

Tenant Participation Strategy

2021 - 24



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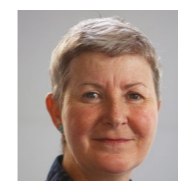
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Foreword



Welcome to Involving You, our new Tenant Participation Strategy for the period 2021 to 2024. This strategy builds on the positive developments of previous strategies successfully implemented since 2001, reaffirms our commitment to involving tenants in shaping and improving housing services and supports our commitment to deliver positive outcomes for our tenants and wider communities.

West Dunbartonshire Council has a strong track record of supporting tenant participation activities and has been nationally recognised in numerous awards, including the Tenant Participation Advisory Service Scotland (TPAS Scotland) Good Practice Awards for Communicating Performance Information to Tenants and Involving Tenants in Rents. Our Scrutiny Panel were also finalists in the Chartered Institute of Housing Awards for 'Most Inspiring Scrutiny Panel'.

In addition, the Council has been awarded Gold Accreditation for its Tenant Participation service by TPAS Scotland, which found 'an excellent provision of tenant participation with outstanding sector leading strengths in the majority of standards'.

Of course, these successes have been built on a strong commitment by many tenants who continue to give up their own time and demonstrate a real desire to shape housing services and improve our communities.

As the Convener of the Housing and Communities Committee, it has been a pleasure to work in partnership with our tenants over recent years. Whether this has been through the activities of the West Dunbartonshire Tenants and Residents Organisation (WDTRO), the work of our Joint Rent Group or the many other opportunities that exist for tenants to have real influence, I have been able to witness first hand the fantastic influence they have.

This past year has been a difficult one for all of us as we deal with the significant challenges of the Covid-19 pandemic. The commitment that has been shown by involved tenants throughout this period highlights the strong, positive desire that exists to help create homes and communities that people are proud of.

I'm certainly proud of what we have achieved together and I hope that this new refreshed strategy will continue to strengthen existing tenant involvement and encourage an even wider group of tenants to become involved in making our housing services the best in Scotland.

Councillor Diane Docherty,
Convener of the Housing and Communities Committee



The West Dunbartonshire Tenants and Residents' Organisation (WDTRO) gives tenants a stronger voice and we welcome this Strategy as it sets out how we can continue to develop tenant participation in decision making and improving the housing services we receive. The WDTRO is the umbrella group for all Tenant & Resident Associations and we work to make our neighbourhoods better places to live.

We have developed a good working relationship with the Council and appreciate the partnership approach taken to ensure that we are heard. We want to make sure that tenants get value for their rent money and we want to improve the quality and fuel efficiency of our homes. These topics need tenant involvement to get them right and we look forward to jointly addressing them.

We appreciate that not everyone has the time or interest in getting involved and we work hard to be a representative organisation so that we can do that on peoples' behalf. We want more tenants to get involved and help ensure that there is a strong tenant voice in West Dunbartonshire. This Strategy encourages that involvement and sets out the resources and support available for tenants getting involved either individually or in a group through training and expenses, which can be very rewarding.

So whether for yourself or for your neighbourhood, you can make a difference and together we can give tenants a stronger voice.

Frances McGonagle,
WDTRO Chairperson



SECTION

1

Introduction – What is tenant participation?

Welcome to our Tenant Participation Strategy 2021-24 which was produced in partnership with tenants and tenant representatives. It sets out our commitment to develop effective consultation and participation so that by working with our tenants we can continuously improve the homes and housing services we provide.

The aims and objectives of the Strategy have been built around the views of our tenants, residents, staff and elected members who helped us identify what we are doing well and where we need to make improvements.

This Strategy tells you how we will achieve good tenant participation in housing services. You can find out about the range of ways you can get involved, how we are going to provide you with information, how we are going to consult with you and use your views and how we are going to work with you so that you can influence what we do and hold us to account.

We have set out:

- **our aims for tenant participation for 2021-24**
- **an action plan for the period 2021-24 which tells you how we are going to achieve our aims**
- **how we will assess our progress and measure the impact of the Strategy and**
- **information about the resources and support we make available to support tenant involvement**

What is tenant participation?

‘It’s about tenants and tenants and residents groups taking part in decision making processes and influencing decisions about housing policies, conditions and related services. It is a two way process, which involves the sharing of information, ideas and power. Its aim is to improve housing conditions and services’.

{‘Partners in Participation, A National Strategy for Tenant Participation’ produced by the Scottish Executive in 1999}

This definition is useful because it tells us **what tenant participation is, what needs to happen to make it work and what the outcome should be.** Tenant representatives agreed that it is a clear definition and emphasises the 2 way process.

Our Vision

West Dunbartonshire’s Housing Services’ vision for tenant participation is one of, ‘sharing information with our tenants, future tenants and other service users in a variety of ways; providing opportunities for them to express their views in a way that suits them; listening and acting to views to improve the housing services we provide and allowing our tenants to scrutinise our performance.’

As well as the annual tenant report required by the Charter, we have also created a range of actions to ensure that the aims of ‘Involving You’ can be put into practice and tenant impact can be measured. Being able to demonstrate outcomes achieved by tenant involvement is one of the best ways of encouraging more people to get involved and the main feedback from tenants is that they want to make a difference so it’s vital that we can make that happen. ‘Involving You’ is the name we have used for this Strategy and that is exactly what we want and need to do.

For more information on this Strategy or if you are interested in getting involved please contact our Tenant Participation officers:



Jane Mack
T: 01389 737281
M: 07983 542 993
E: jane.mack@west-dunbarton.gov.uk



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T: 01389 737281
M: 07823 664 247
E: hanne.thijs@west-dunbarton.gov.uk

SECTION 2

Background and key principles

Involving tenants and other service users in decisions about their homes and communities is good practice nationally. In West Dunbartonshire Council, we are committed to continually improve and the best way to do that is to put tenants at the heart of our service and listen to them. We have a legal duty to involve tenants and service users, but more importantly we have a long history of active tenant involvement and are committed to ensuring that continues.

The **Housing (Scotland) Act 2001** introduced the first legal framework for tenant participation by giving tenants the rights to participate and be consulted. The Act also put new duties on all Local Authorities and Registered Social Landlords (RSLs) in Scotland which all still apply.

Your rights:

- to form independent representative organisations and apply for registration and funding
- to access information about housing policies and related services
- be consulted on issues that affect your homes
- participate in decisions that affect the services you receive and have enough time to consider draft proposals and put forward views

The Council's duties:

- to comply with equal opportunity legislation and involve often forgotten groups such as Gypsy Travellers and disabled tenants
- consult individual tenants as well as tenants and residents groups before making any decision that would change,
 - how we manage our housing properties
 - the standard of service we provide
 - any proposals to sell, transfer or demolish our housing
- take on board tenants' views before decisions are taken
- develop a Tenant Participation Strategy and put it into practice, ensuring that it complies with equal opportunity requirements
- put the Tenant Participation Strategy into practice and measure performance against the agreed action plan
- provide resources and support to make sure tenant participation is effective
- regularly review how well tenant participation is working
- set up arrangements for registering tenants groups

We must also ensure we meet the standards set out in the Scottish Social Housing Charter which was introduced by the Housing (Scotland) Act 2010 and reviewed in 2017. The Charter sets out the standards and outcomes that all tenants can expect from social landlords, in terms of the quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them.

There are currently 16 standards and all landlords need to publicise their performance against these every year. This means tenants can review their landlords performance and it is a useful tool for helping tenants hold their landlord to account.

Other Relevant Publications

It is important that our Tenant Participation Strategy links into and contributes to other Council plans and policies, for example:

- **West Dunbartonshire Council Strategic Plan 2017-2022** <https://www.west-dunbarton.gov.uk/media/4314005/strat-plan-2017-22.pdf>
- **Housing and Employability Deliver Plan** <https://www.west-dunbarton.gov.uk/media/4319762/he-delivery-plan-2020-21-v2.pdf>
- **Housing Asset Management Strategy 2018-23** Housing Asset Management Strategy 2018-23
- **Local Housing Strategy 2017-2022** <https://www.west-dunbarton.gov.uk/media/4311723/housing-strategy-2017-2022-final.pdf>
- **Community Empowerment Strategy and Action Plan** <https://www.west-dunbarton.gov.uk/council/strategies-plans-and-policies/cw-strategy-and-action-plan/>
- **Tenant Communication Strategy** https://www.west-dunbarton.gov.uk/media/3884123/tenants_communication_strategy_landscape_final.pdf
- **WDC Communicating Effectively** a guide to inclusive communication updated July 2020

As an organisation, we recognise the benefits of tenant involvement not solely where statutory requirements exist within Housing Services, and so places are made available for the West Dunbartonshire Tenants & Residents Organisation (WDTRO) on the Council's Community Alliance so they can be involved in community wide issues. The Your Community approach to delivering services at a local level to improve neighbourhoods also opens up community opportunities through Community Budgeting. Housing Officers and tenant participation staff work closely with the Your Community Team to encourage tenants to get involved in Your Community activities and other related community activities.

The Community Empowerment (Scotland) Act 2015 has also created rights for communities to have greater influence or control over how land and buildings are managed and used.



View from across the River Clyde to Dumbarton



Our Principles

Our Principles reflect those of the Scottish Government's National Strategy for Tenant Participation "Partners in Participation" (April 1999)

Trust, respect and partnership

It is important that tenants, Councillors and Council staff trust and respect each other and work together in partnership to improve housing services and conditions.

Sharing information, ideas and power

Everyone taking part in involving tenants will share information and ideas. It is important that we have a shared understanding of the issues so that we can work towards a joint solution to take these forward.

Setting the agenda together

We want to jointly agree with you the agenda for involving tenants. We will make sure that everyone has the information they need to consider issues properly. We will provide information that is clear and easy to understand and is available in a variety of formats.

Allowing time to consider issues properly

We will share information in a way that allows everyone time to make an informed decision. Individual tenants and tenants and residents groups will have enough time to work out a common view before they meet Council representatives.

Openness and accountability in decision-making

We will make decisions in a way that is open, clear and accountable. We will provide feedback following all consultations.

Recognition for tenants' organisations

The Council recognise that tenants and residents groups are independent organisations that provide a valuable role in shaping housing services.

Good working relationships

The Council will build good working relationships with individual tenants and tenants and residents groups. These relationships require to be flexible to meet local needs and circumstances.

Including people

We will take account of equal opportunities law and good practice. We will promote approaches and work in ways that are appropriate to different people and differing needs within our communities.

Equal Opportunities

We are committed to equal opportunities and will comply with all Equality and Human Right legislation.

