



DENBIGHSHIRE COUNTY COUNCIL LOCAL TENANT PARTICIPATION STRATEGY



Denbighshire Tenants & Residents Federation
Efederasiwn Tenantiaid a Thrigolion Sir Ddinbych



LOCAL TENANT PARTICIPATION STRATEGY APRIL 2010

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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 help 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. A Local Participation Strategy Core Group was set up, to help 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 and make our intentions clear.

We plan to consult widely with the communities of Denbighshire as we develop this Local Participation Strategy on 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 promote excellence in tenant participation.
- to improve housing management services by involving tenants, to improve efficiency and quality of housing services, to promote a citizen-centred approach by putting tenants at the heart of housing management.
- to include tenants in developing service standards for housing services, to include how homes and the local environment should be managed.
- What services and service improvements are required.
- Including tenants in determining priorities.
- Making Housing services more effective and responsive, giving tenants the right to be fully involved.

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.
- How we work together to achieve these aim.

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 annually with key information for tenants about housing services an up-to-date information on improvements.
- 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.
- 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 programme)

- This is a partnership group made up of tenants and officers 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 resumed and are focusing on day to day repairs and linking in to the Welsh Local Government Association (WLGA) toolkit. Currently working closely with Housing Services to improve the repairs service.

Housing working party (HWP)

- This has been replaced by the Lead member for Housing meeting with D.T.A.R.F. when required and taking forward any issues to scrutiny on their behalf. Also acting as a Tenant Participation Champion between the tenants, officers and councillors.

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. We understand all tenants do not 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.

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.
- Road-shows.
- Tenant Inspectors.

- Shadowing members of staff.
- Send out reply cards and questionnaires.
- Improve the web site to make it more comprehensive and user friendly.
- Put information on the community web site.
- Create leaflets with current information about local amenities, services and community groups/meetings and give to all new tenants through estates officer – Association information pack.
- Feedback information to the source.
- Members from the core group are to conduct a survey of staff attitudes and views.
- Develop a database from existing information on how tenants prefer to be involved.
- Set up a mechanism for resident involvement activities to be recorded.
- Involve tenants on strategy for sheltered housing.
- Repairs sub group to conduct surveys post repairs service,
- Improvements group to conduct a random sample survey refurbished properties.
- Repair surveys to be sent out to all tenants corporately.
- Actively encourage more youth groups.

- Collate information for training analysis and needs.
- Tenant Participation Champion is the Lead Member for Housing.
- Environmental Improvements – will have a tenant representative on behalf of the Federation.
- Utilise new technology – social networking sites.

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 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.

Our aim is to make tenant participation a priority and easy for all tenants to access at a level chosen by them. Our intention is to evaluate all participatory activities and measure its performance and evaluate and record for future reference. This will be done by recording who was involved, the effectiveness of the activity, what was achieved, for how many people and what resources were used.

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.
- Policies and strategies will be taken to D.T.A.R.F. and associations and put on Housing's web site and efforts will be made to consult as widely as possible.
- Tenants involved in an activity will have feedback on the impact and the influence that their views have had.
- Tenants making complaints will receive feedback following Denbighshire County Council's Complaints procedure. Copies of this policy can be received from D.C.C. or looked up on the website.
- Tenants are on interview panels for all Tenant Participation Officers posts.

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.
- All efforts will be made to consult in the early stages of policies and strategies instead of only at the implementation stage.
- New legislation will be publicised.
- Our involvement/activities are integrated within all service areas; recognising the necessity for tenant involvement.
- 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.
- D.T.A.R.F. will be approached to review the rights/voting system for a Community Voices to have voting rights and an equal to a representative of an association.

Weaknesses

Identified weaknesses have been:

- Difficulty in engaging more tenants.

- Encourage and build confidence for tenants to take part in training and extending their knowledge – Training is encouraged and provided to any tenant/association on request. Training courses are offered both in-house and as and when to fit the needs of our participant.
- However staff training is undertaken on a regular basis and a number of courses e.g. Equal Opportunities, customer focus are mandatory, it is necessary to keep all staff up to date on all customer focus plans.
- Denbighshire Housing Services do not include staff or tenants in deciding the annual participatory budget – DTARF and the Housing Department has not found it necessary as all tenant participatory exercises and activities are considered and undertaken unless proven not to be best value.
- More training should be offered to all staff – in that Tenant Participation is included in all staff job descriptions.

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 to: staff salaries, tenant training, community based projects and charges for resource 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.

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.

Staff training is important to us and will be offered at every opportunity and is discussed as a part of the appraisal process. Customer focus training is essential to all staff as Denbighshire County Council considers tenant participation to be a part of all work roles.

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 Denbighshire County Council's equal opportunities policy on the web site at www.denbighshire.gov.uk

8.1 Accessibility

We aim to make sure that meetings are held in venues that are suitable for everyone, at times to suit varying audiences. All open meetings 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 plan every 3 months.

APPENDIX 1 – JARGON BUSTER

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	<p>The prevailing current of thought, influence, or activity. Representing the prevalent attitudes, values, and practices of a society or group.</p> <ol style="list-style-type: none"> 1. To integrate 2. To incorporate into a prevailing group.
MANAGEMENT AGREEMENT	<p>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.</p>
MANAGEMENT COMMITTEE	<p>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.</p>
MONITORING	<p>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.</p>
OUTSTANDING DEBT	<p>The total amount a council still owes on money it borrowed to build or improve its housing.</p>
QUORUM	<p>The minimum number of members an organisation needs at any meeting to make a decision, as laid down by its constitution.</p>
RECHARGEABLE REPAIRS	<p>Repairs carried out by the landlord which the tenants must pay for because they caused the damage.</p>

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 (S.L.A.)	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.

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.

Actions Completed

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
Support and expand upon the Tenant Participation structure in Denbighshire.	Support the mainstreaming of tenant participation.	Findings - feedback from staff - SWOT analysis	April 2009
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.	Tenants will be fully aware of the opportunities to participate in Denbighshire.	We will conduct a survey of tenant awareness and collect examples of how tenants have influenced our services.	January 2009 D.T.A.R.F. to lead
		All information will be collated and put on a new database.	Denbighshire Views December 2009
		Have a record of tenants' views.	Denbighshire Views January 2009
A complete review of the way repairs services are undertaken.	Through consultants / APSE report	Improvement subgroup and Strategy core group Ongoing	
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

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 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
Enable all groups/associations to carry out Enhanced CRB checks.	Widen the scope of participation that groups/associations are able to provide	Groups/associations are able to work in the community.	June 2010
Develop better systems to keep records of Tenant Participation resources.	Database capable of including of preferred methods of participation.	Completed database	May 2010
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
	Environmental Improvements Champion.	D.T.A.R.F will elect a representative.	Annually at Federation
Involve tenants in regular review group for repairs service.			September 2009
Involve tenants when reviewing and selecting contractors.		Contractors are now part of the framework agreement.	Improvements subgroup
Send out Reply Cards to all tenants	A wider audience for participation and consultation	Received feedback	August 2009

