attending the regional TPAS event.

South Coast Training

Bringing tenants together from the South Coast region for an informative and interactive day of training and networking

The South Coast Training Group started in 1999 - the group has gained momentum, and we now have 9 different housing providers across the South that come together for South Coast Training. Up to six tenants from each organisation attend for a day of training and networking with tenants from other organisations.

In April 2025 five tenants from Southampton attended the training on understanding Performance Information / Behavioural Insights and Resident Involvement & Engagement Standards – the training gave tenants new skills and knowledge to question how the services are delivered and to what standard.



Here is what John said about the day:

"I found on balance, the 'South Coast' training, the day was very informative, good peer/ resident participation again with good examples put forward to enable understanding of various situations from both Housing Authorities and Associations. The event allowed me to network with other residents/my peers on some common issues and was excellent."

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TPAS regional, Southern Members event

What a lovely day out of the city....



On the 17 June, the Tenant Engagement Team took a group of tenants to a special regional conference in Winchester organised by the Tenant Participation Advisory Service (TPAS).

Our team of 13 tenants and staff picked up lots of useful tips. There was also interesting presentations from the [Regulator of Social Housing](#) with a good opportunity to ask questions (especially following our recent C3 rating) and also the national Stop Social Housing Stigma campaign.

Particularly useful was the opportunity to talk to and learn from the tenants and engagement staff from all the other landlords who were there too.

Here is what Ann said about the day: "I had a great time met lots of different people, really interesting gathering and lots of new experiences..."; Kathleen joined her in the praise: "I found the conference really enjoyable. I was taking to ladies on a different table and the work one lady did was really helpful and so thoughtful for a gentleman from a different council or landlord. Another gentleman telling us about stigma was really good also," Anna added: "Conference was interesting, and I am very grateful to be a part of it." Lynda said that she enjoyed learning new things on this day but also being updated.

I am certain that I've heard a little song at the back of the mini bus on the way home too....

All in all, it was a really interesting day. With special thanks to [CVM Group](#) who donated their new [minibus](#) for transportation enabling us to get to the event.

46 Roundhill Community Voice

Bringing together the community



The 46 Roundhill Community Voice, the tenants' association for the new block in Townhill Park ran a really successful art event over the Easter Holidays with the support of Ian Mitchell, Junior Neighbourhood Warden Leader in the community garden. The paintings will be used to decorate the hoardings while the new blocks are being built.

It's easy to report

Antisocial Behaviour

Report online at:
www.southampton.gov.uk
or scan the QR code



Phone the Local Housing Office
on 023 8083 3006 (option 7)

If you or someone else are in
immediate danger, call the
police straight away on 999



The more people who report Antisocial Behaviour
the higher priority it will be for the council.

Please help improve the block for all by reporting it
should you see it.

Leaflet designed by the

46 ROUNDHILL
Community Voice



Concerned about ASB within the block, the group also created their own leaflet reminding everyone of how to report ASB too.

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Itchen Estate Tenants and Residents Association

Community in Action



The Itchen Estate Tenants and Residents' Association (which covers the area around Tankerville, Wharncliffe & Defender Road) were recently given a set of litterpicking equipment and a pressure cleaner thanks to a donation from Harmony Fire who recently carried out a lot of sprinkler work in the three big blocks on the estate.

The equipment is already being well used with the group carrying out litter-picks in their community.

Decent Neighbourhood Programme Board

Improving our neighbourhoods

Decent Neighbourhoods is a programme of landscaping improvements around Council homes. It aims to reinvest Council tenant's rent money back into projects that will benefit tenants.

With tenants help the budget for the programme is secured and the gardening groups may be getting gardening advisor... watch this space!



Tenant Engagement strategy

Public consultation started on 28 July

With the help of our dedicated tenants the draft of the new Tenant Engagement Strategy is now ready for a 12 weeks long [public consultation](#) – so please make sure you give your opinion.

Calendar of engagement activities

August and September calendar

I am pleased to let you know that we now produce a bi-monthly calendar of tenant engagement activities, so please check the new [calendar](#) of events, meetings and training sessions for June and July 2025.

We would love to see you at some of our tenant engagement events.

