

## ISLE OF ANGLESEY COUNTY COUNCIL Scrutiny Report Template

<b>Committee:</b>	Partnership and Regeneration Scrutiny Committee
<b>Date:</b>	8.3.18
<b>Subject:</b>	Local Tenant Participation Strategy (LTPS)
<b>Purpose of Report:</b>	To receive feedback on the Strategy
<b>Scrutiny Chair:</b>	Councillor G O Jones
<b>Portfolio Holder(s):</b>	Councillor Alun Mummery
<b>Head of Service:</b>	Ned Michael
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<b>Local Members:</b>	n/a

### 1 - Recommendation/s

To scrutinize the Local Tenant Participation Strategy (LTPS)  
To recommend the Executive Committee to approve the Strategy for consultation

### 2 – Link to Council Plan / Other Corporate Priorities

Corporate Plan- The LTPS contributes to all the Councils objectives of promoting independence, providing skills, tackling isolation and providing participation opportunities. The Housing Business Plan underpins this by including resources to achieve these objectives.

### 3 – Guiding Principles for Scrutiny Members

#### To assist Members when scrutinising the topic:-

The emphasis of this Strategy is to offer a range of opportunities for Tenants to take part in a way that suits them best. It also provides an opportunity for communities to work together to improve opportunities to socialise locally in partnership an offer grants should they wish. The Strategy will demonstrate the impact when Tenants take part, be it by providing information, providing new skills or improving a procedure within Housing Services.

The Strategy is been developed with Tenants and Staff by assessing what worked well in the previous Strategy and what needs to move forward during the next period of the Strategy.

The Aims and of the Objectives of the 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**

This will be done by:

- 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

The Action Plan for the year, 2018-19 describes the activity that will be measured.

#### **4 - Key Scrutiny Questions**

Does the Scrutiny Committee agree that the Strategy provides a meaningful method for Tenants to participation?

Are the members sufficiently reassured that this is achievable over the course of the Strategy?

What role does the Scrutiny Committee have in monitoring the Strategy?

#### **5 – Background / Context**

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.

Tenants and staff have taken part in developing this Strategy by means of series of meetings and questionnaires. 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'.

#### **6 – Equality Impact Assessment [including impacts on the Welsh Language]**

Appended

#### **7 – Financial Implications**

The Housing Business Plan accounts for the financial contribution of achieving this Strategy.

#### **8 – Appendices:**

Local Tenant Participation Strategy

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

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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:

- ü Inform tenants about what tenant participation is and the key benefits
- ü Highlight the range of involvement opportunities available
- ü Explain how the tenant participation service will be delivered, supported and resourced during 2018 – 2023 (including a 12 month action plan)
- ü 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"> <li>Improved service.</li> <li>Improved tenant satisfaction.</li> <li>Decision making is directly influenced by tenants</li> <li>Tenant Participation activities are accessible.</li> <li>Consultations are representative of the wider tenant body.</li> </ul>
B	Use digital technology to modernise the Tenant Participation service.	<ul style="list-style-type: none"> <li>Tenants feel informed about services that affect them.</li> <li>Tenants understand what has changed as a result of their involvement.</li> <li>Improved service.</li> <li>Improved tenant satisfaction.</li> <li>Decision making is directly influenced by tenants</li> <li>Tenants feel more digitally included and connected through technology.</li> <li>Tenant Participation activities are accessible.</li> <li>Consultations are representative of the wider tenant body.</li> </ul>
C	Inform tenants about services that affect them.	<ul style="list-style-type: none"> <li>Tenants feel informed about services that affect them.</li> <li>Tenants understand what has changed as a result of their involvement.</li> <li>Improved service.</li> <li>Improved tenant satisfaction.</li> </ul>
D	Ensure tenant participation is recognised as a core activity within the department.	<ul style="list-style-type: none"> <li>Improved service.</li> <li>Improved tenant satisfaction.</li> <li>Decision making is directly influenced by tenants</li> <li>Officers understand the importance of Tenant Participation.</li> </ul>
E	Support tenants affected by Welfare Reform.	<ul style="list-style-type: none"> <li>Tenants increase their knowledge of Welfare Reform.</li> <li>Tenants increase their confidence to deal with the challenges of Welfare Reform.</li> <li>Reduced rent arrears</li> </ul>

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](http://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

