

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
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.	More associations, community voices and individuals participating at their chosen level.	January 2011
	Ensure all tenant and resident associations are set up properly with policies and procedures in place.	All associations are constituted.	June 2010
		Hold an Annual General Meeting and undertake an annual audit of accounts.	
		All Tenant Associations are affiliated to the Federation.	

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 July 2010
Core Group to carry out post repairs visits by appointment and phone calls.		APSE Consultancy report. Repairs sub-group has been re-established.	Strategy Core Group July 2010

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.	September 2010 Strategy Core Group and D.T.A.R.F. Contract Services Repairs sub-group Repairs and Maintenance D.L.O.
	Regular weekly monitoring of weekly escalation report.	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 2010 Strategy Core Group and D.T.A.R.F.

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			
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.	Repairs sub-group Contract Services Sent randomly on a regular basis, the results of which will be used to make improvements.
Housing Improvements			
<p>Create a log of all snagging requests and give dates and times to each customer.</p> <p>Tenant satisfaction surveys are given to all tenants after the improvements are complete.</p>	Prompt and efficient completion service.	Evaluate contractors and completed works.	Glyn Forsdick Improvements subgroup and D.T.A.R.F. AUGUST 2010

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 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
Promote and support community associations and tenant and resident associations, as well as giving advice about external sources of funding.	Tenant Participation Officers and Estate Officers to work closely with community at every opportunity.	Observations noted during regular estate walkabouts will be reported.	October 2010
		Carry out tenants' satisfaction surveys. Environmental Improvements.	
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.	January 2010 D.T.A.R.F. all

Local Tenant Participation Strategy Action Plan

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		Monitor the notes of partnership meetings.	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.	October 2010
Carry out C.R.B. checks, which will lead to the ISA barring scheme which comes into affect in September.	Police checks are carried out on all groups who facilitate work in the community e.g. Fun days, parties, in line with government advice.	A list will be created of all participants who have been CRB checked.	August 2010

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 2010
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 2011
Increase the skills of tenants so that they can train other tenants and encourage involvement.			June 2010
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.	October 2010

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
Create leaflet with current information	Welcome new tenants to the area and keep informed with up-to-date information.	All associations have information pack.	October 2011
Core Group conduct survey of Housing staff	Overview of staff attitudes towards customer service.	Improved front line services.	April 2011