- We want to get rid of discrimination, harassment and victimisation
- We want to encourage equal opportunities
- We want to encourage good relations between all people

We will make sure that specifically in regard to tenant consultation and participation all tenants are treated equally, irrespective of their sex or marital status, race, disability, age, sexual orientation, language or social origin, or other social attributes including beliefs or political opinions.

We will promote inclusive approaches and work in ways that are appropriate to different people and differing needs within our communities. We have also carried out an equality impact assessment on this Strategy to minimise any barriers that tenants may experience.

Our Tenants and Residents Associations also have to show their commitment to equal opportunities to meet our registration conditions to become registered tenant organisations.

We will continue to use a number of ways to give all tenants the opportunity to get involved and influence decisions about housing services, policies and standards. We will provide information in a range of formats (e.g. large print, BSL signers) and various languages to suit our tenants and prospective tenants' needs on request. We also refer to "WDC Communicating Effectively", the Council guide to inclusive communication.

Public meetings will always be held in accessible buildings with LOOP system facilities. We will also provide transport or cover transport costs and cover reasonable care costs to support people attending meetings or to get involved.

SECTION

3



How you can get involved

We want to encourage all tenants to get involved in shaping our services and provide you with as many opportunities as possible to do this.

If you want to find out more or have any comments you want to make then please get in touch:

phone: 01389 737281

text: 07983 542 993

email: tenant.participation@west-dunbarton.gov.uk

We have a long history of active tenant involvement through Tenants and Residents Associations. While our Associations have an important part to play and we continue to support them, we recognise that not all tenants want to or have the time to get involved in this way.

It's important that we offer **all tenants** a choice so that they can get involved at a level that suits their interest and their individual circumstances.

Tenant events help discussions and identify tenant priorities





Housing News

We use the Housing News magazine to provide you with information on Housing Service developments and to invite you to get involved in consultations.

It gets posted to all WDC tenants 4 times a year and is available online. We also promote community activities and showcase what impacts tenants are having in their area.

Tenants can write or email Housing News if they have a question about Housing Services or if they would like to comment on the Housing News magazine.

We make the Housing News as interactive as possible and also include regular performance information so all tenants can see how well we are performing and question performance levels.

Completing surveys or questionnaires

We use a number of satisfaction surveys which ask tenants about specific areas of our housing service, for example customer satisfaction surveys used by our repairs service or when tenants first move into a tenancy.

Consultation surveys will also be carried out from time to time and we will promote them through the Housing News magazine, our website and Facebook <https://www.facebook.com/West-Dunbartonshire-Council-Tenant-Participation> to make them available to individual tenants as well as TRA members.

The Council will also carry out an bi-annual tenant satisfaction survey to capture tenants' views and provide feedback on improvements put in place.

New tenants

Housing Officers advise new tenants on their rights to participate as part of the process of signing a tenancy agreement. They will use this and the new tenant visit to explain the opportunities available for tenants to get involved in their particular area as well as an individual tenant.

Tenant Participation officers also send out a follow-up post card to encourage each new tenant to get involved and provide their contact details.

Interested Tenant Register

Many of our tenants don't want to be involved in a group or don't have a group in their area but still want to have their say so we have an 'Interested Tenant Register'.

Tenants on the Register are given the same information shared with our Tenants and Residents Associations and receive direct invites to get involved in consultations and other events. They don't have to attend regular meetings but can still keep up-to-date with what's happening in Housing Services and can be involved in topics that they are interested in. Any tenant can join our Interested Tenant Register by contacting the Tenant Participation officers or through their Housing Officer.

Attending conferences and events

We host annual information/fun days or conferences designed to attract individual tenants to engage with Housing Services and to develop existing groups. These events raise awareness about the services provided, ask tenants and other customers for their views on different areas of the housing service and provide an opportunity to ask questions. Representatives from our registered tenant organisations are invited to be involved in planning these events with us. We also provide funding for tenants to attend conferences and events run by TPAS, CIH or any other relevant organisation.

Attending focus groups and public meetings

From time to time we will set up focus groups or public meetings which look at a particular part of the housing service, for example if we review our Allocations Policy or the Joint Rent Group set up to scrutinise the Housing Revenue Account (HRA). We let tenants know about these meetings by promoting widely and by a range of methods like publishing the details in the Housing News, by putting information onto the Council's website, social media or by putting up posters. Representatives from Tenants and Residents Associations, our Interested Tenant Register, Sheltered Housing Forum and Scrutiny Panel members are invited directly to attend these meetings too.

Sheltered Housing Forum

Housing Services and Health and Social Care Partnership (HSCP) have developed a joint approach to supporting the Sheltered Housing Forum. The Forum gives representatives from all nine sheltered complexes an opportunity to get together with Housing and HSCP staff to discuss the Sheltered Housing Service Standards, raise issues directly with staff and monitor developments.

The Forum meets every 3 months and each complex takes a turn in hosting the meeting to make sure as many tenants as possible can attend. Tenant Participation staff work with the Care at Home staff to provide minutes, agenda and transport for all Forum members.

Scrutiny Panel

Our Scrutiny Panel is open to all tenants or owners who receive a factoring service from the Council and they take an independent look at Housing performance. They choose what area they want to scrutinise and once they have reviewed performance and the processes involved, they make recommendations for improvements which Housing Services have committed to implementing. Thus the Panel can directly influence improvements. Depending on what topic they look at, their work can be quite in-depth but they are supported by tenant participation staff, training, by each other and their work can be very rewarding.



“ I wanted to get out the house and meet new people so I joined the Scrutiny Panel three years ago and haven't looked back since. I get a sense of satisfaction from learning about housing and knowing that we can help make improvements. ”

Fiona McClymont, Scrutiny Panel member

Tenants and Residents' Associations

Tenants and Residents' Associations are made up of local tenants and residents who represent their area to bring about improvements in housing and other related services. We recognise the independence of these Associations and the contribution they make in improving services for all tenants and in representing the area they live in. Tenants and Residents' Associations have opportunities to be involved in developing our services in many ways:

- regular local meetings
- area walkabouts
- responding to consultations
- attending consultation meetings, focus groups and working groups
- completing surveys
- training events and information sessions
- open days and other tenant events
- by acting as a link to a wider range of tenants and providing feedback about tenants' housing and related issues

A full list of all Tenants and Residents Associations is in Appendix three.

Groups can apply for a Tenant Participation Grant if at least half of the elected committee (50%) are West Dunbartonshire Council tenants. This is because the grants are funded from the Housing Revenue Account (HRA). The Tenant Participation Grant can be used to cover all the administration costs of running a TRA e.g. hall hire and printing costs etc. Groups that do not wish to apply for funding can still become a registered tenant organisation (RTO) with West Dunbartonshire Council.



Registered Tenant Organisations

Tenants and Residents' Associations that meet the criteria set out by the Scottish Government are able to register with West Dunbartonshire Council as a registered tenant organisation. Registration is easy and doesn't require the Associations to do much more than they are already required to do under their constitution. The key difference between an Association and a registered group is that by registering with the Council, Associations have a recognised role in the decision-making process.



West Dunbartonshire Tenants and Residents Organisation

West Dunbartonshire Tenants and Residents Organisation is an umbrella organisation which acts to co-ordinate the activities of all registered tenant organisations (RTOs). They have operated since 2008 and their aim is to make sure that the RTOs work together to improve housing services and standards. This includes:

- working together with all Tenants and Residents Associations across West Dunbartonshire
- encouraging and supporting tenants/residents wishing to set up a Tenants and Residents Association
- providing information to all Tenants and Residents Associations on the work of the WDTRO
- working jointly with West Dunbartonshire Council and other agencies to make sure that they have as much influence as possible over decisions taken about their homes and community
- working jointly with the Council through the WDC/WDTRO Liaison meetings with the Housing Convener and Council officers to influence and improve housing services, policy and performance.

You can contact the WDTRO through their website at www.wdtro.org.uk, by email (harrymccormack.wdtro@gmail.com) or by Facebook www.facebook.com/WestDunbartonshireTRO

WDC/WDTRO Liaison Meetings

The Council and the WDTRO have regular bi-monthly meetings so that tenant representatives, the Housing Convener and senior housing staff can work together to support the delivery of the housing service. This ensures that our tenant representatives have direct access to those with decision making authority. Objectives are agreed and driven jointly by tenants and Council representatives with both being able to put items on the agenda. Minutes of these meetings are distributed to all RTOs and made available on the Council's website and the WDTRO website. The meetings are chaired alternatively by the Housing Convener and the WDTRO chairperson or their deputies to reflect this key partnership approach.

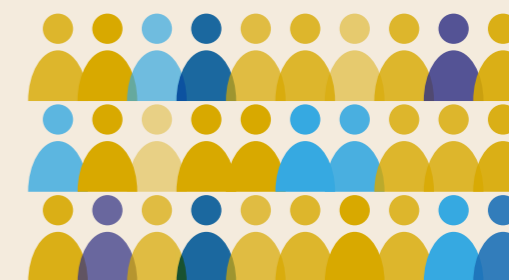
Pre-HACC Tenants Forum

The Housing and Communities Committee (HACC) sets the policies and strategies for the work of the Housing Service. Decisions are taken by the committee after Councillors have had the opportunity to consider and discuss reports by the Council's professional officers.

Prior to each of the quarterly HACC meetings, tenant representatives from tenant groups and individual tenants have an opportunity to meet with the Housing Convener and officers who wrote the reports. The purpose of the meeting is to exchange views on the reports going before the HAC Committee and to allow tenants direct access to the Housing Convener prior to issues being discussed at the HAC Committee. The Housing Convener then presents these views as part of the Committee's discussion which forms part of the decision making process, so this Forum gives real power to tenants to influence the committee's decisions.

Representing all Tenants

We are aware that there are groups of tenants that are often under-represented in tenant participation. For example, young people, travelling people, homeless service users, people with disabilities, black and minority ethnic groups and lesbian, gay, bisexual and transgender groups.



We will look to develop different ways to involve tenants so that groups of people are not excluded and our action plans sets out more detail on what we will do to achieve inclusive participation.

Local engagement

Since 2016 Housing Services have been organised into 3 operational teams to focus housing management resources at a local area. Housing Officers have smaller areas to manage and are involved in all aspects of tenancy management. This model allows them to build up relationships with the tenants within their patch and has been welcomed by tenants as it provides a valuable opportunity for working together locally.

Walkabouts

An estate walkabout is a planned and publicised walk around your neighbourhood or street. It is a good way to highlight what could be improved and can be done with housing staff so that issues are recorded and then actioned. Housing Services want to make our estates good places to live and involving tenants who live in areas is an ideal way to do that and gives individual tenants an opportunity to influence issues in their street or area.

