

Report

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Report to:	Housing and Technical Resources Committee
Date of Meeting:	18 May 2011
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Strategy for Tenant Participation in South Lanarkshire 2011 to 2015
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1 Purpose of Report

1.1 The purpose of the report is to:-

- ◆ request approval for the Council's third Tenant Participation Strategy

2 Recommendation(s)

2.1 The Committee is asked to approve the following recommendation(s):-

- (1) that the Strategy for Tenant Participation in South Lanarkshire 2011-2015 be approved
- (2) that an annual progress report be submitted to this Committee on the Strategy

3 Background

3.1 The Housing (Scotland) Act 2001 introduced a range of duties in relation to tenant participation, the key requirements being to prepare a Tenant Participation Strategy and maintain a register of tenant organisations.

3.2 During the last twelve months we have been working with tenant representatives from the Central Liaison Sub-group and the South Lanarkshire Tenant Development Support Project (SLTDSP) to agree the scope, content and timeline for the third Tenant Participation Strategy 2011-2015. This culminated in a draft Strategy being issued for consultation on 29 November 2010. To allow sufficient time for engagement to take place the consultation ran until 14 March 2011.

3.3 During the discussions there has been clear support for the new Strategy to extend beyond the statutory duties and take a broader focus on developing opportunities for engagement and involvement. This approach is consistent with the regulatory framework relating to customer focus and influence.

4. Strategy for Tenant Participation 2011 to 2015

4.1 The Strategy (Appendix 1) sets out the current position in South Lanarkshire in relation to the development of tenant participation including the key strengths and areas for further development.

4.2 The overall objective of the new Strategy is to enable tenants to have realistic opportunities to become involved and help shape the Housing Service. In order to achieve this three strategic outcomes have been set, which are:-

- ◆ increased levels of involvement
- ◆ an improved range of engagement opportunities which reflect the needs and aspirations of communities across South Lanarkshire
- ◆ improved ability to show that tenants and service users influence and shape the Housing Service

4.3 These strategic outcomes directly link to 2 key national outcomes and the associated outcomes detailed in the South Lanarkshire Single Outcome Agreement. These are:-

- ◆ we live in strong resilient and supportive communities where people take responsibility for their own actions and how they affect others
- ◆ we live in well designed, sustainable places where we are able to access the amenities and services we need

4.4 The Strategy and its outcomes are also clearly related to the Council's Improvement Theme of 'partnership working, community leadership and engagement'.

4.5 The action plan in the Strategy sets out the detail of the actions and outcomes intended to ensure that progress is made in relation to each of the three strategic outcomes.

5. Consultation on the draft Tenant Participation Strategy 2011-2015

5.1 A particular emphasis during the consultation was placed upon seeking the views from as broad a range of tenants as possible. The consultation was publicised in a range of ways including an article in Housing News and on the Council's website

5.2 The draft Strategy was also distributed to a wide range of interested parties including employees, tenant representatives, tenant and resident groups, over 350 individuals on our extensive consultation list, elected members, other local authorities, the Tenants Information Service (TIS) and the Tenant Participation Advisory Board (TPAS).

5.3 Specific consultation included:-

- ◆ 4 focus groups with sheltered housing tenants (with 45 people attending)
- ◆ presentation and discussion at 8 Neighbourhood Management Boards
- ◆ presentation and discussion at the Disability Housing Partnership Sub group
- ◆ presentation and discussion at the Homeless Service User Group
- ◆ discussion with young people through Universal Connections and other young people groups
- ◆ discussion with employees through a service development session
- ◆ discussion with the Tenancy and Estate Management Service Improvement Group
- ◆ discussion at all 8 local housing forums (with over 70 people attending)
- ◆ discussion with local tenants' and residents' groups

6. Views Expressed During the Consultation

6.1 A wide range of views were expressed by tenants, tenant representatives and employees during the consultation.

6.2 As well as the views expressed through the consultation, we also received 20 responses from individuals and groups directly.

