

ISLE OF ANGLESEY COUNTY COUNCIL	
Report to:	The Executive
Date:	28 January 2019
Subject:	Local Tenant Participation Strategy 2018-23
Portfolio Holder(s):	Councillor Alun Mummery
Head of Service:	Ned Michael
Report Author: Tel: E-mail:	Elliw Llŷr 01248752137 ElliwLlŷr@ynysmon.gov.uk
Local Members:	n/a

A –Recommendation/s and reason/s
<p>R1 Recommend that the Executive approve the Local Tenant Participation Strategy</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. 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> <ul style="list-style-type: none"> • 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

Refer to **Appendix 1 and 2** for a copy of the Strategy as well as an easy read version.

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'.

Consultation

As the Strategy was written with staff and tenants an opportunity was given to receive further comments an online questionnaire was developed. **Appendix 3** summarises the responses received. A total of 23 responses were received with 100% agreeing with the objectives.

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:
Appendix 1 Local Tenant Participation Strategy Appendix 2 Easy Read Version of the Strategy Appendix 3 Responses to Consultation

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

Ynys Môn

THE ISLE OF

Anglesey

Local Tenant Participation Strategy



2018 / 2023



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

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I. 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:

	Key objectives	Intended outcomes
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

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:

STAGE 1	<ul style="list-style-type: none">• To support members in their role within the focus group stage 1 was to provide 'introduction to tenant participation' training.• This training helped members to understand what tenant participation is and why we do it.
STAGE 2	<ul style="list-style-type: none">• Discuss current methods of tenant participation - how tenants can get involved, including strengths and weaknesses. Current Tenant Participation activities are described on page 8• Discuss reasons why tenants may not want and/or be able to take part in tenant participation activities and solutions to ensure tenant participation is accessible. The outcome of this discussion is summarised on page 11
STAGE 3	<ul style="list-style-type: none">• Discuss national and local policy which, may affect the strategy (see page 7).
STAGE 4	<ul style="list-style-type: none">• Review the previous strategy (2015 - 2018 LTPS) - how well did we perform, including key successes and areas for improvement.• The outcome of this discussion is summarised on pages 12-14.
STAGE 5	<ul style="list-style-type: none">• Agree the direction of the 2018 strategy - what do we want to achieve and the priorities (see page 4).
STAGE 6	<ul style="list-style-type: none">• Review and agree the final draft Strategy before formal consultation• Develop a communication plan to promote the LTPS• Consider the consultation results and agree fiW

Working in partnership in this way:

