

WEST DUNBARTONSHIRE COUNCIL'S



# Tenant Participation Strategy

2017 to 2020





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# Foreword

## **Councillor David McBride, Convener of Housing and Communities Committee**



West Dunbartonshire's approach to tenant participation is recognised as sector leading and it's been my pleasure to work in partnership with our tenants over the last 5 years as Housing Convener and

witness first-hand the fantastic positive influence it has had on shaping and improving our housing services.

The commitment that has been shown by the tenants involved has demonstrated a real desire to help create places that people are proud to call home. I'm certainly proud of what they have achieved and I hope that this new refreshed Strategy will help motivate an even wider group of tenants to become involved in making our Housing Services the best in Scotland.

## **Jim Hendry, WDTRO Chairperson**



The aim of the West Dunbartonshire Tenants and Residents' Organisation (WDTRO) is to bring together tenant activities to improve housing and housing conditions for everyone. Since the last

Tenant Participation Strategy in 2013 we have developed a good working relationship with the Council. We have regular face to face meetings with elected members and senior Housing staff and been able to put our case across to develop a partnership between tenants and Housing Services.

The Housing Revenue Account (HRA) Guidance issued by the Scottish Government in 2014 has helped us develop tenant involvement in rent consultation and be involved in scrutinising the HRA through the Joint Rent Group. The HRA Guidance has put a spotlight on the HRA and given tenants the tools and knowledge to ask more difficult questions which we want to fully use.

We want as many tenants to get involved and we welcome this Strategy as it sets out how tenants can get involved and the resources made available to help tenants through training, support and out of pocket expenses. We would encourage all tenants to get involved and have their say to help make improvements. We have done a lot to improve tenant involvement but there is more to be done and a stronger tenant voice will help that happen sooner and for the benefit of all tenants and residents.







**involving  
you**





# Executive Summary

**Aims** - We have a legal duty to develop a Tenant Participation Strategy in consultation with tenants and put the Strategy into practice. We have developed a good working relationship with tenants and the aim of this Strategy is to build on that so that we work in partnership with tenants to develop and influence Housing Services.

**Practice** - We need to improve the culture and practice of involving tenants across Housing Services. This is done by providing a range of options for tenants to get involved from joining a Tenants & Resident Association, completing a survey or being on our Interested Tenant Register and being kept up to date with developments.

The Scottish Social Housing Charter aims to improve the quality and value of services provided by Social landlords and sets out 16 outcomes and standards that we aim to achieve and by which our tenants can measure our performance and hold us to account. Involving tenants in scrutinising our performance is essential for improvements to be made and to ensure that tenant involvement is meaningful.

**Achievements** - we have a long history of active tenant involvement and much has been achieved. We achieved TPAS accreditation which is valid for 3 years so is important that we maintain tenant involvement at this standard and aim to improve it. Our quarterly newsletter 'Housing News' was awarded a Chartered Institute of Public Relations (CIPR) Scotland Pride awards 2016 and is used to keep tenants involved in service developments and give clear, understandable performance information to help tenants scrutinise our performance. Our WDC Scrutiny Panel also ensures that there is a tenant focus to our performance monitoring.

**Action plan** - as well as the annual Tenant report required by the Charter, we have also created a range of actions to ensure that the aims of 'Involving You' can be put into practice and tenant impact can be measured. Being able to demonstrate outcomes achieved by tenant involvement is one of the best ways of encouraging more people to get involved and also to ensure that we are a continually improving organisation. Involving you is the name we have used for this Strategy and that is exactly what we want and need to do.



Housing staff and WDTR0 representatives receive Silver TP Accreditation certificate from TPAS



# SECTION

# 1

## Introduction

Welcome to our Tenant Participation Strategy 2017-20 produced in partnership with tenants and tenant representatives. It sets out our commitment to develop effective consultation and participation so that by working with our tenants we can continuously improve the homes we provide and housing services.

This is our fourth Strategy and we have built its aims and objectives around the views of our tenants who helped us identify what we are doing well and where we need to make some improvements. The Strategy will ensure that we can demonstrate we are delivering real outcomes for our tenants and other service users as part of the Scottish Social Housing Charter.

This Strategy tells you how we will achieve good tenant participation in housing services. You can find out how we are going to provide you with information, how we are going to consult with you and use your views and how we are going to work with you so that you can influence what we do and hold us to account. We have set out:

- our aims for tenant participation for 2017-20
- an action plan for the period 2017-20 which tells you how we are going to achieve our aims
- how we will assess our progress and measure the impact of the Strategy
- information about the resources and support we make available to support tenant involvement

## Our Vision

West Dunbartonshire's Housing Services' vision for tenant participation is one of 'sharing information with our customers in a variety of ways; providing opportunities for our customers to express their views in a way that suits them; listening and acting to our customers' views to improve the housing services we provide and allowing our customers to scrutinise our performance.'

## What is tenant participation?

**“ It's about tenants and tenants and residents groups taking part in decision making processes and influencing decisions about housing policies, conditions and related services. It is a two way process, which involves the sharing of information, ideas and power. Its aim is to improve housing conditions and services.”**

(‘Partners in Participation, A National Strategy for Tenant Participation’ produced by the Scottish Executive in 1999.)

This definition is useful because it tells us what tenant participation is, what needs to happen to make it work and what the outcome should be. We have included it again in this Strategy, as tenant representatives agreed that it is a clear definition and emphasises the 2 way process so is continually relevant.



# SECTION

# 2

## Background

Involving tenants and other service users in decisions about their homes and communities is now accepted as normal practice within social housing. We have a legal duty to involve tenants and service users, but more importantly we have a long history of active tenant involvement and are committed to ensuring that continues.

The Housing (Scotland) Act 2001 introduced the first legal framework for tenant participation by giving tenants the rights to participate and be consulted. The Act also put new duties on all Local Authorities and Registered Social Landlords (RSLs) in Scotland which all still apply.

### Your rights:

- to form independent representative organisations and apply for registration and funding
- access information about housing policies and related services
- be consulted on issues that affect your homes
- participate in decisions that affect the services you receive and have enough time to consider draft proposals and put forward views

### The Council's duties:

- develop a Tenant Participation Strategy in consultation with tenants and service users and put it into practice, ensuring that it complies with equal opportunity requirements
- put the Tenant Participation Strategy into practice and measure performance against the agreed action plan
- provide resources and support to make sure tenant participation is effective
- regularly review how well tenant participation is working
- set up arrangements for registering tenants groups
- consult individual tenants and tenants and residents groups before making any decision that would change,
  - how we manage our housing properties
  - the standard of service we provide
  - any proposals to sell, transfer or demolish our housing
- take on board tenants' views before decisions are taken



## Other Relevant Publications

It is important that our Tenant Participation Strategy links into and contributes to other Council plans and policies, for example:

- **West Dunbartonshire Council Strategic Plan 2012-2017** <http://www.west-dunbarton.gov.uk/council/strategies-plans-and-policies/strategic-plan-2012-2017/>
- **Housing and Employability Delivery Plan**
- **Local Housing Strategy 2017-2022** [http://www.west-dunbarton.gov.uk/media/753598/lhs\\_\\_\\_final\\_november\\_amended\\_\\_\\_electronic\\_version.pdf](http://www.west-dunbarton.gov.uk/media/753598/lhs___final_november_amended___electronic_version.pdf)
- **WD Community Planning Partnership Single Outcome Agreement 2014- 2017** [http://www.wdcp.org.uk/media/136670/wd\\_soa\\_2014-17.pdf](http://www.wdcp.org.uk/media/136670/wd_soa_2014-17.pdf)
- **Tenant Communication Strategy** [http://www.west-dunbarton.gov.uk/media/3884123/tenants\\_communication\\_strategy\\_landscape\\_final.pdf](http://www.west-dunbarton.gov.uk/media/3884123/tenants_communication_strategy_landscape_final.pdf)
- **Communicating Effectively 2015** [https://www.west-dunbarton.gov.uk/media/4001562/communicating\\_effectively\\_2015\\_-\\_internet\\_version.pdf](https://www.west-dunbarton.gov.uk/media/4001562/communicating_effectively_2015_-_internet_version.pdf)

As an organisation we recognise the benefits of tenant involvement not solely where statutory requirements exist within Housing Services, and so places are made available for the West Dunbartonshire Tenants & Residents Organisation (WDTRO) on the Council's Community Alliance so they can be involved in community wide issues. The Your Community approach to delivering services at a local level to improve neighbourhoods also opens up community opportunities through Community Budgeting. Housing Officers work closely with the Your Community Team to encourage tenants to get involved in Your Community activities and other related community activities.

The Community Empowerment (Scotland) Act 2015 has also created rights for communities to have greater influence or control over how land and buildings are managed and used.





## Our Principles

Our Principles reflect those of the Scottish Government's National Strategy for Tenant Participation "Partners in Participation" (April 1999)

### Trust, respect and partnership

It is important that tenants, Councillors and Council staff trust and respect each other and work together in partnership to improve housing services and conditions.

### Sharing information, ideas and power

Everyone taking part in involving tenants will share information and ideas. It is important that we have a shared understanding of the issues so that we can work towards a joint solution to take these forward.

### Setting the agenda together

We want to jointly agree with you the agenda for involving tenants. We will make sure that everyone has the information they need to consider issues properly. We will provide information that is clear and easy to understand and is available in a variety of formats.

### Allowing time to consider issues properly

We will share information in a way that allows everyone time to make an informed decision. Individual tenants and tenants and residents groups will have enough time to work out a common view before they meet Council representatives.

### Openness and accountability in decision making

We will make decisions in a way that is open, clear and accountable. We will provide feedback following all consultations.

### Recognition for tenants' organisations

The Council recognise that tenants and residents groups are independent organisations that provide a valuable role in shaping housing services.

### Good working relationships

The Council will build good working relationships with individual tenants and tenants and residents groups. These relationships require to be flexible to meet local needs and circumstances.

### Valuing our volunteers

Without tenants who volunteer, we can't have tenant participation and we value the time that tenants give up to get involved with us. We hope that any involvement will be personally rewarding but we also provide transport or cover travelling expenses for any tenant attending a meeting arranged by Housing Services and our TP Grants cover out of pocket expenses for tenant and resident group members as well as the running costs of the group.

