

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	26/3/18
Subject:	Local Tenant Participation Strategy 2018-23
Portfolio Holder(s):	Councillor Alun Mummery
Head of Service:	Ned Michael
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Local Members:	n/a

A –Recommendation/s and reason/s
<p>R1 Recommend that the Executive approve the Local Tenant Participation Strategy for consultation</p> <p>Reasons</p> <p>Welsh Government expects Social Landlords to agree and publish a Participation Strategy for Housing Services. By providing a Strategy that offers a range of methods to take part tenants are able to choose how and when they wish to take part.</p> <p>1.0 Background</p> <p>All social housing tenants and leaseholders have a right to be consulted and to be involved in tenant participation activities. The purpose of the Local Tenant Participation Strategy is to ensure tenants understand what tenant participation is and how they can take part.</p> <p>As a social landlord Anglesey Council must have a LTPS in place to comply with the Welsh Government’s National Tenant Participation Strategy 2007.</p> <p>Tenants and staff have taken part in developing this Strategy by means of series of meetings and questionnaires.</p> <p>The Aims and of the Objectives of the Strategy is to:</p> <p>To encourage tenants to work in partnership with Housing Services of Isle of Anglesey Council to influence and improve the services provided</p> <p>This will be done by:</p>

- Provide a range of meaningful involvement options to ensure tenants can influence decisions about housing policies, conditions and services
- Use digital technology to modernise the Tenant Participation service
- Inform tenants about services that affect them
- Ensure tenant participation is recognised as a core activity within the department
- Support tenants affected by Welfare Reform

A series of 5 workshops have jointly been held, here are some of the comments from tenants:

'I have had an opportunity to have an input and influence the strategy'. 'I have a better understanding of how the Housing Services work now'.

B – What other options did you consider and why did you reject them and/or opt for this option?

Not having a current Tenant Participation Strategy would mean that we could not measure the effect tenants have on improving housing services

C – Why is this a decision for the Executive?

The Council approves that Tenant Participation is an important Strategy

D – Is this decision consistent with policy approved by the full Council?

yes

DD – Is this decision within the budget approved by the Council?

Yes, included within the Housing Revenue Plan

E – Who did you consult?		What did they say?
1	Chief Executive / Strategic Leadership Team (SLT) (mandatory)	No comments
2	Finance / Section 151 (mandatory)	No comments
3	Legal / Monitoring Officer (mandatory)	No comments
4	Human Resources (HR)	

5	Property	
6	Information Communication Technology (ICT)	
7	Scrutiny	The draft Strategy was presented to the Partnership and Regeneration Committee on 8 March, 2018. The Committee recommended that the Executive Committee approve the Strategy for consultation
8	Local Members	
9	Any external bodies / other/s	

F – Risks and any mitigation (if relevant)		
1	Economic	Non identified
2	Anti-poverty	Non identified
3	Crime and Disorder	Non identified
4	Environmental	Non identified
5	Equalities	Non identified
6	Outcome Agreements	Non identified
7	Other	

FF - Appendices:
Local Tenant Participation Strategy

G - Background papers (please contact the author of the Report for any further information):

FRONT COVER

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1 Foreword



“I am pleased to introduce Anglesey’s 2018 - 2023 Local Tenant Participation Strategy.

As a Council we recognise the importance of working in partnership with tenants to improve services. Tenants have been at the heart of our service for a number of years which, has helped us to work towards our vision ‘quality homes: sustainable communities’.

This strategy builds upon the success of the previous strategies and demonstrates our continued commitment to tenant participation.

This is a particularly exciting time to get involved in tenant participation as many positive changes are happening within Housing Services. Following the reform of the Housing Revenue Account, we have become self-financing which means we have much more flexibility to manage our housing stock and improve housing conditions. Tenants have a key role to play in making sure resources are targeted effectively and that we are providing value for money.

In addition, we need the support of our tenants and partners to help us to respond positively to the challenges brought by Welfare Reform and reduced public spending, using innovation.

I would like to take this opportunity to thank all those who have contributed to developing the new Strategy, I hope it will encourage more tenants to get involved. I look forward to working with you in the future”. **Ned Michael, Head of Housing Services.**

2 Introduction

What is Tenant Participation?

Tenant Participation means tenants and landlords working together to share information and ideas to improve housing services.