- 6.3 Tenant and tenant representatives indicated strong support for the strategic outcomes with particular emphasis on the need to focus upon increasing the levels of involvement and improving the range of opportunities.
- 6.4 The response from the Tenant Participation Advisory Service (TPAS) and the Tenants Information Service (TIS) noted them endorsing our approach and indicated that the strategy sets out a comprehensive and realistic approach to involving tenants and service users in shaping the Housing Service.
- 6.5 Consultation with employees took place through a Service Development Session, the Tenancy and Estate Management Service Improvement Group and the Area Service Management Team and Resource Management Team. The views expressed included:-
- ◆ support for the strategic outcomes with a particular emphasis on the specific actions
 - ◆ local area participation action plans are a positive way for staff locally to see where the gaps are and where we need to improve and engage at a local level
 - ◆ a need to consider ways of obtaining feedback from people we have no contact with which may include using Universal Connections, nurseries, town centre locations etc
 - ◆ a need to develop more ways of obtaining wider feedback from people which could include opinion meters, mystery shopping exercises, tenant-led inspections and on-line mechanisms
- 6.6 The draft Strategy has been revised taking into consideration the wide range of views expressed during the consultation. The outcome of this exercise has resulted in only minor changes to the Strategy. Many of the views expressed during the consultation related to the actions of the Strategy and two specific actions are now included to:-
- ◆ develop publicity materials to promote the strategy and encourage people to become involved
 - ◆ develop and implement local area participation plans which will reflect local needs and priorities and improve engagement

Additionally other views expressed will be used to inform the way other actions are progressed.

7. Next Steps

- 7.1 Following approval of the Strategy by Housing and Technical Resources Committee a monitoring framework will be established to review progress to ensure that the strategy is making effective progress in relation to the outcomes set.
- 7.2 It is proposed that an update report will be presented to this Committee on an annual basis. In addition routine monitoring reports will be presented to the Central Liaison Group.

8. Employee Implications

- 8.1 There are no employee implications.

9. Financial Implications

- 9.1 There are no financial implications.

10. Other Implications

- 10.1 There are no implications for sustainability or risk in terms of the information contained within this report.

11. Equality Impact Assessment and Consultation Arrangements

- 11.1. An equality impact assessment has been carried out on the recommendations contained in this report and, where issues were identified, remedial action has been taken. The assessment is that the proposals do not have any adverse impact on any part of the community covered by equalities legislation, or on community relations, and the results of the assessment will be published on the Council website.
- 11.2 Consultation has been ongoing with the Central Liaison Group and Central Liaison Sub group since March 2010. The consultative draft of the Strategy was issued for consultation to a wide range of parties including the Central Liaison Group, Local Housing Forums, tenants and residents groups, Housing and Technical Resources staff and all elected members at the end of November 2010.

Lindsay Freeland
Executive Director

18 April 2011

Link(s) to Council Values/Improvement Themes/Objectives

- ◆ Improve the quality, access and availability of housing

Previous References

- ◆ Housing and Technical Resources Committee, 7 February 2007

List of Background Papers

- ◆ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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SOUTH LANARKSHIRE COUNCIL

STRATEGY FOR TENANT PARTICIPATION

2011 – 2015

May 2011

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Foreword

It gives me great pleasure to introduce the South Lanarkshire Tenant Participation Strategy for the period 2011 to 2015.

We recognise that tenants are at the heart of our housing service. Since our first Tenant Participation Strategy was published in 2003, we have taken significant steps to promote, support and develop tenant participation.

We believe that tenant involvement in shaping the Housing Service is fundamental to delivering an excellent service, providing sustainable homes and communities and ensuring higher levels of customer satisfaction.

Over the years, there are many positive examples where tenants have played a key role in improving the service and in influencing housing policy nationally.

As this is an approach which we wish to foster and develop further, a key aim of this strategy is to get more people involved and to develop the range of opportunities for them to become involved to suit their different preferences and circumstances.

Indeed in recognising that there are factors beyond the housing that tenants live in, and the services they receive in relation to their tenancy that affect their quality of life, this strategy will focus to some extent on engaging more widely within Council housing areas.

I would like to thank everyone involved for their time, commitment and hard work and especially tenants and tenant representatives who made such a major contribution to the development of the strategy.

Leader of South Lanarkshire Council

1. Introduction

1.1 This is the third Tenant Participation Strategy prepared in accordance with the requirements of the Housing (Scotland) Act 2001. Views put forward by a range of people including tenant representatives, the South Lanarkshire Tenant Development Support Project (SLTDSP), council officers and other interested parties have been taken on board in the preparation of the strategy. This reflects our commitment to developing effective consultation and participation by working in partnership with our tenants.

The Strategy sets out:-

- our understanding of the strengths of our approach and achievements to date;
- the actions we will take to further develop tenant participation;
- the key outcomes we will pursue; and
- how we will measure progress on a year to year basis

1.2 This Strategy aims to build upon our progress to date and to ensure the continued development of our tenant participation structures while also focusing on getting more people involved and ensuring there are a range of options and opportunities for this.