Performance dashboard

Providing the opportunity for scrutiny and challenge of the housing service

The new housing [performance dashboard](#) is now available to all our tenants – it pulls together a range of Key Performance Indicators (KPIs) for housing including statistics for health & safety, repairs, voids, debt management, complaints, homelessness & housing management.



The dashboard provides insight into how well we are doing and providing the opportunity for scrutiny and challenge.

For other housing performance information, please click [here](#).

Housing Roadshows

**In conversations with Jamie Brenchley,
Director of Housing**



We are very pleased to let you know that we are planning housing community roadshow events throughout the year. We warmly invite all tenants and leaseholders to attend the events: you will have a chance to talk to Jamie Brenchley, Director of Housing, and other housing staff; raise any issues, suggest improvements and learn about tenant engagement opportunities. The first roadshow will be held on the West side of the city on 30 July from 10am in front of Shirley Towers.

The dates for the roadshows on the East and Central area of the city are yet to be confirmed. Please check our [Facebook page](#)

Repairs Panel

Improving the website

In the last edition of this report the Tenant Repairs Panel suggested a number of changes on the Repairs pages on the SCC website, to ensure the information is clear and understandable. We are pleased to say these have been implemented within the newly designed web pages.

If you had a kitchen or bathroom replacement from Oct 2024 to date, expect a survey from the Tenant Repair Panel to come through your door soon. Please take the time to complete the survey as it will help if any issues are raised to ensure any future replacements do not have the same issues

Building Safety Group

The Building Safety Group needs more members from the high-rise blocks

[The group](#) is made up of representatives from different tenant engagement panels. It helps to influence and challenge health and safety policies and practices.

The group members now receive all the key building safety performance information, so that they can question the building safety; for instance, they just probed the repairs work: the trades rubbish is sometimes left behind after the repairs were completed –raising potential fire safety concerns. The building safety officers will now discuss the process and recommend changes to ensure safety of the residents.

The group is planning a visit to Redbridge Fire Station soon to learn more about building fire safety.

Here are a few useful links for you:

- Report [building safety concerns](#) for high rise buildings
- Request a building safety [risk assessment](#) report for your block
- Read the new Building Safety and resident engagement [strategy](#)

Tenant Inspectors

Focusing on ASB

The Inspectors have now finished their review into antisocial behaviour (ASB).

They are just preparing to present their report to senior management at which point it will be published on the website and feed into the council's wider ASB review.

Their next inspection is looking at Damp and Mould and if you would like to join them, please get in touch.

Neighbourhood Wardens

Neighbourhood walkabouts

Did you know that Neighbourhood Wardens organised 49 walkabouts across the city this quarter and the wardens have had 243 interactions with block reps! *Impressive!*



Supported Housing Forum

Busy time for Supported Housing



It's been an important time for the Forum. You are probably aware of the council consultation looking at changes to the Supported Housing service and associated charging. In April they held a special meeting with the Director of Housing plus the Cabinet member for Adult Social Care and others to make sure that decision makers were hearing direct from tenants about the impact of the changes. For the May meeting they heard the results from the consultation and await to hear the final recommendations.

But that's, not all. The Forum also hosted an extra packed meeting giving residents the chance to feed into the Government Consultation looking at creating new standards for Supported Housing across the country. Michael and Ali Khobzi, Service Development Manager, went through the proposals with the group and Ray the Chairperson completed a consultation response on behalf of the group.

Residents Help Shape our Sheltered Housing Service

How you made the difference....

We're excited to share just how much of a difference your involvement has made in shaping our redesign of older persons accommodation (Sheltered Housing Service). By working closely together, we've made sure your ideas and feedback are at the very heart of our plans.

A dedicated working group of eight residents from the Sheltered Housing Forum joined forces with our staff to redesign the service and make sure it reflects resident's needs. The redesign consultation included online surveys, friendly meetings at lots of schemes, and personal invitations sent to every resident—plus extra help from our team for anyone who wanted one-to-one support.

