



Tenant Participation Performance Annual Report 2013-14

Introduction

This is our second performance report about involving tenants and other service users.

The report is for our tenants and registered tenant organisations. It sets out the resources which we have put into tenant involvement and the support and opportunities made available to tenants and other service users. It also sets out the areas we feel tenants have influenced during 2013-14.

In 2013 the Council carried out a review of its tenant participation practice and developed a new Tenant Participation Strategy 2013-16.

The aims of the new strategy reflect the views of tenants, tenant organisations and Council staff where they thought improvements could be made.

The aims are:

1. improve the culture and practice of involving tenants across housing services;
2. improve our feedback to tenants so that we can prove where our tenants and other service users have influenced or shaped the housing service;
3. promote and provide a wide range of options for tenants to get involved with us;
4. encourage involvement of under-represented groups such as young people, homeless people, people with disabilities and people from ethnic-minority groups;
5. make sure that tenants are aware of the options available to them to shape housing services;
6. set up arrangements with our tenants to increase activity for tenants to assess our performance in line with the new requirements under the Scottish Social Housing Charter and new regulatory framework;
7. make sure that resources we put in place and practices we carry out are adequate to support and develop the activity to involve tenants; and
8. make sure that we communicate effectively with our tenants and provide good-quality, accessible information that tenants want.

Inputs – resources to support tenant involvement

Performance Indicator Name	2011/12	2012/13	2013/14
1. Communication / Information <i>Housing newsletters, tenant conference, fun/community days, policy information (e.g. TP Strategy, Tenants Communication Strategy,) Consultation information (e.g. rent consultation) and translation.</i>	£19,798.91	£24,968.63	£35,001.24
2. Tenant and staff training (external) <i>All externally provided training, conferences and seminars, fees for the development and purchase of toolkits and other training materials, externally provided development support</i>	£10,359.50	£7,364.80	£4,091.00
3. Registered Tenant Organisations <i>Grants to groups, free lets and insurance, equipment</i>	£39,762.46	£30,621.74	£32,551.25
4. Other groups <i>Focus groups, involvement in service review, inspection or audit activities, resident reader groups or e-consultation</i>	£177.89	£1,406.20	£3,952.63
5. TP Budget spend per tenant per year (excluding staff costs)	£6.79 (10,327)	£6.33 (10,164)	£7.69 (9,825)
6. Percentage overall TP budget given to tenants groups	57%	52%	45%

1. Costs for printing and distribution of the quarterly Housing News magazine still account for the bulk of this spend. However, costs are higher this year as they include the printing of survey cards (Housing News survey and the Tenant Participation Review Survey), the new SMS Text Messaging Service and also new costs associated with providing tenants with information about performance.
2. This covers our Membership with the Tenant Participation Advisory Service and attendance (both TP staff and tenant representatives) at TIS/TPAS conferences.
3. There was an increase in the funds given to tenants and residents associations as well as new equipment. The extra grant of £200 made available to support TRA work with young people (Dog Fouling Campaign with local schools) is also included.
4. During 2013-14 there was an increase in the number of working groups/meetings and performance activity involving tenants. Costs include hall hire, transport and catering. Examples of meetings/groups which are funded include: South Drumry and Overburn public meetings to try and set up new TRAs, Quality Circle meetings, consultation or information sessions (buy backs, tenant satisfaction survey, allocations, new estates service and liaison meetings) The working group to develop the draft Tenant Report on the Charter and regular meetings with the Gypsy Traveller community are also included here.
5. This is based on the total TP expenditure divided by the number of tenants we have. TP expenditure increased during 2013/14 whilst the number of tenants we have reduced.

6. Although the amount of funds directed at Tenants and Residents Associations increased the actual percentage of the overall budget which has gone to groups decreased. This is because there was an increase in funds spent elsewhere (other groups and performance related activity).

7. The number of Tenants and Residents Associations with premises.

There has been no change; there are seven groups with premises (one group has two premises).

8. Equipment and facilities provided for groups

Two groups received new equipment in this financial year, both received a new laptop and copies of Microsoft Office software.