Complaints and compliments

West Dunbartonshire Council is committed to providing the best quality services it can afford and aims constantly to improve services. Our complaints procedure lets you tell us what you feel has gone wrong and helps us improve our services for everyone. Our complaints procedure is set out in Appendix Five.

It is also good to hear when things work well and any compliments are passed onto the staff involved so they are aware of the difference they are making.

SECTION

4

Benefits of tenant participation - for you, your neighbourhood and for Housing Services

Ultimately we want to improve all Council Housing Services but there is much to be gained personally and for your neighbourhood from tenant participation.

Benefits for you

Tenant Participation has a number of benefits, both for you as an individual and for tenants in general:

- Improve the services you and all tenants receive
- Improve your home and neighbourhood
- Ensures tenants get good information about the Council's Housing Services
- Gives tenants better knowledge and understanding of Housing processes
- Empowers tenants to influence decision-making on changes to Housing Services
- Gives tenants the opportunity to scrutinise performance and processes
- Helps people build confidence
- Can develop new skills and knowledge
- Add volunteering experience to your CV
- Reduce social isolation and improve mental health
- Can give people a purpose and help them make a positive contribution to their community
- Make new friends and can even be fun!

Benefits to Housing Services

- Tenants provide knowledge to officers about how things are working on the ground
- Helps ensure Housing Services are responsive to tenants' needs and aspirations
- Improves performance through tenant insight, scrutiny and suggestions
- Tenant volunteers bring with them a lifetime of skills and experience, and can make a positive contribution to the work of the Council
- Improves relationships between tenants and Council officers
- Allows for communications, policies and procedures to be considered and reviewed by tenants to ensure they meet tenants' needs and are effective

Benefits to the wider community

- Better neighbourhoods through improved services
- Offers a stronger voice to the wider community
- Provide the Council with an insight into how services work with and for the community
- Ensures the community is better informed about Council services
- Makes sure that tenants and other customers' views are heard

Valuing your time

Without tenants who volunteer their time to get involved, we can't have tenant participation and we value the time that tenants give to get involved with us. We hope that any involvement will be personally rewarding but we also provide transport or cover travelling expenses for any tenant attending a meeting arranged by Housing Services and our TP Grants cover out of pocket expenses for tenant and resident group members as well as the running costs of the group.

We will provide support and training to help tenants get involved. Volunteering in any tenant participation activity can be a good way to help people get into or back into employment and we will provide references for any tenant who has been actively involved for at least 6 months.

SECTION

5

Achievements

Since the last TP Strategy was agreed in 2017 we have made some key improvements in tenant participation, for example:

- TPAS accreditation is a national mark of excellence for participation activities and we achieved a gold award in 2019.
- Increased tenant involvement in rent setting. In 2019 there was a 229% increase in the number of tenants having their say on rent setting. 845 tenants responded to the public vote for their preferred rent option as part of the consultation. Information provided has been made easier to understand and voting options and promotion has helped make tenants aware that they can influence the outcome of this vital decision.

- Our quarterly newsletter to all our tenants called 'Housing News' has increased in popularity. In the tenant satisfaction survey carried out in September 2019, 92% said they read the Housing News to keep up to date so it is an important way to communicate with all WDC tenants. As well as housing updates, we include community news and the WDTR0 have a regular column to help give a tenants point of view.
- We have developed clear, understandable performance information which we regularly include along with Housing News to increase tenant awareness around Housing Services' performance and to help tenants scrutinise our performance.



Billy, Harry and Jane, representing the Joint Rent Group, receive a TPAS Good Practice Award



- Our Scrutiny Panel, made up of tenants and factored owners, independently scrutinise performance across the Housing Services to ensure there is a person focus to our performance monitoring. They have now completed 5 scrutiny exercises and monitor actions to ensure they are happy that their recommendations are implemented.
- Our Joint Rent Group, made up of tenant volunteers, Housing and Finance staff as well as the Housing Convenor jointly scrutinises the Housing Revenue Account (HRA) and make sure it complies with HRA Guidance. Their work has helped increase transparency around the HRA, monitor how rent money is spent and ensure tenants get value for money.
- Regular information on a range of housing issues and TP Updates are distributed to Tenants and Residents Associations (TRAs), tenants on the Interested Tenants Register, Sheltered Housing Forum members, Scrutiny Panel members as well as housing staff and elected members to share information and raise awareness about tenant participation activities.
- Continued support to local TRAs and helped establish new TRAs where there is demand.
- Provision of funding through Tenant Participation Grants to support the work of the WDTR0 and registered Tenant and Residents' Associations.
- Developed an annual performance report on TP activities – a “report card” on how tenants

are involved and the outcomes of that involvement to help evidence the positive impact tenant participation can have.

- The WDC/WDTR0 Liaison meetings regularly resolve a range of issues brought up by tenants from concerns about difficulties getting through to Repairs on the phone which resulted in actions being taken to improve the situation and through recruitment increased call handling capacity. Issues like energy efficiency are also dealt with and the WDTR0 concerns over fuel poverty are ongoing and have kept pressure on the Council to ensure that District Heating systems are prioritised and incorporated into housing plans.
- The Tenant Priority Budget is an effective participatory budget that gives tenants the opportunity to decide how this annual £800,000 budget is spent. Any tenant can make a proposal and tenants publically decide which proposals are value for money and should go ahead. The Budget is promoted in the Housing News and gives tenants a great opportunity to see improvements happen in their neighbourhood.
- We continually review the content of our TP webpages and update it with meeting notes from the Joint Rent Group, WDC/WDTR0 Liaison meetings, Sheltered Housing Forum and Pre HACC Forum so that all tenants can get access to this information. Our number of followers on Facebook continue to increase and we post regularly with community information as well as housing and TP information.

SECTION

6



How we developed the Strategy

This Strategy builds on previous TP Strategies and action plans. The progress on the Strategy action plan is given regularly at the WDC/WDTR0 Liaison meetings and through the Housing News and TP webpages.

In April 2020 we invited TPAS to carry out an independent review of our 2017-2020 TP Strategy and to consider it in line with current Good Practice. They commended the style and use of clear language of the Strategy and made a number of suggestions to bring the new Strategy up-to-date and these have been incorporated into this document. The use of the 'involving you' logo has been retained to emphasise the purpose of the Strategy.

- the Summer 2020 edition of the 'Housing News' sent to all tenants
- due to working from home restrictions, the survey could only be promoted directly to TRA members, the Interested Tenant Register, Scrutiny Panel members and Sheltered Housing Forum members with email addresses.
- The online survey was also promoted to tenants through the Council's webpages, TP webpages and TP Facebook.

Views from other Council staff were also gathered as well as elected members.

A full breakdown of the survey responses was reviewed and the majority of respondents (73.9%) overwhelmingly thought we had improved the culture and practice of involving tenants which is slightly up from the 2016 survey when it was 72%. In relation to whether we promote involving tenants as an important part of how we deliver Housing Services there was a reduction in respondents who thought we did – 64.4% as apposed to 79.3% in 2016 so a number of action are included in the action plan in section 14 to address this.

Tenant and staff involvement

We developed a survey to gather views on developments since the last Strategy and to measure its effectiveness in terms of

- culture and practice
- how we feedback to tenants
- how we could increase tenant involvement
- how satisfied with current tenant participation opportunities

We used a number of ways to promote the survey to tenants:

- an article and link to survey included in

Two virtual discussion groups were also arranged after the survey closed to further explore issues identified in the survey. These discussions gave great insight into what tenants want from participation and making a difference was seen as key to getting people involved and keeping them involved. The recommendations from these discussion groups are also included in the action plan in section 13.

WDTR0 representatives give tenants a stronger voice



SECTION 7

with us. Even post-COVID pandemic this will include more interactive online networks and virtual meetings to help people be involved from home

- continue to encourage involvement of under-represented groups such as young people, homeless people, people with disabilities and minority ethnic groups.
- make sure that tenants are aware of the options available to them to shape housing services
- promote the difference tenants can make and the positive benefits of participation to them personally as well to their community
- continue to develop tenants' involvement in monitoring and improving performance through our Scrutiny Panel as well as individual tenants holding us to account
- make sure that the resources we put in place and practices we carry out are adequate to support and develop tenant involvement
- make sure that we communicate effectively with tenants and provide good quality, accessible information that tenants want

Our Action Plan in Section 13 sets out how we will meet these aims.

Aims of the Strategy

Our aim is to improve Council Housing Services by working in partnership with tenants to develop and influence how these services are provided.

Our aims reflect important legislative and regulatory requirements but also reflect the views of tenants and staff collected in our consultation survey. We will:

- improve the culture and practice of involving tenants across housing services
- improve our feedback to tenants so that we can evidence where our tenants and other service users have influenced or shaped the housing service
- continue to promote and provide a wide range of options for tenants to get involved

James enjoys the communal garden at Mill Road - shed and greenhouse funded by the Tenant Priority Budget



SECTION 8

Scottish Social Housing Charter and tenant scrutiny of performance

The Scottish Social Housing Charter came into effect on 1st April 2012. Tenants across Scotland were involved in its creation and also in its review in 2017 to ensure it is still fit for purpose and focuses on performance that tenants are most interested in. The Charter aims to improve the quality and value of services provided by social landlords and sets out 16 outcomes and standards that social landlords should aim to achieve when performing its housing activity. You can see the full list of Charter Outcomes in Appendix five.

The Scottish Housing Regulator is an independent body responsible for monitoring, reporting and assessing how well social landlords, like West Dunbartonshire Council, are achieving the Charter's outcomes and standards. Each year the Council must gather evidence to demonstrate to the Regulator and to tenants and service users that it is meeting the outcomes of the Charter. Tenants can also use the Regulator's website to compare how well the Council is performing against other social landlords. This helps tenants understand if their landlord is performing well or not. <https://www.scottishhousingregulator.gov.uk/>



How we measure performance

We measure performance to make sure we are improving the services we provide and to identify where we can make improvements, for example we measure how long it takes to allocate a house when a tenant leaves and number of repairs done right first time. We have a performance monitoring framework which makes sure that all the necessary performance information is being recorded and that authorised officers are monitoring and accountable for that performance.

How tenants are involved in monitoring performance

We have developed clear, understandable performance information which we regularly include along with Housing News to increase tenant awareness around Housing Services performance and to help tenants scrutinise our performance. Tenants are able to raise any questions on the performance information and contact details are given on the reports. There is also a performance section on the Council's website which all tenants can look at and monitor.

How tenants are involved in Scrutiny

Involving tenants in scrutinising our performance is essential for improvements to be made and to ensure that tenant involvement is meaningful. Tenant scrutiny is the name given to the activities that offer

tenants an opportunity to get involved in assessing our performance. It allows tenants to influence and hold their landlord to account by focusing specifically on how housing services perform.

