ABSTRACT: To update Elected Members on the future development of Tenant and Community Participation within the context of Local Community Planning Teams.

1. RECOMMENDATION(S)

1.1 It is recommended that the Neighbourhood Services Committee:-

(i) Note the contents of this report;

(ii) Approve the future development of Tenant and Community Participation.

2. CURRENT POSITION

2.1 Prior to July 2009, 4 tenant participation staff were employed as part of the Housing Division to support tenant and community participation development work. These employees are now part of the wider local community planning teams, and in future it is the local community planning teams who will have a collective responsibility for supporting the development of registered tenant organisations (RTOs), tenant and resident groups and associations across Angus within the context of the local community planning arrangements for the ward area.

2.2 The Action Plan from the current Tenant and Community Participation Strategy has been reviewed (Report No. 545/10). This report outlines how we are moving development of tenant and community participation forward in the context of local community planning and a list of work areas and groups who will receive comprehensive support from the Local Community Planning Teams, is outlined in Appendix 1.

3. THE FUTURE

3.1 The Housing Division have indicated that they would like to have Strategic Angus wide consultation arrangements in place with their tenants to ensure an interface and tenant influence on the following issues:-

1) The Scottish (and Angus) Social Housing Charter. (Details of this are set out in Report No. 263/11 which is also the subject for consideration at this Committee meeting).

2) Housing Finance, rent setting and investment and discussions on financial planning.

3) Performance and Scrutiny.

4) Communications.

5) Impact of changes to the benefits system.

6) Housing Policy, practices and service standards development (e.g. Estate Inspection, Tenant Inspection, ASB etc).

3.2 This list of issues is not exhaustive or unique to Angus, and in some other local authority areas, a large number of RTO’s or tenants’ organisations are in place who have joined together to create a Federation or Network of Tenants Organisations. The Federation then becomes the collective group with whom the Council negotiates and consults on the various support or service areas set out above. This is not the situation yet in Angus but it will be prioritised by Local Community Planning Team staff to make it a reality.
3.3 Continued and future effort by Local Community Planning team staff to develop and increase levels of participation and involvement needs to be concentrated on:-

1) Strengthening the representation and involvement of residents in existing RTO’s and tenant’s organisations.

2) Creating RTO’s and tenant’s organisations in areas where none exist.

3) Development of a federation or network of RTO’s whose responsibility would be to set up funding arrangements for RTO’s, tenant’s organisations and individual tenant representatives. These funding arrangements would be outcome/output based, enabling members of the federation or network to contribute to Angus wide consultation arrangements and the delivery of tenant/resident support services in their local area.

4) Establish and facilitate new quarterly Angus wide meetings of representatives of Residents Groups from across Angus where Community Housing Team Managers can lead dialogue and consult on the issues identified in this paper.

5) Provide opportunities for Council tenants who cannot be represented through RTO’s or tenant’s organisations, to make their views known on issues which Housing staff will be discussing with representatives of tenant’s organisations as set out above. This might include newsletters, review groups, tenant’s panels, questionnaires etc.

6) To promote and strengthen the opportunities for tenants/residents to get involved in the development, performance and decision making of Angus Council’s Housing Service.

7) To develop opportunities for tenants/residents to be able to critically review the Council’s housing division performance, highlighting their performance and priorities for improvement.

8) An Angus wide Action Plan and Area Based Action Plans will be produced to reflect the delivery of this Strategy and to assist performance management arrangements.

4. ORGANISATIONAL ARRANGEMENTS

4.1 The organisational arrangements for the future delivery of tenant and community participation by the local community planning teams will ensure tenant participation is an integral part of a clear and well co-ordinated approach to local community planning across Angus.

4.2 These arrangements will be part of the support developing, monitoring and where appropriate, the delivery of local community plans in each multi Member ward area. Senior Local Community Planning Staff will develop and organise an annual Tenant Participation seminar to review effectiveness of the Tenant and Community Participation Strategy.

Angus Council will establish the following groups to facilitate the delivery of its Tenant and Community Participation Strategy.