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

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

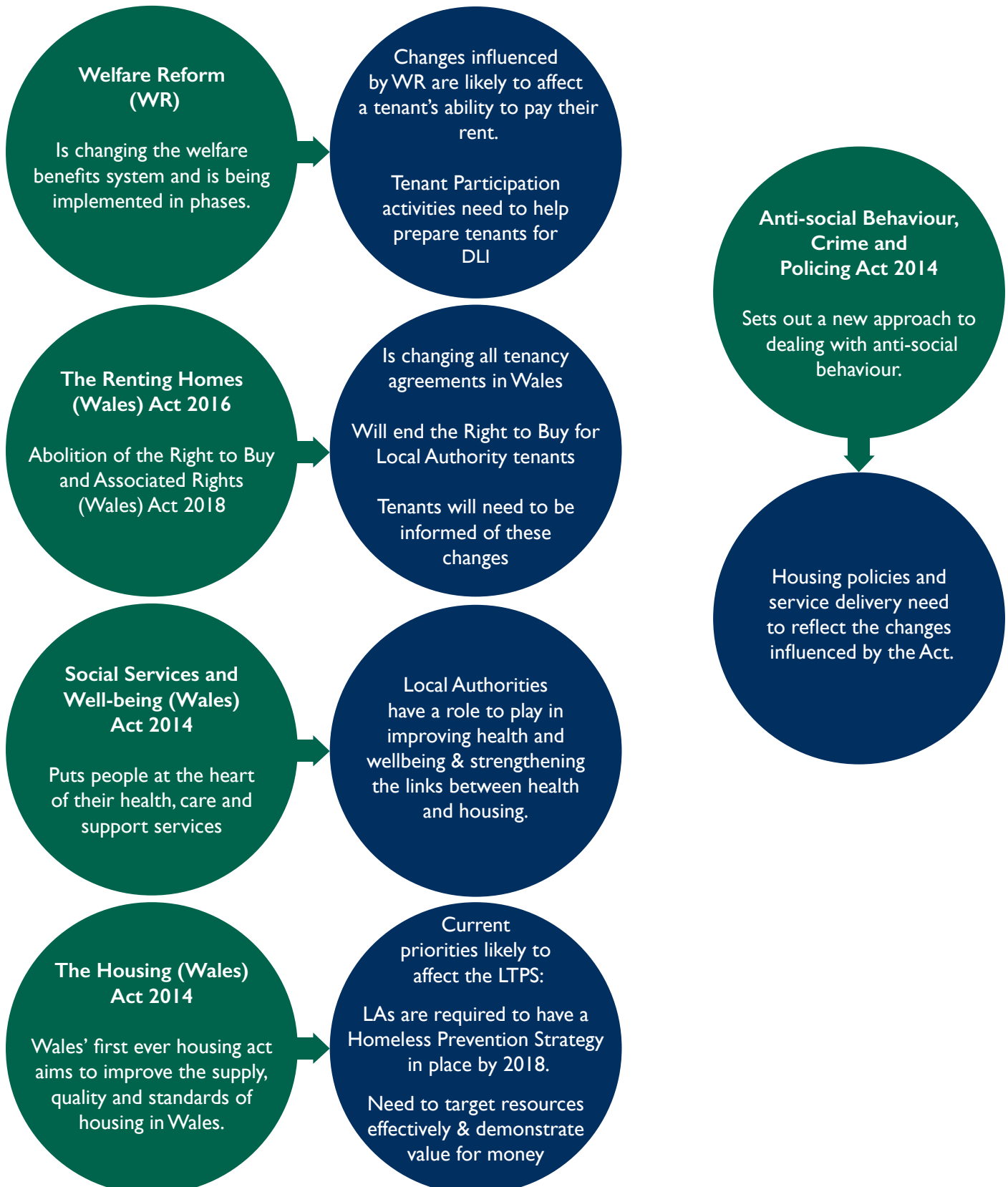
1. Tenants feel confident that they can share their views and will be listened to.
2. The priorities of the strategy reflect the needs of the tenants and the landlord.
3. Housing Officers understand the benefits of tenant participation.
4. The strategy is tenant friendly and easy to understand.

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.

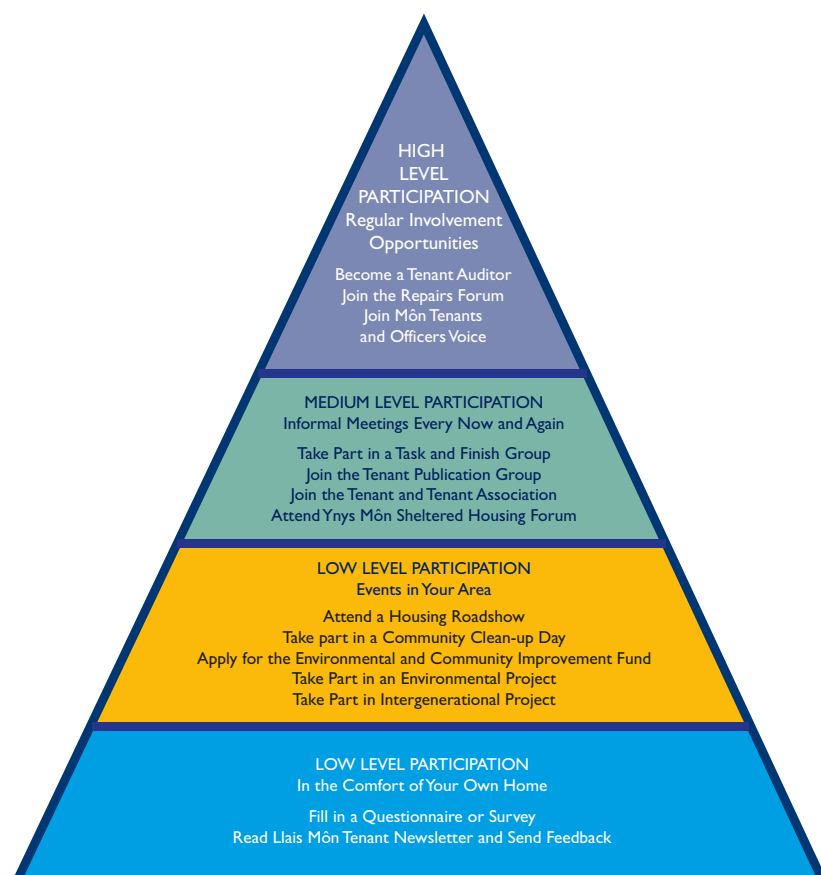
National UK and Welsh Government policy and legislation currently affecting Housing Services' business priorities:



9. OPPORTUNITIES FOR INVOLVEMENT

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



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.