Tenants can influence decisions about:

- Housing policies
- Housing conditions
- Housing services

Tenant Participation can benefit tenants and the landlord:



What is the Local Tenant Participation Strategy (LTPS)?

All social housing tenants and leaseholders have a right to be consulted and to be involved in tenant participation activities. The purpose of the Local Tenant Participation Strategy is to ensure tenants understand what tenant participation is and how they can take part.

As a social landlord Anglesey Council must have a LTPS in place to comply with the Welsh Government's National Tenant Participation Strategy 2007.

This Local Tenant Participation Strategy and Action Plan (see Appendix 1) outlines Anglesey Council's commitment to tenant participation and aims to:

- ✓ Inform tenants about what tenant participation is and the key benefits
- ✓ Highlight the range of involvement opportunities available
- ✓ Explain how the tenant participation service will be delivered, supported and resourced during 2018 – 2023 (including a 12 month action plan)
- ✓ Explain how the tenant participation service will be monitored

3 Aim and objectives of the 2018 – 2023 LTPS

The aim of the 2018 – 2023 Local Tenant Participation Strategy is to:

“To encourage tenants to work in partnership with Housing Services of Isle of Anglesey Council to influence and improve the services provided”.

The 5 key objectives which will help to meet the overall aim include:

	<u>Key objectives</u>	<u>Intended outcomes</u>
A	Provide a range of meaningful involvement options to ensure tenants can influence decisions about housing policies, conditions and services.	<ul style="list-style-type: none"> • Improved service. • Improved tenant satisfaction. • Decision making is directly influenced by tenants • Tenant Participation activities are accessible. • Consultations are representative of the wider tenant body.
B	Use digital technology to modernise the Tenant Participation service.	<ul style="list-style-type: none"> • Tenants feel informed about services that affect them. • Tenants understand what has changed as a result of their involvement. • Improved service. • Improved tenant satisfaction. • Decision making is directly influenced by tenants • Tenants feel more digitally included and connected through technology. • Tenant Participation activities are accessible. • Consultations are representative of the wider tenant body.
C	Inform tenants about services that affect them.	<ul style="list-style-type: none"> • Tenants feel informed about services that affect them. • Tenants understand what has changed as a result of their involvement. • Improved service. • Improved tenant satisfaction.
D	Ensure tenant participation is recognised as a core activity within the department.	<ul style="list-style-type: none"> • Improved service. • Improved tenant satisfaction. • Decision making is directly influenced by tenants • Officers understand the importance of Tenant Participation.
E	Support tenants affected by Welfare Reform.	<ul style="list-style-type: none"> • Tenants increase their knowledge of Welfare Reform. • Tenants increase their confidence to deal with the challenges of Welfare Reform. • Reduced rent arrears

Each year the LTPS will have an up-to-date Action Plan in place to explain how the Tenant Participation service will be delivered. It will include:

- The tasks that will be carried out to achieve each objective.
- Timescales; when the task will be completed.
- The intended outcomes of each task (what difference will be made).
- How the outcomes will be measured.

4 Monitoring the strategy

The Strategy's 12 month Action Plan will be monitored quarterly by the LTPS monitoring group and an annual progress report will be prepared for the Housing Board.

The LTPS monitoring group is a formal group set up to monitor the implementation of the Local Tenant Participation Strategy. Membership is limited to 10 members and is an equal balance of Housing Officers and tenants.

To monitor the progress, the group will meet once every three months to look at the action plan and decide:

- Have we achieved what we said we would? If not, why not?
- Have we achieved value for money? If not, why not?

The group will also agree:

- What will be achieved in the next three months.
- If there is a need to change the priorities within the action.

A copy of the group's terms of reference can be found on the Council's website www.anglesey.gov.uk

5 Resources to deliver the Tenant Participation service

To co-ordinate Tenant Participation activities there is two dedicated Tenant Participation Officers, the 'Tenant Participation Team'.

There is an annual budget of £102,000 to fund Tenant Participation activities and staff resources. To supplement the budget, the Tenant Participation team will aim to work in partnership to carry out activities. Working in partnership will also help to secure non-financial resources such equipment, officer time and skills.

