



DENBIGHSHIRE COUNTY COUNCIL LOCAL TENANT PARTICIPATION STRATEGY



Denbighshire Tenants & Residents Federation
Ffederasiwn Tenantiaid a Thriolion Sir Ddinbych



DRAFT LOCAL TENANT PARTICIPATION STRATEGY

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1. Introduction

Tenant Participation means tenants helping to make decisions about:

- housing policies
- housing conditions
- housing services

This is shown in The Welsh Assembly Government's National Tenant Participation Strategy. It is a process which involves sharing information, ideas and power. Its aim is to improve the standard of housing conditions and service.

Involving tenants and consulting with them about how we manage this organisation and our services helps us to provide better, more effective and efficient services. In Denbighshire County Council, we are committed to making sure that tenants are able to influence decisions, either on their own or as a group.

Tenants must be given information, have the skills they need to get involved, and feel they have the authority to influence decisions. This strategy sets out when and how we will work with tenants and tenant groups to develop our services.

2. How we developed this strategy

The National Tenant Participation Strategy for Wales prompted us to develop this strategy, consulting as widely as possible so that we could address the needs and views of tenants and residents in the county of Denbighshire.

We saw the benefits of the National Strategy's ideas about partnership working between tenants and the Council to develop a Local Participation Strategy. When a Local Participation Strategy Core Group was set up, this prompted us to review our approach to participation, and the way we work and deliver services. A series of training days and workshops were held to make sure the group covered the guidance and intentions set out by the Welsh Assembly Government (WAG) in its document. This strategy is the result of the work of the Core Group. In preparing this Local Participation Strategy and putting it into effect, we hope to add to the work already carried out under the existing Tenant Participation Compact.

We plan to consult widely with the communities of Denbighshire as we develop this Local Participation Strategy about how we can put it into action. As a result, the document and action plan will be 'live', which means that it will be reviewed regularly, and may be amended as a result of these reviews.

3. Vision statement

Our vision for tenant participation in Denbighshire is to create a true partnership to deliver services that meet the needs of tenants within their communities. It will be supported and sustained at a level chosen by the tenants.

We will make every effort to involve tenants in decision making, working in partnership and acting openly, with trust and honesty.

4. Aims and objectives of the strategy

This Local Participation Strategy has 2 linked aims, with objectives to meet these aims:

Aim 1:

To improve the quality and delivery of services to tenants and communities in Denbighshire.

Objectives:

- to develop a culture of participation within Denbighshire County Council so that tenants are involved in all planning, decision making and review processes
- to improve housing management services by involving tenants
- to include tenants in developing service standards for housing services

Aim 2:

To improve the way tenants and residents participate in influencing and shaping future services

Objectives:

- to include all tenants and residents by making sure they are given the opportunity to be involved, and have the skills, resources and confidence to take part
- to improve the wider community and environment by working with tenants and residents, and other partners and agencies

5. How tenants will participate in Denbighshire

We know that involving tenants in the design and delivery of housing and associated services helps tenants and officers to develop a better working relationship. It also helps to make sure tenants are happier with the services they receive.

To support participation in Denbighshire we currently use the ladder of participation. The activities and methods we use for this are set out below:

Information

- All tenants get a copy of their tenancy agreement.
- Tenants' newsletter will be issued twice a year with key information for tenants about housing services and local community initiatives.
- Policies and procedures documents will be shared.
- County Voice gives information about the council's achievements, community events, local news and housing information to tenants and owners.
- A range of information leaflets on a number of housing-related topics is on display in all offices and resource centres.

Consultation

- Face to face meetings and interviews take place about a range of issues.
- Questionnaires and surveys are carried out.

- We hold open days to give information and consult tenants about major policy and housing related issues, like the tenant participation strategy.

Tenants and Residents Associations

- We give support and training to sustain existing groups and establish new ones where they are needed.

Participation

Improvements sub-group (refurbishment)

- This is a partnership group made up of tenants and officers meet to address Welsh Housing Quality Standards issues, including how we buy in services, and the people we pay to provide them.

Repairs sub-group

- This group has been on hold whilst reaching WHQS has been a priority. We hope to resume this group's activities, focusing on day to day repairs and linking in the Welsh Local Government Association (WLGA) toolkit.