We will provide support and training to help tenants get involved. Volunteering in any tenant participation activity can be a good way to help people get back into employment and we will provide references for any tenant who has been actively involved for at least 6 months.

### Including people

We will take account of equal opportunities law and good practice. We will promote approaches and work in ways that are appropriate to different people and differing needs within our communities.

## Equal Opportunities

Our commitment to meeting the main parts of the general duty in terms of equal opportunities is set out in our Equality Statement 2013-17.

- We want to get rid of discrimination, harassment and victimisation
- We want to encourage equal opportunities
- We want to encourage good relations between all people

We will make sure that specifically in regard to tenant consultation and participation all tenants are treated equally, irrespective of their sex or marital status, race, disability, age, sexual orientation, language or social origin, or other social attributes including beliefs or political opinions.

We will promote inclusive approaches and work in ways that are appropriate to different people and differing needs within our communities. We have

also carried out an equality impact assessment on this Strategy to minimise any barriers that tenants may experience.

Our Tenants and Residents Associations also have to show their commitment to equal opportunities to meet our registration conditions (as issued by the Scottish Government) to become registered tenant organisations.

We will continue to use a number of ways to give all tenants the opportunity to get involved and influence decisions about housing services, policies and standards and provide information in a range of formats and various languages to suit our tenants and prospective tenants' needs. Our Tenants Communication Strategy sets out how we will do this and we also refer to "Communicating Effectively", the Council guidance on communication with people from minority ethnic groups and with disabled people.

Public meetings will always be held in accessible buildings with LOOP system facilities.



Tenants have helped develop clear and understandable financial information as part of our rent setting process



# SECTION 3

## Achievements

Since the last TP Strategy was agreed in 2013 the Council has made some key improvements in tenant participation, for example:

- Awarded Tenant Participation Accreditation by The Tenant Participation Advisory Service (TPAS) becoming the first Scottish local authority to achieve silver accreditation. 
- Reviewed the remit of the Liaison meetings which take place between the West Dunbartonshire Tenants and Residents Organisation (WDTRO), Convener of the Housing Communities Committee (HACC) and senior housing staff responsible for directing and delivering the housing service and agreed to continue with meetings.
- Our quarterly newsletter to all our tenants called 'Housing News' was awarded a Chartered Institute of Public Relations (CIPR) Scotland Pride awards 2016. We have also used Housing News to give opportunities for tenants to give comments and to dictate what gets covered in our annual Tenant Report.
- We have developed clear, understandable performance information which we regularly include along with Housing News to increase tenant awareness around Housing Services performance and to help tenants scrutinise our performance. Our work with tenants in developing performance information was



Dalmuir TRA members enjoy one of our tenant events

recognised by TPAS in 2016 with a national Good Practice Award for Communicating Performance Information.

- We have established a WDC Scrutiny Panel made up of tenants and factored owners who independently scrutinise performance across the Housing Services to help improve services and ensure there is a person focus to our performance monitoring.
- We have established a commitment from Housing Services to implement all reasonable recommendations made by the Scrutiny Panel and include the Panel within our performance management framework.
- Opened up the Pre-HACC Forum to individual tenants as well as Tenant and Resident Association members and advertise it through the Council TP webpages.

- Created a Joint Rent Group made up of tenant volunteers, Housing and Finance staff as well as the Housing Convenor to jointly scrutinise the Housing Revenue Account ( HRA) and make sure it complies with HRA Guidance
- Created a Reader's Panel as another option for individual tenants to get involved with Housing Services. Members read over publications to make sure they are understandable and their comments are used to improve our publications.
- Developed an annual tenant information event encouraging tenants and residents to engage with staff on a range of housing and housing related issues
- Regular information or briefing notes on a range of housing issues and TP Updates are distributed to Tenants and Residents Associations( TRAs), tenants on the Interested Tenants Register, Sheltered Housing Forum members, Scrutiny Panel members as well as housing staff and elected members to share information
- Delivery of Tenant Participation training to housing staff and Senior officers
- Continued support of the network of TRAs and help establish new TRAs where there is demand
- Provision of funding through Tenant Participation Grants to support the work of the WDTR0 and registered Tenant and Residents' Associations
- Developed process for measuring the amount of time that tenants give up to meet and help us develop Housing Services and record it quarterly on our TP Updates. These 'volunteer hours' can help demonstrate the commitment and contribution that tenants make.



Members of the Sheltered Housing Forum helped develop a specific handbook for sheltered housing tenants



# SECTION

# 4

## How we developed the Strategy

This Strategy builds on previous TP Strategies and action plans. In 2012 we did an in-depth review of our practice of involving tenants to identify what was working well and what needed to improve. During the period of the Strategy, tenant representatives were given regular progress updates on the action plan through our Liaison meetings and TP webpages.

In September 2016 we invited TPAS to carry out an independent review of our 2013-2016 TP Strategy and to consider it in line with current Good Practice.

Key recommendations from the TPAS review

- style of document through presentation, colours and use of clear language to be continued in the 2017-2020 Strategy
- maintain use of 'involving you' logo throughout the document to emphasise purpose of the Strategy
- create a new separate section on measuring performance, reporting performance to tenants and tenant scrutiny
- Strategy to be updated in terms of Social Housing Charter developments
- produce a shortened version of the next Strategy as a leaflet highlighting the main ways tenants can get involved to encourage people to read it.

### Development of the new Strategy

Key objectives and issues for this Strategy were discussed with the Housing Convenor, staff and tenant representatives at the October Liaison meeting. It was agreed that

- want to focus on getting joint solutions
- partnership approach is needed
- want to build on increased transparency and tenant involvement in decision-making developed through the Joint Rent Group

### Wider consultation

We developed a survey to gather views on developments since the last Strategy and to measure its effectiveness in terms of

- culture and practice
- how we feedback to tenants
- tenants influence in decision- making
- barriers for tenants getting involved
- and future priorities

We used a number of ways to promote the survey to tenants using

- an article and link to survey included in the Winter Edition 'Housing News' to all tenants
- paper copies of the survey, with pre-paid reply envelope, sent out to all TRA members, tenants on our Interested Tenant Register, Scrutiny Panel members and Sheltered Housing Forum members.
- The online survey was also promoted to tenants through the Council's webpages, TP webpages, WDC Facebook and TP Facebook with paper copies available from the Housing Development Team.

Views from other Council staff were also gathered as well as elected members.

A full breakdown of the survey responses are included in Appendix 7 but the majority of respondents (72%) overwhelmingly thought we had improved the culture and practice of involving tenants and 71% thought we had improved how we feedback to tenants about how they had influenced or shaped services.

In response to how we could give tenants more influence in decision making the most common suggestion was to involve tenants in local plans and a suggested open forum where tenants can meet managers. Involving tenants in improving areas was also seen as a way of increasing tenant involvement and this will be developed through a walkabout programme where joint solutions for local problems can be developed.

91% of respondents did think we adequately support tenants and tenant groups so that support will be continued. In terms of developing tenant participation, 'training' was the most often suggested item so we will make sure that we promote what training is available and assess what training tenants would like.

North Drumry flats





# SECTION

# 5

## Aims of the strategy

Our aim is to improve Council Housing Services by working in partnership with tenants to develop and influence how these services are provided.

Our aims reflect important legislative and regulatory requirements but also reflect the views of tenants and staff collected in our consultation survey.

We will:

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 minority ethnic groups
5. make sure that tenants are aware of the options available to them to shape housing services
6. improve tenants involvement in monitoring and improving performance through our Tenant Scrutiny Panel and encourage tenant scrutiny activity
7. make sure that resources we put in place and practices we carry out are adequate to support and develop tenant involvement
8. make sure that we communicate effectively with our tenants and provide good quality, accessible information that tenants want



Dalmuir TRA are awarded additional funds to improve their community café

Our Action Plan in Section 12 sets out how we will meet these aims.

# SECTION

# 6

## How you can get involved

We have a long history of active tenant involvement through Tenants and Residents Associations. While our Associations have an important part to play and we continue to support them, we recognise that not all tenants want to or have the time to get involved in this way.

It's important that we offer all tenants a choice so that they can get involved at a level that suits their interest and their individual circumstances.

### Individual Tenants

We want to encourage all tenants to get involved in shaping our services and provide you with as many opportunities as possible to do this. Tenants regularly contact us via letters, email, and telephone or in person at our local housing offices. You can also get involved in the following ways:

### Housing News

We use the Housing News magazine to provide you with information on Housing Service developments and to invite you to get involved in consultation when it is happening. Tenants can write or email Housing News if they have a question about Housing Services or if they would like to comment on the Housing News magazine. We make the Housing News as interactive as possible and can use it to collect tenant views on the performance information they want to see in our annual Tenant Report.

### Completing surveys or questionnaires

We use a number of satisfaction surveys which ask tenants about specific areas of our housing service, for example customer satisfaction forms used by our repairs service or when tenants first move into a tenancy.

Consultation surveys will also be carried out from time to time and we will promote them through the Housing News magazine, our website and Facebook <https://www.facebook.com/West-Dunbartonshire-Council-Tenant-Participation> to make them available to individual tenants as well as TRA members.

The Council will carry out an annual tenant satisfaction survey to capture tenants' views and provide feedback on improvements put in place.

### New tenants

Housing Officers advise new tenants on their rights to participate as part of the process of signing a tenancy agreement. They will use this and the new tenant visit to explain the opportunities available for tenants to get involved in their particular area as well as an individual tenant.

Tenant Participation officers also send out a follow-up post card to encourage each new tenant to get involved and provide their contact details.



## Interested Tenant Register

Many of our tenants don't want to be involved in a group or don't have a group in their area but still want to have their say so we have an 'Interested Tenant Register'.

Tenants on the Register are given the same information shared with our Tenants and Residents Associations and receive direct invites to get involved in consultations or other events. They don't have to attend regular meetings but can still keep up to date with what's happening in housing services and can be involved in topics that they are interested in. Any tenant can join our Interested Tenant Register by contacting the Tenant Participation officers or through their Housing Officer.

