ABSTRACT: To update Elected Members on progress, developments and achievements within the context of the current Tenant and Community Participation Strategy.

1. RECOMMENDATION(S)

1.1 It is recommended that the Neighbourhood Services Committee:

(i) Note the contents of this report;


2. BACKGROUND

2.1 The context (legislative framework) for active tenant participation is:

2.2 Under Section 25 of the Housing (Scotland) Act 2001 states ‘every local authority landlord and registered social landlord must, by such time as the Scottish Ministers may direct, prepare a strategy (a “tenant participation strategy”) for promoting the participation of tenants under a Scottish secure tenancy or a short Scottish secure tenancy in the formulation by the landlord of proposals in relation to the management of housing accommodation and the provision of related services by it, so far as such proposals are likely to affect such tenants.’

Much has been achieved in terms of Tenant Participation to date, with:

a) A Tenant and Community Participation Strategy 2008 – 2011 being developed in conjunction with Angus tenant representatives and Housing Division staff. Progress on the Strategy Action Plan was approved by Neighbourhood Services Committee on 19 August 2010 (Report No. 545/10).

b) 9 Registered Tenant’s Organisations (RTO) having been established, 3 of which operate local community flats and a community office.

c) A ‘Community Voices’ programme is in place with 2 individuals having been identified to fulfil that role.

d) A Tenant Participation Strategy Group established with a sub-group ‘Angus Residents United Group’ to consider setting up an Angus Federation of RTOs.

e) A Rent Setting Group established.

f) A Tenant’s Performance and Scrutiny Group established.

g) A regular tenant’s newsletter and local Community Conferences in place.

h) Regular and ongoing consultation on Policy/Practice and Service Standard updates.

i) A Tenant Panel established.
3. **CURRENT POSITION**

3.1 Elected Members will recall that progress on the Action Plan from the present Tenant and Community Participation Strategy 2008 – 2011 was reported in August 2010 (Report No. 545/10) and an updated Action Plan is outlined in Appendix 1. Some elements from the 2008-2011 Strategy Action Plan may be taken forward as part of the revised Strategy and Action Plan which is the subject of a further report to be considered by the Neighbourhood Services Committee.

3.2 Tenant and community participation staff are now part of Local Community Planning Teams. The Teams are locally based and staff support the work undertaken by the registered tenant and resident organisations outlined in Appendix 2. The Teams also support and work with a number of non-registered tenant and community groups in Carnoustie, Forfar and Montrose.

4. **NEXT STEPS**

4.1 Tenants, community representatives, groups and associations take part in different ways, from involvement in local area decisions to strategy and policy development resulting in a high level of tenant and community involvement taking place across Angus.

4.2 Local Community Planning Teams work to deliver the Council’s wider local community planning aims and support tenant and community participation development work. Along with our partners we are working to ensure tenant and community participation is an integral part of a clear and well co-ordinated approach to local community planning.

4.3 Local Community Planning Functions

4.3.1 Develop and implement a systematic approach to community appraisal/needs assessment.

4.3.2 Support the development, monitoring and where appropriate, the delivery of local community plans across Angus.

4.3.3 Liaise with and keep local Elected Members fully apprised of work to be undertaken.

4.3.4 Support Angus residents through community based organisations and arrangements to actively participate in the lives of their communities. This includes support to:

- Local Area Partnerships;
- Community Councils;
- Voluntary sector youth organisations;
- Out of school childcare organisations;
- Village halls and other community facility groups;
- Community, tenants’ and residents’ associations;
- Local festival and event organising committees;
- Community initiative groups;
- Community asset management planning groups.

4.3.5 Support Council and partner services to engage effectively with communities.

4.3.6 Support the delivery of a co-ordinated range of neighbourhood and community based services. This includes:

- Promoting, participating in and supporting (in practical ways) the work of Local Integrated Children’s and Learning Partnerships;
- Contributing to local self-evaluation activity within the field of community learning and development.

4.3.7 Support communities to identify local aspirations, develop their capacity to deliver services and initiatives. This includes working with communities to:
Define and achieve their own objectives;
Manage community projects and enterprises;
Engage effectively in community engagement activity.

4.3.8 Additionally the team will undertake work in relation to:-

- Policy development for local community planning and capacity building;
- Tenant Participation policy and management;
- Community regeneration policy and management;
- Grants to community organisations (element of the community grants scheme previously contributed by the Community Learning and Development Service);
- Common Good Fund;
- Leading the Community Capacity Building sub-group of the Children’s and Learning Partnership;
- Supporting Angus Federation of Village Halls, Angus Out of School Care Network, Angus Renewable Energies Group;
- Ensuring the flow of information between local and Angus-wide community planning structures.

5. FINANCIAL IMPLICATIONS

5.1 Any costs associated with implementation of the Tenant & Community Participation Strategy 2008 – 2011 are paid from the Housing Revenue Account.

6. HUMAN RIGHTS IMPLICATIONS

6.1 It is considered the recommendations in this report and that, in taking such action, the Council would not be acting in any way which is incompatible with the Human Rights of any Angus Council tenant.

