

Falkirk Council Tenant Participation Strategy 2009-2011

Aims

1. To fully comply with the requirements of the Housing (Scotland) Act 2001
2. Make sure that tenants have the capacity to influence and that the Council is open to influence.
3. Make sure the strategy is responsive to changing needs and issues
4. Continually develop and improve Tenant Participation practice throughout the local authority and across the whole range of housing and housing related services
5. Recognise that people may wish different forms of involvement and allows for the development of mechanisms to facilitate these.

Objectives

The Council recognises that in order to meet these aims it is essential that the following objectives are met:

- *Improve the quality and accessibility of information to tenants*
- *Consult effectively with tenants*
- *Create opportunities to participate at different levels*
- *Raise awareness of the benefits of tenant participation amongst staff, elected members and tenants*
- *Agree levels of support and resources for tenants groups*
- *Establish a simple and clear working agreement between tenants groups and the Council*
- *Review the Council's Tenant Participation Strategy on a regular basis*

Consultative Draft - Review of Tenant Participation Strategy 2009-2011 – Summer 2010

| Aim 1 To fully comply with the requirements of the Housing (Scotland) Act 2001 | | |
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| Objective | Progress by Summer 2010 | What else can we do to meet this objective? |
| Annually review the activity of each registered tenants organisation to make sure the required criteria is being met | Achieved in 2009 | <i>Continue in 2010</i> |
| Monitor and review Tenant Participation Strategy | Tenant Involvement Group (T.I.G) began the first review May 2010 | <i>Report findings of review when complete Review the Tenant Participation Strategy regularly</i> |
| Consult tenants and tenants & residents associations on proposals relating to housing management. Service standards and the Tenant Participation Strategy | Allocations policy 2009-10 Council House Adaptations service 2009 Scheme of Assistance Consultation 2009 – repairs & adaptations for private housing (RTO's and home owners) Quality of furniture packages for homeless households | <i>Use the findings of this review to help set priority service areas for tenant involvement Develop ways for tenants to influence the future Social Housing Charter and the next 5 year Local Housing Strategy 2011-2016</i> |

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| Aim 2 Make sure that tenants have the capacity to influence and that the Council is open to influence | | |
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| Objective | Progress by Summer 2010 | What else can we do to meet this objective? |
| Inform tenants of the benefits of developing tenants & residents associations and encourage representation from traditionally excluded communities | <p>3 new RTO's from July 2009 - March 2010</p> <p>Developed an 'Improvement Bank' for staff to record positive outcomes</p> <p>Seaforth House Residents & Ex Residents Association presented at the Tenants Conference</p> | <p><i>Promote benefits of participation in newsletter</i></p> <p><i>Equalities training</i></p> <p><i>Tenants and staff could help identify key barriers and introduce barrier free ways to participate for different groups and service areas</i></p> |
| Increase tenant membership of the Tenant Involvement Group (T.I.G) | <p>Widened T.I.G to include Consultation Register and RTO's</p> <p>Increased membership from 6 to 12</p> | <i>Publicise the Consultation Register and work of the T.I.G in Tenants Newsletter</i> |
| Encourage RTO representatives to set agenda for Tenants' Forum meetings | <p>Next agenda and future format discussed at each Forum. Future agenda includes</p> <ul style="list-style-type: none"> • Rents • Tenant involvement in the Local Housing Strategy 2011-16 • Outcome of Stock Condition Survey • Performance of new allocations policy | <i>Send out a draft agenda in advance and ask tenant representatives for suggestions for each agenda</i> |

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| Aim 2 Make sure that tenants have the capacity to influence and that the Council is open to influence | | |
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| Objective | Progress by Summer 2010 | What else can we do to meet this objective? |
| Develop mechanisms for tenant representatives to check service standards and service delivery | <p>Tenant Led Inspection – Mystery Shopping: Homelessness; Repairs; Customer Service</p> <p>Increased sample size and range of customer feedback surveys</p> <p>Published performance data in Tenants' Newsletter; at Forum Meetings; One Stop Shop Screens</p> | <i>The outcome of this review will help set priorities and identify different ways for tenants to influence service quality</i> |
| Identify training needs for tenant representatives and encourage take-up of internal and external training and awareness sessions | <p>Training received on Mystery Shopping 2009</p> <p>RTO Training Days May 2009 and July 2010</p> | <p><i>Promote training and information guides by the Tenants Information Service</i></p> <p><i>Complete training audit</i></p> <p><i>RTO's could add training to their meeting agendas</i></p> |