1.3 The Housing Service was inspected by the Scottish Housing Regulator during 2010. The report published in November 2010 stated that “the Council has a strong commitment to consultation and participation. This is demonstrated, in part, by the comprehensive range of ways that tenants can engage formally and informally with the Council”.

1.4 The Council is committed to equality of opportunity in all aspects of tenant participation and aims to ensure any barriers to effective participation arising from ethnicity, geographical location, particular needs, age, sexual orientation or disability are removed.

1.5 Our approach to tenant participation is inherently linked to a broader framework of plans and strategies including:-

- Community Plan
- Community Engagement Framework
- Local Housing Strategy
- Corporate Plan
- Housing and Technical Resources Resource Plan

Appendix 1 of the Strategy details the links to the above plans and strategies.

1.6 This Strategy has been developed at a time when proposals to establish the Scottish Social Housing Charter are progressing through the Scottish Parliament. It is clear that effective and clear involvement of tenants in establishing and monitoring progress against the outcomes detailed in the Charter will be a primary focus for landlords across Scotland. Locally we will work with tenants to monitor progress and take forward proposals in relation to tenant involvement in the Charter.

2. Tenant Participation in South Lanarkshire – our current position

2.1 A range of information has been used to provide a current picture of tenant participation in South Lanarkshire and to identify the key priorities to be taken forward in this Strategy:-

- **Ongoing self assessment and awareness of the extent and nature of tenant participation in South Lanarkshire**

We review our tenant participation activities on an ongoing basis through the Central Liaison Group (CLG) which allows us to clearly identify our strengths and areas where improvements could be made. Also as part of our preparation for inspection by the Scottish Housing Regulator in February 2010 our services and policies were monitored and assessed. This highlighted how well we were going and the areas where improvements were needed.

- **TIS “Health Check” - a model used by landlords across Scotland to assess tenant participation activity**

This was used to examine tenant participation activity “on the ground”. It has helped both ourselves and tenants assess the current stage of development of tenant participation and gives a picture of how well tenant participation is working and which areas need further development.

- **Ongoing and specific consultation with tenants and interested individuals on the strengths and weaknesses of our approach**

Reviews of our previous tenant participation strategies were built into the routine quarterly monitoring of progress through the CLG and CLG Sub-group.

In developing this Strategy there has been extensive consultation and tenant involvement to consider our progress to date and the areas that need to be further progressed.

2.2 We have worked with tenants and service users to develop a range of formal and informal opportunities for participation and involvement. The flexibility of our approach means that tenants and interested individuals can engage with us in a range of ways which best suit their circumstances and aspirations either on a collective or individual basis.

Appendix 2 outlines the different structures and opportunities for tenants and interested individuals to participate and become involved.

2.3 Recognising the importance of tenants being provided with independent advice the South Lanarkshire Tenant Development Support Project (SLTDSP), managed by the Tenants Information Service (TIS) was established in 2002, renewed in 2006 and again in 2009. The project has played a key role in ensuring that comprehensive impartial information and advice is provided to tenants in order that they can make up their own minds on important housing issues.

2.4 **Our key strengths**

The key strengths of our approach can be summarised as follows:-

Structures

- Good structures developed in consultation with tenants
- Engagement locally through the local housing forums
- Good partnership working and links between the CLG, CLG sub group and tenant and resident groups.
- Valuable sounding board for tenants with particular needs through the Disability Housing Sub group

Tenant and Resident Groups

- Range of assistance and support provided to groups to assist their establishment, operation and development including funding for running costs, external training and conferences
- SLTDSP produces an annual training programme in consultation with tenant representatives which sets out training to be provided over the year
- All registered groups are included on the Register of Tenant Organisations available on the Council's website and in all area housing offices

Neighbourhood Management Boards

- Provide a valuable opportunity for people to come together to consider the range of issues which impact upon their community and to influence and shape services. Housing and related issues are one of the main areas for discussion at board meetings.