6 Equality and diversity

All tenants have the right to participation and for that reason the Tenant Participation team aim to ensure Tenant Participation activities are open and accessible to everyone:

- Tenant Participation activities are held in accessible venues.
- Tenant Participation activities are held at different times and locations.
- Free transport and childcare is offered.
- Tenant Participation activities are bilingual and tenants are able to use the language of their choice.
- Information is provided in different formats such as large print and braille (upon request).

Housing Services is committed to promoting equality and removing unlawful discrimination in relation to the 9 protected characteristics as referred to in the Equality Act 2010; Age, Gender reassignment, Race, Sex, Sexual orientation, Disability, Marriage and Civil partnership, Pregnancy and Maternity, Religion or belief.

7 Developing the 2018 Strategy

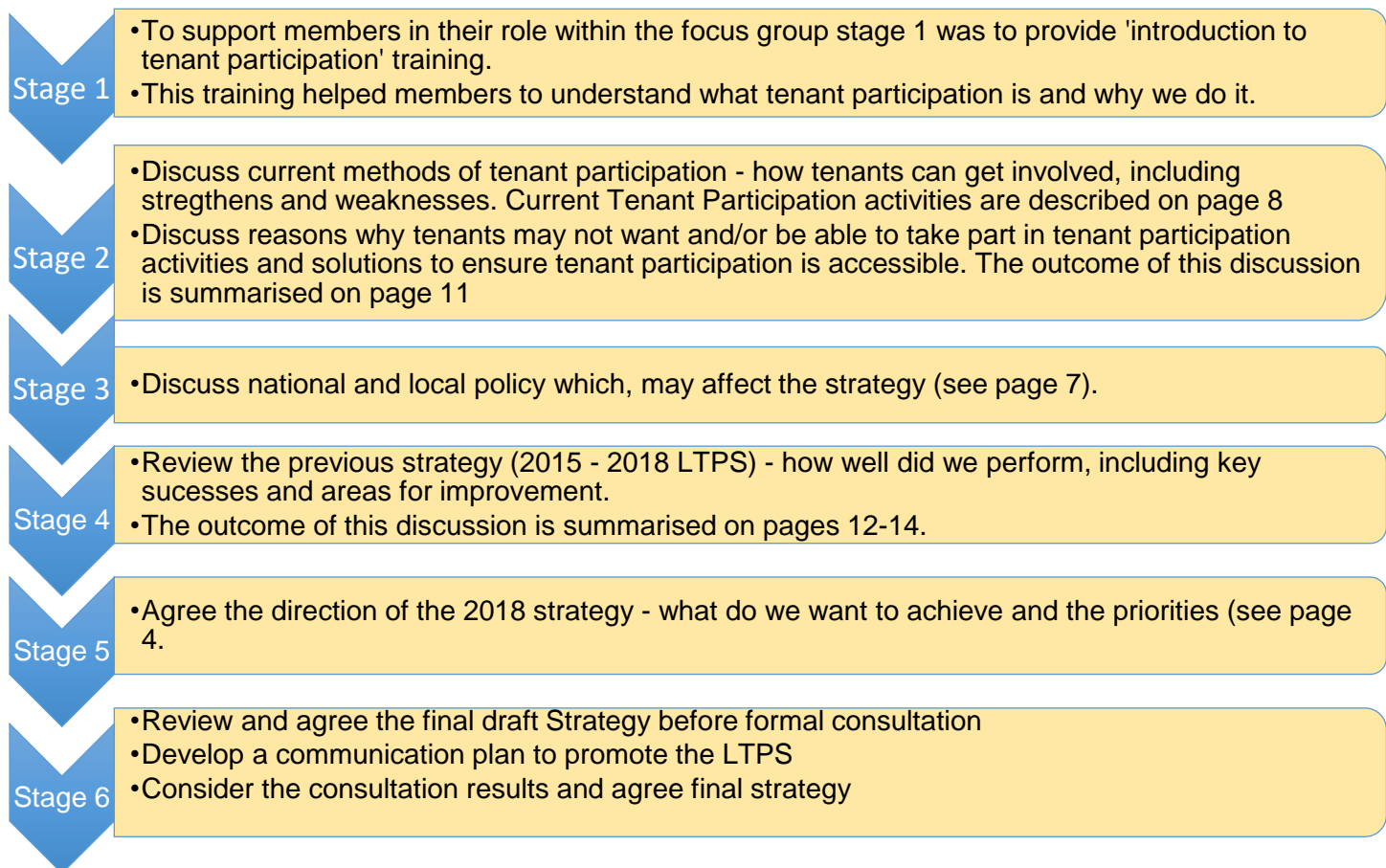
As Tenant Participation means tenants and landlords working together, it was important that the strategy was written in partnership with tenants.