9. In-house training to tenant and or staff

2011/12	2012-13	2013-2014
<p>Secretary's training offered to all members of all TRAs: five attended</p> <p>Quality Circle training given to 4 volunteers</p> <p>Tenant Federation/TRAs received development support, training for tenants included:</p> <ul style="list-style-type: none"> • Scottish Social Housing Charter • Scottish Housing Regulator • Tenant Led Inspections • Welfare Benefit Reform Proposals 	<p>Tailored training designed and delivered to one tenant organisation.</p> <p>Sessions provided by WDC:</p> <ul style="list-style-type: none"> • Scottish Social Housing Charter (SHR Consultation) • Consultation the Future of Right to Buy in Scotland • One stop shop 	<p>Tenant Participation Training was delivered to 10 new Housing Officers and 10 new Caretakers in August 2013.</p> <p>Information sessions provided to groups and interested tenants include:</p> <ul style="list-style-type: none"> • Delivering a new estates service to our tenants • Tenant Satisfaction Survey

10. Briefings Notes

These briefing notes were distributed to all RTOs and made available to housing staff.

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| <ul style="list-style-type: none"> • Scottish Social Housing Charter Tenant Satisfaction and Service User Satisfaction Indicators • Housing Support Regulations • Right to Buy to be Ended in Scotland • Tenant Participation Strategy 2013-16 | <ul style="list-style-type: none"> • Open Market Shared Equity Scheme • Void Management • Tenant Satisfaction Survey 2013 • SHBVN Benchmarking Report 2012/13 • Housing Scotland Bill 2013 • ARC Submission to the Scottish Housing Regulator |
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11. Staff time

A dedicated team, consisting of a Tenant Participation Officer (two officers on job share basis), Tenant Participation Assistant and one part time administrative officer are in place to support the delivery of tenant participation activity.

Outputs

The variety of ways in which tenants can get involved

- Tenants and Residents Associations and Federations
- Register of interested tenants
- Pre-HEED Tenant Forum
- Liaison Group
- Quality Circles
- Tenant Information/Fun Day (no event during 2013-14)
- Public meetings
- Working groups or Focus Groups
- Sheltered Housing Forum
- Surveys: Housing News, Tenant Participation and various service areas (for example: responsive repairs service, allocations process, homeless assessment, homeless prevention service, housing support service, mediation service, temporary accommodation, neighbour complaints, assist service and capital programme)
- SMS Messaging Service

New for 2013-14 was the introduction of the Pre-Heed Tenant Forum and the SMS Messaging Service.

Pre-HEED Tenant Forum: Tenant representatives are invited to meet with the Convenor of Housing, the Head of Housing and Senior Housing Officers to discuss housing papers before they are discussed or agreed by Councillors at the Council's Housing, Environment and Economic Development Committee*. [This committee is now called the Housing and Community Committee*]

The SMS Messaging Service encourages tenants to sign up for free text messages from the Council about housing related news and events.

The number of tenants involved

Tenant Organisations

West Dunbartonshire Council has 17 registered tenant organisations made up of 15 tenants' and residents' associations and two federations. *See appendix one for a full list.*

Four new TRAs were registered during 2013-14. Brucehill TRA was re-established and Mill of Haldane TRA evolved from the Mill of Haldane Community Association. In Clydebank, Clydebank East is slowly re-establishing and a new smaller group at North Bank Street is also now registered.

Council officers have also held public meetings in South Drumry, Clydebank and at the Borley in Dumbarton to support tenants who are attempting to set up new TRAs.

Gypsy Traveller Community

During 2013-14 a number of meetings were held with the gypsy traveller community to provide information and consult them about planned improvements. The community have also been supported and encouraged to set up a group.

Interested Tenants Register

The number of tenants on the Interested Tenants Register is 27, a small increase of 7 from the previous performance year.

Sheltered Housing Tenants

All 9 of the Council's Sheltered Housing Complexes are now represented on the Sheltered Housing Forum. Although still not registered, Forum members have attended some of the wider consultation meetings along with our Tenants and Residents Associations.

Quality Circles

The Quality Circle Project was reviewed in July 2013. Members of the Quality Circle Team agreed to postpone future inspections whilst the Council develops a range of minimum service standards for multi-storey flats.

Number of tenants and staff who received training

Ten new housing officers received tenant participation training during 2013-14. No new training was delivered to RTOs or interested tenants during this performance year.