Housing working party (HWP)

- The HWP consists of 3 councillors, including the member with cabinet responsibilities for council housing, 3 tenants nominated by Denbighshire Tenants and Residents Federation (DTARF) and 3 independent members with special knowledge and interest in housing. The HWP considers policy, performance and other issues to do with housing services. It has no direct authority but makes recommendations as appropriate to cabinet, the scrutiny committee or DTARF.

Sheltered Housing Group

- This group monitors care services and warden services. They help to develop new initiatives like Telecare and support planning. This involvement with tenants is most valuable.

CONTROL

Denbighshire Tenants and Residents Federation

Denbighshire Tenants and Residents Federation represent council tenants on county-wide issues and membership is open to all tenants and residents in the county. DTARF receives grant funding and support from the local authority, but tenants control the direction of the organisation. DTARF monitor the progress of performance indicators from Housing Services, in particular, rent, Anti Social Behaviour and lettings. They are also asked to take part in developing policies and monitoring them.

5.1 Widening the scope of participation

Tenants who have a particular issue, concern or problem can raise it with us directly, or through their local tenant group. As we know that not all tenants wish to be part of a tenants and residents group, we will develop a consultation register for individual tenants who would like to be consulted on housing and related issues. This means that tenants can choose to be consulted about housing issues without having to join a tenants group.

We regularly consult with individual tenants and tenant groups to get feedback on our services and to make sure that tenants have the chance to have their views heard. We aim to make sure that tenants are consulted as early as possible so that they will have the chance to be involved in developing policies rather than just putting them into practice. We will continuously review how we

engage with tenants to make sure it reflects what tenants want.

This is how we will consult with tenants:

As the Welsh Assembly Government National Tenant Participation Strategy suggests, we will consult with tenants in a way which suits them. We will do this by:

- consulting tenant and resident associations.
- having a rent monitoring sub group – this is a partnership between council officers and tenants, and they review and monitor arrears and examine issues like rental value.
- consulting with individual tenants on the consultation register.
- consulting, where this is appropriate, with other community groups (like community councils).
- consulting, where this is appropriate, with ethnic minority groups and people with disabilities.
- holding meetings on specific issues with individual tenants, residents and, where this is appropriate, the wider community.
- carrying out home visits where requested.
- carrying out surveys (by post and telephone).
- using random samples to target tenants.
- Roadshows.

As well as using these traditional methods, we will develop other methods of consulting and engaging with tenants at the right level and in the way they want. This will be shown within our action plan.

5.2 Core standards for tenant participation practice in Denbighshire

A review of the how tenant participation works in Denbighshire and what it should mean in simplistic terms has been developed by the core group. Set out below is their view of the impact of tenant involvement, and what this should look and feel like.

Values:

- respect for each other
- shared responsibility
- commitment to each other

Operational practice:

We will give:

- information in appropriate formats
- training support
- encouragement and support to have a voice
- better feedback
- better services overall

What we want to achieve:

- a modern day service
- better quality of life and environment for our communities

5.3 Partnership agreements

To show our commitment to tenants and our support for participation, we will consult with tenants when we are developing basic level partnership agreements between

tenant groups and Denbighshire County Council. These agreements will outline roles and responsibilities for tenants and the council, and will include details of any commitments to provide resources. This will help to set out what tenants and the council can expect from each other. The agreements will be based on the roles and responsibilities of landlords and tenant groups as it is set out in the National Tenant Participation Strategy.

5.4 Opportunities to participate

Tenants can influence Denbighshire County Council business and developments by:

- having meetings on specific issues
- joining local tenant groups and resident groups - we can provide contact details of groups in your area as well as information on starting your own group
- consulting as an individual by joining the consultation register
- raising interest in setting up community groups - we will be proactive in promoting the benefits of collective action in tenant and community groups.

5.5 Barriers to participation

An audit of the way we were involving tenants showed that we needed to continually review methods and tools we use to do this. One of the most important things we need to do is to make sure tenant participation becomes our usual way of working, so that it becomes 'mainstream' across the organisation.

Two key areas will be focussed on to make this happen:

- As part of this strategy we want to consult with tenants to identify any barriers that might stop them participating. We will contact tenant groups and individual tenants to see where there are any barriers and how we can overcome them. We will do this through consultation and continuous review.
- So that tenant participation becomes the mainstream way of working, all sections and Departments must agree to this Local Participation Strategy. We need to focus on staff training and support over the next 12 months and beyond. To encourage participation across the organisation, we will develop a training and support framework to help build the knowledge, support and understanding of all staff and elected Members about tenant participation.