## Reader's Panel

Our Reader's Panel is another option for individual tenants to get involved with Housing Services and can be done in their own time and at home. Members read over publications to make sure they are understandable and their comments are used to improve our publications. They regularly review Housing News and have helped us develop a more tenant focus to the articles.

## Attending conferences and events

The Council holds annual information / fun days or conferences designed to attract individual tenants to engage with Housing Services and to develop existing groups. These events raise awareness about services provided, ask tenants and other customers for their views on different areas of the housing service and provide an opportunity to ask questions. Representatives from our registered tenant organisations are invited to be involved in planning the events with us.

We also provide funding for tenants to attend conferences and events run by TPAS, CIH or any other relevant organisation.

## Attending focus groups and public meetings

From time to time we will set up focus groups or public meetings which look at a particular part of the housing service, for example if we review our Allocations Policy or the Joint Rent Group set up to scrutinise the Housing Revenue Account ( HRA ). We let tenants know about these meetings by promoting widely and by a range of methods like publishing the details in the Housing News or in the local press, by putting information onto the Council's website, social media or by putting up posters. Representatives from Tenants and Residents Associations, our Interested Tenant Register, Sheltered Housing Forum and Scrutiny Panel members are invited directly to attend these meetings too.

## Sheltered Housing Forum

Housing Services and Health and Social Care Partnership (HSCP) have developed a joint approach to supporting the Sheltered Housing Forum. The Forum gives representatives from all nine sheltered complexes an opportunity to get together with Housing and HSCP staff to discuss the Sheltered Housing Service Standards, raise issues directly with staff and monitor developments.

The Forum meets every 2 months and each complex takes a turn in hosting the meeting to make sure as many tenants as possible can attend. Tenant Participation staff work with the Care at Home staff to provide minutes, agenda and transport for all Forum members.

## Tenants and Residents' Associations

Tenants and Residents' Associations are made up of local tenants and residents who represent their area to bring about improvements in housing and other related services. We recognise the independence of these Associations and the contribution they make in improving services for all tenants and in representing the area they live in.

Tenants and Residents Associations have opportunities to be involved in developing our services in the following ways:

- responding to consultations
- attending consultation meetings, focus groups and working groups
- completing surveys and audits
- training events and information sessions
- open days and other tenant events
- by acting as a link to a wider range of tenants and providing feedback about tenants' housing and related issues

See Appendix Three for a full list of all Tenants and Residents Associations.

Groups can apply for a Tenant Participation Grant if at least half of the elected committee (50%) are West Dunbartonshire Council tenants. This is because the grants are funded from the Housing Revenue Account (HRA). Groups that do not wish to apply for funding can still become a registered tenant organisation (RTO) with West Dunbartonshire Council.

## Registered Tenant Organisations

Tenants and Residents' Associations that meet the criteria set out by the Scottish Government are able to register with West Dunbartonshire Council as a registered tenant organisation. Registration is easy and doesn't require the Associations to do much more than they are already required to do under their constitution. The key difference between an Association and a registered group is that by registering with the Council, Associations have a recognised role in the decision making process.

Contact details for all registered tenant organisations can be obtained from each Council public access point or from the Housing Development Team.

## West Dunbartonshire Tenants and Residents Organisation



West Dunbartonshire Tenants and Residents Organisation is an umbrella organisation which acts to co-ordinate the activities of all registered tenant organisations (RTOs). Launched in 2008, its aim is to make sure that the RTOs work together to improve housing services and standards. This includes:

1. working together with all Tenants and Residents Associations across West Dunbartonshire
2. encouraging and supporting tenants/residents wishing to set up a Tenants and Residents Association
3. providing information to all Tenants and Residents Associations on the work of the WDTRO
4. working jointly with West Dunbartonshire Council and other agencies to make sure that they have as much influence as possible over decisions taken about their homes and community
5. working jointly with the Council through the WDC/WDTRO Liaison meetings with Councillors and Council officers to influence and improve housing services, policy and performance.

You can contact the WDTRO through their website at [www.wdtro.org.uk](http://www.wdtro.org.uk) or by contacting the Housing Development Team on 01389 737 281.



## Liaison Meetings

The Council and the WDTRO have regular bi-monthly meetings so that tenant representatives, Councillors and senior housing staff can work together to support the delivery of the housing service. This ensures that our tenant representatives have direct access to those with decision making authority. Objectives are agreed and driven jointly by tenants and Council representatives with both being able to put items on the agenda. Minutes of these meetings are distributed to all RTOs and made available on the Council's website and the WDTRO website. The meetings are chaired alternatively by the Housing Convener and the WDTRO chairperson or their deputies to reflect the partnership.

## Pre-HACC Forum

The Housing and Communities Committee (HACC) sets the policies and strategies for all services provided by the Housing Service. Decisions taken by the committee are after Councillors have had the opportunity to consider reports by the Council's professional officers.

Prior to each of the quarterly HACC meetings, representatives from each RTO and individual tenants have an opportunity to meet with the Housing Convener and officers who wrote the reports. The purpose of the meeting is to exchange views on the papers going before the HACC Committee and to allow tenants direct access to the Housing Convener prior to issues being discussed at the HACC Committee. The Housing Convener then presents these views as part of the Committee's discussion and form part of the decision making process.

## Representing all Tenants

The Council is aware that there are groups of tenants that are often under-represented in tenant participation. For example, young people, travelling people, homeless service users, people with disabilities, black and minority ethnic groups (BME) and lesbian, gay, bisexual and transgender groups.

We will look to develop different ways to involve tenants so that groups of people are not excluded and will collate feedback from these under-represented groups on how they would like to be involved and what aspects of the housing service are of most interest to them.

When consulting and involving tenants we will ask for equalities monitoring information to help gauge progress on ensuring that everyone has a voice.

## Local engagement

Housing Services have been since 2016, organised into 3 operational teams to focus housing management resources in a local area. Housing Officers in particular work closely building up relationships with the tenants within their patch. This model has been welcomed by tenants and gives an opportunity to further develop. We will work with tenants and Housing staff to develop a programme for walkabouts to tie in with patch profiles and tenant local interests.

## Complaints and compliments

West Dunbartonshire Council is committed to providing the best quality services it can afford and aims constantly to improve services. Our complaints procedure lets you tell us what you feel has gone wrong and helps us improve our services for everyone. See our complaints procedure at Appendix Five.

It is also good to hear when things work well and any compliments are passed onto the staff involved so they are aware of the difference they are making.

# SECTION

# 7

## Scottish Social Housing Charter and reporting performance to tenants

The Scottish Social Housing Charter came into effect on 1st April 2012. Tenants across Scotland were involved in its creation and also in its review in 2016/17 to ensure it is still fit for purpose. The Charter aims to improve the quality and value of services provided by social landlords and sets out 16 outcomes and standards that social landlords should aim to achieve when performing its housing activity. You can see the full list of Charter Outcomes in Appendix Six.

The Scottish Housing Regulator is an independent body responsible for monitoring, reporting and assessing how well social landlords, like West Dunbartonshire Council, are achieving the Charter's outcomes and standards. Each year the Council must gather evidence to demonstrate to the Regulator and to tenants and service users that it is meeting the outcomes of the Charter. Tenants can also use the Regulator's website to compare how well the Council is performing against other social landlords. This helps tenants understand if their landlord is performing well or not.

<https://www.scottishhousingregulator.gov.uk/>

### How we measures performance

We measure performance to make sure we are improving the services we provide and to identify where we can make improvements. We have a performance monitoring framework which makes sure that all the necessary performance information is being recorded and that authorised officers are monitoring and accountable for that performance.

### How tenants are involved in monitoring performance

We have developed clear, understandable performance information which we regularly include along with Housing News to increase tenant awareness around Housing Services performance and to help tenants scrutinise our performance. There is also a section on the Council's website on Performance information which all tenants can look at and monitor.





WDTRO representatives gives tenants a stronger voice

## How tenants are involved in Scrutiny

Tenant scrutiny is the name we give to the activities that offer tenants an opportunity to get involved in assessing our housing services. This allows tenants to influence and hold their landlord to account by focusing specifically on how housing services perform.

The Council established a Tenant Scrutiny Panel in 2014. The Panel is open to all tenants or owners who receive a factoring service from the Council and training and out of pocket expenses are provided. The Panel developed their own terms of agreement and aims and are independent from the Council although supported by the Housing Development team to access information and assist with their meetings.

The Scrutiny Panel form part of the Council's formal performance monitoring framework and there is a commitment to action all reasonable recommendations from the Panel's scrutiny exercises. They have completed 2 full scrutiny exercises to date and the action plans of their recommendations are monitored and progress reported to the Scrutiny Panel to ensure that their improvements are implemented. Their reports and recommendations are reported through the Housing News and on the TP webpages.

## How performance is reported to tenants

In addition to submitting annual performance information to the Regulator, the Council is also required to produce a Tenants Report to show progress in meeting the Charter outcomes to tenants, other customers and service users. Tenants played a key role in creating the look and content of our report to ensure that the performance information included is what they are interested in. Each year the report is reviewed involving tenants to ensure it continues to reflect tenant's priorities. Our Scrutiny Panel are involved in these reviews but any tenant can also get involved through officers within the Housing Development Team and an invite to get involved is included on the Tenant Report.



# SECTION

# 8

## Consultation and feedback

As part of the Tenants' Communication Strategy the Council agreed to keep to the following good practice when carrying out consultation in housing services;

- We will bring tenants and tenant organisations into the consultation and participation process from the start
- We will use a number of approaches to consulting, for example, the Housing News, leaflets / posters, public meetings, conferences / seminars, open days, home visits, focus groups, questionnaires / surveys and through our website and social media
- The method of consultation will depend on the scale and significance of the project, we will take into account the views of tenant organisation on the consultation methods used
- We will try and structure our consultation with tenants by asking specific questions although at times we may ask more general questions.
- We will give detailed information to tenants and tenant groups on any proposals we are consulting on, including:
  - how and when the final decision will be taken
  - how the proposal will affect tenants
  - how and within what timescales tenants can make their views known to us
  - the contact officer dealing with the consultation and
  - information on how and where to complain
- Where possible, individual tenants and tenant organisations will be given a minimum of 8 weeks to respond to changes in our housing policy.
- If we want to do this in less than eight weeks, Council officers must seek permission from the Housing Development and Homelessness Manager. If permission is granted we will explain why the consultation must be carried out within a shorter timescale.