Activity	Description
Low level participation – in the comfort of your home	
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.
Low level participation – event in your area	
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 represent 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.
Medium level participation – informal meetings	
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>
High level participation – formal meetings	
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 "ensure value for money and continuous improvement".

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

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 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 Cymu 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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COUNTY COUNCIL

Tenant Participation Team

Council Offices

Llangefni

Anglesey

LL77 7TW

Contact us on:

Tel: 01248 752166

Email: tenant@anglesey.gov.uk



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 Anglesey County Council



What is the Local Tenant Participation Strategy?

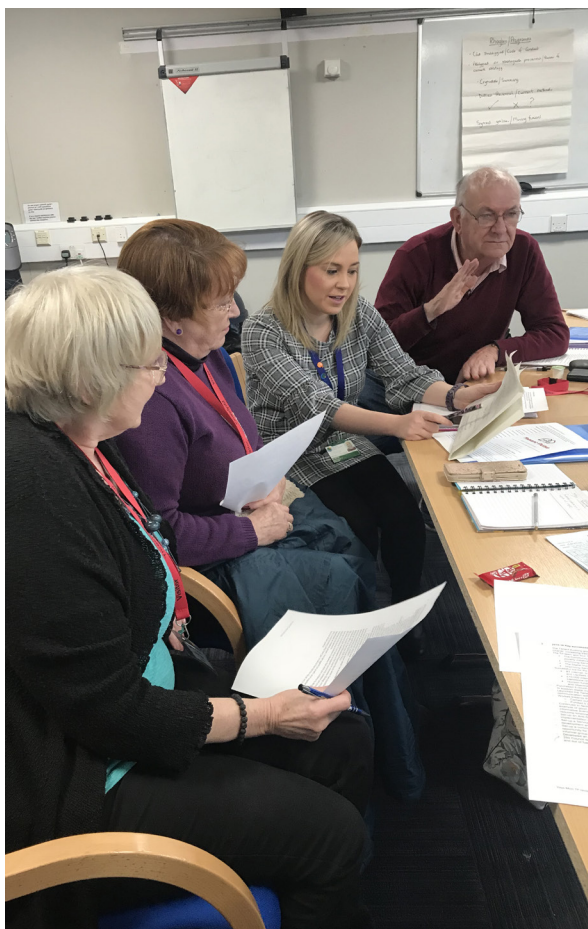


As a social landlord Anglesey Council must have a Local Tenant Participation Strategy in place to comply with the Welsh Government's Local Tenant Participation Strategy 2007.

All social housing tenants 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.

This Local Tenant Participation Strategy and Action Plan outlines Anglesey Council's commitment to tenant participation. Each year the Local Tenant Participation Strategy will have an up-to-date Action Plan in place to explain how the Tenant Participation service will be delivered: this will include; tasks, time scales, intended outcomes and how outcomes will be measured.

The aim of the Local Tenant Participation Strategy is to;



'Encourage tenants to work in partnership with Housing Services of Isle of Anglesey County Council to influence and improve the services provided'.

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

- A. Provide a range of meaningful involvement options to ensure tenants can influence decision about housing policies, conditions and services
- B. Use digital technology (when possible) to modernise the Tenant Participation service
- C. Inform tenants about services that affect them
- D. Ensure tenant participation is recognised as a core activity within the department
- E. Support tenants affected by Welfare Reform

Monitoring the Strategy



The Strategy's 12 month Action Plan will be monitored every 3 months by the Local Tenant Participation Strategy monitoring group and an annual progress report will be prepared for the Housing Board.

The Monitoring Group is a formal group set up to monitor the progress of the 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?
- Have we achieved value for money? If not, why?

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.