Ray White, Chair of the Supported Housing Forum, played a huge part in the process by co-presenting at every consultation Drop-In session. This meant there was always a resident's voice centre-stage, and it gave everyone a chance to chat with Ray and share their thoughts directly. Your comments and suggestions made a real impact and helped steer our project in the right direction. Our proposals mean lots of residents will have more choice and control and be able to opt in and out of services.

Ray also got involved in choosing our new telecare contractor (warden call system), bringing your perspectives right into the selection process. His feedback helped us pick a contractor who really understands what matters most to you.

Working together in this way has not only shaped the service but it's also built stronger relationships and a wonderful sense of shared ownership. Hearing from you early and often has given us new ideas, confirmed we're on the right track, and made sure everyone feels part of what we're doing.

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A huge thank you to all residents who took part and shared their thoughts. We're thrilled with what we've achieved together so far, and we can't wait to continue building on this success. Rest assured, you'll always be at the heart of everything we do!

Certificate of TPAS membership for 2025/2026:

FREE membership for all our tenants, leaseholders and shared owners - please do not forget to join!



Southampton City Council is committed to tenant engagement and are proud member of TPAS. TPAS are the leading tenant engagement experts – they offer an independent and impartial advice, support and training for tenants.

Please check their website, as [TPAS](#) membership is FREE for all our tenants, leaseholders and shared owners.

To join – please click [here](#).

Central District Forum

The popular meeting restarts after a few years absence.

The relaunch of this meeting generated interest from 25 people who live within the Central area. A range of subjects were discussed including general estate improvement suggestions to be actioned. The importance of neighbourhood walkabouts information being shared with block reps will also be actioned.

Training Programme

Giving Tenants new skills

During May & June the team worked hard delivering a training programme to train tenants to help hold us to account.

Sadly, we did not have the interest to be able to deliver all the courses we had arranged but those that did attend seemed to get a lot out of them as these pieces of feedback show: *“It was brilliant – thank you” “Good explanations and lots of relevant examples”*

Recruitment drive

Get in touch to find out more about how you can genuinely make your voice heard.

Whatever your time commitments or interests, there is a tenant engagement opportunity for you – from completing a quick survey, joining a local tenant's group, sitting on a citywide panel or forum or attending an event.

If you are interested in a particular aspect of the housing service – from repairs to finance, fire safety to grass cutting - you can volunteer to help us look in more detail, suggest improvements and hold us to account.

For more details about getting involved and making your voice heard please [email](#) or call the Tenant Engagement Team on 023 8083 3185, or complete [this form](#)

Tenant Scrutiny Panel

Sought after panel have been very busy...

The Panel are coming towards the end of their review into abandoned cars on Housing land and will soon be producing a report with the findings and recommendations. The report will go to Senior management for their acceptance and implementation of the recommendations.

Complaints are high on the panels agenda with linking into the internal complaint panel. Work will be starting soon with the Scrutiny

Tenant Participation and Engagement Report

Panel and Complaints and resolution team to undertake a review of stage 1 complaints.

Updates on both of these topics in the next ¼ report

Join the Southampton Tenant Insight Panel

New panel being created

Southampton City Council is looking for tenants and leaseholders to join its Tenant Insight Panel – a new, independent group that helps shape and improve housing services.

This is your chance to influence how the Council delivers housing services. To express interest, you will need to complete the form which will be available from mid-August. Please keep an eye on the form [here](#).

WhatsApp

Join our growing tenant engagement community

You can join our growing Announcement group to get the latest news about key Tenant Engagement opportunities and consultations by clicking [here](#), or by scanning the QR code.



On Facebook?

Follow us on Housing Services [Facebook](#)



Or join the Tenant Engagement [Facebook group!](#)



Quiz time!!!!

Please complete this short quiz and get a chance to win £20 shopping voucher!

1. How many tenants have we engaged this quarter
2. What is the name of the group that reviews the repairs service
3. What is the name of the Director of Housing service
4. Where is the first roadshow going to be held?
5. Can you tell us how many people are following the Junior Wardens Facebook page.

Please email your answers to tenant.engagement@southampton.gov.uk or call 023 8083 3185 for a chance to win £20 Love to shop voucher.

The lucky winner will be contacted in August.

Junior Neighbourhood Wardens

We aim to promote citizenship and instil a sense of responsibility and compassion in our youth, ensuring they have the tools they need to become their best selves and make a positive impact in their city.