Number and variety of different methods of communication






- emails, letters, website updates
- WDC/WDTRO Liaison Group
- Pre-Heed Tenant Forum
- meetings with registered tenant organisations
- WDC information sessions
- briefing notes
- Housing News quarterly publication
- Quarterly housing performance snap-shots as an insert in the Housing News
- Open days for new build projects
- Capital Programme open days

- Fortnightly housing officer and Anti-social behaviour Services surgeries at Dalmuir MSFs
- SMS Messaging Service (there are currently 44 tenants listed on the service)

There was no tenants' information/fun day during the 2013-14 performance year due to the low turnout at previous events.

Housing News survey

Whilst more tenants are reading the Housing News, there is a small percentage drop in those who feel that it keeps them informed and those who feel it is good value for money. This is reflected in the small drop in percentage of tenants who are overall satisfied with the publication.

(Total Returns)	2012 (164)	2013 (249)	2014 (216)	
Tenants who said that that they read every issue or most issues of the Housing News magazine.	84.6%	95.2%	97.7%	
Tenants who said that they read all of it – cover to cover or most of it.	85.8%	92.0%	91.2%	
Tenants who strongly agreed or agreed that the magazine kept them informed about important developments.	79.3%	96.4%	94.9%	
Tenants who agreed that it was good value for money.	76.9%	94.4%	88.4%	
Tenants who said that they were either satisfied or very satisfied with the Housing News.	77.5%	91.6%	88.9%	

Range of decisions tenants are involved in 2013-14	Methods used	Number of TRAs/Tenants involved	Outcome - influence
£800,000 DLO Surplus Spend	Letter of invitation to all Tenants and Residents Associations.	Rosshead TRA Duntocher TRA Westbridgend TRA Tullichewan TRA Dalmuir MSFs TRA	Environmental improvements such as fencing were discussed however these are expensive Agreed to continue with existing programme so that areas which had not yet benefitted from the funds could be included. Extensive close painting and external painterwork carried out across the authority area benefiting 730 tenants, gutter cleaning and renewal where necessary benefitting 114 tenants.
Sheltered Housing Tenant Handbook	Meetings with sheltered housings tenants.	Sheltered Housing Forum representing all 9 complexes	Two tenant handbooks replaced with one easy to read tenant handbook designed specifically for our sheltered housing tenants.
Buy Backs Scheme Tenants were asked for their views on the scoring matrix to be used by the Council to determine which properties are bought under the buy-	All tenants and residents associations, Members of the Sheltered Housing Forum, all interested tenants. Flyer to invite all to a consultation meeting on	5 Interested Tenants Dalmuir MSFs TRA Duntocher TRA Central Alexandria TRA Risk Street TRA	Tenants expressed clear views about what they would like to see in the matrix, support for the scheme in its present format and support for the scheme to grow in future years if

<p>back scheme.</p>	<p>Monday 24th June.</p> <p>1st Step; Consultation meeting: using a draft scoring matrix and case studies to generate discussion.</p> <p>Appropriate to the level of consultation required in order to develop the matrix:</p> <p><i>2nd Step: Draft scoring matrix sent to all RTOs, interested tenants and members of the SHF inviting feedback.</i></p>	<p>Rosshead TRA</p>	<p>possible.</p> <p>Following consultation, the Scoring Matrix was altered to reflect the tenants' views. The scoring was lowered for the housing demand element; the reference to the Empty Homes Scheme in the matrix was removed and latterly the addition of the condition of the property being on the housing market has been added.</p>
<p>Charter Performance Report</p> <p>Development of Housing Services first performance report prepared for tenants and our other customers</p>	<p>All RTOs, interested tenants and members of the Sheltered Housing Forum invited to get involved by letter.</p> <p>All tenants invited to get involved via the Housing News.</p> <p>Fortnightly working groups, attendance at events in Edinburgh to discuss progress and meet with other tenants across Scotland.</p>	<p>2 interested tenants and three tenants from our sheltered Housing complexes got involved</p>	<p>Tenants chose the areas of performance in the report, the symbols used and the style and layout of the report.</p>