When we talk about housing policy we mean:

### 1. Rent levels and rent policy

### 2. Development

- the delivery and specification for capital works for example, new kitchens and bathrooms
- the design and layout of new developments,
- environmental proposals

### 3. Housing Management

- Allocations policy
- repairs and maintenance services and standards
- managing estates
- managing properties
- tenancy agreements
- dealing with anti-social behaviour



## 4. Asset Management

This involves the day to day management of the housing stock (and other items such as garages, lock ups, and shops which are called “non-operational assets”) and the long term planning and investment that is needed to make sure that homes are safe, secure, and fit for purpose. Good asset management will result in housing estates and communities that are attractive places to live in.

We have an Asset Management Strategy 2013-2018 which sets out the four key priorities for its homes and other assets:

- our housing stock must meet and be better than the Scottish Housing Quality Standard (SHQS) as well as the Energy Efficiency Standard for Social Housing ( EESSH)
- our maintenance and repairs service will continue to provide effective and thorough services
- our housing stock meets the needs of current and future tenants.
- we make the best use of non-operational assets which will benefit the Council and local communities

The Asset Management Strategy sets out the direction we should be heading in and tenants have a key role to play when setting these priorities. Now that we have met the target for the SHQS, the Council has developed a More Homes Better Homes initiative to improve the housing quality and increase quantity of available housing. These are key areas that we will provide regular, accurate information about its progress to tenants.

## Feedback

We use the views of its tenants and service users to shape and improve its housing services. It is important that we provide feedback so that you know we have listened to and acted on your feedback. Providing feedback is also important as it encourages others to get involved. Most respondents of our consultation survey (90%)

agreed that we had improved feedback but that it was still important and needs to stay a focus to give tenants confidence that getting involved makes a difference.

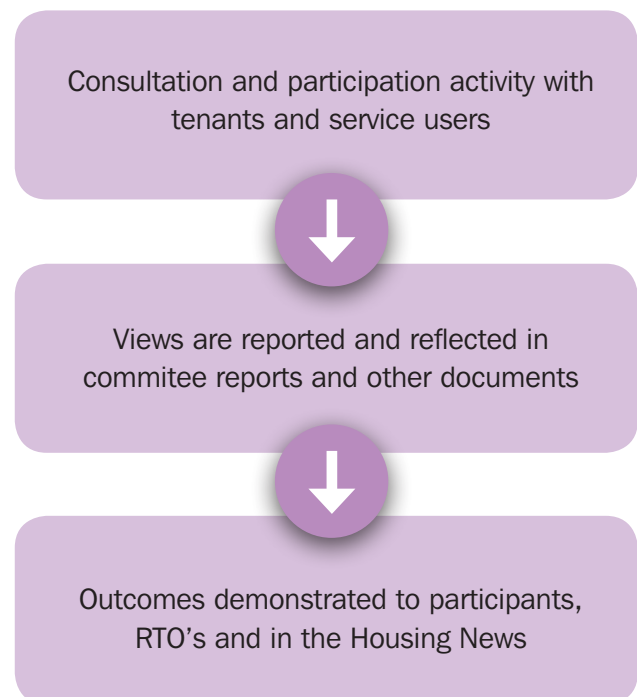
## Seeking your views

We use a range of methods to seek your views. This might be because we want to know if you are satisfied with a service, because we are reviewing a policy or the way that we deliver a service or it might be because we are considering some other action which will affect a lot of tenants.

## Influencing decisions

When we ask you for your views we report them back to senior decision makers and include them into committee reports which are prepared for Council meetings or in other draft documents.

We will make sure that we tell you how we used your views. We can do this by public meeting or by letter; we will ask participants how they want to receive this information. We will also share these outcomes with RTOs, the WDTR0 and publicise it in the Housing News to show you how we are using your views and suggestions. This includes the results of surveys or questionnaires which tenants have taken part in.



# SECTION

# 9

## Keeping you informed

We know how important it is that we provide you with good quality, up to date information which is accessible to everyone and free of jargon. Some of the methods we use include:

- Letters and email
- surveys and questionnaires
- factsheets and briefing notes
- website and social media
- local press and radio
- face to face meetings
- home visits where a need is identified
- Tenants and Residents Associations and registered tenant organisations
- through the Register for Interested Tenants
- focus groups
- public meetings
- tenant panels
- tenant handbook
- tenant conferences or other tenant events
- Housing News or local tenant newsletters
- notice boards in our multi-storey blocks or tenement flats
- area housing offices, one-stop-shops and other council offices

### Housing News

We produce 4 editions of our tenant newsletter 'Housing News' each year and send it to all our Council tenants, local Councillors, area housing offices (or one stop shops) , local libraries and to all our Tenants and Residents Associations.



In our consultation survey, 91% of respondents felt we had improved how we feedback to tenants about how they have influenced or shaped services. In particular respondents made very positive comments about Housing News,

'Housing News is really good'  
'it's good to see feedback and know they are listening not just a tick box'  
( taken from TP Strategy survey 2016)

The Housing News is also put onto audiotape for visually impaired tenants via Rockvale Rebound (talking newspapers).

We encourage tenants groups as well as staff to use Housing News as a way of communicating with all our tenants.

As set out in the Council's "Communicating Effectively" Guide, we provide all written information in a clear, accessible and easy to understand format, using plain language and where necessary in community languages. This includes making information available on request in other formats such as Braille, large print as well as audiotape.



## Tenants Handbook

Our tenant handbook is an important part of our commitment to providing our tenants with detailed information about our housing services and their tenancy.

We will invite tenants to help us review the content, look and style of the handbook to make sure that it is in a style and format which is useful, accessible and attractive to you.

## The Sheltered Housing Tenant Handbook

Tenants in Sheltered Housing accommodation have a specific tenant handbook which set out their tenancy rights and responsibilities as well as support arrangements. The Sheltered Housing Forum members helped produce their tenant handbook and it will be reviewed with them when necessary.

## Tenants and Residents Associations Handbook

A Basic Guide designed to support new and existing TRAs has been developed to cover all aspects of running and managing a group. It includes how to register with the Council as a registered tenant organisation, provides information and contact details about Council services and how to get independent help and advice.

The TRA Handbook is available on our TP webpages along with useful forms to help TRAs be independent while still having the support of TP staff when needed.

<http://www.west-dunbarton.gov.uk/media/4307905/basic-guide-website-version.pdf>

## Briefing Notes

Tenant Participation staff produce information or briefing notes for Associations and tenants on the Interested Tenants Register which contain information about housing issues or topics which have been raised by tenants or by the Council. The Housing Development team also produce regular briefing / information notes to keep staff and TRAs up to date with the changing housing policy context.

## Digital Technology

The Council is investing in a new Integrated Housing Management System ( IHMS) to help develop how we provide services to tenants and to give tenants greater access to reporting and monitoring requests to us. The system will provide opportunities to remind tenants of appointments or meetings, or to carry out short surveys. We will make sure the IHMS maximises the opportunities and information available to tenants.

The Tenant Participation section on the Council's website is kept up to date with information and minutes from meetings so they are available to any tenant at a time that suits them and to encourage involvement.

The Council also has a Facebook page and Twitter Account which tenants can use to obtain information and provide comment. We also have a TP Facebook page that we use to promote consultations and provide information about local events and issues which may be more attractive to our younger tenants.

## Tenants' Communication Strategy

The Council's Tenants' Communication Strategy sets out how the Council will provide information, the types of information to be provided and how we will provide feedback. It was reviewed in 2014 and will be kept up to date as methods of communication develop.

# SECTION 10

## How we will resource and support tenant participation activity

To make the process of involving tenants successful, we provide a range of resources which both individual tenants and TRAs have access to.

### Housing and Employability Staff

All housing staff are responsible for encouraging and supporting tenants to get involved. This can include practical support such as help with photocopying, providing information about Council services, attendance at meetings, providing training or information sessions and delivering consultation events.

### Tenant Participation Staff

Within the Housing Development Team the Council has a TP Officer, TP Development Officer, both supported by Tenant Participation Support Assistant who are responsible for supporting and developing tenant participation activity across West Dunbartonshire. The TP officers ensure that the Council meets the aims of this Strategy by implementing the action plan and reporting the outcomes. They also provide encouragement, training and support to individual tenants and tenants on our Interested Tenant Register, the Scrutiny Panel, Sheltered Housing Forum, and TRAs to participate and develop.

### Funding Tenants and Residents Associations

TRAs play a vital part in making sure our services reflect the needs of local communities. We are committed to providing support and resources to make sure Associations are in a position to fully participate.

Start-up grants are available for new Associations and annual grants are available to existing Associations to cover their administration and running costs funded from the HRA (Housing Revenue Account). For example, to pay for photocopying, telephone calls, the hire of local community halls, postage or travelling expenses. One-off expenses to provide equipment to groups, such as laptops are made available to groups which are well established.

There are currently 5 Associations which have a community lease for premises in their area. Their use of premises varies, but is primarily used as office and meeting space, housing officer and local Councillor Surgeries and can be used to provide meeting space for other community activities. The rent, insurance and utility charges are met by the TP Budget.



## Information, training and support

All TRAs are offered support and training from the Housing Development Team. Tenant Participation Officers usually attend meetings until the committee is happy to proceed on its own. Formal training covering all aspects of running and managing Association and guidance to become registered tenant organisations is offered. Our Associations will also be offered with assistance to carry out action planning to assist them to achieve their objectives and demonstrate their achievements.

Tenant Participation training is also made available to all housing staff to ensure that we can put our tenant participation strategy into practice effectively.

Associations will have access to a TRA Basic Guide which covers aspects of running and managing an Association, provides information and contact details about Council services and how to get independent help and advice.

Our range of information notes keep tenants on our Interested Tenant Register and Associations informed about housing policy and about housing services.

Information sessions are arranged as and when required in response to developments, in support of consultation events or to discuss housing topics requested by TRAs.