WD Scrutiny Panel

Our Scrutiny Panel was set up in 2014. The Panel is open to all tenants or owners who receive a factoring service from the Council and training and out of pocket expenses are provided. The Panel developed their own terms of reference and are independent from the Council although supported by the Housing Development team to access information and assist with their meetings.

A training tool called 'Stepping up for Scrutiny' was developed nationally and is used to introduce volunteers to scrutiny. On-going training and support is also available for Panel members as their involvement in tenant scrutiny activity develops. The Scrutiny Panel form part of the Council's formal performance monitoring framework and there is a commitment to action all reasonable recommendations from the Panel's scrutiny exercises. The Panel's reports and recommendations are reported through the Housing News and made public on the TP webpages.

<https://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/west-dunbartonshire-scrutiny-panel/>

They have carried out 5 scrutiny exercises so far:

- **Medical adaptation process 2020**
- **Scottish Social Housing Quality Standard (SHQS) Compliance 2019**
- **New tenant visit process 2017**
- **'Right First time' repairs 2016**
- **Anti-social behaviour complaint process 2015**

The Panel monitor the implementation of their recommendations so they are assured that they are put in place. It is the Panel who decide what performance area they want to look at and focus on ensuring processes are improved from the tenants point of view.

If you'd like to join the Scrutiny Panel or find out more please contact them as they welcome new members.

email: scrutinypanel2014@gmail.com

phone: 07983 542 993

How performance is reported to tenants

In addition to submitting annual performance information to the Regulator, the Council is also required to produce a Tenants Report to show progress in meeting the Charter outcomes to tenants, other customers and service users. Tenants played a key role in creating the look and content of our report to ensure that the performance information included is what they are interested in. Each year the report is reviewed involving tenants to ensure it continues to reflect tenant's priorities. Last year's review highlighted that tenants also wanted a focus on actions being taken to improve performance which are now included in the report. The tenants report also gives us an opportunity to encourage tenants to get involved in performance monitoring and ask questions about performance and contact details are included in each report.

We also have a regular performance insert that gets delivered to all tenants along with the Housing News.



SECTION

9

Consultation and feedback - seeking your views and influencing decisions

Consultation must be meaningful and the outcome of consultations must direct changes in policy or service delivery as a result. This distinguishes consultation from asking your views. The Council will always follow good practice and use the Tenant Communication Strategy and the WDC's Communicating Effectively framework to ensure all consultations are meaningful and effectively deliver change:

- **We will bring tenants and tenant organisations into the consultation and participation process from the start**
- **We will use a number of approaches to consulting, for example, the Housing News, leaflets/posters, public meetings, conferences/seminars, open days, home visits, focus groups, questionnaires/surveys and through our website and social media to collect views from as wide a range of tenants possible**
- **The method of consultation will depend on the scale and significance of the project and we will take into account the views of tenant organisations on the consultation methods used**

- **We will give detailed information to tenants and tenant groups on any proposals we are consulting on, including:**
 - **how the proposal will affect tenants**
 - **how and within what timescales tenants can make their views known to us**
 - **how and when the final decision will be taken**
 - **the contact officer dealing with the consultation and information on how and where to complain.**
- **Where possible, individual tenants and tenant organisations will be given a minimum of eight weeks to respond to any consultation**
- **If we want to do this in less than eight weeks, Council officers must seek permission from the Housing Development and Homelessness Manager. If permission is granted we will explain why the consultation must be carried out within a shorter timescale.**



We will consult you on:

1. **Annual Rent levels**
2. **Any changes to housing policies or services**
eg Allocation policy, relet standard for empty properties, repairs and maintenance services and standards.

Feedback

We use the views of tenants and service users to shape and improve the housing services you receive. It is important that we provide feedback so that you know we have listened to and acted on your views. Providing feedback is also important as it encourages others to get involved. Most respondents of our consultation survey (70%) agreed that we had improved feedback but that is less than in the previous survey (90%) so this is an important area that needs to be focused on to give tenants confidence that getting involved makes a difference.

Seeking your views

We use a range of methods to seek your views. This might be because we want to know if you are satisfied with a service, because we are reviewing a policy or the way that we deliver a service or it might be because we are considering some other action which will affect a lot of tenants.

Influencing decisions

When we ask you for your views we report them back to senior decision makers and include them in committee reports which are prepared for Council meetings or in other draft documents.

We will make sure that we tell you how we used your views. We can do this by public meeting, by letter or through our webpages and social media. We will also share these outcomes with TRAs, the WDTR0 and publicise it in the Housing News to show you how we are using your views and suggestions. This includes the results of surveys or questionnaires which tenants have taken part in.



Tenant Participation should be sociable and personally rewarding too

SECTION 10

Keeping you informed

We know how important it is that we provide you with good quality, up-to-date information which is accessible to everyone and free of jargon. Some of the methods we use include:

- Letters, phone and email
- surveys and questionnaires
- briefing notes and TP Updates
- face-to-face meetings
- home visits where a need is identified
- Tenants and Residents Associations and registered tenant organisations
- through the Register for Interested Tenants
- focus groups
- public meetings
- tenant handbook
- tenant conferences or other public events
- Housing News or local tenant newsletters
- notice boards in our multi-storey blocks or tenement flats
- one-stop-shops and other council offices
- website and social media - <https://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/> and <https://www.facebook.com/WestDunbartonshireCouncilTenantParticipation>

We produce 4 editions of our tenant newsletter 'Housing News' each year and send it to all our Council tenants, local Councillors, local libraries and to all our Tenants and Residents Associations. Electronic copies are also sent to all housing staff.

In our consultation survey, 86.7% of respondents said they read the Housing News so it remains



86.7% of respondents said they read Housing News

...love it - it's colourful, easy to read, plenty of photographs so it's not boring...

...informative and keeps you updated with local events and general news...

...do enjoy reading it...

a valuable way to keep tenants updated with developments and to feedback how they have influenced or shaped services. In particular respondents made very positive comments about Housing News:

'Do enjoy reading it'
'Informative and keeps you updated with local events and general news'
'Love it - it's colourful, easy to read plenty of photographs so it's not boring'
(quotes taken from TP Strategy survey responses 2020).

The Housing News is also put onto audiotape for visually impaired tenants via Rockvale Rebound (talking newspapers) and made available in accessible format on the Council's website.

We encourage tenants groups as well as staff to use Housing News as a way of communicating with all our tenants.

As set out in the Council's Tenants Communication Strategy, we provide all written information in a clear, accessible and easy to understand format, using plain language and where necessary in community languages. This includes making information available on request in other formats such as Braille, large print as well as audiotape.

Tenants Handbook

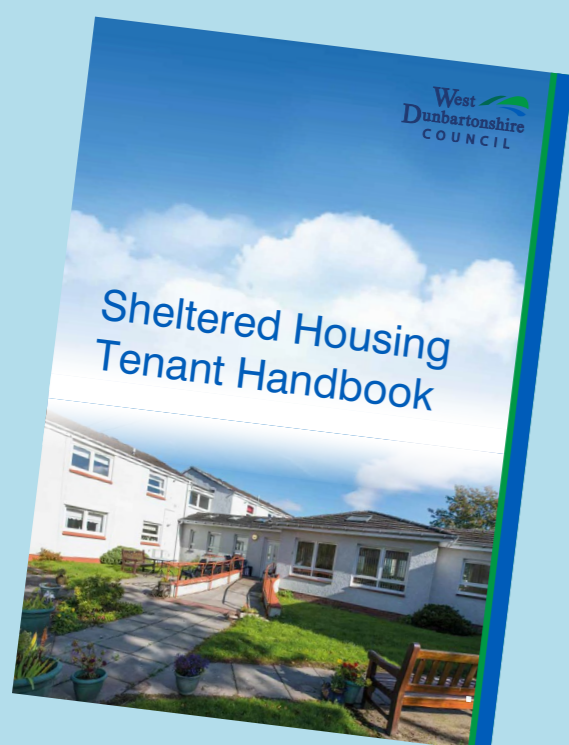
Our tenant handbook is an important part of our commitment to providing our tenants with detailed information about our housing services and their tenancy. We regularly review the handbook with the help of tenants to make sure that it is in a style and format which is useful, accessible and attractive to you.

<https://www.west-dunbarton.gov.uk/housing/council-housing/tenancy-and-allocations/tenant-handbook/>

The Sheltered Housing Tenant Handbook

Tenants in Sheltered Housing accommodation have a specific tenant handbook which sets out their tenancy rights and responsibilities as well as support arrangements. The Sheltered Housing Forum members helped produce their tenant handbook and its regular review.

<https://www.west-dunbarton.gov.uk/media/4318309/sheltered-housing-booklet.pdf>

**Tenants and Residents Associations Handbook**

A Basic Guide designed to support new and existing TRAs has been developed to cover all aspects of running and managing a group. It includes how to register with the Council as a registered tenant organisation, provides information and contact details about Council services and how to get independent help and advice. The TRA Handbook is available on our

TP webpages along with useful forms to help TRAs be independent while still having the support of TP staff when needed.

<http://www.west-dunbarton.gov.uk/media/4307905/basic-guide-website-version.pdf>

Briefing Notes

Housing staff produce information or briefing notes for Associations and tenants on the Interested Tenants Register which contain information about housing issues or topics which have been raised by tenants or by the Council.

Digital Technology

The Council has invested in a new Integrated Housing Management System (IHMS) to help develop how we provide services to tenants and to give tenants greater access to reporting and monitoring requests to us. The system also provides options to send text reminders to tenants about appointments or meetings, or to carry out short surveys so will be utilised to help improve tenant communication.

The Tenant Participation section on the Council's website is kept up-to-date with information and minutes from meetings so they are available to any tenant at a time that suits them and to encourage involvement.

<https://www.west-dunbarton.gov.uk/housing/council-housing/tenant-participation/>

The Council also has a Facebook page and Twitter Account which tenants can use to obtain information and provide comment. There is also a TP Facebook page which we use to promote consultations and provide information about local events and issues which may be more attractive to our younger tenants.

Tenants' Communication Strategy

The Council's Tenants' Communication Strategy sets out how we will provide information, the types of information to be provided and how we will provide feedback. It is due to be reviewed again to ensure it keeps up-to-date with digital progress and this is included as part of the action plan set out in section 13.

SECTION**11****How we will resource and support tenant participation activity**

To make the process of involving tenants successful, we provide a range of resources which both individual tenants and TRAs have access to.