Marathon Support 6th April

We ran a water station at the ABP Marathon supporting all the runners and the Charities they support. Thank you to the 23 volunteers from the Junior Wardens who gave up a Sunday to help support this amazing event in its 10th year. See more [HERE](#)



15th, 16th and 17th April Community Days

A great series of community events at Mansel Park, Hinkler Park & Northam Community Centre. Over the 3 days we engaged with over 300 local residents attended and enjoyed afternoons of Sports, Fun, Inflatable Assault Course and games. Thanks to all who attended, bringing the community together. Thanks also to all who supported including Wardens, Sport Solent and the Family Hub team who engaged 29 families with 8 new sign-ups and also spread the word about the school readiness program.



30th April release of the new Junior Wardens [Promotional Video](#)

Over the past few months, I have had the pleasure of collaborating with Solent University on the production of a promotional video for the Junior Wardens programme. The project began with me presenting a pitch to the Film & Television students, with the hope that it would be selected for development in the following weeks. I was delighted when my pitch was chosen by Spencer, Rob, Will, Steph, and Max, who formed the production team. Working with them has been an excellent experience — they were professional, approachable, and demonstrated a clear understanding of the brief. The final film exceeded my expectations.

Beyond their technical skills, I was particularly impressed by the team's interpersonal approach. They engaged respectfully and patiently with both adults and young participants during filming, showing great sensitivity to those who were new to being on camera.

2nd May Volunteers Awards Ceremony

Had a great evening at the Volunteers presentation evening in the Mayors Chambers at the Civic. This is a celebration and thank



you to volunteers in the city that give up at least 100 hours a year of their own time to support charities or others. I put forward Debbie Hendry and Chris. Debbie volunteers for Junior Wardens and multiple other charities and organisations across the city. Well done Debbie for your award and thank you for continuing to support the Junior Wardens and the InterGen program.

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Townhill Park Art Project

The Junior Wardens supported an Art Project in Townhill Park over the past few months.

I have supported this project from the start, ordering all of the materials, cutting all of the art boards & priming them before distributing them to the school. I collected the finished boards and then installed them on the hoarding after painting out the graffiti with a treeline design.

The 1st part of the project culminated with the school children showing off their artwork to parents, the groups involved in the project, Local MP Darren Paffey and Cllr Amanda Barnes-Andrews.

I was really happy to receive a really nice email from one of the community leads, saying thank you for all the support and a beautiful hand-made card from the school children.

Hi Ian,

A heartfelt thank you for your outstanding work on the Townhill Park Art Gallery project, launched last week. While it was a team effort, your creativity and dedication were absolutely essential in making it happen.

Townhill Park has long struggled with the negative visual impact of extensive hoarding boards, especially those on Benhams Road, which children

pass daily on their way to school. These boards had become a source of concern, particularly when covered in graffiti that some children began mimicking in their schoolwork. Transforming these spaces into a positive, inspiring environment was incredibly important.

Thanks to funding from the Land Release Fund—available only for materials—you stepped in at a crucial time. You identified the required art supplies, handled the purchasing and logistics, and managed the production and delivery of over 80 art boards to the school and community.

Your efforts enabled a wide community partnership—including the school, home education groups, local hubs, and community organisations—to engage residents in painting the boards. The resulting artwork has brought real pride and positivity to the area.

You also took the lead in installing the boards, including cleaning up existing graffiti. The launch event on 27th June was a great success and very well received by the local community. MP Darren Paffey was there to congratulate the children's work and thank all those involved with the project.

With a second phase underway—including new artworks by both children and adults—we're looking forward to your support again for the next installation at the Rowlands Walk site in August.

Thank you again, Ian—this project would not have been possible without you.

*Best wishes,
Barbara Hancock
Community Development Volunteer*



Tenant Participation and Engagement Report

Tenant Engagement performance

How are we meeting our agreed performance indicators

The following is a summary of our performance over 3 months in the first quarter of this financial year (1 April to 30 June 2025): you can see at a glance how our tenants got involved; how many consultations were conducted or the number of tenants' recommendations; how many block reps we have, and social media analytics. Please contact us if something is unclear.