6. Resources for tenant participation

The local authority has about 3,500 properties in Housing Management. The annual amount of resources used for tenant participation in 2006-07 totalled approximately £86,034. This includes contributions different areas, like staff salaries, tenant training, community based projects and charges for resources centres. As part of this strategy, the resources for participation will be monitored and reviewed regularly to make sure it meets the needs of the population of tenants and groups. In 2008, we will develop a framework which clearly sets out the resources we can put into tenant participation.

7. Training

Training is important for both tenants and staff. Training can be arranged for new and existing groups either in-house or by outside agencies. We will continue to review the need for staff training on the development of Tenant Participation.

8. Equal opportunities

Denbighshire County Council follows an Equal Opportunities policy which covers a range of situations, like employment, access to housing and disability issues.

This Local Tenant Participation Strategy also follows the equal opportunities policy.

8.1 Accessibility

We aim to make sure that meetings are held in venues that are suitable for everyone, at suitable times and will be publicised in a way that all tenants can understand.

8.2 Special requirements

Where appropriate, we will provide information in different formats for tenants who have specific needs, like Braille, community languages, and large print. We will keep a record of the special information requirements of tenants.

8.3 Equal opportunities in tenant groups

We will encourage tenant groups to include and involve minority groups in the community. We will offer training on race, gender and disability equality issues to tenant groups.

9. Implementing the strategy

This strategy and action plan will be put into practice over the next 12 months. The local authority will consult with elected members and officers on the strategy.

10. How the strategy will be monitored and reviewed

This strategy will be reviewed every year to make sure that it is achieving what it sets out to do. This will involve tenants, staff and Elected Members.

For more information about tenant participation in Denbighshire County Council, please contact Denise Roebuck on 01824 712964 or email denise.roebuck@denbighshire.gov.uk or Paula Stubbs on 01824 712970 or email paula.stubbs@denbighshire.gov.uk

The core group will monitor progress of the action place every 3 months.

A.G.M	An Annual General Meeting is held by an organisation around the same time every year. At the meeting the group present their accounts to their members and elect a new committee.
ALLOCATIONS POLICY	An Allocations policy sets down the rules of offering housing and should ensure that those most in need will get offered housing first.
ASSIGNMENT	A landlord and tenant agree that a friend or relative of the tenant can take over the tenancy.
ASSURED TENANCY	Since January 1989 all new tenants of housing associations and private landlords have assured tenancies. Their rights are from secure tenants.
BEST VALUE	A duty to deliver services to clear standards, covering both cost and quality, by the most economic, efficient and effective means available.
BUDGETS	The amount of money an organisation estimates it will spend each year.
C.A.B.	The Citizen's Advice Bureau can give you free advice and information to local people, in person or by telephone. They advise on problems like benefits, debts and consumer rights.
CAPACITY BUILDING	An enabling and empowering process that adds value to community development by strengthening the ability of these organisations to reach and deliver to target groups. The communities whose capacity is to be enhanced may be 'communities of place' or 'communities of interest'.
CAPITAL RECEIPTS	Money received by councils when they sell homes or land either voluntarily or

	under the Right to Buy.
C.I.H.	The Chartered Institute of Housing is the organisation that awards professional qualifications to those who work.
D.L.O.	Direct labour Organisation. The people employed by a landlord to repair and sometimes build their properties.
DRAFT	Any version of a document, such as a report in which the ideas and wording have not been finalised.
GENERAL FUND	The Council account into which people's council tax is paid. It used to be called the General State Fund.
HOUSING ASSOCIATION	A non-profit making organisation which provides homes either for people who cannot afford to buy their own or who need special types of housing, for example elderly people. Associations usually have paid workers and are managed by a voluntary Management Committee.
HOUSING SUBSIDY	Money from the government, paid into local authority HRA. It makes up the difference between what the government thinks the council should spend on housing and what it assumes it is receiving in rent income.
H.R.A.	Housing Revenue Account is the council account into which rents and any money from the Government are paid. It pays for repairs, managing and maintaining the housing stock and repaying any money borrowed for past building and improvements.
H.S.O.P.	Housing Strategy & Operational Plan is the annual plan which sets out a council's housing capital programme.