Housing and Employability Staff

All housing staff are responsible for encouraging and supporting tenants to get involved. This can include practical support such as help with photocopying, providing information about Council services, attendance at meetings, providing training or information sessions and delivering consultation events. Tenants should be advised of the opportunities to get involved when they sign up for a WDC tenancy but also at other times during their tenancy as people's circumstances and interests change.

Tenant Participation Staff

Within the Housing Development Team there is a Senior Housing Development Officer (Tenant Participation) and a Housing Development Officer (Tenant Participation) who are responsible for supporting and developing tenant participation activity across West Dunbartonshire.

The Senior Housing Development Officer is specifically responsible for developing, implementing and reporting on the aims of this Strategy and the Housing Development Officer

for encouraging new ways to get involved, supporting existing TRA's and helping to create new groups where there is a demand.

They also provide encouragement, training and support to individual tenants and tenants on our Interested Tenant Register, the Scrutiny Panel, Sheltered Housing Forum to participate and develop.

Funding Tenants and Residents Associations

TRAs play a vital part in making sure our services reflect the needs of local communities. We are committed to providing support and resources to make sure Associations are in a position to fully participate and be representative.

Start-up grants are available for new Associations and annual grants are available to existing Associations to cover their administration and running costs funded from the HRA (Housing Revenue Account). For example, to pay for photocopying, telephone calls, the hire of local community halls, postage or travelling expenses. One-off expenses to provide equipment to groups, such as laptops, printers are made available to groups which are well established.

There are currently 4 Associations who have a community flat to base their activities from. Their use of premises varies, but is primarily used as office and meeting space, Housing Officer and local Councillor Surgeries and can be used to provide meeting space for other community activities. The rent, insurance and utility charges are met by TP Grants given to groups from the TP Budget.

Information, training and support

All TRAs are offered support and training from the Housing Development Team. Tenant Participation staff usually attend meetings to support the committee until they are happy to proceed on their own. Formal training covering all aspects of running and managing an Association and guidance to become registered tenant organisations is offered. Our Associations will also be offered assistance to carry out action planning to assist them to achieve their objectives and demonstrate their achievements.

Tenant Participation training is also made available to all housing staff to ensure that we can put our tenant participation strategy into practice effectively.

Associations have access to a TRA Basic Guide which covers all aspects of running and managing an Association, provides information and contact details about Council services and how to get independent help and advice.

Our range of information notes keep tenants on our Interested Tenant Register and Associations informed about housing policy and about housing services.

Information sessions are arranged as and when required in response to developments, in support of consultation events or to discuss housing topics requested by TRAs.

The Housing News is distributed to all tenants and TRAs four times a year and used as our main way of sharing information with all tenants. We also use regular TP Updates and briefing notes to share good practice and information.

Training and encouragement is made available to all tenants to help them get involved. As an additional incentive to encourage more involvement, we also provide references for anyone who has volunteered for at least a 6 month period to help them get into or back into, employment.

Financial support is available to ensure that no one is out of pocket by getting involved in improving Housing Services and we can cover travelling expenses and reasonable care costs. We also offer transport and can arrange taxis to assist people attend meetings.

Conferences and events

Tenants who are represented by a Tenants and Residents Association or who are on the Council's list of interested tenants can attend annual conferences and events carried out by the Council, the Chartered Institute of Housing, the Tenants Information Service or the Tenant Participation Advisory Service. Costs for participation, transport and crèche facilities are met through the tenant participation budget.

Including everyone

Our resources and support services are there for everyone to get involved. We use the principles set out in the National Standards for Community Engagement to ensure that where possible there are no practical barriers to any tenant being fully involved. This includes:

- **suitable transport to attend meetings**
- **general assistance**
- **access to premises**
- **communication aids (such as loop systems, advocacy and interpreting services)**
- **opportunities to meet at a time and a place that suits**

Access to other sources of information, support and advice

Scottish Government Social Housing Services Team
Contact: 0131 244 0710
email: anne.cook@gov.scot

Tenants Information Service (TIS)
Contact: 0141 248 1242
www: tis.org.uk

Tenant Participation Advisory Service Scotland (TPAS Scotland)
Contact: 0141 552 3633
www: tpascotland.org.uk

Equality Advisory and Support Service
Contact: 0808 800 0082
text/phone: 0808 800 0084
www: equalityadvisoryservice.com
FREEPOST Equality Advisory Support Service FPN4431

The Tenant Participation Budget

All direct funding to support tenant participation activity, such as information, grants to groups or transport costs come from the rent and benefits tenants pay into the Housing Revenue Account. Therefore we need to ensure that we spend our Budget effectively and for the benefit of tenants.

In 2019/20, we spent £56,688.70 on tenant participation activities. That's approximately £5.79 per tenant per year (based on 9571 active tenancies at 31/3/20). Our allocated TP Budget was £71,216 for 2019/20 and our spending was less than anticipated mainly due to less TP Grants being needed but the TP Budget has remained at £71,216 to ensure that we can continue to develop tenant participation.

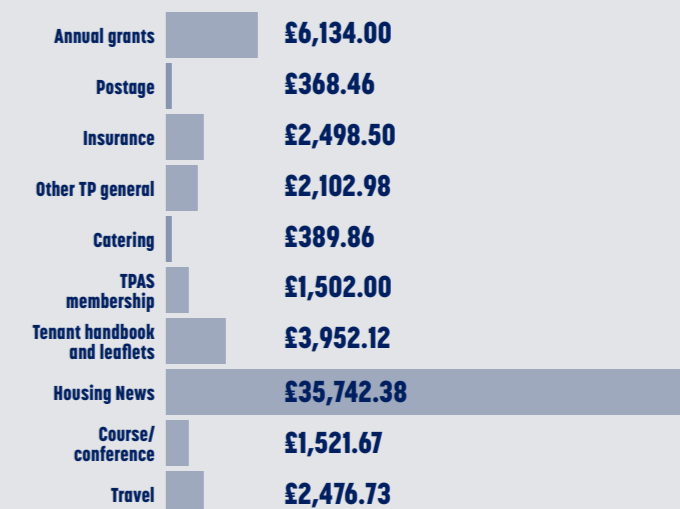
The chart shown splits up how the Budget was spent. We financially supported 10 TRAs, the WDTR0, Sheltered Housing Forum, Pre-HACC Forum and Scrutiny Panel to help them all function effectively.

The cost of producing the Housing News also comes out of our Tenant Participation Budget and this takes up the majority of our communication costs. We also have 4 TRAs who have community flats that they operate from and the running costs for these are included in the costs

for supporting TRAs, along with annual and top up grants to cover their running costs. Public liability insurance is also paid for each active TRA.

Transport costs to and from meetings are also covered to ensure no-one is put off attending meetings by costs and that no tenant volunteer is out of pocket. Our postage costs are from providing pre-paid postage envelopes to encourage people to return surveys, tenant priority budget proposal forms etc.

Breakdown of TP spending - £56,688.70 total



The tenant participation budget for 2020-21 is £71,216. We will spend this funding on:

- **grant support to TRAs**
- **running costs of community flats used by TRAs**
- **provision of tenant events**
- **the Housing News magazine**
- **new tenant handbooks**
- **consultation events**
- **provision of information (leaflets, guidance notes etc.)**
- **new Tenant Participation Strategy and associated publicity material to promote tenant participation**
- **training, capacity building and conference events for tenants provided by other organisations**
- **travel expenses, care costs and crèche facilities**
- **surveys or questionnaires**
- **tenant scrutiny activities**



“

Having tenants in the Joint Rent Group is vital - finance information isn't easy to follow but we work at it and can see the benefit this knowledge gives us.'

Georgia McCambley, Joint Rent Group member

SECTION 12

Measuring tenant participation

We have created a range of actions to ensure that the aims of 'Involving You' can be put into practice and tenant impact can be measured. Being able to demonstrate outcomes achieved by tenant involvement is one of the best ways of encouraging more people to get involved and also to ensure that we are a continually improving organisation.

We will continue to provide regular progress reports to the WDTR0 via the Liaison meetings as well as the Sheltered Housing Forum, through the Housing News and our TP webpages.

We will also produce an annual tenant participation performance report and share it with all members of TRA's and tenants on the Interested Tenants Register, and make it available on the Council's website and TP social media to help emphasise the outcomes of involvement.



Of the 16 Charter outcomes there are four main ones that are particularly relevant to our activity of involving tenants:

**Outcome 2
Communication**
Social landlords manage their businesses so that:

- **Tenants and other customers (i.e. residents) find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services the landlord provides.**

**Outcome 3
Participation**
Social landlords manage their businesses so that:

- **Tenants and other customers find it easy to participate in and influence their landlords' decisions at a level they feel comfortable with.**

**Outcome 14 & 15
Rents and Service Charges**
Social landlords set rents and service charges in consultation with their tenants and other customers so that:

- **A balance is struck between level of service provided, the costs of the services, and how far current and prospective tenants and service users can afford them.**
- **Tenants get clear information on how rents and other money is spent, including any details of individual items of expenditure above thresholds agreed between landlords and tenants.**

We will report how well we are achieving these outcomes as well as measuring what we spend the TP Budget on, what we produce as a result and the outcomes for tenants. This will be reported to both the WDTR0 and to the Housing and Communities Committee on an annual basis in the format of an annual committee report.

SECTION 13

The action plan

Our action plan sets out how we will meet the aims of this Strategy.