To develop of the strategy tenants and Housing Officers were invited to take part in a focus group.

A focus group is a type of tenant participation activity used to gather feedback and opinions on a specific subject. A focus group takes place over a short period of time and is planned to ensure the end outcome is achieved.

The focus group set-up to write the Local Tenant Participation Strategy was facilitated by TPAS Cymru, an independent body who support landlords and tenants to deliver an effective tenant participation service.

The stages of the LTPS focus group is outlined below:



Working in partnership in this way:

1. Demonstrates our commitment to tenant participation,
2. Shows how tenants can share their views and influence
 - a. a housing policy and
 - b. the delivery of housing services.

What do we hope to achieve by working in partnership to develop the LTPS?

1. Tenants feel confident that they can share their views and will be listened to.
2. The priorities of the strategy reflect the needs of the tenants and the landlord.
3. Housing Officers understand the benefits of tenant participation.
4. The strategy is tenant friendly and easy to understand.

This will be monitored by the LTPS monitoring group (see page 5).

8 National and Local context

To ensure Tenant Participation is at the heart of service delivery, Tenant Participation activities must be developed in line with Housing Services' business priorities. These priorities are influenced by national UK and Welsh Government policy and legislation.

National UK and Welsh Government policy and legislation currently affecting Housing Services' business priorities:

Welfare Reform (WR)

Is changing the welfare benefits system and is being implemented in phases.

Changes influenced by WR are likely to affect a tenant's ability to pay their rent.

Tenant Participation activities need to help prepare tenants for WR.

The Renting Homes (Wales) Act 2016

Abolition of the Right to Buy and Associated Rights (Wales) Act 2018

Is changing all tenancy agreements in Wales

Will end the Right to Buy for Local Authority tenants

Tenants will need to be informed of these changes

Social Services and Well-being (Wales) Act 2014

Puts people at the heart of their health, care and support services

Local Authorities have a role to play in improving health and wellbeing & strengthening the links between health and housing.

The Housing (Wales) Act 2014

Wales' first ever housing act aims to improve the supply, quality and standards of housing in Wales.

Current priorities likely to affect the LTPS:

LAs are required to have a Homeless Prevention Strategy in place by 2018.

Need to target resources effectively & demonstrate value for money

Anti-social Behaviour, Crime and Policing Act 2014

Sets out a new approach to dealing with anti-social behaviour.

Housing policies and service delivery need to reflect the changes influenced by the Act.

Housing Services' current business priorities include the following:

- ✓ Preparing tenants for Welfare Reform
- ✓ Reducing fuel poverty
- ✓ Working towards the Welsh Housing Quality Environmental Standard
- ✓ Improving the use of IT to deliver housing services and improve communication
- ✓ Increasing the number of affordable housing units.
- ✓ Developing and implementing a Regional Homeless Prevention Strategy
- ✓ Implementing the Renting Homes (Wales) Act 2016
- ✓ Implementing the Abolition of the Right to Buy and Associated Rights (Wales) Act 2018

9 Opportunities for involvement

The Tenant Participation team aim to offer a wide range of Tenant Participation activities to ensure tenants can 'get involved' in a way that suits them, this is called the 'menu of options'.

Tenant Participation activities are offered at 4 levels:

- ✓ High level formal meetings.
- ✓ Medium level informal meetings.
- ✓ Low level community events in your area.
- ✓ Low level in the comfort of your own home.

The table on page 9 describes the current Tenant Participation methods available.



