

HOUSING MT UPDATE REPORT

NAME OF HIT: Tenant Participation

DATE OF HMT: 27 June 2019

SUMMARY OF LAST QUARTER'S ACTIVITY:

Agreement has been reached to enable the Steering Group to be consulted about new build plans

Work with TIS has informed the draft TP Strategy which is now at an advanced stage and is to be published following agreement at Committee.

CHT letters to contain information about TP opportunities

Action Plan and list of PIs was agreed at HMT.

Initial meeting held with Academy Court residents to establish new tenants group

Next Step work with TIS on strategic development of TP nearing completion, following which Tenant Participation Strategy will be published

PRIORITIES FOR NEXT QUARTER:

Working with communities to establish new tenants group(s) at Montrose Street/Hillview, Brechin

Working with communities to establish new tenants group at 'Three Streets', Carnoustie

Working with Carnoustie High School volunteers to deliver IT training in sheltered complexes in Carnoustie

Identify further potential Scrutineers and hold introductory event

Support current Steering Group members to achieve their learning awards

Convene focus group to discuss and take forward recommendations on walkabouts with CHT and Communities staff

Report TP Strategy to Committee

SUMMARY OF KEY PERFORMANCE DATA AND ANALYSIS (NOTING ANY SIGNIFICANT CHANGES IN PERFORMANCE):

Indicator	Baseline – 2016/17	2018/19	Desired direction of travel
High Level			
Percentage of tenants satisfied with the overall service provided by their landlord (SSHC Indicator 1)	82.65%	81%	Increase
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (SSHC Indicator 3)	79.55%	79%	Increase
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (SSHC Indicator 6)	62.11%	59%	Increase

Annual performance continued to decline in the last survey, albeit slightly. Recent TP activity is not likely to have been picked up in the survey and new opportunities such as the e-panel won't have had a chance to make an impact.

Other			
Number of RTO appraisals undertaken			Increase
Number of tenants/residents groups established			Increase
Number of tenant members of the E-Panel			Increase
Number of training opportunities taken up by tenant representatives			Increase
Number of Scrutineer reviews undertaken			Increase

TBC

PROGRESS AGAINST CHARTER OUTCOMES:

CHARTER 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.

Work is ongoing to increase participation through the e-panel, new tenants groups and recruiting new members for the Scrutineers

Plans are in place to engage with tenants to create three new tenants groups each year.

ANY DISCUSSION POINTS:

None

HIT CHAIR: Gary McKenzie