The Housing News is distributed to all tenants and TRAs four times a year and used as our main way of sharing information with all tenants. We also use regular TP Updates and briefing notes to share good practice and information.

Training and encouragement is made available to all tenants to help them get involved. We will also develop incentives to encourage more involvement, e.g. references after a tenant has volunteered for at least a 6 month period to help them back into employment.

## Tenant Scrutiny

Members of the West Dunbartonshire Scrutiny Panel are supported by the Housing Development Team to ensure that they are confident and comfortable in carrying out inspections. The TP officers will take new members through the 'Stepping up for Scrutiny' programme which is a training tool designed by the Chartered Institute of Housing Scotland for the Scottish Government. On-going training and support will also be available for Panel members as their involvement in tenant scrutiny activity develops. Travelling expenses and any other out of pocket expenses are paid to Panel members to allow them to attend meetings and carry out their scrutiny activities.

## Conferences and events

Tenants who are represented by a Tenants and Residents Association or who are on the Council's list of interested tenants can attend annual conferences and events carried out by the Council, the Chartered Institute of Housing, the Tenants Information Service or the Tenant Participation Advisory Service. Costs for participation, transport and crèche facilities are met through the tenant participation budget.

## Including everyone

Our resources and support services are there for everyone to get involved. We use the principles set out in the National Standards for Community Engagement to ensure that where possible there are no practical barriers to tenants being fully involved. This includes:

- suitable transport to attend meetings
- general assistance
- access to premises
- communication aids (such as loop systems, advocacy and interpreting services)
- opportunities to meet at a time and a place that suits

## Access to other sources of information, support and advice

### Scottish Government Social Housing Services Team

Contact: 0131 244 0710 or  
email: anne.cook@scotland.gsi.gov.uk

### Tenants Information Service (TIS)

Contact: 0141 248 1242  
www.tis.org.uk

### Tenant Participation Advisory Service Scotland (TPAS Scotland)

Contact: 0141 552 3633  
www.tpascotland.org.uk

### Equality Advisory and Support Service

Contact: 0808 800 0082;  
textphone: 0808 800 0084  
www.equalityadvisoryservice.com  
FREEPOST Equality Advisory Support Service  
FPN4431

## The Tenant Participation Budget

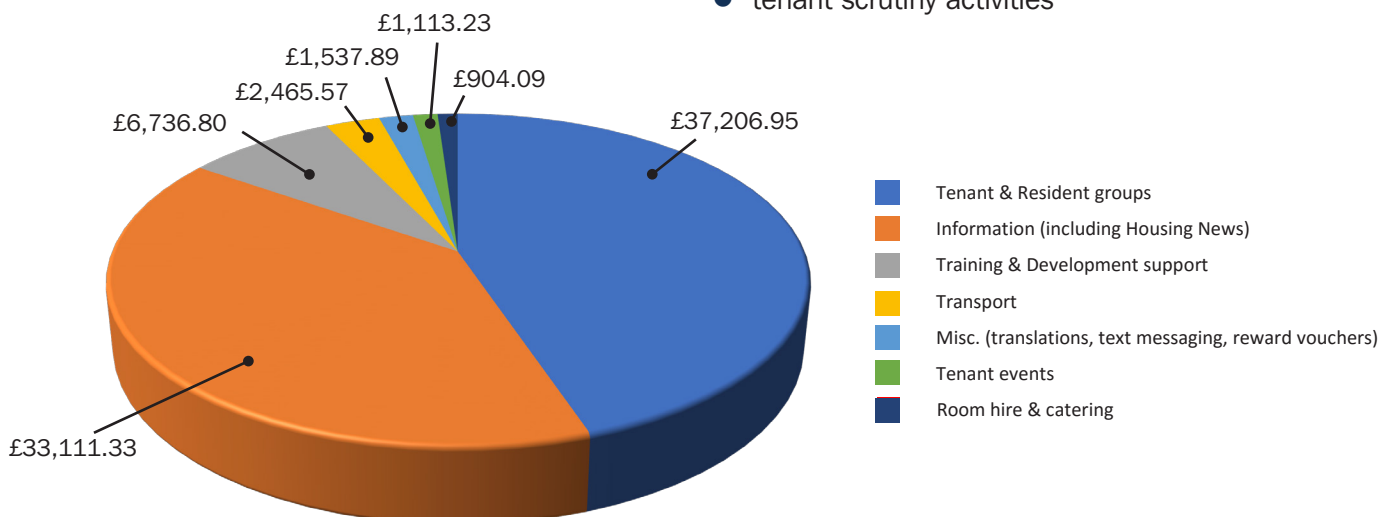
All direct funding to support tenant participation activity, such as information, grants to groups or transport costs come from the Housing Revenue Account which is made up of tenants' rents.

In 2015/16 the Council spent £83,075 on tenant participation related activity, that's approximately £8.57 per tenant per year (based on 9735 active tenancies at 31/3/16).

The chart below shows you that in the last financial year the Council spent the largest part of the budget (44.7%) was spent on supporting Tenant and Residents' Associations which includes the costs to run the Associations, their premises as well as the WDTR0 to produce information. 39.8% was spent on communication including the Housing News. Around 2.9% of the budget was spent on covering transport costs, 1.3% on tenant events whilst a further 8.1% was spent on providing training and development support to tenants and groups.

The tenant participation budget for 2016-17 is £87436.00. We will spend this funding on,

- grant support to TRAs
- costs associated with the provision of community flats used by TRAs
- provision of tenant events
- the Housing News magazine
- new tenant handbooks
- consultation events
- provision of information (leaflets, guidance notes etc.)
- new Tenant Participation Strategy and associated publicity material to promote tenant participation
- training, capacity building and conference events for tenants provided by other organisations
- travel expenses and crèche facilities
- surveys or questionnaires
- tenant scrutiny activities





# SECTION

# 11

## Monitoring and evaluation

The Tenant Participation Strategy is a working document which we will continue to review by regularly monitoring the action plan. The Housing Development Team will continue to provide regular progress reports to the WDTR0 via the Liaison meetings as well as the Sheltered Housing Forum and our TP webpages.

We will also produce a tenant participation performance report and share it with all Registered Tenant Organisations, tenants on the Interested Register, make available on the Council's website and to anyone who requests it to help emphasise the outcomes of involvement.

Of the 16 Charter outcomes there are four main ones that are particularly relevant to our activity of involving tenants;

### **Outcome 2 – Communication**

Social landlords manage their businesses so that:

- Tenants and other customers (i.e. residents) find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services the landlord provides.

### **Outcome 3 – Participation**

Social landlords manage their businesses so that:

- Tenants and other customers find it easy to participate in and influence their landlords' decisions at a level they feel comfortable with.

### **Outcome 14 & 15 - Rents and Service Charges**

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- A balance is struck between level of service provided, the costs of the services, and how far current and prospective tenants and service users can afford them.
- Tenants get clear information on how rents and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.

We will report how well we are achieving these outcomes as well as measuring what we spend the TP Budget on, what we produce as a result and the outcomes for tenants. This will be reported to both the WDTR0 and to the Housing and Communities Committee on an annual basis in the format of an annual report.

# SECTION 12

## The action plan

Our action plan sets out how we will meet the aims of the Strategy.

What we will do	How we will do it	When we will do it	Outcomes
<p><b>1.</b> <b>We will improve the culture and practice of tenant participation across housing services</b></p> <p>We will carry out good practice in tenant participation across all parts of the Housing Service.</p>	<ul style="list-style-type: none"> <li>continue to deliver tenant participation training for all housing services staff</li> <li>monitor tenant participation service standards to ensure that tenant participation practice is built into all parts of the housing service</li> <li>target achieving Gold TPAS accreditation</li> <li>produce quarterly TP updates for elected members, housing and related services staff with input from all housing service areas</li> <li>record outcomes from involving tenants</li> <li>publish an Involving You annual report each year</li> </ul>	<p>On-going</p> <p>on-going</p> <p>2018/19</p> <p>quarterly</p> <p>on-going</p> <p>2018</p>	<p>Increased awareness and understanding of tenant participation practice and requirements across all council services.</p> <p>All housing staff promote and support tenant participation and we are able to evidence tenant involvement.</p>

What we will do	How we will do it	When we will do it	Outcomes
<p><b>2.</b> <b>We will improve our feedback to tenants so that we can demonstrate where our tenants and other service users have influenced or shaped the housing service</b></p> <p>We will demonstrate that tenants' views are considered as part of the decision making process.</p> <p>The outcome(s) of tenant involvement will be promoted regularly and widely to ensure that tenants can see where they are making a difference.</p>	<ul style="list-style-type: none"> <li>when consulting with tenants we will tell them how their views will be used and when decisions are likely</li> <li>changes made to proposals as a result of consultation will be communicated to participants and will be publicised via the Housing News, webpages and social media</li> <li>support TRAs to demonstrate their achievements locally</li> <li>publish annual tenant involvement outcomes as part of TP performance report</li> <li>demonstrate the outcome(s) of tenant involvement in tenant scrutiny activities</li> <li>support tenants and TRA representatives to review papers going to the HAC Committee and encourage them to participate in the Pre-HACC Forum</li> </ul>	<p>on-going</p> <p>on-going</p> <p>on-going</p> <p>annually</p> <p>on-going</p> <p>quarterly</p>	<p>Tenant participation is working and tenants are encouraged to get involved.</p> <p>Individual tenants and TRAs are encouraged to get involved.</p> <p>Direct, up-to-date evidence of the impact of tenant involvement is shared with tenants</p>