Resources to deliver the Tenant Participation service

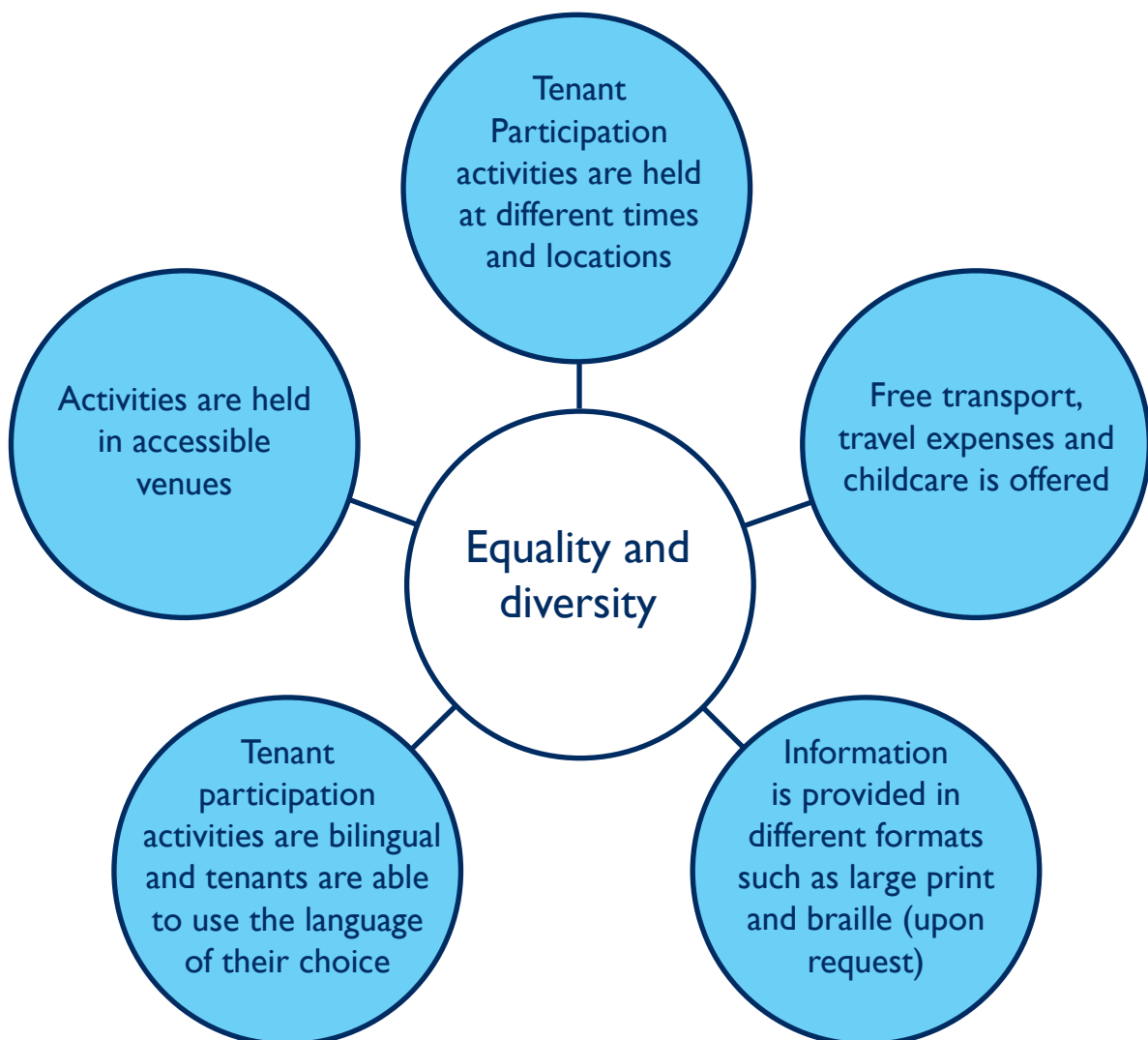


To co-ordinate Tenant Participation activities there is two dedicated Tenant Participation Officers.

There is an annual budget of £102,000 to fund Tenant Participation activities and staff resources.

Equality and diversity

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



Opportunities for involvement

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



Successes and Outcomes:

INVOLVEMENT

Set up two new forums; Anti-Social Behaviour forum and Service User Homeless Prevention forum.

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

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

SUPPORT

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.

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 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

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 made a difference. This increased the commitment from staff to get involved in 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

Continued with 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.