<u>Activity</u>	<u>Description</u>
<u>Low level participation – in the comfort of your home</u>	
Fill in questionnaire or survey (postal, door-to-door, telephone or online surveys)	Used to consult and gain tenant feedback.
Read Llais Môn Tenant Newsletter and send us feedback.	Used to share information with tenants.
<u>Low level participation – event in your area</u>	
Housing Roadshow including an Estate Walkabout	<p>Roadshows operate from a trailer on an estate and aim to raise awareness of services, information and support which is available to tenants.</p> <p>The estate walkabout is an opportunity for tenants to tell us about any environmental issues causing concern to local people, this helps us to work towards ensuring tenants feel safe and proud of their area.</p>
Community clean-up day.	<p>A Community Clean-up day is aimed at empowering tenants to take pride in their local area.</p> <p>Skips are available throughout the event and tenants (from the particular area) are encouraged to use the skips to discard unwanted household items.</p> <p>(Request via the Environmental and Community improvement fund)</p>
Environmental projects	<p>Community events is aimed at supporting tenants to feel proud and safe of where they live for example, creating community allotments or a sensory garden.</p> <p>(Request via the Environmental and Community improvement fund)</p>
Environmental and Community improvement fund	The Environmental and Community Improvement Fund allows tenants to bid for a grant up to the value of £5000 for environmental improvements or to set up an environmental project including a community clean-up day.
Tenant training	Tenant training is available to support tenants, training can include support to participate effectively e.g. committee member training or support to sustain their tenancies such as budgeting skills.
Tenant and Resident Association	A Tenant and Resident Association is a group of tenants and residents who join together to <i>represent</i> an estate, neighbourhood, street or block of flats, the actual role is decided by its members. For example a Tenant and Resident Association can work together with the Council to improve the environment and facilities on their estate or help improve front line housing services.

Inter-generational project	Intergenerational Projects involve different generations of the community working together to achieve a goal for example, young people teaching older people how to use a computer.
<u>Medium level participation – informal meetings</u>	
Sheltered Housing Forum	<p>Anglesey's Sheltered Housing Forum was set up in 2007 and is open to all tenants living in Sheltered accommodation.</p> <p>The aim of the Sheltered Housing Forum is to: share information about services and improve the health and wellbeing of tenants by increasing the confidence of tenants who participate and reducing isolation.</p>
<u>High level participation – formal meetings</u>	
Task and Finish group	A focus group is a type of tenant participation activity used to gather feedback and opinions on a specific subject. A focus group takes place over a short period of time and is planned to ensure the end outcome is achieved.
Publication group	<p>The publication group ensure all documents produced by Housing Services is in a format that is easy to understood and tenant friendly.</p> <p>Documents may include the following: Tenant Newsletter, Leaflets, Tenant Handbook, Housing Factsheets'</p>
Repairs and Maintenance Forum	The Repairs forum monitors the repairs and maintenance service including customer satisfaction. The aim is to ensure the service is continuously improving and resources are being targeted effectively.
Tenant Auditor	The Tenant Auditing Group work with Housing Services' to improve services for the tenants and landlord.
Môn Tenants and Officers Voice panel	Môn Tenants and Officers Voice is a strategic panel called the MTOV which is made up of tenants and housing officers who meet quarterly to monitor the progress of the LTPS. The panel agree the priorities for Tenant Participation activities and the allocation of the Tenant Participation budget to " <i>ensure value for money and continuous improvement</i> ".

Tenant barriers to tenant participation

The table below summarises the LTPS focus group's thoughts on the reasons why tenants may not be able to take part in Tenant Participation activities and how the Tenant Participation service will be adapted to try encourage more tenants to take part.

	Barrier	How the Tenant Participation service will be adapted
Internal	Tenant's confidence	Be welcoming Offer a 'buddy' system
	Language – tenants may feel they do not understand the jargon	Use plain language when inviting tenants to take part and during meetings.
	Physical health	Ensure venues and transport are disabled friendly.
	Literacy skills – tenants may think that they would be asked to read in a meeting or might not understand the invitation to attend an activity.	Explain what is expected of tenants during a meeting. Ensure all Housing Officers are aware of TP activities to promote the involvement options.
	Tenants may be sceptical – that the Council will not listen to their views.	Feedback on all tenant participation activities; you said, we did or you said, we could not do, because.
External	Work commitments	Varied times of meetings
	Lack of information	Need to advertise TP activities more.
	Family commitments	Promote the childcare incentive.
	Location – tenants lack of transport or unwilling to travel due to commitments.	Vary the location of meetings.
	Money	Promote the travel cost incentive.
	Dress code – tenants may worry about what to wear.	Say what is expected of tenants during a meeting.

