

Agenda Item No 4

Report No 238/20

Appendix 8

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 Pls 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):

<i>Indicator</i>	<i>Baseline – 2016/17</i>	<i>2018/19</i>	<i>Desired direction of travel</i>
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

HOUSING MT UPDATE REPORT

NAME OF HIT: Tenant Participation

DATE OF HMT: November 2019

SUMMARY OF LAST QUARTER'S ACTIVITY:

Tenant Participation Strategy agreed at Committee and published

Celebration event for those involved held

Possible new Scrutineers identified

Focus group on Walkabouts held

Tenants consulted on rent increase and survey created and completed

Tenants consulted on bulk kitchen & bathroom contracts

Steering Group involved in procurement process for repairs contract

5 members of Steering Group completed Adult Achievement Awards

Blog posts on:

- TP Strategy event
- Garden area work in Montrose
- Rent setting (2)
- Bathroom programme (2)

- Kitchen programme
- Scottish Housing Day at Forfar Community Network
- Agreement of TP strategy by Committee
- Forfar Community Network – invitation to join local groups
- Viewmount estate walkabout (2)

PRIORITIES FOR NEXT QUARTER:

Issue of rent increase letter

Discuss walkabouts with tenants and complete project

Young tenants event – 6 November

Scrutineers event – 7 November

Formal launch of Tenant Participation Strategy with Councillor Involvement

Visit to Holyrood for presentation of Adult Achievement Awards by Minister (to 5 TP Steering Group Members)

Consultations on EESSH

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

<i>Indicator</i>	<i>Baseline – 2016/17</i>	<i>2018/19</i>	<i>Desired direction of travel</i>
High Level			
Percentage of tenants satisfied with the	82.65%	81%	Increase

overall service provided by their landlord (SSHC Indicator 1)			
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	2	2 underway	Increase
Number of tenants/residents groups established	1		Increase
Number of tenant members of the E-Panel	50	First consultation in progress	Increase
Number of training opportunities taken up by tenants representatives	5 AAAs	2 members joined north east Scotland network	Increase
Number of Scrutineer reviews undertaken	In development		Increase

All performance indicators are heading in the right direction – the Scrutineers introductory session is scheduled for 6 November in Arbroath.

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 continuing to increase participation through the e-panel, new tenants groups

New Scrutineers identified

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

ANY DISCUSSION POINTS:

None

HIT CHAIR: Gary McKenzie

HOUSING MT UPDATE REPORT

NAME OF HIT: Tenant Participation

DATE OF HMT: April 2020 (tabled in May)

SUMMARY OF LAST QUARTER'S ACTIVITY:

Rent increase letter issued

Walkabouts paper discussed at TSG and issued to e-panel

Young tenants event organised

Scrutineers event organised

Formal launch of Tenant Participation Strategy with Councillor Involvement

Visit to Holyrood for presentation of Adult Achievement Awards by Minister (to 5 TP Steering Group Members)

New tenants Facebook page published

Participation survey created and issued to tenants through various outlets inc Facebook and blog

Action Plan for 20/21 drafted

PRIORITIES FOR NEXT QUARTER:

Digital training for older people to be carried out by Communities staff

Creation and publication of Local Area Action Plans

Review data from Participation survey

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

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High Level			
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Annual performance continued to decline in the last survey, albeit slightly.

Other

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Number of tenant members of the E-Panel	50	First consultation in progress	Increase
Number of training opportunities taken up by tenants representatives	5 AAAs	2 members joined north east Scotland network	Increase
Number of Scrutineer reviews undertaken	In development		Increase

All performance indicators are heading in the right direction – as Scrutineer recruitment has been unsuccessful, Steering Group to be asked if they would be prepared to do this activity.

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 continuing to increase participation through the e-panel, new tenants groups

Steering group to be asked to carry out Scrutineers activity

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

ANY DISCUSSION POINTS:

None

HIT CHAIR: Gary McKenzie