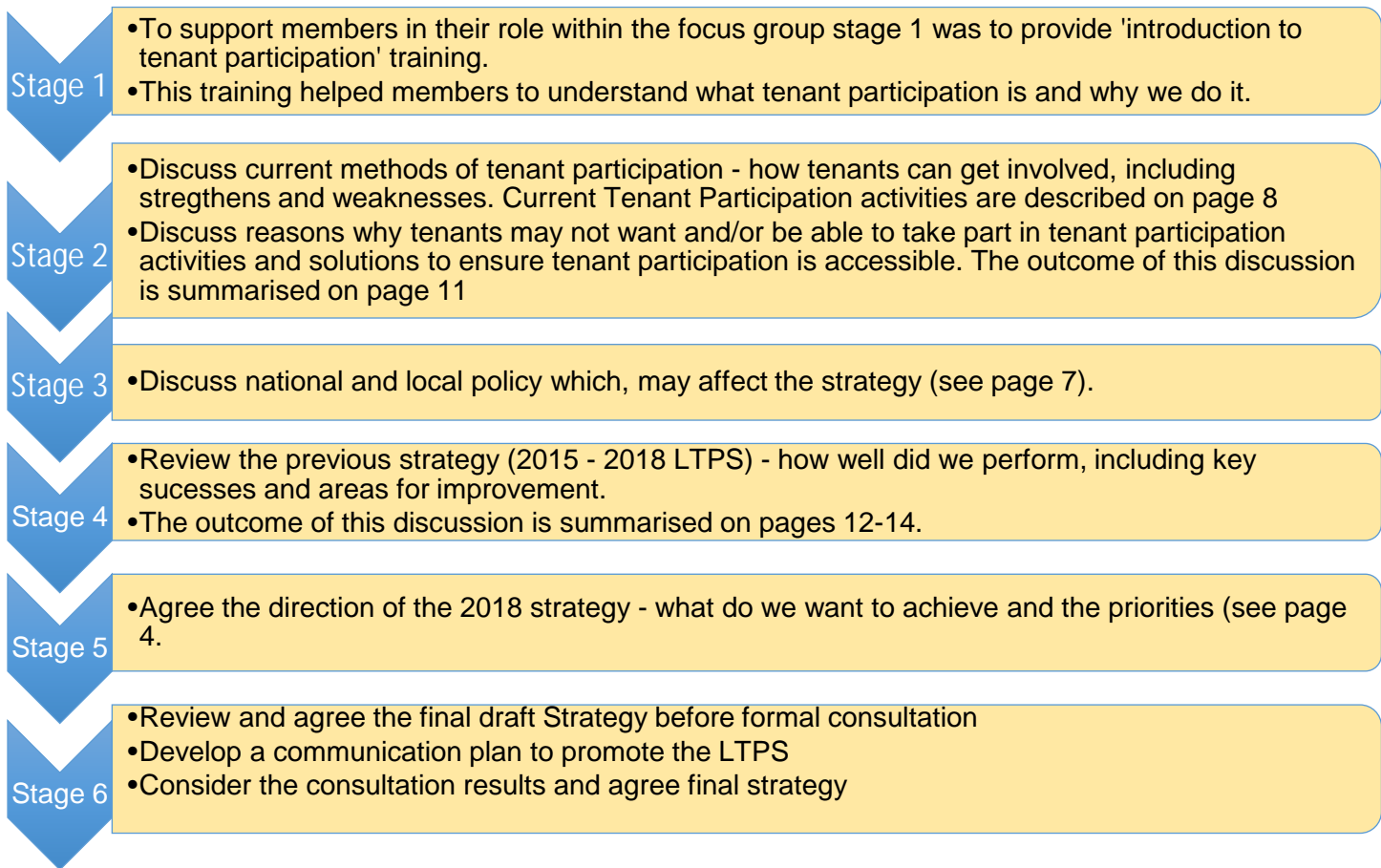
As Tenant Participation means tenants and landlords working together, it was important that the strategy was written in partnership with tenants.

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:

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

- Ü High level formal meetings.
- Ü Medium level informal meetings.
- Ü Low level community events in your area.
- Ü 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>
<b><u>Low level participation – in the comfort of your home</u></b>	
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.
<b><u>Low level participation – event in your area</u></b>	
Housing Roadshow including an Estate Walkabout	Roadshows operate from a trailer on an estate and aim to raise awareness of services, information and support which is available to tenants.  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.
Community clean-up day.	A Community Clean-up day is aimed at empowering tenants to take pride in their local area.  Skips are available throughout the event and tenants (from the particular area) are encouraged to use the skips to discard unwanted household items.  (Request via the Environmental and Community improvement fund)
Environmental projects	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.  (Request via the Environmental and Community improvement fund)
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.
<b><u>Medium level participation – informal meetings</u></b>	
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>
<b><u>High level participation – formal meetings</u></b>	
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.