		Cumulative	April-June
Workflow total	Recommendations		Q1
Engaged Tenants	How many people we engage		
	Total number of people attending TE meetings/events	Cumulative	1,576
	Total number of block reps		67
	Number of people signed up to tenant engagement (from the sounding board)		416
Consultations	Consultations		
	Number of issues consulted on	Cumulative	30
	Number of people consulted	Cumulative	540
Social media	Communications – social media		
	Number of people that follow Housing Facebook		1,986
	Reach on Facebook		142,310
	Interactions on Facebook		1,278
	Number of Tenant Engagement Facebook group members		145
	Number of people that follow WhatsApp (N/A - Q1 & 2)		42
Recommendations	Impact		
	How many recommendations proposed by residents	Cumulative	5
	How many recommendations were accepted	Cumulative	5
	How many recommendations - Implementation completed	Cumulative	0
	How many recommendations - Implementation pending	Cumulative	5
JNV	Satisfaction with Junior Warden Scheme		
	Number of Junior warden events	Cumulative	5
	Number of other events and projects supported - open to wider audience	Cumulative	3
	JNV numbers signed up	Cumulative	0
	Number of JNV attending JNV events and projects	Cumulative	57
	Number of attendees at public events	Cumulative	324
	JNV Facebook followers		861

We have engaged with 1576 tenants in Quarter 1 of this financial year.

Please note – we have now started collecting the tenant engagement figures from other housing departments, so the figures are higher than in the previous financial year.

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For the purpose of this report, tenant engagement means involved tenants, leaseholders and shared owners living in council properties, who got involved in shaping and improving our services using variety of methods available: from attending meetings and events in their local area, tenant's association meetings, formal panel meeting to email consultation and focus groups.

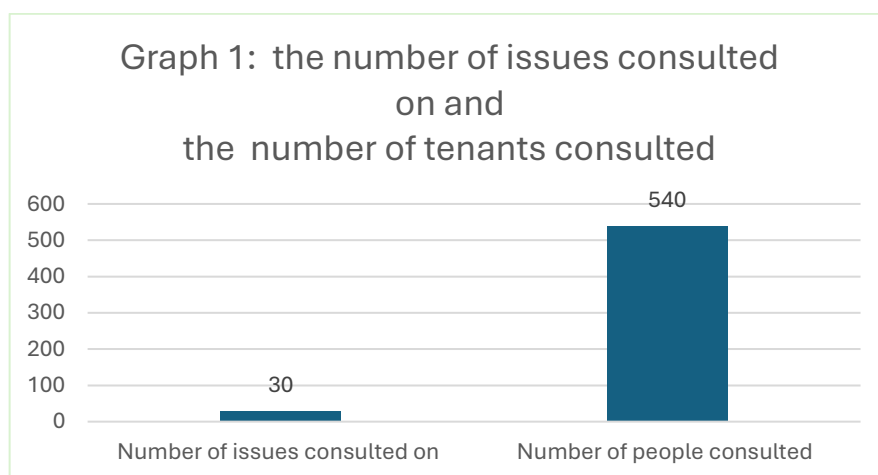
The figure does not include any emails sent to our engaged tenants for the purpose of sharing useful information.

Graph 1:

Below we can see the consultation figures: we are committed to consulting tenants, leaseholders and other stakeholders on matters that affect them.

The consultations are a specific type on engagement with tenants - they are acts of discussing specific issues with tenants/groups before making a decision about it.

We are now collecting the consultation figures from other housing departments; but please note – it is still a work in progress.



Panel's recommendations

Tenant panels and forums challenge the performance of us as the landlord, hold us to account and suggest improvements. They choose subjects to review, conduct inquiries and recommend changes and improvements. The results are then reported back to the senior managers.

Here is the list of the tenants' recommendations this quarter:

Recommendations	Impact		
	How many recommendations proposed by residents	Cumulative	5
	How many recommendations were accepted	Cumulative	5
	How many recommendations - Implementation completed	Cumulative	0
	How many recommendations - Implementation pending	Cumulative	5

We are happy to report that all the recommendations proposed by tenants were accepted, the implementation pending – read our next report for the update on recommendations.