What we will do	How we will do it	When we will do it	Outcomes
<p><b>3. We will promote and provide a wide range of options for tenants to get involved with us.</b></p> <p>We will promote existing methods available to tenants to get involved both as individuals and as part of more formal structure(s).</p> <p>We will continue to introduce new methods so that we increase the ways tenants can get involved and provide methods which may be more attractive to under-represented groups.</p>	<ul style="list-style-type: none"> <li>• promote the menu of options and support in place to encourage tenants to get involved</li> <li>• produce a leaflet version of the TP Strategy 2017-2020 to make the TP Strategy more accessible and user-friendly</li> <li>• support TRAs to produce leaflets and or websites promoting the work that they do and how to get involved</li> <li>• develop training and support provided to TRAs, Sheltered Housing Forum and tenants on the Interested Tenants Register</li> <li>• continue to deliver an annual tenant conference or event</li> <li>• explore new methods to provide information and obtain tenants' views (social media, IHMS)</li> <li>• provide character references to tenant volunteers to reflect the impact volunteers have in their community and as an incentive to get involved</li> <li>• develop a walkabout process for tenants to inspect their local area and produce action plans for improvements along with Housing staff</li> </ul>	<p>on-going</p> <p>2017/18</p> <p>on-going</p> <p>on-going</p> <p>annually</p> <p>on-going</p> <p>2017/18</p> <p>2017/18</p>	<p>Increase tenants awareness and understanding of options and support available to help them get involved</p> <p>Increase the number of tenants getting involved</p>

What we will do	How we will do it	When we will do it	Outcomes
<b>4.</b> <b>We will encourage involvement of under- represented groups such as young people, homeless people, people with disabilities and minority ethnic groups.</b>	<ul style="list-style-type: none"> <li>explore opportunities to develop a youth housing forum to involve tenants aged 16-25</li> </ul>	2017/18	Increase the involvement of groups of people who are under-represented in tenant participation
	<ul style="list-style-type: none"> <li>link into established groups to find out how they would like to get involved and what topics interest them</li> </ul>	on-going	
	<ul style="list-style-type: none"> <li>Continue to work with Support Officers to develop a forum for people in temporary/supported accommodation</li> </ul>	2017/18	
	<ul style="list-style-type: none"> <li>Explore opportunities to develop a forum that our Dennystoun Forge tenants are comfortable with</li> </ul>	on-going	
	<ul style="list-style-type: none"> <li>Link into West Dunbartonshire Equality Forum</li> </ul>	on-going	
What we will do	How we will do it	When we will do it	Outcomes
<b>5.</b> <b>Ensure tenants are aware of the options available to them to shape housing service plans and budgets</b>	<ul style="list-style-type: none"> <li>produce and promote an annual consultation calendar</li> </ul>	annually	Tenants know in advance about different options which are open to them to influence housing services  Tenants can get involved in influencing housing across West Dunbartonshire and how their rent is spent.
	<ul style="list-style-type: none"> <li>carry out an annual consultation on rents increases and provide clear information for tenants to be able to make informed choices</li> </ul>	annually	
	<ul style="list-style-type: none"> <li>develop tenant involvement in Housing Revenue Account scrutiny</li> </ul>	on-going	
	<ul style="list-style-type: none"> <li>develop tenant involvement in the decision – making process of setting rents, Capital programmes and agreeing Business plans</li> </ul>	2017/18	

What we will do	How we will do it	When we will do it	Outcomes
<p><b>6. Assess our performance in line with the Scottish Social Housing Charter and involve tenants in our annual Tenant Report.</b></p>	<ul style="list-style-type: none"> <li>agree with tenants what Charter indicators they want included in the Tenant Report.</li> <li>review the best style to use to ensure the report is accessible and easy to understand</li> <li>support scrutiny activity by offering formal training for staff and tenants taking part</li> <li>recruit new members onto the WD Scrutiny Panel</li> </ul>	<p>Annually</p> <p>Annually</p> <p>On-going</p> <p>on-going</p>	<p>Ensure that West Dunbartonshire Council complies with requirements under the Scottish Social Housing Charter.</p> <p>Performance information is made available to tenants in a format which is useful and easy to understand</p> <p>Opportunities for tenants to test and improve housing services performance.</p>
What we will do	How we will do it	When we will do it	Outcomes
<p><b>7. Ensure that the resources we put in and practices we carry out are adequate to support and develop tenant participation activity</b></p>	<ul style="list-style-type: none"> <li>review resources required to deliver tenant participation and tenant scrutiny requirements</li> <li>review grant system and resources provided to TRAs, including resource requirements for community premises</li> <li>support TRAs and the WDTRO to use action planning to organise their activities and to demonstrate their achievements</li> <li>develop training section on TP webpage and promote training opportunities</li> </ul>	<p>annually</p> <p>annually</p> <p>on-going</p> <p>June 2017</p>	<p>Sufficient resources for tenant participation activity and tenant scrutiny requirements.</p> <p>Demonstrate value for money.</p> <p>Increase take-up of training opportunities</p>



What we will do	How we will do it	When we will do it	Outcomes
<p><b>8. We will ensure we communicate effectively with tenants and provide good quality, accessible information that tenants want</b></p>	<ul style="list-style-type: none"> <li>• review and improve the content on the TP web pages and use of social media.</li> <li>• review the tenant handbook</li> <li>• continue to produce regular editions of the Housing News to all tenants keeping them up to date with housing investment and developments</li> <li>• encourage TRA's, WDTRO and active tenants to contribute articles and suggest material to be covered in Housing News</li> </ul>	<p>annually</p> <p>2017/18</p> <p>on-going</p> <p>on-going</p>	<p>Improved information and communication for all tenants</p> <p>Provide information that tenants and TRAs want</p>



Public meeting to discuss rent options

# Appendix One

## Jargon Buster

<b>Initial</b>	
TRA	Tenant & Resident Association
TP	Tenant Participation
WDTRO	West Dunbartonshire Tenants and Residents Organisation
TPAS	Tenant Participation Advisory Service
SHQS	Scottish Housing Quality Standard

<b>Organisation</b>	
Federation	The collective name given to WDTRO
Scottish Government	This is a collective term for the Scottish Government, that includes Ministers and civil servants based in Holyrood
Scottish Housing Regulator	Regulates all Registered Social Landlords and the landlord and homelessness services of Local Authorities, protects the interests of current and future tenants and other service users.
Sheltered Housing Forum	Tenants from sheltered housing complexes across West Dunbartonshire who have formed a group to represent the interests of tenants living in sheltered housing accommodation owned and managed by West Dunbartonshire Council.
Tenants Information Service	A national organisation run by a board of tenant directors that provides information, advice and training to tenants across Scotland
Tenant Participation Advisory Service	The national tenant and landlord participation advisory service for Scotland which promotes good practice in tenant participation throughout Scotland. TPAS works with tenants' organisations, Housing Associations and Local Authorities.
West Dunbartonshire Council	The statutory provider of housing in West Dunbartonshire
West Dunbartonshire Tenants and Residents Organisation	The umbrella organisation which acts to co-ordinate the activities of registered tenant organisations across West Dunbartonshire.

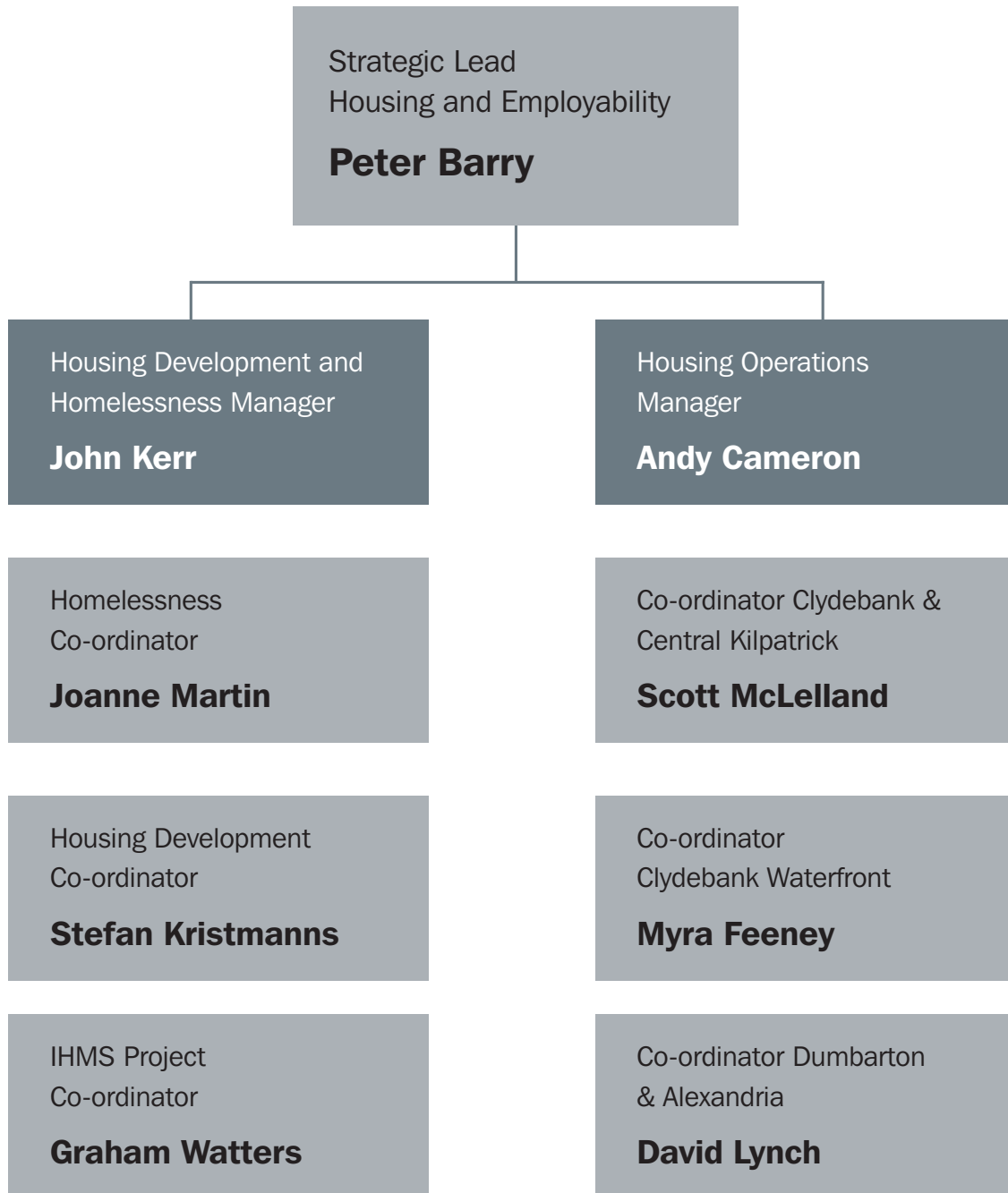
<b>Word</b>	
Action Plan	A list of things a landlord or tenants organisation must do to meet its aims and objectives
Asset management	Looking after Council properties to make sure they are well maintained and improved.
Capital programme	The programme of planned improvements that a landlord undertakes to keep its housing stock in good quality (such as kitchen and bathroom replacements, window replacement etc.)
Consultation	Tenant consultation means having a chance to comment on proposals prepared by the landlord before a decision is taken.
Communications strategy	A document developed by West Dunbartonshire Council and tenant representatives that sets out how the Council will communicate and inform tenants, tenants and residents groups and the Federations
Corporate Plan	A document that sets out West Dunbartonshire Council's aims and objectives and how it plans to will deliver its services
Community Engagement Strategy	Document produced by West Dunbartonshire Council outlining how it will involve the wider community in the planning and delivery of all Council services
Equal opportunities	Not discriminating against a person on the basis of things like their age, race, disability, sexual orientation, faith, religion or beliefs. All landlords and tenants organisations are required to have a commitment to equal opportunities under the Housing (Scotland) Act 2001
Housing policies	Documents that explain how landlords will deliver its services such as allocations, repairs etc.
Housing (Scotland) Act 2001	A piece of housing legislation introduced by the Scottish Government in 2001
Housing (Scotland) Act 2010	A piece of housing legislation introduced by the Scottish Government in 2010.
Housing (Scotland) Act 2014	Legislation on housing introduced by the Scottish Government in 2014.
Interested Tenants Register	A list of tenants who want to be contacted about events and consultations but don't want to be part of a group.
Local Housing Strategy	A statutory document produced by all local authorities that assesses the housing need and resources required to meet that need in their areas.
Local Plan	This plan identifies areas where new housing will be built
Monitoring and evaluation framework	Measures that will be used by West Dunbartonshire Council and tenant representatives to check how tenant participation is being delivered
Mystery Shopping	Tenants volunteer to act as 'mystery shoppers' to test the housing service and record their experience and impressions. This helps the Council to ensure that standards of customer service are maintained and improved where necessary.
National Strategy for Tenant Participation 1999	The first national strategy agreed by the Scottish Government, tenant and landlords about how tenant participation should work
National standards for Community Engagement	Good practice standards issued by Communities Scotland to provide a framework to help people influence the planning and delivery of services in their local area