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

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



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TENANT
PARTICIPATION
ACTION PLAN
2018/19

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.	We have established a Digital Panel, which consists of 8 Tenants and 5 Housing Officers from different sections of the Service. The Panel will be working on; AppMon Task and Finish Group, Shoretel Phone System Review, Housing Services Web Pages Review, Digital Tenancy Services Portal. Dates have been set throughout the year – starting on 18 th January 2019. We hope to reach 50% channel shift within the first year and up to 70% within 3 years' time.	Within next 6 months
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.	We have arranged 'Tea, Cake and Technology sessions in our communal lounges. Inviting our tenants to come along to learn how to use their day to day technology correctly and safely. (mobile phones, tablets, laptops) By doing this, we had the opportunity to introduce AppMon and Tenant Portal (not yet in full use as some work needs doing to make it compatible with Housing systems)	We will continue to arrange these sessions as often as needed. Therefore this action will not have a target date, and stay as 'on-going'
1.3	In partnership with the corporate IT team and tenants upgrade the Tenant Participation pages on the Council	September 2018	Tenants are informed about services that affect them. Tenants	Increased use of the website (website hits). Tenant feedback	Tenant Participation information are being downloaded when we have new information to share. Any information we promote / advertise on the Council's corporate social media, we include a link to visit our pages on the website.	

	website.		understand how their involvement has made a difference			
1.4	Include Tenant Participation on APP MON – for example, environmental fund application form/ register for TP & link to SSP.	June 2018	<p>Tenant Participation activities are accessible.</p> <p>Improves communication with tenants.</p> <p>Resources are targeted effectively.</p>	<p>Increased % of tenants using the portal.</p> <p>Increased use.</p> <p>Change in the age range of tenants taking part.</p> <p>Tenant feedback</p>	We have completed a list of documents that need to be downloaded onto AppMon. This will be included as part of the Digital Panel - AppMon task and finish group. We hope to complete this by end of January / start of February 2019.	February 2019

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 2017/18 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.	We met up with Digartref Homeless Prevention Forum and Ynys Mon Youth Council, Llais Ni, in order to consult on the Regional Homeless Prevention Strategy. All feedback was reported back to the Service Manager Strategy, Commissioning & Policy. We continue to meet monthly with the Digartref Forum. We've successfully reviewed and changed 3 Housing Options letters, as they used to be very lengthy and difficult for people to understand. They are now easy read. We are also working on a video, which will target people who are homeless or could	

					potentially become homeless to access information on helplines / shelters etc. This will be available 24/7 for people to access and won't have to depend on calling the Council offices when out of hours.	
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.	We continue to meet every quarter to monitor the implementation of the ASB Policy. We currently have 9 tenants and 4 Housing Officers attending this Forum. It has been reported that there's been a reduction in ASB this year. We also sent out a newsletter to all tenants in December 2018, ASB information was and will be included in all newsletters which will be going out twice a year (Spring/Summer & Autumn/Winter)	

2.3	Consult tenants on any emerging policies	Ongoing	Tenants influenced housing policy.		We always consult with our tenants when we have new policies. We had a roadshow to consult tenants about the Scooter Policy. We went around all communal lounges on the Island and sent letters out prior to the day to invite tenants to come along to hear new information, to learn and in order to hear their voices and opinion.	
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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.	We have advertise the application process for the Environmental and Community Improvement fund between 7 th January – 29 th March 2019 (each year the same). This gives our tenants, leaseholders and Councilors the opportunity to complete the application form. We then take all applications to our Environmental Panel, which is a mixture of 8 tenants and 2 Officers. We then assess all applications and then feedback with the decision. We work alongside each successful project throughout the summer time, where we take tenants from the Environmental Panel along with us to take part.	
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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.	The Task and Finish Group has been created, we currently have 6 tenants on this group. We hope to set a date in May 2019. The reason it has been sent forward to May 2019, is that we will be concentrating on Digital inclusion within the next 3 months and don't want to put too much pressure on our tenants with the volume of work.	May 2019
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.	Repairs Forum has been re-established on 6 th August 2018. Quarterly meetings set in diary throughout 2019/20. Customer Satisfaction forms needs reviewing. Will need to establish a task and finish group in order to do this. STAR Survey going out to all tenants July 2019.	

Housing Services						
2.7	<p>Set-up a task and finish group to review the following allocation policy procedures:</p> <p>Letter to inform applicants when their housing application has been successful.</p> <p>6 month housing waiting list review.</p> <p>Monitoring progress of housing applications.</p>	May 2018	<p>Letters are easy to understand. The review process is improved.</p> <p>Improved customer satisfaction Improved communication</p>	<p>Reduced complaints</p> <p>Reduced number of people taken off the register/ re- applying.</p> <p>Reduced number of enquiries. Tenant feedback</p>	<p>We've successfully reviewed and changed 3 Housing Options letters, as they used to be very lengthy and difficult for people to understand. They are now easy read. We are also working on a video, which will target people who are homeless or could potentially become homeless to access information on helplines / shelters etc. This will be available 24/7 for people to access and won't have to depend on calling the Council offices when out of hours.</p>	
2.8	<p>Tenant Auditing group to carry out 2 audits in line with Housing Services' Business plan priorities.</p>	<p>June 2018</p> <p>March 2019</p>	<p>Tenants influence service improvements.</p> <p>Improved service</p>	<p>The recommendations implemented following the audit.</p>	<p>Digartref Ynys Mon completed an audit in 2018. Phone call to Housing Customer Service, Visit to Reception and tried to access information on our corporate website.</p> <p>We hope with the Digital Panel will also carry out an audit once</p>	