Programme of consultation and tenant involvement

- Policy review schedule provides a systematic programme of policy reviews agreed with tenants on which we engage and consult during the year
- Annually CLG priorities for the year ahead are agreed and any other service areas they wish to be involved in identified
- Tenant priorities in the service and policy reviews are reflected in the service planning process each year

Information and advice

- A good range of information provided to tenants on housing and related services
- Every new tenant is provided with information about opportunities to become involved
- Housing News produced three times per year and sent to all tenants
- Quarterly newsletter produced by SLTDSP and distributed to all tenants groups and interested individuals
- A range of briefings and reports provided by SLTDSP for tenants

Individual tenants/service users

- A database of around 350 individuals who have expressed an interest in being kept up to date/consulted. This is actively promoted via our website, tenants' newsletter and any events/conferences. The Scottish Housing Regulator report referred to at 1.3 stated that the data base was a good way of ensuring that tenants who are not part of formal groups can engage with the Council.

2.5 Areas for further development

2.5.1 As highlighted above we have identified that we have good formal and informal structures for engaging and consulting with tenants but we recognise that we need to get more people involved and develop more opportunities for involvement. In this we will take into consideration the needs of the rural and urban communities within South Lanarkshire to ensure there are realistic opportunities for involvement.

2.5.2 As part of the discussions with the CLG Sb-group and interested individuals, there has been clear support for this strategy to extend beyond the statutory duties and take a broader focus on developing new opportunities for wider tenant engagement and involvement. This approach is consistent with the regulatory framework and emerging requirements of national policy (for example the Scottish Social Housing Charter) relating to customer focus and influence.

Taking the above into consideration the areas for further development can be summarised as follows:-

- Local Area Tenant Participation Plans
 - To develop and implement annual local area participation action plans to encourage tenant involvement at a local level. These plans will focus on what currently takes place locally and the key actions necessary to increase involvement and the range of opportunities for involvement.

- Opportunities to encourage more people to become involved
 - To increase the ways in which tenants can get involved in discussions with the Council about housing and related services, both in their local area and across South Lanarkshire.
- Systems in place to demonstrate the difference tenants are making
 - To show how services and policies have changed based on the involvement tenants have had and the input they have given.
- Appropriate resources available to meet the different needs
 - To ensure that appropriate resources are available to meet the different needs and different levels of involvement.
- Promote the work of the local housing forums and increase tenant involvement
 - Increase the level of attendance at local housing forums which vary between the different areas.
- Roll out roadshows in the rural areas
 - To advise and inform tenants about the opportunities available for them to influence the development and delivery of housing services in the rural areas and to increase representation.
- Establish needs of the different community groups including Minority Ethnic Communities (MEC) and young people to ensure the opportunities and methods reflect their needs
 - To further develop our engagement with tenants and service users from MEC.
- Participatory budgeting/positive communities
 - In 2010 South Lanarkshire Council was selected as one of five areas to pilot participatory budgeting. This involved working with the community to identify priorities and to support them to make decisions about the use of the funding. This pilot is currently subject to national evaluation. The outcome of this evaluation will be built into our annual positive communities events and more broadly into the Council's wider approach to community engagement.

3. Strategic outcomes and action plan

3.1 Our overall objective is to enable tenants to have realistic opportunities to become involved and help shape the housing service.

3.2 This section sets out our approach, priorities and the actions we will take to further develop tenant participation in South Lanarkshire taking into consideration the outcome of the TIS 'healthcheck', our ongoing self assessment and the consultation with tenants.

3.3 To ensure effective progress is made three strategic outcomes have been established which provide the overarching focus for the actions set out in the strategy. The outcomes relate to the Council's improvement theme of 'partnership working, community leadership and engagement' as well as two of the Scottish Government's national outcomes which are set out within the South Lanarkshire Single Outcome Agreement:

- we live in strong resilient and supportive communities where people take responsibility for their own actions and how they affect others (outcome 11); and
- we live in well designed, sustainable places where we are able to access the amenities and services we need (outcome 12)

3.4 The strategic outcomes are:-

Strategic outcome 1

Increased levels of involvement

- To improve the ways in which tenants can get involved in discussions with the Council about housing and related services, both in their local area and across South Lanarkshire.

Strategic outcome 2

Improved range of engagement opportunities which reflect the needs and aspirations of communities across South Lanarkshire

- To ensure that tenants and interested individuals can get involved in a way they choose.

Strategic outcome 3

Improved ability to show that tenants and service users influence and shape the housing service

- To show how services have changed based on the involvement tenants have had and the input they have given.

3.5 Action plan

Appendix 3 of the strategy, the action planning framework, sets out the detail of the actions and outcomes intended to ensure progress is made in relation to each of the three strategic outcomes set out above.