<b>Word</b>	
Participation	This is when the Council, tenants, tenants and residents groups and the Federations come together and work as equal partners in making improvements to Council housing services
Partnership working	Landlords, tenants and other agencies working together to get things done
Registered Social Landlord	A non profit landlord that is registered and monitored by the Housing Regulator
Registered Tenants Organisation	A tenants and residents group that has registered with its landlord and can demonstrate that it is democratic and represents the views of tenants
Register of Tenants Organisations	A register a landlord has to keep up-to-date which lists the number of Registered Tenants Organisations
Resources	Money or "in-kind" support that is made available to tenants and tenants and residents groups
Scottish Housing Quality Standard	The Scottish Housing Quality Standard (SHQS) is the main measure of housing quality that is used to establish if properties reach the required minimum set out by the Scottish Government. The SHQS was introduced in February 2004 and social landlords have until April 2015 to bring their houses up to the Standard.
Scottish Social Housing Charter	Created under the Housing (S) Act 2010 the Charter sets out 16 standards and outcomes which all social landlords must achieve.
Service standards	A set of indicators that outlines acceptable services of standards
Social landlords	Organisation such as housing associations and local authorities who provide social rented housing.
Tenant Scrutiny	Tenants volunteer to get involved in reviewing and inspecting the Council's services and make recommendations on how services can be improved. Tenants decide which services they want to inspect and the process should lead to better services and therefore better outcomes for tenants.
Tenants and residents groups	Local groups that are set up to represent the views of tenants and residents and to influence services in the area. They are made up of local people who are democratically elected at the group's Annual General Meeting
Tenant Participation Officer	Council officers with specific responsibility for supporting tenant participation and delivering the tenant participation strategy
Tenant participation working group	A short term working group made up of representatives from the Sheltered Housing Forum, Quality Circle Project, registered tenant organisations and housing staff.
Tenant Scrutiny Panel	A formal body which serves as the hub for the range of tenant scrutiny activity and focal point for assessing performance and holding Council to account.

# Appendix Two

## Who's Who in Housing Services



# Appendix Three

List of registered tenant organisations (RTOs) and tenants and residents associations and federations

## Registered Tenant Organisations Federations (RTOs)

- Central Alexandria Tenants and Residents Association
- Dalmuir Multi-Storey Flats Tenants and Residents Association
- Duntocher Tenants and Residents Association
- Littleholm Tenants and Residents Association
- Central Radnor Park Tenants and Residents Association
- South Drumry Tenants and Residents Association
- Overburn and Townhead Tenants and Residents Association
- Risk Street Tenants and Residents Association
- Tullichewan Tenants and Residents Association
- Westbridgend Tenants and Residents Association
- West Dunbartonshire Tenants and Residents Organisation (representing all groups across West Dunbartonshire)

Contact details of all Tenants and Residents Associations can be obtained from the Tenant Participation Team by calling 01389 737 697

# Appendix Four

## West Dunbartonshire Council's Complaints procedure

West Dunbartonshire Council is committed to providing high-quality customer services. We value complaints and use information from them to help us improve our services. If something goes wrong or you are not happy with our services, please tell us. This document describes our complaints procedure and how to make a complaint. It also tells you about our complaints service standards and what you can expect from us.

### What is a complaint?

We regard a complaint as any expression of unhappiness about our action or lack of action, or about the standard of service provided by us or on our behalf.

## What can I complain about?

You can complain about things like:

- delays in responding to your enquiries and requests
- failure to provide a service
- our standard of service
- council policy
- treatment by or attitude of a member of staff
- our failure to follow proper procedure.

Your complaint may involve more than one council service or be about someone working on our behalf.

## What can't I complain about?

There are some things we can't deal with through our complaints handling procedure. These include:

- a routine first-time request for a service, for example a first-time request for a housing repair or action on anti-social behavior



- requests for compensation from the council
- things that are covered by a right of appeal. Here are some examples:
  - If you are dissatisfied with the level of priority you have been given when applying for a house, you have the right to appeal against the decision.
  - If your planning application is refused, you have a right of appeal to Scottish Ministers within six months of the decision.
  - If you believe your house is incorrectly valued for council tax, you can appeal to the Assessor.

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

## Who can complain?

Anyone can make a complaint to us, including the representative of someone who is unhappy with our service. We will confirm the details of the representative and check the customer is happy for us to discuss information with a third party. Please also read the section 'Getting help to make your complaint'.

## How do I complain?

You can complain using our online complaints form, by e-mail, by phone, in person at any of our offices or in writing to Customer Relations at Clydebank Town Centre Office, Sylvania Way, Clydebank, G81 1BF. It is usually easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please speak with a member of staff within the service you are complaining about. Then they can try to resolve any problems on the spot. When complaining, tell us:

- your full name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter.

## How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- the event you want to complain about, or
- finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

### Online Complaints form

[www.west-dunbarton.gov.uk](http://www.west-dunbarton.gov.uk)

### By E-mail

[customer.relations@west-dunbarton.gov.uk](mailto:customer.relations@west-dunbarton.gov.uk)

**By phone - 01389 738 273**

### Written correspondence

Customer Relations, West Dunbartonshire Council, 3 Aurora House, Queens Quay, Clydebank G81 1BF

## What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

### Stage one: **frontline resolution**

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem. We will give you our decision at Stage 1 within five working days, unless there are exceptional circumstances. If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or sometime after you get our initial decision.

## Stage two: **investigation**

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation.

When using Stage 2 we will:

- acknowledge receipt of your complaint within three working days
- discuss your complaint with you to understand why you remain unhappy and what outcome you are looking for
- give you a full response to the complaint as soon as possible and within 20 working days.

If our investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

## What if I'm still dissatisfied?

After we have fully investigated, if you are still not satisfied with our decision or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO cannot normally look at:

- a complaint that has not completed our complaints procedure (so please make sure it has done so before contacting the SPSO)
- events that happened, or that you became aware of, more than a year ago
- a matter that has been or is being considered in court.

You can contact the SPSO:

### **by post**

SPSO, Freepost EH641, Edinburgh, EH3 OBR  
Freephone 0800 377 7330

**Online** contact [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Website [www.spsso.org.uk](http://www.spsso.org.uk)

## Social work complaints

The procedure for social work complaints is slightly different from our general complaints procedure as it currently follows specific legislation and guidance. This legislation and guidance is being reviewed by

the Scottish Government.

The Community Health and Care Partnership (CHCP) deliver health and social care services together, but must adhere to 2 separate statutory complaints policies, procedures and governance arrangements.

These 2 procedures are united in one complaints management process. Please follow this link to view this process:

<http://www.wdchcp.org.uk/publications-policies/>

## Care complaints

If your complaint relates to a care service we provide, you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure, or make a complaint, by contacting them:

The Care Inspectorate has several offices around Scotland. Please refer to:

<http://www.scswis.com/> (Online complaints form) or

**Telephone** 0845 600 9527

**Fax** 01382 207 289

**Email** [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

## Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is unhappy with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you. You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance.

Scottish Independent Advocacy Alliance

Tel: 0131 260 5380 Fax: 0131 260 5381 Website: [www.siaa.org.uk](http://www.siaa.org.uk)

## Customer Relations

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure

that reasonable adjustments are made to help customers access and use our services.

If you prefer to make your complaint in writing and need help to do this, please contact us for more information. Our contact details are listed below, please choose the option that suits you best;

#### Online Complaints form

[www.west-dunbarton.gov.uk](http://www.west-dunbarton.gov.uk)

#### By E-mail

[customer.relations@west-dunbarton.gov.uk](mailto:customer.relations@west-dunbarton.gov.uk)

By phone - 01389 738273

Written correspondence Customer Relations 3  
Aurora House, Queens Quay, Clydebank G81 1BF

## Appendix Five

### The Scottish Social Housing Charter

In 2012 the Scottish Social Housing Charter for all social housing landlords in Scotland was introduced.