					AppMon and Tenant Portal task and finish groups will be completed and systems are all compatible with Housing Systems.	
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,	Communication Plan completed. Information on social media regarding the implementation of the Renting Homes (Wales) Act 2016. Tenant update Questionnaire sent out to all tenants November 2018.	

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.	Communication Plan completed.	
3.2	Develop a communication plan to 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.	May 2018	Tenants are informed about proposed changes.	Tenant feedback.	Communication Plan completed.	
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.	June 2018 and December 2018 we had two successful Sheltered Housing Forums with around 65 tenants attending each forum. We continue to receive positive feedback from these forums. This is decreasing isolation to	

					some tenants who hardly / never come out and socialize and this way they also learn new information which helps their health and wellbeing. We continue to arrange these twice a year (Summer and Winter)	
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.	Due to not having an established Publications Group in 2018, the TP Team had to complete the Autumn/Winter newsletter. In 2019, we now have an established group, therefore dates are in the diary to meet in February to prepare for the Spring/Summer newsletter. We will continue to meet regularly throughout the year to create and complete these newsletter which consists of new information, health and safety, competitions, new developments etc. We have also bought 2 laptops for this Panel, this way our tenants will have the opportunity to increase their digital	

					skills and have an opportunity to put their own mark on the work. We will also have our own logo on each documents which will be 'Tenant Approved / Tick of Tenant'	
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.	This will form part of the Publications Group on 12 th February 2019. We did have a task and finish group in 2018 to review the handbook, but due to continued changes within policies / regulation / new information we need to review it again in February and approve the final version in order to print.	

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 Septem ber 2018 Decemb er 2018 March 2019	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 Increased involvement opportunities within the department.	Staff bulletin has / and will continue to be sent to all Housing Staff and elected Members(this will start in 2019) to keep them informed of the on-going work.	
4.2	Tenant Participation to be standard agenda item at team meetings & TP team to regularly attend.	Monthly			Unfortunately, this action hasn't been completed. We haven't received any dates regarding team meetings despite sending emails requesting this. This will happen in 2019 as we hope by circulating our bulletin and sharing information and feedback with the Department it will increase mainstreaming.	
4.3	Review the terms of reference of the MTOV panel	April 2018			Completed and agreed by all Monitoring Group members.	

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	We did not set up a task and finish group as we had a wide variety of tenants affected and though that a roadshow / information day would be more beneficial. 3 information days were completed in October/November 2018 before implementation date in December 2018. TP Officer and Financial and Digital Inclusion Officer attended.	
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	All kiosks have now been removed from all locations as they were not compatible with the systems.	
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.	As we're concentrating on Digital Inclusion in 2019, this has been carried over and will be completed within the next 6 months. We hope to train all tenants on the Digital Panel to become Digital Champions within their	

					estate / community	
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>	<p>We now have a second Financial Inclusion Officer in place. We will establish a focus group in April 2019 to work with our tenants who have been affected by Universal Credit on Anglesey. The Housing Department has invested £20k on computers which will be located in libraries across the Island. We hope tenants will engage and participate in the focus group, but if tenants don't we hope to use anonymised real life case studies. Both Financial inclusion officers are based at the DWP Centre twice a week. We also monitor foodbank usage to monitor the increase in use since UC was implemented. In the December newsletter that was posted to all Anglesey Council tenants, included extensive coverage of Universal Credit.</p>	

5.5	Develop a project to support tenants affected by fuel poverty.	June 2018	Tenants are supported out of fuel poverty.	% of tenants who have been helped out of fuel poverty. Tenant feedback.	We are currently exploring the idea of working in partnership with Grwp Cynefin, who use 'Energy Angels' to help reducing void turnaround times, energy costs and tenant bills. Meeting has been arranged for 14 th February 2019.	Ongoing
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