The actions set out in appendix 3 are summarised below:-

Strategic outcome 1 -

Increased levels of involvement

Key actions

- Develop and implement annual local area participation plans for each housing management area reflecting local needs and priorities and improve engagement
- Promote and update interested individual database
- Increase participation and awareness of Neighbourhood Management Boards
- Map out community engagement events and scope for tenant involvement
- Explore and identify links with other social landlords through the Common Housing Register (CHR)
- Provide support and assistance to existing groups and new groups through local area participation action plans and public contact

**Strategic outcome 2 –
Improved range of engagement opportunities which reflect the needs and aspirations
of communities across South Lanarkshire**

Key actions

- Publish annual diary of participation opportunities
- Review and refine approach to promoting tenant participation during tenancy sign up
- Continue to develop engagement with different community groups including MEC, gypsy travellers and young people
- Continue to develop engagement through annual positive communities events
- Roll out participatory budgeting pilot
- Carry out review of current resources provided, including the provision of grant funding to tenants groups and the tenants action fund

**Strategic Outcome 3 -
Improved ability to show that tenants and service users influence and shape the
housing service**

Key actions

- Develop system to routinely capture feedback from tenants, tenant representatives and service users on their involvement and resulting effect
- Explore and identify opportunities for tenant involvement in service review and delivery (e.g. mystery shopping, scrutiny panel, tenant-led inspection)
- Further develop and establish framework detailing performance information to be presented at CLG, local housing forums, tenants groups and interested individuals as part of the tenant participation annual review process

4. Resourcing and supporting tenant participation in South Lanarkshire

- 4.1 We recognise that effective tenant participation requires adequate funding and support. Appendix 4 provides information on the range of resources provided to support tenant participation.
- 4.2 This strategy has been produced at a time of severe pressure on public sector finances and in light of this there will be a continuing need to monitor resource requirements and priorities.
- 4.3 A key requirement of this strategy is to carry out an assessment of resources in the first year and to thereafter review the resource requirements on an annual basis. The resources consist of staff input, physical and financial resources.
- 4.4 As part of the benchmarking process we along with other local authorities provide information to the Scottish Best Value Network on how much we spend on tenant participation. In 2009/10 this information indicated that the amount spent on tenant participation was £6.62 per tenant.
- 4.5 There is an inconsistency in the information that local authorities across Scotland provide in relation to the amount spent on tenant participation. Historically the spend per tenant in South Lanarkshire has been below the Scottish average, however we will work with our benchmarking colleagues to review the information provided to ensure that the figure for South Lanarkshire is consistent with other local authorities.

5. Monitoring, evaluation and review

5.1 The action planning framework of the strategy provides the basis against which progress will be measured. The strategy will be the subject of ongoing monitoring and evaluation to:-

- determine whether the priorities and actions set out in the Strategy are being effectively progressed;
- determine whether the actions are achieving the outcomes anticipated;
- consider factors underpinning variance against set outcomes and indicators; and
- identify whether there is any need to review actions, indicators and targets

5.2 Effective monitoring and evaluation of the Strategy is essential if we are to assess the success of the Strategy to ensure that we achieve the required outcomes. The CLG is responsible for overseeing the ongoing implementation and monitoring of the Strategy. The Group considers progress against outcomes and ensures the effective reporting of progress. In addition the Group is also responsible for identifying issues that require to be reflected in any future review of the Strategy.

5.3 Review of the Strategy

Each year, a review of progress on the implementation of the Strategy will be reported to:-

- Housing and Technical Resources Committee
- Housing and Technical Resources Resource Management Team
- Central Liaison Group
- Local Housing Forums; and
- Tenants Groups

In addition, quarterly reports will be issued and discussed at the Central Liaison sub group.

5.4 We will also publish annual tenant participation achievements:-

- in 'Housing News';
- on notice boards in the local housing offices; and
- on the Council's website

Appendix 1

Links to other strategies and policies

Single Outcome Agreement

The Single Outcome Agreement (SOA) sets out the key outcomes that South Lanarkshire Community Planning Partnership has committed to deliver for local people. The Tenant Participation Strategy will help us achieve some of the key SOA outcomes.

Community Engagement Framework

The priorities set out within our Tenant Participation Strategy link to the Council's wider approach to community engagement and the national standards for community engagement.

Community Plan

The Community Plan – 'Stronger Together' requires the Council to initiate and maintain a community planning process, for the main public sector agencies to be involved and for the community to be engaged.

Council Plan – Connect

This sets out the Council's vision – "***to improve the quality of life for everyone in South Lanarkshire***".