10 2015 – 2018 How well did we perform?

In order to ensure continuous improvement, before developing this strategy it was important to review the Tenant Participation service currently being delivered and the performance against the 2015 – 2018 LTPS.

To review the Tenant Participation service key stakeholders were consulted between 1st November and 22nd December 2017 and the results were analysed by the LTPS focus group.

The focus for the third strategy was on improving communication with tenants, training tenants to become involved at a strategic level and monitoring the impact of tenant participation.

6 key targets were set:

- 1) **Involvement;** Provide a range of involvement options to ensure decision making takes into account tenant's views.
- 2) **Support;** Develop the skills, knowledge and confidence of tenants to ensure effective involvement.
- 3) **Consultation;** Increase the involvement of tenants from underrepresented groups to ensure consultation results reflect the profile of Anglesey tenants.
- 4) **Sharing Information;** Improve communication with tenants to ensure that tenants are informed about services that affect them in a format that suits them.
- 5) **Partnership Working;** Work with partners to enhance and maximise outcomes for our tenants and the community.
- 6) **Mainstreaming;** Ensure tenant participation is recognised as a core activity.

The results of the review have been summarised in this section, a full copy of the *2015 -2018 LTPS review; How well did we perform?* can be found on the Council website www.anglesey.gov.uk

10.1 Key successes

Involvement

The Tenant Auditing group completed two audits of the corporate Customer Care Charter and reported their findings to the Corporate Customer Care Board, including recommendations for improvement.

Outcome: Decision making was influenced by tenants and services have improved.

Set up two new forums; Anti-Social Behaviour forum and Service User Homeless Prevention forum. The ASB forum have been consulted on the ASB policy and monitor the ASB service delivery.

The Service User Homeless Prevention forum have been consulted on the Interim Homeless Prevention Strategy and monitor the implementation of the Action Plan.

Outcome: Tenants influenced housing policy, resources have been targeted effectively and services have improved.

Partnership working

The majority of Tenant Participation activities were carried out in partnership with local agencies. This helped to increase the involvement opportunities and participation from under-representative groups such as young people.

Outcome: Tenants were informed about services that affect them. Consultation results were representative of the wider tenant body. Improved services and tenant satisfaction.

Support

Received £10k

Intermediate Care funding; to support the development of two community hubs; 1 in Llangoed and the other in Llanddona (including free wifi and laptops).

Provided computer equipment and free internet for two years in Aberffraw communal lounge and Llanfaes community hall.

Purchased 8 (touch screen) computer kiosks with internet access, these are available to use (free of charge) in rural areas.

Outcome: These projects have helped to improve customer satisfaction as tenants affected by digital exclusion have access to equipment. Reduced rent arrears as tenants are able to claim Universal Credit.

Following a request from tenants using a communal gas tank, for support to reduce their fuel bills, developed an initiative project, 'the fight against fuel poverty' which supported over 250 Council tenants using Calor gas, to reduce their bills from 42p per unit to 21p and out of fuel poverty.

Outcome: Service delivery was influenced by tenants. Resources have been targeted effectively. Improved customer satisfaction.

Consultation

Consulted tenants on the Welsh Housing Quality Environmental Standards and completed:
22 community clean-up days and
5 environmental projects.

Consulted the Service User Homeless Prevention forum on the Interim Homeless Strategy and Action Plan and Anti-social behaviour forum on the new anti-social behaviour policy.

Outcome: Service delivery has been influenced by tenants. Resources have been targeted effectively. Improved customer satisfaction; tenants feel safe and proud of where they live. Tenants have been empowered to take pride in their area.

Mainstreaming

Launched a quarterly staff bulletin to share information about tenant participation activities and feedback how officers involvement had a made a difference. This increased the commitment from staff to get involved in tenant participation activities.

Outcome: Service delivery is influenced by tenants. Resources are targeted effectively. Improved service and customer satisfaction. Tenants were informed about services that affect them.

Sharing Information

Launched the Tenant Self-Service Portal which helped to improve communication with tenants.

Set-up a community Ti a Fi group to support community cohesion and provide an opportunity for young mothers to develop their skills and confidence by taking part in informal group sessions.

Continued to facilitate a successful sheltered housing forum, which was used as an example of good practice in a TPAS Cymru training session. The forum has helped to inform tenants about services that affect them.

