

Draft Tenant Engagement Strategy

Thank you for taking the time to complete this survey.

This draft Tenant Engagement Strategy has been developed through strong early engagement with residents, partners and tenant panels.

We're now seeking your further views on the proposed objectives and draft action plan before the strategy is finalised.

Your feedback matters and will directly influence the final version of this co-produced strategy.

Questions that must be answered are marked with an asterisk (*)

1. **Are you responding as...? *** Please tick one box only

- ☐ A tenant of Canterbury City Council
- ☐ A resident of the Canterbury district
- ☐ A voluntary or community sector group (please provide the name and how many people you represent): _____
- ☐ A local business (please provide the name and how many people you represent): _____
- ☐ A city, county, parish or town councillor (please provide your name and how many people you represent): _____
- ☐ An MP
- ☐ Other (please specify): _____

Section 1: Objectives of the strategy

The draft Tenant and Engagement Strategy includes five key objectives that aim to improve how the council listens, involves and communicates with tenants across the district.

2. **To what extent do you agree or disagree with the following proposed objectives? ***
Please tick one box only

Objective	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Keeping you informed about your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Giving you real ways to have your say	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Show we listen and take action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Objective	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Making it easier for everyone to join in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping you feel confident to get involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2a. **Do you have any other comments or suggestions on these objectives?**

Section 2: Action plan

The draft strategy includes a supporting action plan that sets out what we will do to achieve these objectives in a realistic and deliverable way.

3. **Do you think the proposed action plan reflects the right priorities and commitments? ***

Please tick one box only

☐ Yes

☐ No

☐ Mostly

☐ Not sure

☐ Not really

4. **Is there anything missing from the action plan that you would like to see included?**

Section 3: Tenant Engagement ideas and final thoughts

5. **How do you prefer to take part in tenant engagement activities?** * Please tick all that apply

- ☐ In-person events or meetings
- ☐ Online surveys
- ☐ Focus groups or workshops
- ☐ Social media polls and discussions
- ☐ Through local community groups or forums
- ☐ By email or letter
- ☐ Other (please specify): _____

6. **What could the council do to make tenant engagement easier and more inclusive for you?**

Please write in below

7. **Are there any specific topics or decisions you would like to be more involved in shaping?**

Please write in below

8. **Do you have any ideas or good examples of how tenant engagement has worked well – either here or elsewhere – that we could learn from?** Please write in below

9. **Is there anything else you would like to share to help shape the final Tenant Engagement Strategy?** Please write in below

Processing your information

Canterbury City Council is the data controller.

Your personal information is processed under UK General Data Protection Regulation Article 6.1 (c) and Article 9.2 (g) in the performance of an official duty and to meet our Public Sector Equality Duty. In submitting a representation, your personal data will be stored for one year.

All information you give us will be stored securely by Canterbury City Council.

Equalities Duty

The council has a legal duty to consider the needs of its diverse range of customers. As well as questions about our services we ask you questions relating to our equalities duties. Although you do not have to answer these questions, without this information the council will be limited in understanding whether views differ among different groups of people.

Your Rights

You have the rights to:

- Access your personal data
- Rectify or correct any inaccuracies in your personal data
- Restrict the processing of your data
- Object to our processing of your personal data
- Complain to the Information Commissioner's Office if you are unhappy about how we have processed your data

The appointed Data Protection Officer is Canterbury City Council's Head of Corporate Governance, who can be contacted by email at **dataprotection@canterbury.gov.uk**, by phone on **01227 910 662** or at the address below.

Canterbury City Council, 14 Rose Lane, Canterbury, CT1 2UR.
Phone: **01227 862 000**. Web: **canterbury.gov.uk**

Contact information

Your postcode: * _____

Equality information

What age are you? Please tick one box only

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 55 to 64 |
| <input type="checkbox"/> 18 to 25 | <input type="checkbox"/> 65 to 74 |
| <input type="checkbox"/> 26 to 34 | <input type="checkbox"/> 75 to 84 |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 85 and above |
| <input type="checkbox"/> 45 to 54 | <input type="checkbox"/> Prefer not to say |

What gender are you? Please tick one box only

- ☐ Male
- ☐ Female
- ☐ Prefer to self-describe (for example, non-binary, gender fluid etc)
- ☐ Prefer not to say

Do you consider yourself to be disabled? Please tick one box only

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

What is your ethnic background? (select the group that best describes you)

- ☐ White (English, Welsh, Scottish, Northern Irish or British)
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background (please specify): _____
- ☐ Mixed or multiple ethnic groups
- ☐ Asian / Asian British
- ☐ Black / African / Caribbean / Black British
- ☐ Other ethnic group (please specify): _____
- ☐ Prefer not to say

Thank you for taking the time to respond to this consultation.