



Housing Services

Consultation Recording Sheet

Housing Service ...Housing Development & Homelessness

Person responsible: Janice Rainey and Jane Mack

Consultation Start date: 16/11/17 End Date 22/1/18

1.	The name of consultation / participation exercise?	Rent setting consultation 2018/19
2.	Its aims and objectives?	Discuss and get agreement from tenants on HRA Budget estimates and vote on subsequent rent increase options for 2018/19.
3.	Who did you invite/include? (e.g. all tenants, tenant from the interested tenants register, RTOs, staff)	<p>Public meeting arranged for 30/11/17 and advertised through the WDC website.</p> <p>Specific invites also sent to,</p> <ul style="list-style-type: none">• TRA members• Register of Interested tenants• Scrutiny Panel members• Sheltered Housing Forum <p>Aim of public meeting was to agree Options for wider consultation. All tenants then had the opportunity to vote through the Housing News which is delivered to all WDC tenants.</p>
4.	What methods did you use to promote/invite stakeholders to get involved? (e.g. letters, posters, website)	<p>The consultation process included a public meeting(30/11) and a public survey. Specific invites to all members of the above groups inviting them to the public meeting were sent. The Council's website and social media was also used to advertise the public meeting.</p> <p>The winter edition of the Housing News was used to advise tenants of the outcome of the public meeting and the rent increase options they could vote on – the edition included a front page article on the public meeting, an A3 insert which outlined details of the rent increase options and a freepost voting card.</p> <p>The survey was also promoted through The Council's webpages and social media as well as on our Tenant Participation Facebook account.</p>

	<p>The survey could be completed online or by returning the postage pre-paid voting card .</p> <p>Housing officers, Finance and One Stop Shop staff were also utilised to promote the survey and encourage the tenants they engaged with to use their vote.</p> <p>Tenant Participation also set up a stall in the Clydebank shopping centre on 11/1/18 to encourage and remind tenants to vote.</p> <p>Reminders about the survey were also given out to staff in January 2018 to remind them to promote the survey via flyers and voting cards being delivered to both housing offices and One Stop Shops. Posters were also put up in the foyers of all Multi-storey flats.</p>
<p>5. Who actually took part? (Number of individuals and or number of tenant organisations represented)</p>	<p>14 tenants attended the public meeting on 30/11/17 which included representatives from 6 TRA's as well as 2 individual tenants.</p> <p>303 tenants voted for their preferred option in the survey – 225 using the pre-paid voting card and 78 online votes.</p>
<p>6. 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>	<p>A presentation was given at the public meeting which outlined performance of Housing Services and a breakdown of proposed spending for 2018/19. The HRA estimates were presented using the good practice model developed by the Scottish Housing Network and our own Joint Rent Group.</p> <p>A survey was developed to collect views on the 3 proposed options that the Council's Business Plan could afford and from the discussion at the public meeting.</p> <p>These methods were chosen to gather the views of as many tenants as possible in a clear and most accessible way as possible. The survey also ensured that tenant's views are taken into account as part of the Council committee decision -making process.</p> <p>The information provided was presented in as clear and understandable way as possible and made available online for any tenant to refer to.</p> <p>Using staff to promote the survey also allowed for dialogue with tenants about wider issues or to explain more the options being considered.</p>

7.	What good practice or minimum standards can you evidence as part of your consultation?	<p>An 8 week consultation period was used to collect views. Paper voting cards were made available to all tenants through the Housing News as well as the on line option.</p> <p>The Public meetings was arranged for 5.30pm to accommodate as many people as possible. Meeting room had loop system and in an accessible building. Transport was also arranged for any tenant that required it to assist them getting to the meeting.</p> <p>All financial information (meeting notes and HRA budget estimates) were made as clear and understandable as possible as well as being available on line for public scrutiny.</p>
8.	What was the outcome of the consultation?	The tenant views expressed at the public meeting were used to finalise the rent options that all tenant could vote on. The survey results were put forward as the proposed rent increase going for Council approval.
9.	How did you feedback to participants the outcome?	<p>Survey report to be sent to all respondents, results made available on Council webpages and in the Spring Housing News.</p> <p>All rent increases must be notified to tenants in writing with 28 days notice so all tenants will be advised of the rent increase and how much the increase means for their own weekly and annual rent charge.</p>
10.	<p>How did tenant involvement influence your consultation?</p> <p>We have continued to increase tenants understanding and opportunity to scrutinise the the HRA through our Joint Rent Group which has tenant volunteer members. Our Joint Rent Group also reviewed the financial information being presented to try to make it as clear and understandable as possible.</p> <p>This is only the second year that tenants have been given options to vote on and the survey was promoted as widely as possible so that views from as many tenants could be collected.</p>	
11.	Are you able to demonstrate this?	YES
12.	How have you demonstrated	The preferred option for a 2% rent increase is being put

	to tenants that involvement made a difference?	forward as the rent proposal to be considered by Councillors.
13.	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?	The WDTRO and tenant volunteers on the Joint Rent Group have stated that they were happy with the improvements made in the rent setting process. Tenant understanding of the HRA has continued to increase through the Joint Rent Group and the discussion at the public meeting was very informed and constructive.

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

Comments: The same number of attendees came to the public meeting as previous year but the survey responses increased by 352% to 303 . It is hoped that numbers will continue to increase year on year as tenants see that they can voice their views and influence the outcome.

We still need to increase tenant involvement earlier in the process when resourcing and priorities are being discussed so that tenants can be involved in those discussions and make rent setting more meaningful. The timing of the rent setting process also needs to be prioritised earlier in the year so that we can fully utilise the Housing News to reach all tenants and to avoid consulting over the holiday period which can be a busy and stressful time for many people.