Outcome: Tenants were informed about services that affect them. Service delivery is influenced by tenants. Improved service and customer satisfaction.

TPAS Cymru awards

The Tenant Participation team won four TPAS Cymru awards during 2015 – 2018:

The Community Action Award (non-environmental); *The fight against fuel poverty initiative.*

Improving Services Award; *The fight against fuel poverty initiative.*

The Digital Involvement Award; *'My Home' Tenants Self Service Portal*

Improving Services Awards; *Service User Homeless Prevention Forum*



Areas for improvement

The areas for improvement as identified by the LTPS focus group include the following:

- Review all Tenant Participation activities; are they achieving value for money?
- Tenant Participation activities must be planned and evaluated. Record the outcomes using a variety of methods - what has changed as a result of the tenant participation activity?
- Feedback to tenants, officers and partners about how their involvement has made a difference.
- The LTPS monitoring group to be clear on their role in monitoring progress of the LTPS.
- Quarterly LTPS progress reports to be completed and published on the Council website.
- Re-launch the staff quarterly bulletins.
- A member of the Tenant Participation team to attend staff team meetings to feedback on work done and to discuss involvement opportunities.
- Modernise Tenant Participation to encourage more tenants to take part.
- Re-launch the tenant publication group to improve communication

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ACTION PLAN



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Tenant Participation Action Plan 2018/19

1 Using digital technology modernise the Tenant Participation service

No.	Action	Target date	Required Outcome	Measured by	Comments	RAG Status
1.1	In partnership with the Orchard IT team and tenants upgrade the Tenant's self-service portal.	September 2018	Improves communication with tenants.	Increase % of tenants using the portal. Increase use of the portal. Tenant feedback.		
1.2	Identify opportunities for digital engagement such as online feedback forms/ text messaging/ TP mobile phone app	Ongoing	Consultations are representative of the wider tenant body.	Change in the age range of tenants taking part.		
1.3	In partnership with the corporate IT team and tenants upgrade the Tenant Participation pages on the Council website.	September 2018	Tenants are informed about services that affect them. Tenants understand how their involvement has made a difference	Increased use of the website (website hits). Tenant feedback		

1.4	Include Tenant Participation on APP MON – for example, environmental fund application form/ register for TP & link to SSP.	June 2018	Tenant Participation activities are accessible. Improves communication with tenants. Resources are targeted effectively.	Increased % of tenants using the portal. Increased use. Change in the age range of tenants taking part. Tenant feedback		
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2 Provide a range of meaningful involvement options to ensure tenants can influence decisions about housing policies, conditions and services

No.	Action	Target date	Required Outcome	Measured by	Comments	RAG Status
Polices						
2.1	Service user Homeless Prevention forum to monitor the implementation of the interim 201718 homeless prevention strategy and support the development of the 2018 regional strategy.	June 2018 September 2018 December 2018 March 2019	Tenants influenced housing policy. Resources are targeted effectively. Improved service.	Reduction in the number of people presenting homeless. Reduction in the use of emergency accommodation. Tenant feedback.		
2.2	ASB Forum to monitor the implementation of the ASB Policy.	June 2018 September 2018 December 2018 March 2019	Tenants influenced housing policy. Resources are targeted effectively. Improved service.	Reduction in the number of anti-social behaviour. Reduction in the time taken to deal with anti-social behaviour. Tenant feedback.		

2.3	Consult tenants on any emerging policies	Ongoing				
Housing conditions						
2.4	Promote the Environmental and community improvement fund to support environmental improvements.	June 2018 March 2019	Tenants target resources effectively. Tenants feel empowered to take pride in their area.	Tenant satisfaction. Reduced complaints. Improved appearance of estates.		
2.5	Invite new tenants to take part in a task and finish group to review the minimum lettable standard.	September 2018	Improved service Tenants target resources effectively.	Reduced number of refusals. Reduced complaints. Reduction time taken to let properties. Reduced number of difficult to let properties. Tenant feedback.		
2.6	Set-up a repairs forum to monitor the repairs and maintenance service including customer satisfaction.	June 2018 September 2018 December 2018 March 2019	Improved service Tenants target resources effectively	Reduced complaints Reduced number of responsive repairs. Improved tenant satisfaction levels.		
Housing Services						
2.7	Set-up a task and finish group to review the following allocation policy procedures:	May 2018	Letters are easy to understand. The review process is improved.	Reduced complaints		