	It forms the bid to the WAG for resources to build, repair and improve their housing stock.
IMPROVEMENT GRANTS	Grants paid by the council to owner-occupiers and private landlords to help them to improve their property to standards set by the Government.
INTRODUCTORY TENANCIES	The Housing Act 1996 allows councils to offer introductory tenancies to new tenants. These would last one year and then be changed to a secure tenancy. It is discretionary whether councils choose to do this or not, but if they do then it is for all tenants.
JOINT TENANCY	Where two or more people share the responsibility of being a tenant of the same home.
LEASEHOLDER	A person who does not own the land their home is built on, and pays a ground rent for a fixed number of years. Tenants who live in flats and buy them from their landlords are called leaseholders.
LEGISLATION	Law
LOCAL COMPACT	A local compact is a yearly agreement negotiated between the landlord and all tenants on an estate. The agreement sets out issues such as: priorities for action, standards of service for the estate, how tenants will be informed and consulted, how service standards will be monitored etc. The agreement is not legally binding and does not guarantee any extra resources will be given to the estate to tackle any problems.
MAINSTREAMING	The prevailing current of thought, influence, or activity. Representing the prevalent attitudes, values, and practices of a society or group.

	<ol style="list-style-type: none"> 1. To integrate 2. To incorporate into a prevailing group.
MANAGEMENT AGREEMENT	The legal contract which sets out how an estate will be managed and by whom, for example an agreement between a local authority and a Tenant Management Co-Op or Estate Management Board.
MANAGEMENT COMMITTEE	The group of people responsible for an organisation and making sure that it obeys its own rules. It can either be elected by the members, like a tenants' association, or be a group of people who have volunteered to serve, for example like many housing associations.
MONITORING	The checking of a system to make sure it is working properly and achieving its goals. The sum set by the Government to be used in benefit calculations to cover the basic amount that a person needs to live on each week.
OUTSTANDING DEBT	The total amount a council still owes on money it borrowed to build or improve its housing.
QUORUM	The minimum number of members an organisation needs at any meeting to make a decision, as laid down by its constitution.
RECHARGEABLE REPAIRS	Repairs carried out by the landlord which the tenants must pay for because they caused the damage.
REGISTERED SOCIAL LANDLORD	This term was introduced by the Housing Act of 1996 to describe a landlord that is registered with the Housing Corporation. Housing Associations and Local Housing Companies are R.S.L.'s.

REGULATIONS	Detailed rules issued by the Government on how laws are carried out.
REHABILITATION	Large scale improvements to a building to bring it up to a good standard of repair. Also called modernisation or refurbishment.
RENT REBATES	Now called Housing Benefit.
RIGHT TO BUY	Some council tenants and housing association tenants have the legal right to buy their home if they have been living there for more than two years.
RING FENCING	This is an idea used in the Local Government and Housing Act which ensures that certain amounts of money available to a council can only be used for certain projects.
SECURE TENANCIES	The vast majority of council and housing association tenants whose tenancies began before 15 th January 1989 are secure tenants and have a range of additional rights covered in the Housing Act 1985.
SERVICE DELIVERY	The way a service such as repairs is provided to the people who use it.
SERVICE LEVEL AGREEMENT	A semi formal arrangement covering the services that one department within an organisation will provide to another.
SOCIAL EXCLUSION	A term used by the government to describe the situation of the millions of people living in the country's worst housing estates who suffer from poor housing, poverty, high crime rates, unemployment etc.

STANDARD HOUSING BENEFIT	Housing Benefit for those not on income support.
SUB COMMITTEES	Small specialised committees who make recommendations and report to a full committee.
TENANT PARTICIPATION	A two way process involving sharing of information and ideas where tenants are able to influence decisions.
TENANT PARTICIPATION COMPACTS	Locally negotiated agreements between a local authority or RSL landlord and it's tenants setting out how tenants will be involved collectively in taking local decisions on housing issues which affect them (DETR definition December 1998).
TPAS	Tenant Participation Advisory Service. The main organisation working with tenants, councils and housing associations to develop tenant involvement in housing management.
TPO, TLO, TSW,CDW	Tenant Participation Officers, Tenant Liaison Officers, Tenant Support Workers and Community Development Workers do similar jobs. They are sometimes employed by local authorities and housing associations. Their jobs vary but they usually act as a go-between for tenants.
VOIDS	Empty houses usually waiting for some work to be done or for someone to move in.
VOLUNTARY TRANSFER / STOCK TRANSFER	The transfer of council housing stock to another landlord – often a housing association set up by the council. It cannot take place if the majority of tenants oppose it. (Also known as Stock Transfer)
WARDEN CONTROLLED	Blocks or small estates of flats or houses with someone employed by the

	landlord to look after older or disable tenants.
WORKING PARTY	A group set up to work on a particular task. It may only have the power to make suggestions rather than decisions.
WORKSHOP	A small discussion group which may be given a task to work on.