Local Housing Strategy

This sets out how the Council and its partners will ensure South Lanarkshire has good quality housing of the right tenure, type and size in the right places to meet the needs and aspirations of residents.

Resource Plan

This sets out the key strategic factors which influence the Housing Service.

Appendix 2

Structure and options for involvement

Structure and options for involvement	Level of involvement
<p>Individual tenants</p>	<ul style="list-style-type: none"> • Tenants and service users can become involved and let their views be known through: <ul style="list-style-type: none"> ○ Engagement in specific consultations – Interested Individual Register ○ Focus groups ○ Service user feedback ○ Engagement with individual tenants and service users in relation to HomeHappening Programme
<p>Central Liaison Group (CLG)</p>	<ul style="list-style-type: none"> • Strategic responsibility for ensuring the effective development of tenant participation • Provides formal link to Council's decision making structures • Considers, debates and influences policy issues at a South Lanarkshire wide level • Work of CLG is reported to local housing forums and tenants groups
<p>CLG sub group</p>	<ul style="list-style-type: none"> • Supports and facilitates work of CLG • Considers and discusses policy and service areas in detail • Agrees way forward in terms of the progress to be made • Work of sub group is reported back to the CLG
<p>Local housing forums</p>	<ul style="list-style-type: none"> • Eight local housing forums comprising: <ul style="list-style-type: none"> ○ Tenant representatives from the area ○ Individual tenants and residents from the area ○ Area Services Manager/Housing Services Manager and relevant Council staff ○ Local elected members ○ Outside agencies and professionals on invitation or request • Meet on a regular basis to discuss housing and related issues. • Agenda driven by both the Council and tenants • Guidelines established which set out how each of the forums operate taking account of local needs and circumstances • Views and issues from the local housing forums are fed back to the CLG and CLG Sub-group

Structure and options for involvement	Level of involvement
<p>Tenant and resident groups</p>	<ul style="list-style-type: none"> • In accordance with the Housing (Scotland) Act 2001, the Council maintains a register of tenants groups in South Lanarkshire • Tenant and resident groups actively supported and encouraged to register • Register accessed through Council's website and through the area housing offices. • Council engages with tenant and resident groups on an ongoing basis at both a strategic and operational level
<p>Tenant Management Co-ops</p>	<ul style="list-style-type: none"> • Exist in three housing areas in Rutherglen and Cambuslang • Committees comprise of local tenants • They are responsible for the management of the housing stock within the area they operate • Council supports and works closely with each Tenant Management Co-op
<p>Neighbourhood Management Boards</p>	<ul style="list-style-type: none"> • These provide an opportunity for:- <ul style="list-style-type: none"> ○ Local communities to effectively engage with organisations responsible for delivering services and investment to the area where they live ○ People living within local communities with the means to influence and shape services including housing

Appendix 3: Tenant Participation Strategy 2011 - 2015 – Action Plan

Strategic outcome 1 Increased levels of involvement				
	Actions	Outputs	Timescale	Responsible
1.1	Develop and implement annual local area participation plans for each housing management area reflecting local needs and priorities and improve engagement	8 local area participation plans	2011-12 onwards	Council
1.2	Develop publicity materials to promote the strategy and encourage people to become involved	Range of publicity material available	2011-2012 onwards	Council
1.3	Increase participation and awareness of Neighbourhood Management Boards	Update on tenant participation activity and seek views during the year	2011-2012 onwards	Council
1.4	Promote and update interested individual database	Up to date database of tenants and service users interested in getting involved	2011-2012 onwards	Council/ISLTDSP
1.5	Map out community engagement events and scope for tenant involvement	Diary of engagement opportunities at a local and South Lanarkshire level	2012-2013 onwards	Council/ISLTDSP
1.6	Explore and identify links with other social landlords through the Common Housing Register (CHR)	Actions to be identified and progressed based on outcome of exercise	April 2012 – June 2015	Council

1.7	Continue to develop and implement training programme for tenants, and other interested individuals	Range of training materials and opportunities	2012-2013 onwards	SLTDSP
1.8	Develop and implement rolling training programme for staff	Range of training materials and opportunities	2012-2013 onwards	Council/SLTDSP
1.9	Engagement with applicants on housing register	Establish systems to further promote/support involvement	2012-2013 onwards	Council/SLTDSP
1.10	Review tenant involvement at the end of policy reviews	Report outlining recommendations to inform future policy reviews	2012-2013 onwards	Council/SLTDSP
1.11	Provide support and assistance to existing groups and new groups through local area participation action plans and public contact	Support and action plans for existing and new groups who require support and assistance	2011-2012 onwards	Council/SLTDSP