<p>Owner Engagement Charter</p>	<p>Invitation to all RTOs to attend meeting.</p>	<p>Bucehill Rosshead Westbrigend Tullichewan CATRA Risk Street</p>	<p>Respondents agreed that the guarantee within the Charter be replaced with a commitment which is subject to monitoring.</p> <p>Commitment requested from the Council to introduce a rechargeable repairs policy to protect owners from wilful damage to common areas.</p>
<p>Pets Policy</p>	<p>Promoted in the Housing News, Council website and area offices.</p> <p>Meeting held to agree programme and get volunteers for working group</p> <p>Meeting with working group to discuss and agree survey</p> <p>Final meeting to discuss survey results and comments for changes to the tenancy agreement. Agreed that a policy was required for officers to refer to but the tenancy agreement was the most important matter and the enforcement of it.</p>	<p>Approx 10 interested tenants from a variety of groups</p>	<p>We surveyed all tenants within MSF's in WDC (1500) to get their views on allowing dogs within the flats. The result of the survey was to keep the no dogs policy and expand the wording on the tenancy agreement to identify what we mean by an exotic pet.</p> <p>An actual pet's policy is now being created taking on the views of this group and will include instruction for staff. Further talks are required with legal to see how we would implement legal action re this policy which the group are aware of.</p>

Housing Services – standards of service	<p>Working groups which were not well attended</p> <p>Promoted in the Housing News, Council website and area offices.</p> <p>Draft service standards on the Council's website and sent to all RTOs.</p>		
Capital Programme			
Haldane Court Environmental Upgrade 11 tenants / 1 owner	Letters Brochures, Public Meetings, Personal visits for those unable to attend.	1 tenant from 12 attended public meeting 8.3% turnout	Views were taken on board and fed back to management.
Low Rise Render Phase 7 (LM5) Milton Estate	Letters, Brochures, Personal Visits.	12 responses from 16 tenants 75% turnout.	Tenants were given the choice of render colour for their area.
Low Rise Render Phase 5 (LM5) Braehead / Haldane	Letters, Brochures, Public Meeting-18/09/13	11 tenants from 97 attended 11.3% turnout	Tenants were given the choice of render colour for their area.
Low Rise Render Phase 4 (LM4) Bellsmyre /Doveholm /Silverton	Letters, Brochures, Public Meeting-12/08/13	7 tenants from 56 attended 12.5% turnout	Tenants were given the choice of render colour for their area.

<p>Low Rise Render Phase 3 (LM3) Dumbarton Kilbowie Court</p>	<p>Letters, Brochures, Public Meeting-23/07/13 Letters, Brochures, Public Meeting-08/08/13</p>	<p>23 tenants from 226 attended 10.2% turnout 3 tenants from 46 attended. 6.5% turnout</p>	<p>Tenants were given the choice of render colour for their area Tenants were given the choice of render colour for their area</p>
<p>Littleholm Upgrade External Clad 244 Tenants / 26 owners</p>	<p>Letters, Brochures, Public Meeting-19/06/13</p>	<p>11 tenants from 270 attended 4.1%</p>	<p>Residents were given the choice of render colour for their area</p>
<p>Littleholm Upgrade External Clad 244 Tenants / 26 owners</p>	<p>Letters, Brochures, Public Meeting-10/06/13</p>	<p>22 tenants, 6 owners from 270 attended 10.4% turnout</p>	<p>Residents were given the choice of render colour for their area.</p>
<p>Dalmuir Courts Kitchen Mechanical Ventilation</p>	<p>Letters, Brochures, Public Meeting-09/05/13</p>	<p>13 tenants from 528 attended 2.5% turnout</p>	<p>Views expressed and taken back to management.</p>
<p>Lift Renewal 35 Risk St 13 Tenants /10 owners</p>	<p>Letters, Brochures, Public Meeting-25/04/13</p>	<p>4 tenants, 5 owners from 23 attended 39% turnout</p>	<p>Views expressed and taken back to management.</p>

Appendix One

Group Name	2011/12	2012/13	2013/14
West Dunbartonshire Tenants Organisation	✓	✓	✓
Roshead TRA	✓	✓	✓
Tullichewan	✓	✓	✓
CATRA	✓	✓	✓
Milton Estate, Jamestown	x	Disbanded	
Dalmonach TRA	x	✓	✓
Tontine TRA	✓	✓	✓
Mill of Haldane			✓
Dumbarton and Vale of Leven Housing Federation	✓	✓	✓
Milton TRA	x	No contact	Disbanded
Westbridgend TRA	✓	✓	✓
Risk Street	✓	✓	✓
Brucehill TRA			✓
Dalmuir MSFs TRA	✓	✓	✓
North Drumry TRA	x	✓	✓
Duntocher TRA	✓	✓	✓
North Bank St TRA			✓
Clydebank East			✓
Littleholm TRA	✓	✓	✓
Association of Clydebank Residents Groups	x	Disbanded	