Angus Wide

Standing Groups

A Rent Setting Group
A Policy Development (TP Strategy) and Scrutiny Group (performance and standards)
A Capital Investment Group

Fixed Term Planning Groups

A Scottish (Angus) Social Housing Charter Group
A Widening Tenant Involvement Group to lead development of an Angus Federation or Network Group
Housing Area Management Level

Local Community Planning Teams to devise a range of regular meetings between resident/tenant groups and the local housing management staff to discuss:-

- Local estate inspections;
- Application of letting plans;
- Local housing management arrangements and issues.

4.3 Local Community Planning Teams will work with tenants/residents on:-

- Widening tenant participation; and
- Operation of community flats;
- Supporting tenants and tenant groups to participate in wider local community planning at a ward level, part of which is planning and holding an annual housing ward conference/seminar;
- To interface with a broad range of Council and other statutory/voluntary agencies and services on issues of community concern e.g. influence, plan and delivery of services and monitor performance.

5. FINANCIAL IMPLICATIONS

5.1 Any costs associated with the future development of Tenant and Community Participation 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. Elected Members are asked to note the contents of this report and approve the future development of tenant and community participation. Local Community Planning teams are now responsible for delivering tenant and community participation and working to ensure tenant and community participation is an integral part of a clear and well co-ordinated approach to local community planning across Angus.
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:


LCP/NS/BDS/DM
## Appendix 1

### Development of Tenant and Community Participation Groups 2011 to 2012

<table>
<thead>
<tr>
<th>Area of Work/Group</th>
<th>Purpose</th>
<th>Contact</th>
<th>Timescale</th>
<th>Method(s)</th>
<th>Outcome</th>
<th>Links to other work</th>
<th>Comments</th>
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</table>
| Tenant & Community Participation Strategy 2008-2011 Group | Staff and tenants work jointly to ensure effective tenant involvement by: reviewing the Strategy Action Plan; monitor progress and evaluate outcomes. Assess the resources (staff & money) to implement the strategy | Senior LCP Team                  | Monthly meetings                 | • RTOs, individual tenants and tenant panel  
• Direct mailing  
• Annual Community Conferences  
• Questionnaires & surveys  
• Housing Newsletter | Shared tenant and landlord assessment of progress and clarity over the lifetime this Strategy  
Progress reported to the Councillors  
Revised and updated Strategy developed together with our tenants by 2011 | • Underpins planning, improvement and delivery of Housing services and standards  
• Tenants views on Scottish Social Housing Charter  
• Tenants views on Scottish Housing Regulator  
• Integration with local community planning  
• Diversity and Human Rights awareness | Statutory Housing (Scotland) Act 2001                                                                                       |
| Angus Residents United Group (ARUG)              | Set up an Angus Federation or Network of Registered Tenant Organisations | LCP Teams                        | Monthly meetings                 | • Sub group of the main TP Strategy Group  
• RTOs, individual tenants and community reps | • Angus Federation or Network established | • Tenant & Community Participation Strategy 2008-2011                                                                 | Non-statutory (good practice)  
Discussions to set up an Angus Federation will be prioritised by Local Community Planning Team staff |
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| Rent Setting Group | Develop and increase tenant involvement in the rent setting process. Ensure tenant input to inform the decision on the rent increase | Head of Housing T&CPO CHT/LCP Team staff | Monthly meetings July – Dec each year Report to Special NS Committee in Feb | Individual tenant letter, questionnaire and information about 3 x rent proposals | Results of tenant feedback to the Elected Members and influence the decision on the rent increase | • Tenant & Community Participation Strategy 2008-2011  
• Council house improvement discussions  
• AC decision making process  
• Scottish Housing Regulator | Statutory Housing (Scotland) Act 2001 |
| Tenant Panel      | Different option tenants to become involved Choice of interest topics offered Panel views sought on a range of housing service reviews, policies and strategies to inform service improvements | T&CPO | Ongoing | • Standard form to become a panel member  
• Training for new panel members  
• Staff promote the panel at the conferences and other forums  
• RTOs promote the panel amongst their communities | • Maximise tenant involvement  
• Another way for tenants to give AC their views | • Tenant & Community Participation Strategy 2008-2011  
• Full range of consultations on housing services and standards | Non-statutory (good practice) |
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| Housing Conferences | Provide information on AC services & partner agencies  
Opportunity for communities to hear updates on latest housing developments and service improvements  
Gather customer opinions and feedback | LCP Teams | Annual events | • Monthly planning group meetings  
• Tenants, residents & staff plan & organise the events | • Events evaluated by staff  
• Community priorities inform planning, improvements and influence Council services  
• Effective use of customer feedback | • Tenant & Community Participation Strategy 2008-2011  
• LCP Planning and Housing business unit priorities  
• Assist AC services and partner agencies plan/improve services | Non-statutory (good practice)  
Opportunity to: Improve services and standards seek views/opinions on services to be inspected by the Scottish Housing Regulator (SHR) |
| Groups & associations | Ensure regular tenant input to inform service improvements & housing standards | LCP Teams | Ongoing | • Own monthly meetings  
• Consultation on a range of AC services topics  
• Members or group reps on housing service review groups  
• Group reps attend local area partnership meetings  
• Group reps attend neighbourhood watch meetings | • Staff work with the groups or associations towards registration (if they want)  
• Maximise tenant & community involvement  
• Opportunity for tenants & communities to give AC their views | • Tenant & Community Participation Strategy 2008-2011  
• Full range of consultations on housing services and standards | Non-statutory (good practice) |
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<tr>
<td>Tenant meeting with HOH &amp; Vice Convener of NS</td>
<td>Discuss tenant &amp; community participation issues - tenants set the agenda for these meetings</td>
<td>Senior LCP Team Head of Housing</td>
<td>3 x meetings each year</td>
<td>Tenant questions prepared in advance for this informal meeting</td>
<td>Issues raised have informed the planning process</td>
<td>Tenant &amp; Community Participation Strategy 2008-2011</td>
<td>Non-statutory (good practice)</td>
</tr>
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| Housing Scrutiny & Performance Reporting | Housing Service reporting and feedback from tenants | Service Manager (QPP) CHT Managers | 2 x meetings each year | • Meeting  
• Performance reporting | Tenant (customer feedback) | Housing Division business & improvement plan - tenant priorities | BV2 Report |
| Unplanned Repairs Review | Ensure regular tenant input to inform service improvement  
Develop unplanned repairs standards | Assistant Manager (Technical) | Dec 2011 | • Monthly meetings to resume shortly  
• Specific meetings to focus on unplanned repairs contract | Improved service and standards developed | Tenant & Community Participation Strategy 2008-2011 | Statutory (good practice)  
Housing (Scotland) Act 2001 |
| Community Voices | Another approach to promote, develop and increase tenant participation | LCP Teams | Ongoing | • Monthly meetings  
• Involved in meetings about their areas  
• Area Neighbourhood Watch meetings | • Develop a network of Angus Community Voices  
• Improved communication with tenants | Tenant & Community Participation Strategy 2008-2011 | Non-statutory (good practice) |
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| Tenant, Resident, Community Group Training    | Assist capacity, confidence building and skills for individual participants, community group representatives and groups                                                                                   | LCP Teams | Ongoing   | • Sessions using the Home Study Workbooks from the Tenants Information Service (TIS)  
  • Tailored training sessions                                                                                                     | • Confidence building and skills enhanced to enable individuals/group s participate effectively and conduct their business | • Tenant & Community Participation Strategy 2008-2011                                                                                      | Housing (Scotland) Act 2001                                                                                                                                                                 |
| Register of Angus registered tenant organisations | Independent organisations set up primarily to represent tenants' housing and related interests  
  Give RTOs a recognised role in Angus Council's tenant participation process                                                                                                                        | T&CPO    | Ongoing   | • Own monthly meetings  
  • Consultation on a range of AC services topics  
  • Members or RTO reps on housing service review groups  
  • RTO reps attend local area partnership meetings  
  • RTO reps attend neighbourhood watch meetings                                                                                     | • Maximise tenant & community involvement  
  • Opportunity for tenants & communities to give AC their views                                                                         | • Tenant & Community Participation Strategy 2008-2011                                                                                      | Statutory to maintain a register of RTOs  
  Criteria for groups to become registered outlined in the Housing Scotland Act 2001 and the T&C Strategy  
  Register on angus.gov                                                                                                                                                                           |