What we will do	How we will do it	When we will do it	Outcomes
<p>1</p> <p>We will improve the culture and practice of tenant participation across housing services</p> <p>We will carry out good practice in tenant participation across all parts of the Housing Service.</p>	<ul style="list-style-type: none"> • continue to deliver tenant participation training for all housing services staff • produce quarterly TP updates for elected members, housing and related services staff to raise awareness of TP activities • record outcomes from involving tenants and publicise them through the Housing News and other TP communication channels • publish an Involving You annual report each year 	<p>ongoing</p> <p>quarterly</p> <p>ongoing</p> <p>annually</p>	<p>Increased awareness and understanding of tenant participation practice and requirements across all Council services</p> <p>All housing staff promote and support tenant participation and we are able to evidence tenant involvement</p>

What we will do	How we will do it	When we will do it	Outcomes
<p>2</p> <p>We will improve our feedback to tenants so that we can demonstrate where our tenants and other service users have influenced or shaped the housing service</p> <p>We will demonstrate that tenants' views are considered as part of the decision making process</p> <p>The outcome(s) of tenant involvement will be promoted regularly and widely ensure that tenants can see where they are making a difference</p>	<ul style="list-style-type: none"> when consulting with tenants we will tell them how their views will be used and how decisions will be made 	ongoing	Tenant participation is working and tenants are encouraged to get involved
	<ul style="list-style-type: none"> outcomes from consultations will be communicated to participants and will be publicised via the Housing News, webpages and social media 	ongoing	Individual tenants and TRAs are encouraged to get involved
	<ul style="list-style-type: none"> support TRAs to demonstrate their achievements locally 	ongoing	Direct, up-to-date evidence of the impact of tenant involvement is shared with tenants
	<ul style="list-style-type: none"> publish annual tenant involvement outcomes as part of TP performance report 	annually	
	<ul style="list-style-type: none"> demonstrate the outcome(s) of tenant involvement in tenant scrutiny activities 	ongoing	
<ul style="list-style-type: none"> support tenants and TRA representatives to review papers going to the HAC Committee and encourage them to participate in the Pre-HACC Forum 	quarterly		

What we will do	How we will do it	When we will do it	Outcomes
<p>3</p> <p>We will promote and provide a wide range of options for tenants to get involved with us</p> <p>We will promote existing methods available to tenants to get involved both as individuals and as part of more formal structures</p> <p>We will continue to introduce new methods so that we increase the ways tenants can get involved and provide methods which may be more attractive to under-represented groups</p>	<ul style="list-style-type: none"> promote the range of options and support in place to encourage tenants to get involved 	ongoing	Increase tenants' awareness and understanding of options and support available to help them get involved
	<ul style="list-style-type: none"> produce a leaflet version of the TP Strategy 2021-2024 to make the TP Strategy more accessible and user-friendly 	2021/22	Increase the number of tenants getting involved
	<ul style="list-style-type: none"> support TRAs to produce leaflets and or websites promoting the work that they do and how to get involved 	ongoing	Increase number of local TRA operating across area so it is easier for people to get involved locally
	<ul style="list-style-type: none"> continue to deliver an annual tenant conference or event 	annually	Increase the number of tenants getting involved
	<ul style="list-style-type: none"> explore new methods to provide information and obtain tenants' views (social media, IHMS) 	ongoing	
<ul style="list-style-type: none"> develop a digital hub, mighty networks as a more interactive and accessible option to increase tenant participation 	2021/22		
<ul style="list-style-type: none"> develop use of virtual meetings as option for people with limited time as well as for those with mobility issues as an attractive option to get involved from 			

What we will do	How we will do it	When we will do it	Outcomes
4 We will encourage involvement of under-represented groups such as young people, homeless people, people with disabilities and minority ethnic groups	<ul style="list-style-type: none"> explore opportunities to develop a youth housing forum to involve tenants aged 16-25 	2021/22	Increase the involvement of groups of people who are under-represented in tenant participation
	<ul style="list-style-type: none"> explore opportunities to link up with local youth groups like YSORTIT, Youth Council to raise awareness of participation opportunities 	2021/22	
	<ul style="list-style-type: none"> explore opportunities to develop a forum for people in temporary/ supported accommodation 	ongoing	
	<ul style="list-style-type: none"> consult and offer dialogue opportunities with tenants at Dennystoun Forge in a way they are comfortable with 	ongoing	
	<ul style="list-style-type: none"> continue membership of West Dunbartonshire Equality Forum and develop opportunities to promote tenant participation to wider groups 	ongoing	
	<ul style="list-style-type: none"> develop links with support charities to promote TP as an option for people to do online (even post COVID pandemic) 	2021/22	
	<ul style="list-style-type: none"> provide additional support for people with learning disabilities and make that clear on any information about training and on web pages 	2022/23	

What we will do	How we will do it	When we will do it	Outcomes
5 Ensure tenants are aware of the options available to them to shape housing service plans and budgets	<ul style="list-style-type: none"> produce and promote an annual consultation calendar 	annually	Tenants know in advance about different options which are open to them to influence housing services Tenants can get involved in influencing housing across West Dunbartonshire and how their rent is spent
	<ul style="list-style-type: none"> carry out an annual consultation on rent increases and provide clear information for tenants to be able to make informed choices 	annually	
	<ul style="list-style-type: none"> develop tenant involvement in Housing Revenue Account scrutiny and work towards full compliance with the Scottish Government's 2014 HRA Guidance 	ongoing	
	<ul style="list-style-type: none"> develop tenant involvement in the decision-making process of setting rents, Capital programmes and agreeing business plans 	ongoing	

What we will do	How we will do it	When we will do it	Outcomes
6 Assess our performance in line with the Scottish Social Housing Charter and involve tenants in our annual Tenant Report	<ul style="list-style-type: none"> agree with tenants what Charter indicators they want included in the Tenant Report 	Annually	Ensure that West Dunbartonshire Council complies with requirements under the Scottish Social Housing Charter
	<ul style="list-style-type: none"> review the best style to use to ensure the report is accessible and easy to understand 	Annually	Performance information is made available to tenants in a format which is useful and easy to understand
	<ul style="list-style-type: none"> support scrutiny activity by offering formal training for staff and tenants taking part 	Ongoing	Opportunities for tenants to test and improve housing services performance
	<ul style="list-style-type: none"> recruit new members onto the WD Scrutiny Panel 	Ongoing	
7 Ensure that the resources we put in place and practices we carry out are adequate to support and develop tenant participation activity	<ul style="list-style-type: none"> develop an online training section for tenants as well as staff to access 	2022/23	Sufficient resources for tenant participation activity and tenant scrutiny requirements.
	<ul style="list-style-type: none"> promote training opportunities as an incentive to encourage more tenants to get involved 	ongoing	Increase take-up of training opportunities

What we will do	How we will do it	When we will do it	Outcomes
8 We will ensure we communicate effectively with tenants and provide good quality, accessible information that tenants want	<ul style="list-style-type: none"> review and improve the content on the TP web pages and use of social media 	annually	Increase use of TP web pages and social media
	<ul style="list-style-type: none"> promote TP web pages as resources available 24/7 	ongoing	Improved information and communication for all tenants
	<ul style="list-style-type: none"> continue to produce regular editions of the Housing News to all tenants keeping them up-to-date with housing investment, service developments and outcomes from consultations 	ongoing	Provide information that tenants and TRAs want
	<ul style="list-style-type: none"> assess interest in a Reader's Panel as a way of making sure communication is clear, accessible information that tenants want 	2022/23	
	<ul style="list-style-type: none"> assess interest in creating an editorial group with tenants to develop Housing News 	2021/22	
	<ul style="list-style-type: none"> assess interest in creating an editorial group with tenants to develop Housing News 	2022/23	
	<ul style="list-style-type: none"> review and update Tenant Communication Strategy 		

Appendix 1 - Jargon Buster

Key initial	
SHQS	Scottish Housing Quality Standard
TIS	Tenant Information Service
TP	Tenant Participation
TPAS	Tenant Participation Advisory Service
TRA	Tenant and Resident Association
WDTRO	West Dunbartonshire Tenants and Residents Organisation

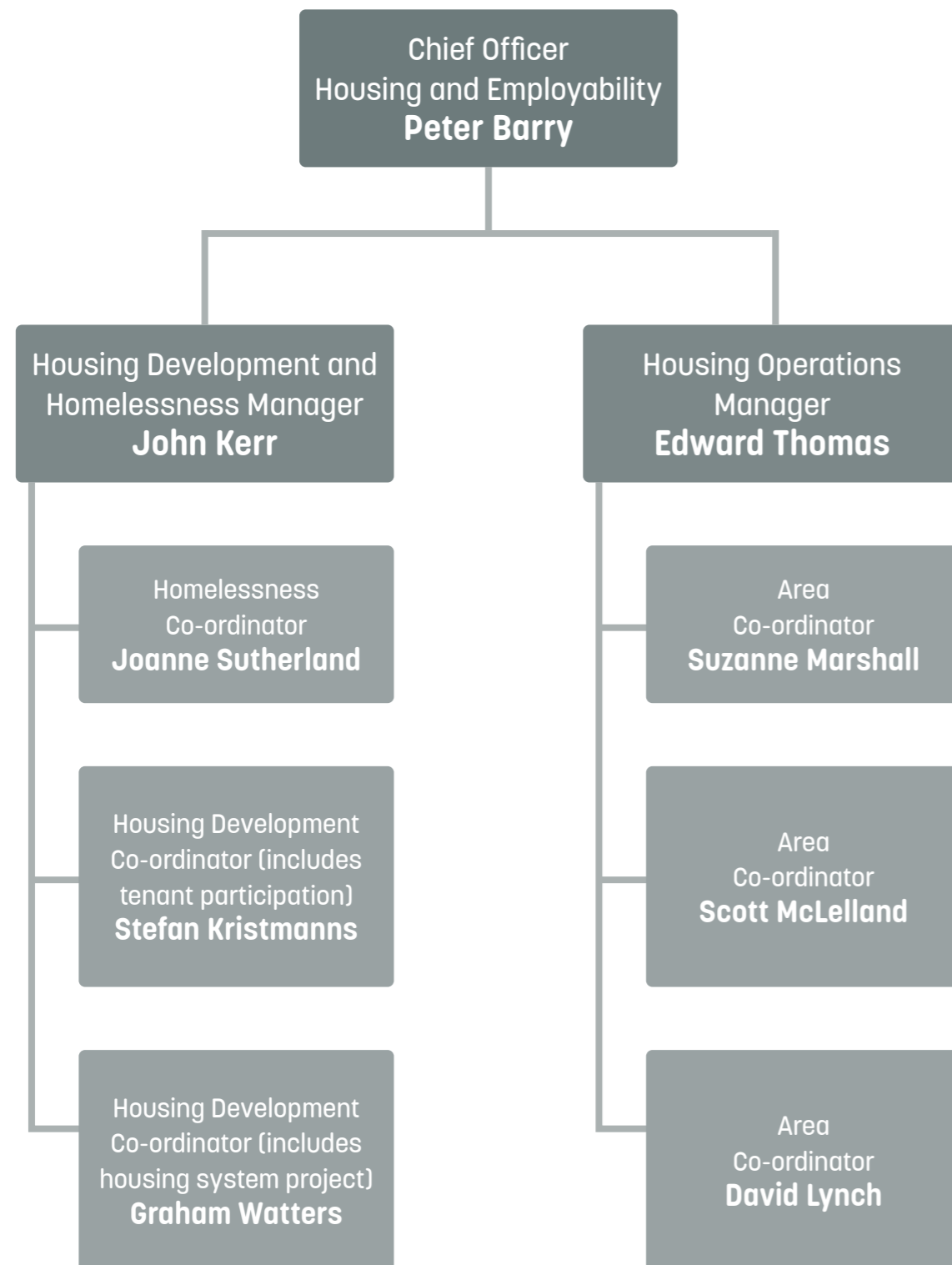
Key organisation	
Federation	The collective name given to WDTR0 which represents all TRAs.
Scottish Government	This is a collective term for the Scottish Government, which includes Ministers and civil servants based in Holyrood.
Scottish Housing Regulator	Regulates all Registered Social Landlords and the landlord and homelessness services of Local Authorities, protects the interests of current and future tenants and other service users.
Sheltered Housing Forum	Tenants from sheltered housing complexes across West Dunbartonshire who have formed a group to represent the interests of tenants living in sheltered housing accommodation owned and managed by West Dunbartonshire Council.
Tenants Information Service (TIS)	A national organisation run by a board of tenant and landlord directors which provides information, advice and training to tenants across Scotland.
Tenant Participation Advisory Service (TPAS)	The national tenant and landlord participation advisory service for Scotland which promotes good practice in tenant participation throughout Scotland. TPAS works with tenants' organisations, Housing Associations and Local Authorities.
West Dunbartonshire Council	The statutory provider of housing in West Dunbartonshire.
West Dunbartonshire Tenants and Residents Organisation	The umbrella organisation which acts to co-ordinate the activities of registered tenant organisations across West Dunbartonshire.