APPENDIX 2 – CONSULTATION FRAMEWORK

Target Group	Methods Utilised	Key Comments	Outcome of comment(s)
Black minority Ethnic (BME)			
Senior officers			
Young People			
Community and Town Councils			
Community Safety			
Corporate Denbighshire County Council			
County Councillors			
Denbighshire Disability Forum			
Economic Development			

Education			
General Public			
Gypsy & Traveller			
Health			
Housing Services			
Lenders			
Older persons			
Planning Services			
Police (North Wales)			
Politicians			
Private Landlords			
Private Sector Housing			
Registered Social Landlords			

Tenant & Resident groups			
Social services			
Supporting people			
Transport			
Voluntary and independent sector			
Welsh Assembly Guidance			
Young Persons			

Code of Conduct (for all Tenants and Residents Groups, singly and collectively as the Denbighshire Tenants and Residents Federation)

1 Purpose of the Code of Conduct

This Code of Conduct explains how members are expected to carry out their duties. Members should be mindful at all times that they are representing their communities. They should try to understand and reflect the views of that community. Members are expected to abide by the following rules. If a member deliberately or frequently breaches them, the group has the power to vote that member off.

2. Confidentiality

The business of a group may involve members in dealing with issues that may be sensitive and controversial. Members must exercise discretion and care in performing their duties and responsibilities. If confidential information is provided, it may only be used for the business of the meeting and it must not be passed on to anyone who is not a member. Such information will not in any case include any personal information about individuals, except at that individual's written request.

3. Conduct of Meetings

Members should at all times observe accepted practice while taking part in a meeting:

- 1 To be courteous to each other and anyone else they may come into contact with in their role.
- 2 To assist each other in seeking the best possible solutions to problems being discussed.
- 3 To allow each other the opportunity to speak and comment.
- 4 To follow the guidance of the Chair in the conduct of the meeting.
- 5 To remember that they are representing the views of their community and are ultimately accountable to them.
- 6 To remember that the purpose of the meeting is to benefit residents generally and not specific individuals.
- 7 To bear in mind the rights of individual residents and Council officers
- 8 Not to speak or write on behalf of the group without the prior agreement of the group. Any correspondence sent on behalf of the group should be made available to all members.
- 9 To operate within the rules laid down in the constitution.

4. Conflicts of Interest

Members

1 Must not expect favourable treatment by Housing staff or the group itself, nor should they be treated any less favourably, e.g. completion of a repair or allocation of a property. Must use the agreed procedures for reporting repairs, or pursuing any other matters relating to their own dwelling, or on behalf of another resident. When dealing with a member of the Council's staff, members must make clear whether they are acting as an individual resident, or in their capacity as a member of the group.

2 Must notify the group if they have any personal, financial or material interest in any matter being considered (for example, if a group is considering a change in policy, a member must inform the group if s/he has a close relative who might gain advantage from the change; or if s/he has an interest in a contractor whose work is being discussed). Individual members may be asked to abstain from discussions and decisions about an item in which they have a personal, financial or material interest.

5. Partnership

Residents, elected members and housing staff should at all times show respect and courtesy in their dealings with each other, and seek to work in an equal partnership to find ways of improving the housing service.

6. Discrimination

No member shall discriminate on any ground against any member of the group. Discriminatory language will not be used in discussions. All those who attend meetings have the right to be treated with dignity and respect regardless of their race, colour, ethnic origin, nationality, gender, marital status, age, sexuality, religion or any other matter which causes people to be treated with injustice.

7. Constitution

It is important for members to be aware of the Constitution of the group. This will help to prevent time being taken up with individual issues which it is not the job of the group to discuss. Members

must remember to follow the agenda, and to help each other to reach effective decisions.