**Strategic outcome 1
Increased levels of involvement**

	Indicators	Baseline	Target/Timescale
1a	Increased number on Interested Individual database	340 on list 2010 -11	Increase by 10% each year from baseline
1b	Increased engagement at a local area level between tenants, interested individuals and staff	Baseline to be established 2011-2012	Number of tenants and service users involved to increase by 10% each year from baseline
1c	Number of waiting list applicants interested in becoming involved	Baseline to be established 2012-13	Number of waiting list applicants interested in becoming involved to increase by 10% each year from baseline
1d	Number of tenants and interested individuals who have attended training	Baseline to be established 2012-13	Number of tenants and interested individuals attending training events to increase by 10% each year from baseline
1e	Increased number of tenants groups seeking resources	15 in 2010 - 2011	Number of tenants groups requesting funding to increase by 2 each year from baseline

Strategic outcome 2
Improved range of engagement opportunities which reflects the needs and aspirations of communities across South Lanarkshire

	Actions	Outputs	Timescale	Responsible
2.1	Publish annual diary of participation opportunities	Annual Participation and Communication Programme	2012-2013 onwards	Council/ISLTDSP
2.2	Bi annual survey of tenants groups, and interested individuals to obtain views on tenant involvement and opportunities	Bi annual report on survey results outlining recommendations to be taken forward	2012-2013 onwards	Council/ISLTDSP
2.3	Review and refine approach to promoting tenant participation during tenancy sign up	Estate management procedures developed to reflect outcome of review <ul style="list-style-type: none"> • TP procedure • Sign-up procedure updated 	2011-2012 onwards	Council/ISLTDSP
2.4	Review current arrangements for informal engagement with sheltered housing tenants	Actions to be identified and progressed based upon outcome of review	2011-2012 onwards	Council/ISLTDSP
2.5	Continue to develop engagement with different community groups including MEC, gypsy travellers and young people	Identification of engagement opportunities with community groups Action plans prepared to include:-		
		Focus group with MEC	2011-2012 onwards	Council/ISLTDSP
		Annual focus group with gypsy travellers at sites in Larkhall and East Kilbride	2011-2012 onwards	Council/ISLTDSP
		Workshop with Youth Council	2012-2013 onwards	Council/ISLTDSP

2.6	Review existing practices and identify actions to strengthen and improve links with people with disabilities	Outcome of review to be reflected in proposal for strengthening and improving links with disabled people	2012-2013 onwards	Council
2.7	Continue to develop engagement through annual positive community events	Identification of engagement opportunities with communities through annual positive communities events	2011-2012 onwards	Council/ISLTDSP
2.8	Roll out participatory budgeting pilot	Develop and establish participatory budgeting pilots in partnership with local tenants and residents groups	2011-2012 onwards	Council
2.9	Review and ensure local area participation plans reflect the needs of rural areas	Actions to be identified and progressed based upon outcome of review	2011-2012 onwards	Council/ISLTDSP
2.10	Ongoing development of local housing forums	Annual programme for local housing forums linked to local area participation plans	2012-2013 onwards	Council/ISLTDSP
2.11	Publicise opportunities and events for involvement in every edition of Housing News	Events and publicity on the range of opportunities for involvement and participation	2012-2013 onwards	Council
2.12	Carry out review of current resources provided including the provision of grant funding to tenants groups and the tenants action fund	Outcome of review to be reflected in proposals for future funding of tenant participation	2011-2012 onwards	Council/ISLTDSP

Strategic outcome 2**Improved range of engagement opportunities which reflects the needs and aspirations of communities across South Lanarkshire**

	Indicators	Baseline	Target/Timescale
2a	Increased number of new tenants expressing an interest in becoming involved	Baseline to be established 2011 - 2012	Number of new tenants involved to increase by 10% each year from baseline
2b	Percentage of tenants groups aware of opportunities for involvement	Baseline to be established 2012-2013	Number of tenants groups aware of involvement opportunities
2c	Percentage of tenants satisfied with opportunities for involvement	Baseline to be established 2011-2012	Number of individuals who felt effective and meaningful involvement to increase by 10% from baseline
2d	Total spend on tenant participation	2010 - 2011	To maintain level of spend each year