Key word	
Accountability	Assurance that a landlord organisation, or tenants and resident's organisation, will be measured on their performance or behaviour related to the things they are responsible for.
Action Plan	A list of things a landlord or tenants organisation must do to meet its aims and objectives.
Annual General Meeting (AGM)	A mandatory yearly gathering of an organisation's interested members or shareholders. The procedure for holding this meeting and the agenda to be followed will usually be set out on the organisation's constitution.
Annual Return of the Charter (ARC)	A yearly report produced by social landlords to show how they perform. It legally must be submitted to the SHR and published for tenants.
Asset Management	Looking after Council properties to make sure they are well maintained and improved.
Capital Programme	The programme of planned improvements that a landlord undertakes to keep its housing stock in good quality (such as kitchen and bathroom replacements, window replacement etc).
Consultation	Tenant consultation means having a chance to comment on proposals prepared by the landlord before a decision is taken.
Communications Strategy	A document developed by West Dunbartonshire Council and tenant representatives that sets out how the Council will communicate and inform tenants, tenants and residents groups and the WDTR0.
Corporate Plan	A document that sets out West Dunbartonshire Council's aims and objectives and how it plans to deliver its services.
Community Engagement Strategy	Document produced by West Dunbartonshire Council outlining how it will involve the wider community in the planning and delivery of all Council services.
Data Protection Act 2018	The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR). The Act controls how personal information is used by organisations, businesses, or the government.
The Equality Act 2010	A piece of legislation which protects the rights of individuals from unfair treatment. Protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
Equal opportunities	Not discriminating against a person on the basis of protected characteristics as noted in the Equality Act (2010). All landlords and tenants' organisations are required to have a commitment to equal opportunities under the Housing (Scotland) Act 2001.
Energy Efficiency Standard for Social Housing (EESH)	The Energy Efficiency Standard for Social Housing aims to improve the energy efficiency of social housing in Scotland. It will help reduce energy consumption, fuel poverty, and the emission of greenhouse gases.

Key word	
Estate inspections	Also referred to as 'walkabouts'. Joint inspections of local area by members of tenant and residents groups, individual tenants, housing staff and representatives of other interested organisations with an aim to identifying and addressing issues.
General Data Protection Regulations (GDPR)	Legislation which dictates how businesses and public sector organisations handle the information of customers.
Housing policies	Documents that explain how landlords will deliver its services such as allocations, repairs etc.
Housing (Scotland) Act 2001	A piece of housing legislation introduced by the Scottish Government in 2001 which introduced the right to participate and a legal duty for RSLs to keep a Register of Tenant Organisations.
Housing (Scotland) Act 2010	A piece of housing legislation introduced by the Scottish Government in 2010 which introduces SHR becoming independent regulator, introduces self-assessment for landlords and tenant scrutiny or performance.
Housing (Scotland) Act 2014	Legislation on housing introduced by the Scottish Government in 2014. Key changes include changes to allocation rules and ending the Right To Buy in Scotland.
Interested Tenants Register	A list of tenants who want to be contacted about events and consultations but don't want to be part of a group.
Local Authority	A local Council that owns and manages public services, including Council houses. In Scotland some local authorities have transferred the ownership of their houses to an alternative landlord.
Local Housing Strategy	A statutory document produced by all local authorities that assesses the housing need and resources required to meet that need in their areas.
Local Plan	This plan identifies areas where new housing will be built.
Monitoring and evaluation framework	Measures that will be used by West Dunbartonshire Council and tenant representatives to check how tenant participation is being delivered.
Mystery shopping	Tenants volunteer to act as 'mystery shoppers' to test the housing service and record their experience and impressions. This helps the Council to ensure that standards of customer service are maintained and improved where necessary.
National Strategy for Tenant Participation 1999	National strategy for tenant participation agreed by the Scottish Government, tenants and landlords about how tenant participation should work in Scotland.
National standards for Community Engagement	Good practice standards issued by Communities Scotland to provide a framework to help people influence the planning and delivery of services in their local area.
Participation	This is when the Council, tenants, tenants and residents groups and the Federations come together and work as equal partners in making improvements to Council housing services.

Key word	
Partnership working	Landlords, tenants and other agencies working together to get things done.
Registered Social Landlord (RSL)	A non-profit landlord that is registered and monitored by the Housing Regulator including local authorities, housing associations and co-operatives.
Registered Tenants Organisation (RTO)	A tenants and residents group that has registered with its landlord and can demonstrate that it is democratic and represents the views of tenants.
Register of Tenants Organisations	A public register a registered social landlord has to keep up-to-date which lists the number of Registered Tenants Organisations.
Resources	Money or 'in-kind' support that is made available to tenants and tenants and residents groups.
Scottish Housing Regulator (SHR)	The independent regulator of social housing services. They are responsible for assessing and reporting on how all landlords are performing (including local authority landlords), and the financial wellbeing and standard of governance of RSLs.
Scottish Housing Quality Standard	The Scottish Housing Quality Standard (SHQS) is the main measure of housing quality that is used to establish if properties reach the required minimum set out by the Scottish Government.
Scottish Social Housing Charter	Created under the Housing (S) Act 2010 the Charter sets out 16 standards and outcomes which all social landlords must achieve.
Service standards	A set of indicators that outlines the acceptable level of service that can be expected.
Social landlords	Organisation such as housing associations and local authorities who provide social rented housing.
Tenant scrutiny	Tenants volunteer to get involved in reviewing and inspecting the Council's services and make recommendations on how services can be improved. Tenants decide which services they want to inspect and the process should lead to better services and therefore better outcomes for tenants.
Tenants and residents groups	Local groups that are set up to represent the views of tenants and residents and to influence services in the area. They are made up of local people who are democratically elected at the group's Annual General Meeting.
Tenant Participation Officer	Council officers with specific responsibility for supporting tenant participation and delivering the Tenant Participation Strategy.
Tenant Scrutiny Panel	A formal group set up to hold their landlord to account by scrutinising and assessing performance.

Appendix 2 Who's who in Housing Services



Appendix 3 List of Registered Tenant Organisations (RTOs)

List of Registered Tenant Organisations (RTOs) and tenants and residents associations and federations

Registered Tenant Organisations

- Central Alexandria Tenants and Residents Association
- Central Radnor Park Tenants and Residents Association
- Dalmuir Multi-Storey Flats Tenants and Residents Association
- Littleholm Tenants and Residents Association
- North & South Drumry Tenants and Residents Association
- Old Whitecrook Tenants and Residents Association
- Risk Street Tenants and Residents Association
- Tullichewan Tenants and Residents Association
- Westbridgend Tenants and Residents Association
- Willox Park Tenants Association

Federation

- WDTR0- West Dunbartonshire Tenants and Residents Organisation (representing all groups across West Dunbartonshire)

Contact details of all Tenants and Residents Associations can be obtained from the Housing Development Team:

phone: 01389 737281
email: tenant.participation@west-dunbarton.gov.uk

Appendix 4 Making a complaint

West Dunbartonshire Council's Complaints procedure

In West Dunbartonshire Council we are committed to providing the best quality services which we can afford and we aim constantly to improve those services. In all big organisations like ours, things sometimes go wrong. With your help, we aim to identify problems, to solve them quickly and efficiently and to prevent them happening again. Our complaints procedure lets you tell us what you feel has gone wrong and helps us improve our services for everyone.

When to use our complaints procedure

You should use the complaints procedure if you believe that:

- we have done something wrong
- we have failed to do something that you expected
- we have not treated you with courtesy

How to complain

Step 1

Contact the Service area direct, a member of staff will try to sort things out for you on the spot.

It is easier to resolve complaints if made quickly and directly to the service area concerned, Staff will try to resolve the matter for you on the spot or if they cannot and further action is required they will let you know and pass this to our Citizen Relations Team to take forward.

Step 2

If they are unable to resolve the matter for you or you did not feel comfortable going directly to the service area, please contact the Citizen Relations Team.

By phone: 01389 738273

Online: <https://www.west-dunbarton.gov.uk/external-links/online-forms/council-and-government/complaints/>

By email: customer.relations@west-dunbarton.gov.uk

In writing: West Dunbartonshire Council,
Citizen Relations
6-14 Bridge Street
Dumbarton, G82 1NT

Our complaints process has 2 stages

Stage 1 allows five working days or less to resolve your complaint, unless there are exceptional circumstances.

Stage 2 deals with two types of complaint: those that have not have been resolved at Stage 1 and those that are complex and require a detailed investigation.

We will:

- **treat your complaint fairly and ensure we thoroughly investigate it**
- **tell you the name of the officer handling your complaint**
- **acknowledge receipt of your complaint within two working days**
- **discuss the complaint with you if necessary to understand why you remain dissatisfied and what outcome you are looking for**
- **provide you with a full response to your complaint as soon as possible and within 20 working days**

If our investigation will take longer than 20 working days, the Citizen Relations Team will tell you and agree revised time limits, we will keep you updated on progress where possible.

Step 3

If you are still unhappy once you have a final reply from us you can then contact **Scottish Public Services Ombudsman**.

You must make any such complaint within twelve months of the problem arising. The Ombudsman also expects you to have made a formal complaint to the Council and have received our final response.

Single-line address, no stamp required:
Freepost SPSO

Telephone: 0800 377 7330

Fax: 0800 377 7331

Text: 0790 049 4372

Web: www.spsso.org.uk

The Ombudsman is happy to receive enquiries by phone, post, email or even in person, and their complaints form can also be downloaded and submitted online via their website.

Who else can help?