Housing social media

Housing Service have 1986 followers, an increase of 190 in one quarter! We had exceptionally high Facebook “traffic” in the first quarter with 142,300 views as we had a few posts on apprenticeships that draw lots of attention – we will make sure to get more posts on apprenticeships in the future.

This group currently has 145 members - up from 136 in the last quarter.

Junior Neighbourhood Wardens’ Facebook page got 861 followers (up from 746 followers in the last quarter).

Having your say this year

I hope you have found these quarterly reports interesting. It shows how we engage with tenants every quarter and try to improve housing service. The reports will be reviewed by tenants later on this year to ensure they present all the information in a way that is both accurate and hopefully informative.

We are always keen to hear your views, so please email your comments to:

tenant.engagement@southampton.gov.uk or call 023 8083 3185.

What’s next?

Actions for improvement and lessons learned

Actions taken and planned:

- Q4 Tenant Engagement report was shared with tenants – paper versions of the document are available on request
- Junior Neighbourhood Wardens coordinator started working with young people in Northam to set up local junior forum – in progress
- Tenant engagement strategy – in progress: draft strategy co-created with tenants will go to public consultation in August
- South Coast training session to be delivered in April 2025
- Delivered tenants’ training in May and June
- Planning three pilot roadshows with the Director of Housing Jamie Brenchley – in progress
- Ongoing: We continue to offer variety of tenant engagement opportunities and align them to the tenant engagement standards – we would consult with tenants to see if we missed any engagement opportunities important to them
- Ongoing: we keep our website updated to ensure that the accuracy of information

Future actions:

- Share Q2 Tenant Engagement report with our tenants
- Explore possibility Tenant Engagement performance page so we can be more transparent about our performance – still pursuing
- Continue working on Communications plan

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- Share good news stories
- Re-start “Tenants’ corner” to share their successes (social media) – not completed
- Launch tenant charter – in progress (slipped from quarter 4)
- Organise a focus group that will review Tenant engagement quarterly reports
- Create a space for panels/forums’ minutes from their meetings to be uploaded to our website
- Create a new Tenant Insight Panel

Follow us!

Follow the Engagement team

@southamptonhousing

WhatsApp: <https://chat.whatsapp.com/BhfpnvvjhDqEguZbYb02W9>

To get in touch

Web: <https://www.southampton.gov.uk/housing/your-tenancy/tenant-participation/>

Email: tenant.engagement@southampton.gov.uk

Call: 023 8083 3815

Please let us know if you, or any of your neighbours and friends would like to receive this newsletter in a paper copy, and we will post it to you.

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Appendix 1:

Building Safety Visits for Hampshire & Isle of Wight Fire and Rescue and Southampton CC Building Safety

Building	Date	Time	Venue
Oslo Towers	13 th August 2025	09:00 to 12:00	Wardens Office and Flat Visits
Dumbleton Towers	17 th September 2025	12:00 to 15:00	Wardens Office and Flat Visits
Hightown Towers	15 th October 2025	09:00 to 12:00	Wardens Office and Flat Visits
Meredith Towers	12 th November 2025	12:00 to 15:00	Wardens Office and Flat Visits
Castle House	10 th December 2025	09:00 to 12:00	Wardens Office and Flat Visits
2026			
Millbank House	14 th January 2026	09:00 to 12:00	To be determined
Wyndham Court	11 th February 2026	12:00 to 15:00	Wardens Office and Flat Visits
Sturminster House	11 th March 2026	09:00 to 12:00	Wardens Office and Flat Visits
Canute House, Holyrood House & St James House	15 th April 2026	All day event due to booking the community Centre	Challis Court Community Room
Millbrook Towers	13 th May 2026	09:00 to 12:00	Wardens Office and Flat Visits
Roundhill Close	10 th June 2026	12:00 to 15:00	To be determined
Shirley Towers	8 th July 2026	09:00 to 12:00	Shirley Towers Community Room
Redbridge Towers	12 th August 2026	12:00 to 15:00	Wardens Office
Albion Towers	9 th September 2026	09:00 to 12:00	Wardens Office