	<b>Barrier</b>	<b>How the Tenant Participation service will be adapted</b>
<b>Internal</b>	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.
<b>External</b>	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 1<sup>st</sup> November and 22<sup>nd</sup> 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](http://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



[www.ynysmon.gov.uk](http://www.ynysmon.gov.uk)

[www.anglesey.gov.uk](http://www.anglesey.gov.uk)

### 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
<b>Polices</b>						
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				
<b>Housing conditions</b>						
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.		
<b>Housing Services</b>						
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>		



## Isle of Anglesey County Council - Equality Impact Assessment Template

<b>Revision history:</b>		
<b>Version</b>	<b>Date</b>	<b>Summary of changes</b>
V0.1	26.2.18	

<b>Step 1: Background</b>	
<b>1 - What are you assessing?</b>	Local Tenant Participation Strategy
<b>2 - Is this a new or existing proposal?</b>	Existing
<b>3 - What are the aims and purpose of this proposal?</b>	Offer a way for tenants to improve services
<b>4 - Who is responsible for the proposal you are assessing?</b>	Housing Services
<b>5 - Who is the Lead Officer for this assessment?</b>	Strategic Housing, Commissioning and Policy Manager
<b>6 - Who else is involved in undertaking this assessment?</b>	Housing Strategy Officer and Tenant Participation Officer

<b>Step 1: Background</b>	
<b>7 - Is the proposal related to other areas of work?</b> For example, are there other proposals of policies that should be taken into consideration as part of this assessment?	Offering tenants the opportunity to take part in service improvements is crucial to all services the Council offer tenants
<b>8 - Who would be affected by the proposal(s) (adversely or positively, directly or indirectly)?</b>	Every tenant

<b>9 - Is the proposal relevant to how the Authority complies with the public sector general duty relating to people who are protected by the Equality Act 2010?</b>	<b>Yes</b>	<b>No</b>
<b>The elimination of discrimination and harassment</b>	<b>x</b>	
<b>The advancement of equality of opportunity</b>	<b>x</b>	
<b>The fostering of good relations</b>	<b>x</b>	
<b>The protection and promotion of human rights</b>	<b>x</b>	
Note: As a general rule, any policy that affects people is likely to be relevant across all protected groups		

<b>Step 2: Information Gathering</b>	
<b>10 - Does this proposal ensure that the Welsh language is treated no less favourably than the English language, in accordance with the Council's Welsh Language Policy?</b>	<b>yes</b>
<b>11 - Is there an opportunity here to offer more opportunities for people to learn and / or use the Welsh language on a day-to-day basis?</b>	<b>yes</b>
<b>12 – Will this area of work proactively offer services in Welsh for users?</b>	<b>bydd</b>
<b>13 – Is this proposal likely to protect and promote the Welsh language within communities?</b>	<b>bydd</b>
<p><b>Appendix 1</b> to the Impact Assessment Guidance lists a series of questions which should be considered when assessing how proposals impact on the Welsh language in general. The extent to which these questions are relevant will depend on the proposal in question. The purpose of these questions is to make you think about the wider impact or contribution and these questions could be used as a prompt when responding to questions 10 – 13 above.</p> <p>However, when assessing how the Council's <b>main</b> policies and strategies impact on the Welsh language, it is recommended that these questions are considered in more detail so that comprehensive assessment is undertaken – <b>a separate template is available with these papers on MonITor, for you to complete, if appropriate.</b></p>	
<b>14 - Are there any Human Rights issues? If so, what are they?</b> (For example, could this proposal result in the failure to safeguard the right to privacy?)  (The 16 basic rights are listed at Appendix 1).	<b>no</b>