Strategic outcome 3**Improved ability to demonstrate tenants and service users influence and shape housing service**

	Actions	Outputs	Timescale	Responsible
3.1	Develop system to routinely capture feedback from tenants, tenant representatives and service user on their involvement and resulting effect	Evaluate VOICE (Visioning Outcomes in Community Engagement) a planning tool to obtain and capture service user feedback	2012-2013 onwards	Council/ISLTDSP
3.2	Explore and identify opportunities for tenant involvement in service review and delivery (e.g. mystery shopping, scrutiny panel, tenant inspection, use of opinion meters)	Programme of opportunities for tenant involvement in service review and scrutiny	2012-2013 onwards	Council/ISLTDSP
3.3	Roll out mystery shopping exercise with South Lanarkshire Access Panel (pilot already completed in two areas)	A rolling programme of mystery shopping exercises across South Lanarkshire	2011-2012 onwards	Council
3.4	Further develop and establish framework detailing performance information to be presented at CLG, local housing forums, tenants groups and interested individuals as part of the tenant participation annual review process	Scheduled reports implemented and rolled out using Council's website, Housing News and SLTDSP newsletter	2012-2013 onwards	Council/ISLTDSP
3.6	Establish arrangements for tenant involvement in articles for Housing News and the Council's website	Proposals developed and editorial group established	2012-2013 onwards	Council

Strategic outcome 3
Improved ability to demonstrate tenants and service users influence and shape housing service

	Indicators	Baseline	Target/Timescale
3a	Number of participants who felt they were effectively and meaningfully involved in scheduled consultations	Baseline to be established 2011-2012	Increase number of participants who felt effective and meaningful involvement by 10% each year from baseline

Resources for supporting tenant participation in South Lanarkshire

In order for tenant participation to develop it has to be properly resourced and supported and resources include financial, physical and staff assistance. We currently provide a range of resources to support tenant participation including:-

Staff

All housing staff are aware of their responsibility to support and encourage tenant participation and will attend meetings of local groups where appropriate.

Area Services staff

- Communicate with tenants and residents on a daily basis
- Provide advice, assistance and support to individual tenants, local housing forums and local tenants and residents groups
- Are the first point of contact for tenants and residents groups
- Meet with tenants and tenant representatives as and when required to discuss and take forward local issues

Strategy Section

- Provide advice, assistance and support to the CLG and CLG Sub group, local housing forums, working groups, individual tenants, tenant and resident groups, and those who wish to formally organise themselves into groups

Neighbourhood management staff

- Communicate with tenants and residents on a regular basis within neighbourhood management areas
- Provide advice, assistance and support to individual tenants and residents and to the neighbourhood management boards
- Facilitate discussion at neighbourhood management board meetings to ensure local communities can effectively engage with organisations responsible for delivering services and investment to the area where they live including housing

Grants and expenses

- New groups can apply for a start up grant of £200
- Existing groups can apply for an annual administration grant of £500
- Tenants Action Fund payable to tenants groups within Rutherglen and Cambuslang area
- Catering, meeting room hire and publicity costs for meetings arranged by Housing Services are covered in full by South Lanarkshire Council
- Travel expenses to and from meetings will be reimbursed

Conferences

- Opportunities for tenants to attend annual TIS and Tenant Participation Advisory Service (TPAS) conferences
- Opportunities to attend other national and local conferences

Training and information

- Training programme provided by STDSP
- Information on new legislation, policies etc affecting housing will be provided to tenants as it becomes available
- Publicity materials to raise the profile of tenant participation

Independent advice and assistance

- Provided by SLTDSP to all tenants across South Lanarkshire

**Resources spent on tenant participation in South Lanarkshire
For the financial year 2010/11**

	£
Annual grants paid to tenants and residents groups	7,000.00
Tenants Action Fund	1,573.44
SLTDSP	82,648.84
TIS Annual Conference	3,810.00
TPAS Annual Conference	5,780.00
Production of Housing Newsletter - 3 editions per year	22,533.47
TIS contribution	2,000.00
Other expenditure incurred in relation to tenant participation	6,562.86
Total Expenditure	<u>131,908.61</u>

NOTES:

Staff resources have not been included in the above assessment

Other expenditure includes:

- meeting costs - room hire and catering
- print work carried out for tenants groups
- interpreting services used at tenants meetings

Set out in the strategy action plan is an action to review the current resource provision including grant funding to tenant and resident groups and the tenants action fund