	Letter to inform applicants when their housing application has been successful. 6 month housing waiting list review. Monitoring progress of housing applications.		Improved customer satisfaction Improved communication	Reduced number of people taken off the register/ re-applying. Reduced number of enquiries. Tenant feedback		
2.8	Tenant Auditing group to carry out 2 audits in line with Housing Services' Business plan priorities.	June 2018 March 2019	Tenants influence service improvements. Improved service	The recommendations implemented following the audit.		
2.9	Develop a plan to ensure tenant profiling information is accurate and up-to-date ready for the implementation of the Renting Homes (Wales) Act 2016	September 2018	Improved service	Tenant information is up-to-date. New contracts issued to tenants,		

3 Inform tenants about services that affect them

No.	Action	Target date	Required Outcome	Measured by	Comments	RAG Status
3.1	Develop a communication plan to inform tenants about changes to their tenancy agreements following the implementation of the Renting Homes (Wales) Act 2016	September 2018	Tenants are informed about proposed changes.	Tenant feedback.		
3.2	Develop a communication plan to	May 2018	Tenants are informed about proposed changes.	Tenant feedback.		

	inform tenants about changes to their Right to Buy following the implementation of the Abolish of the Rights to Buy and Associated Rights (Wales) Act 2018.					
3.3	Facilitate a sheltered housing forum twice a year.	June 2018 December 2018	Tenants are informed about services that affect them. Reduced isolation. Service improvements are influenced by tenants.	Tenant feedback.		
3.4	In partnership with the tenant's publication group develop Llais Mon tenants newsletter	June 2018 December 2018	Tenants are informed about services that affect them.	Tenant feedback.		
3.5	Set-up a task and finish group to review the tenants handbook	April 2019	Handbook is tenant friendly and easy to read. Tenants are informed about services that affect them.	Tenant feedback. Reduced customer service enquiries.		

4 Ensure tenant participation is recognised as a core activity within the department.

No.	Action	Target date	Required Outcome	Measured by	Comments	RAG Status
4.1	Develop a quarterly staff bulletin to to share information about tenant participation activities and feedback how officers involvement had a made a difference	June 2018 September 2018 December 2018	Staff understand the benefits of tenant participation. Tenant Participation is recognized as a core activity.	Staff feedback/ comments after reading bulletin/ staff meetings/ attending the MTOV		

		March 2019		Increased involvement opportunities within the department.		
4.2	Tenant Participation to be standard agenda item at team meetings & TP team to regularly attend.	Monthly				
4.3	Review the terms of reference of the MTOV panel	April 2018				

5 Support tenants affected by Welfare Reform

No.	Action	Target date	Required Outcome	Measured by	Comments	RAG Status
5.1	Set-up a task and finish group with tenants affected by Universal Credit to understand the barriers and how tenants can be supported.	June 2018	Resources can be targeted effectively. Tenants can influence service delivery.	Reduced rent arrears. Increase number of tenants paying their rent by direct debit. Increase number of tenants opening bank accounts		
5.2	Review the use of the computer kiosks and implement any necessary service improvements.	June 2018	Kiosks are used by the community to compare prices/ set-up internet banking/ apply for UC.	Increased use of the kiosks. Monitor websites visited. Tenant feedback		
5.3	Train tenants to become digital champions and facilitate opportunities to reduce digital exclusion.	Ongoing	Reduce digital exclusion. Promote the use of kiosks by the community.	Tenant champions to record kiosks use. Tenant feedback.		

5.4	In partnership with the financial inclusion team and local agencies, raise awareness of WR and support services available to tenants	Ongoing	<p>Tenants feel supported to respond positively to the challenges of WR.</p> <p>Tenants understand the different ways to pay their rent and are confident paying their rent.</p>	<p>Reduced rent arrears.</p> <p>Increase number of tenants paying their rent by direct debit.</p> <p>Increase number of tenants opening bank accounts</p>		
5.5	Develop an initiative project to support tenants affected by fuel poverty.	June 2018	Tenants are supported out of fuel poverty.	<p>% of tenants who have been helped out of fuel poverty.</p> <p>Tenant feedback.</p>		