8. Agenda

Before each meeting, the agenda will be agreed in discussion between the Chair and Housing Officers or the Secretary. Members may request that items of interest to those they represent be placed on the agenda.

If an urgent item of business arises after the agenda for a meeting has been sent out, members may contact the Chair to request that they be placed on the agenda.

9. Breach of Code of Conduct

Should there be a breach of this code by a resident, officer of the Council or elected member the Chair of the meeting has the power to give a verbal warning to the individual. In addition any member of the group or panel can propose that another member be given a verbal or written warning.

If, despite a warning, a member continues to breach this code, or in more serious breaches, a member can be expelled or suspended from meetings.

Local Tenant Participation Strategy Action Plan

This action plan has been divided into 2 main aims, with defined objectives to meet these aims. This will enable council officers, tenants and elected members to focus on how we will deliver the Tenants Participation Strategy.

Aim 1:

We will improve the quality of the services and how we deliver them to tenants and communities in Denbighshire.

Objective 1:

We will make it easier for tenants to contribute to all planning, decision making and review processes by developing a culture of participation in Denbighshire

Actions what we will do	Outcome indicators what we want to achieve	Measure how we will know we are achieving	Target / milestone when we will do it by
Organisational structure			
Support and expand upon the Tenant Participation structure in Denbighshire.	Support the mainstreaming of tenant participation.	Findings <ul style="list-style-type: none"> - feedback from staff - SWOT analysis 	April 2009

Local Tenant Participation Strategy Action Plan

Actions what we will do	Outcome indicators what we want to achieve	Measure how we will know we are achieving	Target / milestone when we will do it by
Include responsibility for tenant participation in all staff job descriptions.	All staff will be aware of their responsibility for participation and the benefits of participation in their area of work.	The annual staff appraisal assessments will be collated.	April 2009
Give feedback from staff appraisal reports to the management team.		Tenants will assess staff awareness on an annual basis.	April 2009
Analyse the training needs of staff.			April 2009
Create a framework for tenants doing assessments and provide support for them to complete these.	<p>Tenants will be fully aware of the opportunities to participate in Denbighshire.</p> <p>Newsletter feedback forms Questionnaires Surveys Face to face interviews Telephone interviews Meetings</p>	<p>We will conduct a survey of tenant awareness and collect examples of how tenants have influenced our services.</p> <p>All information will be collated and put on a new database.</p>	<p>January 2009</p> <p>D.T.A.R.F. to lead</p> <p>DENBIGHSHIRE VIEWS</p>
Develop a framework for assessments to find out the views of staff and how their work has been affected.	Staff will be confident about their skills and knowledge of methods to involve tenants.	Conduct a survey of staff attitudes and views.	December 2008 Duncan Jones

Local Tenant Participation Strategy Action Plan

Actions what we will do	Outcome indicators what we want to achieve	Measure how we will know we are achieving	Target / milestone when we will do it by
Encourage tenant involvement among the wider community using a variety of methods targeted at audiences such as ethnic minorities and disadvantaged groups.	Our corporate objectives and operational priorities will be influenced by tenant participation.	Have a record of tenants' views.	Denbighshire Views January 2009
Develop a system for officers to record evidence that tenants have had opportunities to consider new services and draft proposals.	The decision making process will be more transparent.	Ask tenants about their knowledge of decisions which have been made and the reasoning behind the decisions.	Ongoing Through D.T.A.R.F. & Denbighshire Views
Use the impact assessment framework to demonstrate the impact of tenant involvement in activities.	Tenants will scrutinise our performance more effectively.	Keep a record of scrutiny by tenants on service/ departmental performance.	Duncan Jones Ongoing
The sheltered housing group will provide set priorities for sheltered housing tenants, and will tell us their preferred method for getting involved.	Information will be easy to access and understand, and will be available in appropriate formats.	The review framework and outcome report will reflect this improvement.	Paula Stubbs and Duncan Jones Ongoing

Local Tenant Participation Strategy Action Plan

Objective 2:

We will improve Housing Management services through greater involvement by tenants.

