



Falkirk Council

Tenant Participation Strategy 2009-2012

Year 1 Review

Tenant Involvement Group

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Background

- Tenant Involvement Group established July 2008 to plan and implement T.P. activities
- Helped develop the Strategy for 2009-14
- Group will review progress May and November

Aims of the Strategy

- (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

Overview – Key questions for today

- Action Plan - What progress has been made?
- How can we create more opportunities for tenants to influence housing quality and service standards?
- What service areas are the top priorities for tenant involvement in raising standards?

1. Action Plan – What Progress?

Achievements

- *Consulted on Allocations Policy*
- *Increased membership of Tenant Involvement Group*
- *Increased number of RTO's*
- *RTO training day and 128 Staff trained on T.P*
- *Mystery Shopping – Homelessness, Repairs, Customer Service*
- *Tenants Newsletter , Forums and Conferences continuing*

What else have we achieved?

Work we still need to do

- *Review TP strategy, set priorities, publish findings*
- *Training Audit*
- *Calendar of Participation Opportunities*
- *Equality of opportunity – monitor & increase access to traditionally excluded groups*

What else do we need to do?

2. Creating More Opportunities

- How can we create more opportunities for tenants to influence housing quality and service standards?

Split into groups and consider two Service Areas each

Ways to influence services

- Tenants' Conference
- Consultation Register
- Complaint / compliment / suggestions
- Registered Tenants or Residents Organisation
- Surveys
- Tenant Involvement Group
- Tenant Led Inspection - Mystery Shopping
- Tenant Forum meetings
- Focus Groups on particular issues
- Any others?

3. Priorities for involvement

- What aspects of our service should be the top priorities for tenant involvement in raising standards?

As a group, discuss and then place the 6 Service Areas in order of priority

Next Steps

- Involving others
- Completing our first review of progress
- Publishing findings

And finally.....

Thank you very much for
listening and getting
involved!