<b>15 – Does this proposal meet any of the seven national well-being goals outlined in the Well-being of Future Generations (Wales) Act 2015?</b>  (Discriptions of the wellbeing goals are listed at Appendix 2)	A prosperous Wales	
	A resilient Wales	<b>x</b>
	A healthier Wales	<b>x</b>
	A more equal Wales	<b>x</b>
	A Wales of cohesive communities	<b>x</b>
	A Wales of vibrant culture and thriving Welsh language	<b>x</b>
	A globally responsible Wales	
<b>16 - What has been done to date in terms of involvement and consultation with regard to this proposal?</b>	Questionnaires have been circulated and a group of tenants have worked in partnership to develop this Strategy	
<b>17 – Have you used any other information that is relevant to the proposal to inform your assessment? If so, please detail:</b>	<b>no</b>	
<b>18 - Are there any gaps in the information collected to date? If so, how will these be addressed?</b>	<b>no</b>	

### Step 3: Considering the potential impact and identifying mitigating action

19 — Note below any likely impact on equality for each individual group, and identify what action could be taken to reduce or improve the impact. \*For determining potential impact, please choose from the following: **Negative / Positive / No impact**

Protected group	*Potential Impact	Details of the impact	Actions to mitigate negative impact
Age	Positive	All ages can take part	
Disability	Positive	Offers a range of methods and suitable locations	
Gender	No impact		
Gender Reassignment	No impact		
Pregnancy & Maternity	No impact		
Race / Ethnicity / Nationality	No impact		
Religion or Belief	No impact		
Sexual Orientation	No impact		
Welsh language	positive	Offers opportunities to take part within local community	
Human Rights	No impact		
Marriage or Civil Partnership	No impact		
Any other relevant issue, eg poverty, access to services in rural areas	positive	Provides opportunity to contribute and obtain new skills	

<b>Step 4: Outcome of the assessment</b>	
<b>20 - Note the impacts identified and how it is intended to mitigate any negative impact (ie a summary of the above table)</b>	none
<b>21 - Is there a strategy for dealing with any unavoidable but not unlawful negative impacts that cannot be mitigated?</b>	
<b>22 - Describe any actions taken to maximise the opportunity to promote equality and/or the goals of the Well-being of Future Generations (Wales) Act 2015 (sustainability).</b> (The seven well-being goals are listed in Appendix 2)	
<b>23 – Is there a need to reconsider the proposal as a result of conducting this assessment?</b>  (Evidence of negative impact could render the proposal or decision unlawful. If you have identified negative impact, you should consider at this stage whether it is possible to proceed with the proposal).	no
<b>24 - Will the proposal be adopted / forwarded for approval? Who will be the decision-maker?</b>	Yes, Executive Commitee
<b>25 - Are there monitoring arrangements in place? What are they?</b>	Yeas, an action plan which is monitored

**Step 5: Action Plan**

Please detail any actions that are planned following completion of your assessment. You should include any changes that have been made to reduce or eliminate the effects of potential or actual negative impact, as well as any arrangements to collect data or to carry out further research.

Ref	Proposed actions	Lead officer	Timescale

## Appendix 1 – Human Rights

Human rights are rights and freedoms that belong to all individuals, regardless of their nationality and citizenship. There are 16 basic rights in the Human Rights Act – all taken from the European Convention on Human Rights. For the purposes of the Act, they are known as ‘the Convention Rights’. They are listed below:

(Article 1 is introductory and is not incorporated into the Human Rights Act)

Article 2: The right to life

Article 3: Prohibition of torture

Article 4: Prohibition of slavery and forced labour

Article 5: Right to liberty and security

Article 6: Right to a fair trial

Article 7: No punishment without law

Article 8: Right to respect for private and family life

Article 9: Freedom of thought, conscience and religion

Article 10: Freedom of expression

Article 11: Freedom of assembly and association

Article 12: Right to marry

Article 14: Prohibition of discrimination

Article 1 of Protocol 1: Protection of property

Article 2 of Protocol 1: Right to education

Article 3 of Protocol 1: Right to free elections

Article 1 of Protocol 13: Abolition of the death penalty



## Appendix 2 - Well-being of Future Generations (Wales) Act 2015

This Act is about improving the social, economic, environmental and cultural well-being of Wales. Public bodies need to make sure that when making their decisions they take into account the impact they could have on people living their lives in Wales in the future. The Act puts in place seven well-being goals:

Goal	Description of the goal
<b>A prosperous Wales</b>	An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.
<b>A resilient Wales</b>	A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).
<b>A healthier Wales</b>	A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.
<b>A more equal Wales</b>	A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).
<b>A Wales of cohesive communities</b>	Attractive, viable, safe and well-connected communities.
<b>A Wales of vibrant culture and thriving Welsh language</b>	A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.
<b>A globally responsible Wales</b>	A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.