7. EQUALITIES IMPLICATIONS

7.1 The issues dealt with in this report have been the subject of consideration from an equalities perspective (as required by legislation). An equalities impact assessment was carried when the full Tenant and Community Participation document was approved by Neighbourhood Services Committee in May 2008.

8. SINGLE OUTCOME AGREEMENT

8.1 This report contributes to the following local outcome(s) contained within the Single Outcome Agreement for Angus:

- Citizens are involved in community life;
- Respected & Responsible: Children and young people in Angus will be involved in decisions that affect them, have their voices heard and be encouraged to play an active and responsible role in their communities;
- A good quality of life is enjoyed by all in Angus.

9. CONSULTATION

9.1 The Chief Executive, Head of Finance, Head of Law and Administration and members of the Tenant and Community Participation Strategy Review Group have been consulted in the preparation of this report.

10. CONCLUSION

10.1 Elected Members are asked to approve the progress, developments outlined in the report and note the achievements within the context of the Tenant & Community Participation Strategy 2008-2011. The Local Community Planning Teams are now responsible for delivering tenant and community participation and to ensure this participation is an integral part of a clear and well co-ordinated approach to local community planning.
NOTE: The background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) which were relied on to any material extent in preparing the above report are:

- Report Number 545/10:– Tenant and Community Participation Strategy 2008 - 2011
## Tenant and Community Participation Action Plan 2008 to 2011

<table>
<thead>
<tr>
<th>Aim</th>
<th>What we will do</th>
<th>When we will do it</th>
<th>Update</th>
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</table>
| **1** We will offer individual tenants and customers different ways they can become involved, for example less formal ways of being involved in registered tenant organisations (RTOs), associations and groups. | We will provide:  
   a. training for people on the tenant panel;  
   b. a newsletter;  
   c. community voices;  
   d. community participation assistant (CPA) surgeries in your local ACCESS office, in one of the local community flats or offices or in another convenient venue;  
   e. word of mouth – tenants talking to other tenants; and  
   f. comment box in each of the ACCESS offices. | a. Every year  
   b. Twice yearly  
   c. Continuously  
   d. Every month  
   e. Continuously  
   f. Continuously | a. Each year after the conferences we refresh the tenant panel and training delivered  
   b. Our tenant newsletter is published and mailed to every tenants’ household twice yearly  
   c. Continue to increase the number of Angus Community Voices  
   d. Continue to make progress  
   e. Continue to make good progress in this area  
   f. Need to locate a suitable, secure box to use for comments |

| **2** We will make sure we make every effort to improve opportunities for tenants to get involved and provide enough support so tenants who want to take part can take part. | We will provide:  
   a. training;  
   b. support (financial and travel);  
   c. a crèche;  
   d. information;  
   e. convenient and accessible venues; and  
   f. help to build the skills tenants need to take part. | a. Every year we will review the resources (money and staff) needed to pay for tenant participation. | a. Workbooks from the Tenants Information Service, and access to appropriate courses, seminars and conferences is provided for all our tenants who want to take part.  
   b. Expenses and travel costs are paid to tenants who submit a claim form and receipts to staff. Five RTOs were allocated grants to pay for running costs  
   c. Childcare is provided to enable tenants to attend appropriate meetings, seminars and conferences  
   d. We continue to improve the |
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<tr>
<td>3</td>
<td>We will set up a network of community voices across Angus.</td>
<td>a We will work with tenants to appoint two or more representatives willing to represent views from their areas.</td>
<td>a We and the CPAs will organise the network of community voices.</td>
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<td>4</td>
<td>We will work with RTOs to set up an Angus Federation of registered tenant organisations.</td>
<td>a We will help the RTOs set up an Angus federation. b We will provide CPA and financial support. c We will advise the RTOs on holding an RTO and Federation event each year.</td>
<td>a Two Angus Community Voices elected and we are working with tenants in other areas to become community voices.</td>
</tr>
<tr>
<td>5</td>
<td>We will introduce monthly meetings or surgeries where you can come along (without an appointment) and discuss appropriate topics with your local CPA (see the back cover for contact details).</td>
<td>a We will work with tenants to contact their local CPA.</td>
<td>a Angus Residents United Group (a sub group of our TP Strategy Group) are working with us to set up a federation. b Staff and financial support available to our RTOs to set up an Angus federation. c Once an Angus federation is set up Angus Residents United Group (ARUG) will organise an RTO and/or federation event.</td>
</tr>
<tr>
<td>6</td>
<td>We will improve the way we communicate information to tenants about our services.</td>
<td>We will work to improve: a communication between tenants, the CPAs and local staff; b posters; c letters; d the language we use; e translation and interpretation services; and f how we update elected members, community councils, staff and tenants about tenant</td>
<td>a CPAs until 2010 and continuously for other staff. b Continuously c Continuously d Continuously e When needed f Programme meetings.</td>
</tr>
</tbody>
</table>

standard of all our information and ensure it is easy to read and understandable. e Use of convenient and accessible venues are standard. f Training organised for tenants to assist participation and managing group funds.