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| Aim 3 Make sure the strategy is responsive to changing needs and issues | | |
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| Objective | Progress by Summer 2010 | What else can we do to meet this objective? |
| Regularly monitor progress towards objectives | Tenant Involvement Group (T.I.G) began the first review May 2010 | <i>Continue to review the tenant participation strategy regularly</i> |
| Develop a calendar of participation and consultation opportunities jointly with tenants and tenants and residents associations | <p>Estate Walkabouts planned for autumn</p> <p>Allocations feedback planned for July / August</p> <p>Rents consultation workshop 5th June to identify ways to increase tenant involvement</p> <p>Tenants Forums ongoing</p> <p>Housing (Scotland) Bill consultation</p> | <p><i>Publicise in future Newsletters</i></p> <p><i>Tenant Involvement Group (T.I.G) and the outcome of this review will help to identify future opportunities</i></p> |
| Agree levels of support and resources for each RTO including signposting to internal and external funding opportunities | <p>Annual review after each AGM completed</p> <p>RTO successes gaining external funding with support from External Funding Unit</p> | <i>Continue annual review & signposting to external funding opportunities</i> |

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| Aim 4 Continually develop and improve Tenant Participation practice throughout the local authority and across the whole range of housing and housing related services | | |
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| Objective | Progress by Summer 2010 | What else can we do to meet this objective? |
| Include Tenant Participation as a standing agenda item at Senior Management Team meetings, Neighbourhood Managers meetings and Neighbourhood Office meetings | Achieved 2009 Improvement bank created May 2010 for staff to record outcomes of tenant involvement and feedback | <i>Continue to ensure TP is standing agenda item at staff meetings</i> |
| Include Tenant Participation awareness in staff induction process and joint staff/tenant training & information sessions | Tenant Participation awareness now included in induction training (Housing Foundation Course) 128 staff trained in 2009-10 | <i>Identify possible joint training / information sessions after skills audit</i> |

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| Aim 5 Recognise that people may wish different forms of involvement and allows for the development of mechanisms to facilitate these | | |
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| Objective | Progress by Summer 2010 | What else can we do to meet this objective? |
| Encourage membership of the Consultation Register | <p>Membership & profile of Register reviewed Autumn 2009</p> <p>Promoted at tenancy sign ups</p> <p>Membership of Consultation Register has increased from 37 to 59</p> | <p><i>Review membership & profile Autumn 2010</i></p> <p><i>Promote the Consultation Register in Tenants Newsletter</i></p> <p><i>Add telephone contact details to register</i></p> <p><i>Improve monitoring of and Increase membership across equalities groups</i></p> |
| Seek views from tenants about suitable participation mechanisms | <p>Mystery Shopping mechanism introduced - viewed positively by tenants and staff alike</p> | <p><i>Tenant Involvement Group (T.I.G) and the outcome of this review will help to identify mechanisms</i></p> |

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| Aim 5 Recognise that people may wish different forms of involvement and allows for the development of mechanisms to facilitate these | | |
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| <p>Provide information about opportunities for participation</p> | <p>Opportunities are promoted through the Tenants Newsletter, Tenants Conferences and Forums</p> <p>Tenants Conference on 5 June gave Government Update from William Fleming on the Housing Bill and how tenants can influence the Tenants Charter</p> | <p><i>Publish calendar of participation in Newsletters</i></p> <p><i>Publish opportunities to influence the Social Housing Charter (part of the current Housing Bill) during 2010 and 2011</i></p> <p><i>We will host a discussion event with tenant representatives, the Scottish Government and others, about the Housing Bill, in August 2010</i></p> |
| <p>Host an annual tenants event</p> | <p>Achieved 2007, 2008, 2009</p> <p>Tenants Conference 5th June 2010 - joint event with 6 other landlords in the Forth Valley area</p> | <p><i>Continue 2011</i></p> <p><i>We will use tenants' feedback to influence format and topics of future conference</i></p> <p><i>Increase attendance 2011</i></p> |