Actions what we will do	Outcome indicators what we want to achieve	Measure how we will know we are achieving	Target / milestone when we will do it by
Urgent Repairs			
Evaluate tenant satisfaction for each repair.	Have prompt, effective and high quality repairs services.	Conduct satisfaction evaluations with tenants for each repair that is reported.	Denise Roebuck and Paula Stubbs Ongoing
Core Group to carry out post repairs visits by appointment and phone calls.			Strategy Core Group Ongoing
Involve tenants in regular review group for repairs service.			Improvement subgroup and Strategy core group Ongoing
Involve tenants when reviewing and selecting contractors.			Improvements subgroup Ongoing

Local Tenant Participation Strategy Action Plan

Actions what we will do	Outcome indicators what we want to achieve	Measure how we will know we are achieving	Target / milestone when we will do it by
Non-urgent Repairs			
Investigate reasons for delays in carrying out non-urgent repairs.	Response times for non-urgent repairs will be improved.	Carry out satisfaction reviews.	October 2009 Strategy Core Group and D.T.A.R.F.
		Our performance indicators will reflect the feedback we get from repairs surgeries.	
	There will be better equality of access to services across different groups of tenants.	Analyse satisfaction evaluations for different age, location, ethnic background and family circumstances.	October 2009 Strategy Core Group and D.T.A.R.F.
Conduct evaluation surveys with tenants.	Provide high quality housing and facilities.	Conduct an annual survey of tenant satisfaction and analysis of these will show improvement in services.	Val Jones - ongoing
Housing Improvements			
Create a log of all snagging requests and give dates and times to each customer.	Prompt and efficient completion service.	Evaluate contractors and completed works.	Glyn Forsdick Improvements subgroup and D.T.A.R.F. APRIL 2009

Local Tenant Participation Strategy Action Plan

Aim 2:

We will improve how tenants and residents participate in influencing and shaping future services.

Objective 1:

To increase the involvement of all tenants and residents by making sure that more appropriate opportunities, resources and support are given, as well as building on skills and confidence.

Actions we will do	Outcome indicators what we want to achieve	Measure how we will know we are achieving	Target / milestone when we will do it by
Promote and support community associations and tenant and resident associations, as well as giving advice about external sources of funding.		Observations noted during regular estate walkabouts will be reported.	October 2008 Ongoing
		Carry out tenants' satisfaction surveys.	

Local Tenant Participation Strategy Action Plan

Actions what we will do	Outcome indicators what we want to achieve	Measure how we will know we are achieving	Target / milestone when we will do it by
Develop further links with the voluntary sector and other groups for tenants and residents to promote a partnership approach to working and develop local networks.	Community organisations will become more active and effective.	Record the number of partnerships and groups in place. Monitor the notes of partnership meetings.	January 2009 D.T.A.R.F. all affiliated associations.
Gather information about tenants to target their needs – for example; Black, Minority, Ethnic and youth groups and deliver informal training, support and resources to groups.		Work with these groups to strengthen their communities.	ONGOING

Local Tenant Participation Strategy Action Plan

Objective 2:

We will improve the Local environment and community by working with tenants and residents, and other partners and agencies to encourage Health & Well Being.

Actions what we will do	Outcome indicators what we want to achieve	Measure how we will know we are achieving	Target / milestone when we will do it by
Contact all Denbighshire tenants to follow up on research into their preferred methods for getting involved.	The number of tenants involved in participation activities will increase.	Keep a record of tenant attendance at events, work groups and forums.	December 2008
Develop a database of interested tenants with a profile of each individual tenant.	A new database of tenants will be set up.	Compare this to the baseline information at the start of 2008.	October 2008 – completed and updating as and when.
	The range of opportunities for tenant participation will be increased across sections of the Council.	Keep a record of activities and events where Tenant Participation has been involved.	Ongoing
Consult with tenants to capture their skills, experience and knowledge to identify their training needs.	Tenants will have the skills, knowledge and confidence to participate.	Analyse training needs.	All Tenant and Resident groups June 2009

Local Tenant Participation Strategy Action Plan

Actions what we will do	Outcome indicators what we want to achieve	Measure how we will know we are achieving	Target / milestone when we will do it by
Increase the skills of tenants so that they can train other tenants and encourage involvement.			June 2009
Publish a list of resources made available for Tenant Participation in Denbighshire.	Tenants will have access to resources and support to take part in participation activities.	Compare the annual assessment of tenant participation resource needs against the resources we know are available.	May 2009
Develop better systems to keep records of Tenant Participation resources.			May 2009
Conduct an audit on how we use resource centres to encourage involvement and use by communities.	There will be a better quality of community life.	Keep a record of how the facilities are used, and user satisfaction.	April 2009