You always have the option of contacting the following elected representatives at any stage:

- **your local Councillor**
- **Member of Scottish Parliament**
- **Member of UK Parliament**
- **your European Member of Parliament.**

Appendix 5 Scottish Social Housing Charter outcomes

The Scottish Social Housing Charter for all social housing landlords in Scotland was introduced in 2012 and revised in 2017.

The Charter sets out national outcomes and standards that all social landlords should aim to achieve and was developed in consultation with landlords, tenants, residents and other interested groups. It has 16 main outcomes and includes areas such as participation, quality of housing, repairs and maintenance and communication.

West Dunbartonshire Council will report against these outcomes to demonstrate our performance and how we are meeting the needs of our tenants and other service users.

Charter Outcomes and Standards

Outcome 1 Equalities

Social landlords perform all aspects of their housing services so that:

Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

This **outcome** describes what social landlords, by complying with equalities legislation, should achieve for all tenants and other customers regardless of age, disability, gender, reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation. It includes landlords finding ways of understanding the needs of different customers and delivering services that recognise and meet these needs.

Outcome 2 Communication

Social landlords manage their businesses so that:

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services that the landlord provides.

This outcome covers all aspects of landlords' communication with tenants and other customers. This could include making use of new technologies such as web-based tenancy management systems and smart-phone applications. It is not just about how clearly and effectively a landlord gives information to those who want it. It also covers making it easy for tenants and other customers to make complaints and provide feedback on services, using that information to improve services and performance, and letting people know what they have done in response to complaints and feedback. It does not require landlords to provide legally protected, personal or commercial information.

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.

This **outcome** describes what landlords should achieve by meeting their statutory duties on tenant participation. It covers how social landlords gather and take account of the views and priorities of their tenants, other customers, and bodies representing them such as

registered tenant organisations; how they shape their services to reflect these views; and how they help tenants, other customers and bodies representing them such as registered tenant organisations to become more capable of involvement – this could include supporting them to scrutinise landlord services.

Outcome 4 Quality of Housing

Social landlords manage their businesses so that:

Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS) when they are allocated; are always clean, tidy and in a good state of repair; and also meet the Energy Efficiency Standard for Social Housing (EESH) by December 2020.

This **standard** describes what landlords should be achieving in all their properties. It covers all properties that social landlords let, unless a particular property does not have to meet part of the standard. If, for social or technical reasons, landlords cannot meet any part of these standards, they should regularly review the situation and ensure they make improvements as soon as possible.

Outcome 5 Repairs, maintenance and improvements

Social landlords manage their businesses so that:

Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done.

This **outcome** describes how landlords should meet their statutory duties on repairs and

provide repairs, maintenance and improvement services that safeguard the value of their assets and take account of the wishes and preferences of their tenants. This could include setting repair priorities and timescales; setting repair standards such as getting repairs done right, on time, first time; and assessing tenant satisfaction with the quality of the services they receive.

Neighbourhood and Community

Outcome 6

Estate Management, anti-social behaviour, neighbour nuisance and tenancy disputes
Social landlords, working in partnership with other agencies, help to ensure that:

Tenants and other customers live in well maintained neighbourhoods, where they feel safe.

This **outcome** covers a range of actions that social landlords can take on their own and in partnership with others. It covers landlord action to enforce tenancy conditions relating to estate management and neighbour nuisance, to resolve neighbour disputes, and to arrange or provide tenancy support where this is needed. It also covers the role landlords can play in partnership with others to address antisocial behaviour.

Access to Housing and Support

Outcomes 7, 8 and 9: Housing options
Social landlords work together to ensure that:

People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them.

Tenants and people on housing lists can review their housing options. People at risk of losing their homes get advice on preventing homelessness.

These **outcomes** cover landlords' duties to provide information to those looking for housing and advice for people at risk of becoming homeless, including helping tenants and people on housing lists to review their options to move within the social housing sector or to another sector.

Outcome 10
Access to social housing
Social landlords ensure that:

People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed.

This **outcome** covers a range of actions that social landlords can take to make it easy for people looking for social housing to apply for the widest choice of social housing that is available, suitable and meets their needs. It includes actions that social landlords can take on their own and in partnership with others, for example through Common Housing Registers, or as members of a mutual exchange scheme, or through local information and advice schemes.

Outcome 11:
Tenancy sustainment
Social landlords ensure that:

Tenants get the information they need on how to access support options to help them to remain in their home and can get suitable support including services provided directly by the landlord and by other organisations.

This **outcome** covers what landlords can achieve for tenants who may need support to help them maintain their tenancy. It includes tenants who may be at risk of getting into arrears with their rent and tenants who may need to have their home adapted to cope with age, or disability, or caring responsibilities if they are to remain there.

Outcome 12
Homeless people
Local authorities perform their duties on homelessness so that:

Homeless people get prompt and easy access to help and advice, are provided with suitable, good quality temporary or emergency accommodation, when this is needed, and are offered continuing support to help them get and keep a home.

This **outcome** describes what local authorities should be achieving by meeting their statutory duties to homeless people.

Getting Good Value from Rents and Service Charges

Outcome 13
Value for money
Social landlords manage all aspects of their businesses so that:

Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.

This **standard** covers the efficient and effective management of the services that social landlords provide. It includes landlords' ability to minimise the time houses are empty; to manage arrears and all resources effectively; control costs; get value out of the contracts they let; and deliver improving value for money by increasing the quality of services with minimum additional cost to tenants, owners and other customers.

Outcomes 14 and 15
Rents and Service Charges
Social landlords set rents and service charges in consultation with their tenants and other customers so that:

A balance is struck between level of services provided, the cost of the services and how far current and prospective tenants and service users can afford them

Tenants get clear information on how rents and other money is spent, including details of individual items of expenditure above thresholds agreed between landlords and tenants.

These **outcomes** reflect a landlord's legal duty to consult tenants about rent setting, the importance of landlords taking account of what their current and prospective tenants and other

customers are likely to be able to afford, and the importance that many tenants place on being able to find out about how their money is spent.

For local councils, this includes meeting the Scottish Government's guidance on housing revenue accounts. Each landlord must decide, in discussion with tenants and other customers, whether to publish information about expenditure above a particular level, and in what form and detail. What matters is that discussions take place and the decisions made reflect the views of tenants and other customers.

Other Customers

Outcome 16
Gypsies/Travellers
Local authorities and social landlords with responsibility for managing sites for gypsies and travellers should manage the sites so that:

Sites are well maintained and managed.

This **outcome** applies only to those local authorities and other social landlords that are responsible for managing these sites.

Appendix 6 Housing Services - Consultation Recording Sheet

Housing Service: Housing Development

Person responsible: Jane Mack, Senior Housing Development Officer (Tenant Participation)

Consultation start date: 25/6/20

End date: 20/11/20

The name of consultation/ participation exercise	TP Strategy Review
Its aims and objectives?	Review existing TP Strategy and assess priorities for 2021 - 2024 Strategy
Who did you invite/include? (e.g. all tenants, tenant from the Interested Tenants Register, RTOs, staff)	All tenants and members of WDTR0, TRAs, Scrutiny Panel, Sheltered Housing Forum and Interested Tenant Register. As well as staff, elected members and TPAS.
What methods did you use to promote/invite stakeholders to get involved? (e.g. letters, posters, website)	Due to COVID pandemic consultation plans could not include face-to-face meetings. An online survey was developed and promoted by email to all TRA members with known email addresses and through the WDTR0, TP Facebook page and summer TP update. Paper copies of the survey were made available and tenants offered phone contact to assist with survey or to give comments direct. The Council's website was used to advertise the consultation as well as social media. It was also promoted with reminders on our TP Facebook account. Two virtual discussions groups were also arranged after the survey closed to further explore issues identified in the survey. One session was at 7pm and the other at 10.30am to offer options to suit more people. A thank you £10 shopping voucher was given to each participant.

Who actually took part? (Number of individuals and/or number of tenant organisations represented)	48 survey responses were received and 10 tenants took part in the discussion groups.
What method(s) did you use to obtain their views? (e.g. focus/ working group, newsletter, survey)	A presentation was provided for the WDTR0 to summarise what had been achieved and open discussion about priorities for the next Strategy.
Why did you choose this method(s)?	A survey was developed to collect specific views on progress from the last Strategy and how the new Strategy could be developed. Some set questions were used to help build up trend information. The 2 discussion groups gave an opportunity to get more in depth views and hear directly about participating experiences from active tenants. These methods were chosen to gather a range of views and to develop effective actions to be included in the redrafted Strategy.
What good practice or minimum standards can you evidence as part of your consultation?	Prolonged consultation period was used to collect views to account for impact lockdown had on many people. Online nature of consultation was unavoidable due to COVID restrictions but paper copies and verbal updates were promoted to help ensure no-one who wanted to give their views missed out.
What was the outcome of the consultation?	Views from 48 survey respondents and 10 discussion group members were used in draft TP Strategy going to Feb HACC.
How did you feedback to participants the outcome?	Survey report to be sent to all respondents leaving contact details and outcome of consultation will be included in Spring Housing News article.
How did tenant involvement influence your consultation?	Paper going to HACC outlines the consultation results and the draft TP Strategy and action plan are based on tenant and staff views. Tenants will also have an opportunity at the Pre-HACC Forum to add any final comments on the final draft Strategy and they will be conveyed to the committee by the Housing Convenor.

<p>Are you able to demonstrate this?</p>	<p>Yes - survey results, notes from discussion groups and references in the TP Strategy.</p>
<p>How have you demonstrated to tenants that involvement made a difference?</p>	<p>Strategy and action plan have been developed based on tenant views and refer to them in the Strategy.</p>
<p>Did you check with participants that they were happy with the opportunities given to make their views known and that they felt that we listened and acted upon them?</p>	<p>Progress on achieving the Strategy action plan will also be regularly reported to the WDC/WDTRO liaison meetings and through the TP web pages.</p> <p>Not directly. Many of the survey responses and focus group comments included positive comments about current TP practices. A number of focus group members were contacted afterwards and expressed what a positive experience it had been and were glad to have been involved.</p>



What worked well, what didn't work well - or any other comments you have.

Comments:

COVID restrictions dictated the consultation plan and ideally more would have been done to promote the survey and encourage views by advertising in public buildings and through the TRA meetings but as they were not taking place this opportunity not available. Facebook was used to promote particularly the discussion groups and tried to target people who followed TP FB page but not active in any other way to get their views - a few showed interest but didn't join discussion. FB followers and engagement with posts have increased throughout lockdown so still been able to raise awareness of TP.



Other formats

This document can be provided in large print, Braille or on audio cassette and can be translated into different community languages. Please contact:

Corporate Communications
Council Offices,
16 Church Street
Dumbarton
G82 1QL
Tel: 01389 737000

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

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