

ANGUS COUNCIL

COMMUNITIES COMMITTEE – 24 SEPTEMBER 2019

ANGUS TENANT AND COMMUNITY ENGAGEMENT STRATEGY

REPORT BY DIRECTOR OF COMMUNITIES

ABSTRACT

The purpose of this report is to present the Angus Tenant & Community Engagement Strategy 2019-2022.

1. RECOMMENDATION

1.1 It is recommended that the Committee:

- (i) approves the Angus Council Tenant And Community Engagement Strategy 2019-2022 as outlined in Appendix 1 and;
- (ii) agrees to receive annual progress reports on its implementation.

2. ALIGNMENT TO THE ANGUS LOCAL OUTCOMES IMPROVEMENT PLAN / CORPORATE PLAN.

2.1 This report contributes to the following local outcomes contained within the Angus Local Outcomes Improvement Plan and Locality Plans:

- More opportunities for people to achieve success;
- Safe, secure, vibrant and sustainable communities;
- Improved physical, mental and emotional health & wellbeing;
- An enhanced, protected and enjoyed natural and built environment.

3. BACKGROUND

3.1 Section 53 (1) of the Housing (Scotland) Act 2001 places a duty on local authorities and Registered Social landlords (RSLs) to prepare a tenant participation strategy which includes an assessment of resources required, and a statement of the resources to be made available. The strategy must demonstrate how the landlord intends to involve, communicate with and listen to, tenants and residents.

3.2 The introduction of the Scottish Social Housing Charter (SSHC) by the Housing (Scotland) Act 2010 requires Angus Council to report to the Scottish Housing Regulator annually on how well we are achieving Charter outcomes.

3.3 Angus has a strong commitment and tradition of involving tenants in a variety of ways, to ensure they have a real say in decision making, influencing services and monitoring performance. The involvement of tenants and others is central to the achieving all SSHC outcomes. However, the Tenant & Community Engagement Strategy focuses on the objectives of Charter Outcome 2 (Communication) and Outcome 3 (Participation). The outcomes describe what landlords should achieve by meeting their statutory duties on tenant participation. This covers;

- how social landlords gather and take into account the views and priorities of their tenants;
- how they shape their services to reflect these views;
- how they help tenants and other customers to become more capable of involvement.

4. CURRENT POSITION

- 4.1 The current Tenant Participation Strategy 2016-19 has helped deliver and contribute to a range of achievements including the Three Streets Carnoustie Community Appraisal and the Timmergreens Regeneration. This Tenant & Community Engagement Strategy will be the 5th tenant participation strategy for Angus and has been developed in partnership with the Angus Tenants Steering Group.

5. PROPOSALS

- 5.1 The central theme for tenant and community engagement in Angus is that tenants' and customers' views are integral to the Housing Service's Business Planning. Whilst this is already built in to our processes, it's crucial that we continue to expand the opportunities to engage with tenants and other customers so that we can build more positive, two-way relationships. This will enable us to fine-tune our services so that our provision is geared to what people really want.
- 5.2 It is recognised that different forms of involvement suit different people. We will therefore continue to develop options that allow tenants to become involved in a variety of different ways. We currently have a number of Angus-wide groups in which tenants are involved. Over the period of the strategy, we aim to work in partnership with tenants at an Angus-wide and local level, to review these groups and how they are organised. Current groups include the Angus Tenants Steering Group and Tenants' E-panel. An issue specific Tenant Led Service Review Group will also be re-established to review housing services based on their priorities.
- 5.3 To help articulate the aspirations of tenants and customers, a set of fifteen priorities have been developed. Progress towards these priorities will be monitored by the Tenant Participation Housing Improvement Team and reported annually to Committee. These activities will also contribute to and form part of locality planning objectives

6. FINANCIAL IMPLICATIONS

- 6.1 Costs associated with the delivery of the Tenant Participation Strategy are contained within existing budgets.

7. RISKS

- 7.1 Tenants and other customers do not actively engage with the Angus Tenant and Community Engagement strategy and any of the new ways of getting involved.

8. EQUALITIES

- 8.1 An Equalities Impact Assessment is required on the grounds of gender and age.

NOTE: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973, (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

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Appendix 1 - Tenant and Community Engagement Strategy 2019-2022