The Charter sets out national outcomes and standards that all social landlords should aim to achieve and was developed in consultation with landlords, tenants and residents and other interested groups. It has 16 main outcomes and includes areas such as participation, quality of housing, repairs and maintenance and communication.

West Dunbartonshire Council will report against the outcomes to demonstrate our performance and how we are meeting the needs of our tenants and other service users.

### Charter Outcomes and Standards

#### Outcome 1: Equalities

Social landlords perform all aspects of their housing services so that:

*Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.*

This **outcome** describes what social landlords, by complying with equalities legislation,

should achieve for all tenants and other customers regardless of age, disability, gender, reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. It includes landlords finding ways of understanding the needs of different customers and delivering services that recognise and meet these needs.

#### Outcome 2: Communication

Social landlords manage their businesses so that:

*Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services that the landlord provides.*

This **outcome** covers all aspects of landlords' communication with tenants and other customers. It is not just about how clearly and effectively a landlord gives information to those who want it. It is also about making it easy for tenants and other customers to make complaints and provide feedback on services, using that information to improve services and performance, and letting people know what they have done in response to complaints and feedback. It does not require landlords to provide legally protected, personal or commercial information.

#### Outcome 3: Participation

Social landlords manage their businesses so that:

*Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.*



This **outcome** describes what landlords should achieve by meeting their statutory tenant participation duties. It covers how social landlords gather and take account of the views and priorities of their tenants, how these views are reflected in the landlord's services and how landlords help and support tenants and other customers to build up their capacity for effective involvement.

#### **Outcome 4: Quality of Housing**

Social landlords manage their businesses so that:

*Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) by April 2015, and continue to meet it thereafter and are always clean, tidy and in a good state of repair when they are allocated.*

This **standard** describes what landlords should be achieving in all their properties. It covers all properties that social landlords let, unless the Scottish Government has agreed that particular properties do not have to meet the standard.

Beyond SHQS, landlords should be looking for cost effective ways of achieving higher energy efficiency standards for their properties to provide warmer homes for their tenants and help to address climate change. During the life-time of this Charter, the Scottish Government will consult on higher standards. If adopted, these new requirements will form part of the next Charter.

#### **Outcome 5: Repairs, maintenance and improvements**

Social landlords manage their businesses so that:

*Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.*

This **outcome** describes what landlords should achieve for their tenants by meeting their statutory duties on repairs and by providing repairs, maintenance and improvement services that safeguard the value of their assets and take account of the wishes and preferences of their tenants. This could include setting repair priorities and timescales, setting repair standards such as getting repairs done right, on time, first time, and assessing tenant satisfaction with the quality of the services they receive.

## Neighbourhood and Community

### **Outcome 6: Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes**

Social landlords, working in partnership with other agencies, help to ensure that:

*Tenants and other customers live in well maintained neighbourhoods, where they feel safe.*

This outcome covers a range of actions that social landlords can take on their own and in partnership with others. It covers landlord action to enforce tenancy conditions relating to estate management and neighbour nuisance, to resolve neighbour disputes, and to arrange or provide tenancy support where this is needed. It also covers the role landlords can play in partnership with others to address antisocial behaviour.

## Access to Housing and Support

### **Outcomes 7, 8 and 9: Housing options**

Social landlords work together to ensure that:

*People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.*

- Tenants and people on housing lists can review their housing options
- People at risk of losing their homes get advice on preventing homelessness.

These **outcomes** cover landlords' duties to provide information to those looking for housing and advice for people at risk of becoming homeless, including helping tenants and people on housing lists to review their options to move within the social housing sector or to another sector.

### **Outcome 10: Access to social housing**

Social landlords ensure that:

*People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.*

This **outcome** covers a range of actions that social landlords can take to make it easy for people looking for social housing to apply for the widest choice of social housing that is available, suitable and meets their needs. It includes actions that social landlords can take on their own and in partnership with others, for example through Common Housing Registers, or as members of a mutual exchange scheme, or through local information and advice schemes.

### **Outcome 11: Tenancy sustainment**

Social landlords ensure that:

*Tenants get the information they need on how to access support options to help them to remain in their home and can get suitable support including services provided directly by the landlord and by other organisations.*

This **outcome** covers what landlords can achieve for tenants who may need support to help them maintain their tenancy. It includes tenants who may be at risk of getting into arrears with their rent and tenants who may need to have their home adapted to cope with age, or disability, or caring responsibilities if they are to remain there.

### **Outcome 12: Homeless people**

Local authorities perform their duties on homelessness so that:

*Homeless people get prompt and easy access to help and advice, are provided with suitable, good quality temporary or emergency accommodation, when this is needed, and are offered continuing support to help them get and keep a home.*

This **outcome** describes what local authorities should be achieving by meeting their statutory duties to homeless people.

## Getting Good Value from Rents and Service Charges

**Outcome 13: Value for money** Social landlords manage all aspects of their businesses so that:

*Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.*

This standard covers the efficient and effective management of the services that social landlords provide. It includes landlords' ability to minimise the time houses are empty; to manage arrears and all resources effectively; control costs; get value out of the contracts they let; and deliver improving value for money by increasing the quality of services with minimum additional cost to tenants, owners and other customers.

### **Outcomes 14 and 15:**

#### **Rents and Service Charges**

Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- *A balance is struck between level of services provided, the cost of the services and how far current and prospective tenants and service users can afford them*
- *Tenants get clear information on how rents and other money is spent, including details of individual items of expenditure above thresholds agreed between landlords and tenants.*

These **outcomes** reflect a landlord's legal duty to consult tenants about rent setting, the importance of landlords taking account of what their current and prospective tenants and other customers are likely to be able to afford, and the importance that many tenants place on being able to find out about how their money is spent.

Whether information about expenditure above a particular level is published and in what form and detail is a matter for each landlord to decide in discussion with their tenants. What matters is that discussions take place and the decisions made reflect the views of tenants and other customers.

## Other Customers

### **Outcome 16: Gypsies/Travellers**

Local authorities and social landlords with responsibility for managing sites for gypsies and travellers should manage the sites so that:

*Sites are well maintained and managed.*

This **outcome** applies only to those local authorities and other social landlords that are responsible for managing these sites.

# Appendix 6

## Tenant Participation Strategy Consultation Summary

### Housing Services Consultation Recording Sheet



Housing Service: Housing Development  
 Person responsible: Jane Mack, Tenant Participation Officer  
 Consultation Start date: 27/10/16 End Date 5/1/17

The name of consultation / participation exercise?	Tenant Participation(TP) Strategy review
Its aims and objectives?	Review existing TP Strategy and assess priorities for 2017-2020 Strategy
Who did you invite/ include? (e.g. all tenants, tenant from the interested tenants register, RTOs, staff)	All tenants and members of WDTRO, TRAs, Scrutiny Panel, Sheltered Housing Forum and Interested Tenant Register. Staff and elected members.
What methods did you use to promote/invite stakeholders to get involved? (e.g. letters, posters, website)	<p>All tenants made aware through article in the Autumn Housing News. Letters to all above group members specifically inviting them to complete survey – paper copies and pre-paid envelopes provided as well as online version of survey.</p> <p>The Council's website was used to advertise the consultation as well as social media. It was also promoted with reminders on our TP Facebook account.</p> <p>A presentation on the planned consultation on the TP Strategy was part of the October WDC/WDTRO Liaison meeting with a copy sent out to all tenant groups and available on the TP webpages.</p> <p>Free entry to a £50 shopping voucher prize draw used to encourage people to complete survey.</p>
Who actually took part? (Number of individuals and or number of tenant organisations represented)	<p>8 tenant representatives were present at the Liaison discussion representing 6TRAs.</p> <p>51 responded to the survey (29 tenants and 22 staff/elected members)</p>
What method(s) did you use to obtain their views? (e.g. focus/working group, newsletter, survey)  Why did you choose this method(s)?	<p>A presentation was used for the discussion with the WDTRO representatives to identify main aims and objectives.</p> <p>A survey was then developed to collect specific views on progress from the last Strategy and how the new Strategy could be developed.</p> <p>These methods were chosen to gather a range of views. The presentation helped summarise what had been achieved through the last Strategy to be able to review and make suggestions for the next. Presentation also made available online.</p>



What good practice or minimum standards can you evidence as part of your consultation?	Over 8 week consultation period used to collect views. Paper survey made available for those without on line access
What was the outcome of the consultation?	51 respondents completed the survey and views were used in the draft TP Strategy going to Feb HACC.
How did you feedback to participants the outcome?	Survey report to be sent to all respondents, results made available on webpages and in the Spring Housing News.
How did tenant involvement influence your consultation?	Paper going to HACC outlines the consultation results and the draft TP Strategy and action plan are based on tenant and staff views. Tennats will also have an opportunity at the Pre- HACC Forum to add any comments on the final draft Strategy and they will be conveyed to the Committee by the Housing Convenor.
Are you able to demonstrate this?	YES
How have you demonstrated to tenants that involvement made a difference?	Strategy and action plan have been developed based on tenant views .Progress on achieving the actions will also be regularly reported to the Liaison meeting and through the TP webpages.
Did you check with participants that they were happy with the opportunities given to make their views known and that they felt that we listened and acted upon them?	Not directly. The WDTRO agreed with the consultation plan and were happy with the opportunities they have had to consider the Strategy. Many of the survey responses include positive comments about current TP practices.

## What worked well, what didn't work well – or any other comments you have.

**Comments:** Timing for February HACC meant very difficult to avoid Christmas period which as a busy time of year should be avoided to ensure more people have time to get involved. Initially a public consultation event had been planned

for December but tenant feedback was that they didn't want this as too many other things on so was changed to TP officer attending WDTRO committee to gather their views.



### **Other formats**

This document can be provided in large print, Braille or on audio cassette and can be translated into different community languages. Please contact:

Corporate Communications

Council Offices

Garshake Road

Dumbarton G82 3PU

Tel: 01389 737000