canterbury city council

Tenant panels' role in governance

Early involvement
(shaping CCC strategy and policy)

Scrutiny

Officer identifies need for new policy/strategy or service change

Officers provide service performance reports/performance data to Resident Engagement Panel (REP), Independent Living Forum (ILF), Disability Forum (DF)

Officer consults Resident Engagement Panel (REP), Independent Living Forum (ILF), Disability Forum (DF) for early tenant views

Tenant panels scrutinise performance, highlight areas of concerns or areas for improvement

Tenant feedback informs draft proposals and initial documents

Feedback informs service improvements, action plans or escalation where appropriate

Drafts go through housing governance and then formal CCC governance route (e.g. HMT, MT, committees, Cabinet)

Updates and outcomes fed back to tenants via engagement channels (e.g. email comms, panel meetings, tenant newsletter)

Ongoing feedback loop after implementation