a Groups involving tenants, CPA's and local staff have been set up to review a number of Housing services. b Tenants work with us to design posters. c We inform our tenants with individual letters. d Tenants tell us what they need.
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| **7** We will introduce new ways of communicating with our tenants about our services. | We will look at developing:  
  a  a tenant handbook;  
  b  text messaging; and  
  c  courtesy phone calls. | a Summer 2008  
  b Autumn 2008  
  c Winter 2008 | a Draft of the tenant handbook prepared for consultation in Summer 2010  
  b We will investigate text messaging our tenants  
  c The Council’s ACCESS line operators speak to our tenants about our services |
| **8** We will work with tenants to increase the opportunities for tenants to get involved and become involved at a strategic or planning level, if they want. | a We will continue our commitment to training tenants and staff to help with the process.  
  b We will hold three meetings with tenant representatives, the convener of neighbourhood services and housing division officers. | a Every year  
  b Every three months | a We organise regular training for tenants using the TIS workbooks and new tenants have joined our rent setting and tenant participation review groups.  
  b We hold two meetings with tenants, the Head of Housing the Vice Convener of Neighbourhood Services and staff. Tenants set the agenda for these meetings based on the tenant priorities set out in the Business & Improvement Plan 2009 to 2013 |
<table>
<thead>
<tr>
<th>Name of the tenant organisation</th>
<th>Area of Operation</th>
<th>Date of Registration</th>
<th>Contact name (usually sec.) and address (chosen by the tenant organisation and a box number would be acceptable)</th>
<th>Internet Address (if applicable)</th>
<th>Timetable of Meetings</th>
</tr>
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<tbody>
<tr>
<td>The Association of Residents of Cliffburn and Haysead (ARCH)</td>
<td>Cliffburn and Hayshead areas, Arbroath</td>
<td>9 November 2003</td>
<td>The Secretary CARE Office, 8 Mayfield Terrace, Arbroath DD11 8DJ</td>
<td></td>
<td>Meet not less than 8 times per year in addition to their Annual General Meeting</td>
</tr>
<tr>
<td>Bruce Road Flat and Community Residents Association</td>
<td>Warddykes catchment area (Brechin Road side nearest Bruce Road), Arbroath</td>
<td>26 July 2004</td>
<td>The Secretary The Community Flat 16 Bruce Road Arbroath</td>
<td>01241 872177</td>
<td>First Wednesday each month</td>
</tr>
<tr>
<td>The Glens United Action Group</td>
<td>The “Glens” area, Forfar</td>
<td>31 January 2005</td>
<td>Acting Secretary The Community Flat 45 Glenmoy Terrace, Forfar</td>
<td><a href="mailto:guag@hotmail.co.uk">guag@hotmail.co.uk</a></td>
<td>Monthly AGM March 2011</td>
</tr>
<tr>
<td>Jubilee Court Residents Association</td>
<td>Jubilee Court Sheltered Housing Scheme, Letham</td>
<td>21 March 2006</td>
<td>Acting Secretary 18 Jubilee Court Letham, DD8</td>
<td>01307 461917</td>
<td>March, July &amp; November</td>
</tr>
<tr>
<td>The Borrowfield, Charleton and Seacater Community Group</td>
<td>Borrowfield/Charleton/Seacater Areas, Montrose</td>
<td>23 August 2006</td>
<td>The Secretary 14 Blackfriars Court Montrose</td>
<td></td>
<td>Approx Monthly</td>
</tr>
<tr>
<td>Dubton &amp; Hillside Community Group</td>
<td>Dubton and Hillside Residents, Montrose</td>
<td>11 February 2008</td>
<td>The Secretary 20 Dubton Terrace, Hillside Montrose DD10 9EH</td>
<td>01674 830365</td>
<td>Monthly</td>
</tr>
<tr>
<td>Tenant &amp; Residents Association Charleton</td>
<td>Charleton &amp; Condor, Montrose</td>
<td>14 April 2008</td>
<td>The Secretary 23 Charleton Place</td>
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<td>Monthly</td>
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<tr>
<td>&amp; Condor</td>
<td>Montrose</td>
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<tr>
<td><strong>The Lordburn, Restenneth &amp; Pitreuchie Action Group</strong></td>
<td><strong>The Secretary</strong> 125 Restenneth Drive Forfar</td>
<td><strong><a href="mailto:lrpactiongroup@hotmail.co.uk">lrpactiongroup@hotmail.co.uk</a></strong></td>
<td>Monthly AGM March 2011</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lordburn, Restenneth &amp; Pitreuchie Place, Forfar</td>
<td>3 August 2009</td>
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</tbody>
</table>

| **The Timmergreens Action Group** | **The Secretary** 67 Bloomfield Road Arbroath DD11 3LG | Monthly | |
| The Timmergreens Area, Arbroath | 28 June 2010 | | |