

Isle of Anglesey County Council	
Report to:	The Executive
Date:	20th January, 2024
Subject:	Tenant Participation Strategic Plan 2024-29
Portfolio Holder(s):	Cllr Gary Pritchard
Head of Service / Director:	Ned Michael
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Local Members:	n/a

A –Recommendation/s and reason/s
<p>The Executive is asked to:</p> <p>R1 approve the Tenant Participation Strategic Plan 2024-29</p> <p>1. Background</p> <p>The Tenant Participation Strategic Plan has been developed to ensure that Housing Services works in partnership with tenants to develop and deliver first-rate housing services to the people of Anglesey.</p> <p>There is a legal requirement for social landlords in Wales to support and develop Tenant Participation. The 2024-29 Tenant Participation Strategic Plan is the succession of the 2018-2023 Local Tenants Participation Strategy. The Housing Wales Act (2014) outlines that all Social Landlords in Wales must have a tenant participation strategy with the long-term goal of achieving continuous improvements in landlords' performance in supporting and enabling tenants to participate.</p> <p>Meaningful tenant participation occurs when we share information, ideas and decision making with tenants' working in partnership to agree:</p> <ul style="list-style-type: none"> • How their homes and local environment should be managed. • What services and service improvements are needed. • What our priorities should be. • How we will work together to achieve all of these. <p>The Tenant Participation Strategic Plan 2024-29 has been developed with both Housing staff and tenants through workshops & meetings held with TPAS Cymru official (Tenant Participation Advisory Service) .</p> <p>2. Success of the previous Tenant Participation Strategy</p>

A –Recommendation/s and reason/s

As a result of the challenges posed by the Covid-19 Pandemic, some aspects of the last strategy proved more difficult to achieve due to the limitations on face-to-face engagement. Nevertheless, several successes have emerged from the previous strategy along with new successes, as a result in the teams' reactive response to meet the needs of tenants during the pandemic.

These include:

- **Anglesey Virtual Hub** – Age Cymru Gwynedd a Môn, Medrwn Môn and Tai Môn Housing Services' Tenant Participation & Financial Inclusion Team worked in partnership with several community hubs and organisations across Anglesey to pilot the Anglesey Virtual Hub project. The project supported people within their communities to stay connected with their communities, families and friends digitally and to increase their digital skills. The course was run for 12 weeks and covered topics such as online safety, online shopping and the use of social media. The success of this project resulted in the team winning a TPAS Cymru award.
- **Police and Housing Surgeries & Tai Môn Housing Roadshows** – Tenants were given the opportunity to meet their local Housing and Police Officers, as well as other agencies that provided financial help or guidance, as well as discuss any concerns, issues, ideas or questions.
- **Repairs panel - Damp and Condensation Project** - One of the most recent pieces of work that the repairs panel worked on was an informative document on tackling damp and condensation in the home.
- **Warm Spaces/Hubs** – Due to the rising cost of energy bills and the concern, many had about heating their home the Tenant Participation team set up four warm spaces in our community hubs island wide, where free hot meals in a warm space were provided. The sessions were held once a week for a period of 16 weeks. This helped tackle rising levels of social isolation that were seen following the Covid-19 pandemic, due to decreased use of the community lounges. Residents were able to re-build confidence levels which were lost during the lockdown periods and re-engage with community members in a safe and warm setting.

3. Overview of the Tenant Participation Strategic Plan

The Tenant Participation Strategic Plan will work to the following key priority areas:

1. Engage & Inform - Ensure effective engagement and information on matters relating to Housing Services.
2. Recruit, Retain and Influence - Empower our Tenants to influence and shape our services.
3. Evolve and Innovate - Continually improving our services to meet our customers' needs.

A – Recommendation/s and reason/s

4. Training Skills & Development - Ensure tenants have the skills and confidence to become involved in tenant participation opportunities.

A – Recommendation/s and reason/s

4. Wales Quality Housing Standard (WHQS) 2023

WHQS 2023 standards pave the way for what is expected in order to meet common housing standards within areas of safety, security, insulation and state of repair. The standards also heavily concentrate on Net Zero and the TPAS Cymru WHQS response highlights that tenant engagement is key to achieving Net Zero and states how Wales can achieve Net Zero carbon emissions by the year 2050, with tenant engagement playing an integral part. The response also highlights the need for tenant engagement to take place before and after work is carried out in a tenant's home. For this to happen landlords need to be transparent about what changes could look like and provide support through the transition and beyond. The Tenant Participation Strategic Plan outlines how Housing Services will work closely with tenants, keeping them informed throughout.

5. The Wellbeing of Future Generations Act

The Well-being of Future Generations Act requires public bodies in Wales to think about the long-term impact of their decisions, to work better with people, communities and each other, to prevent persistent problems such as poverty, health inequalities and climate change.

The Tenant Participation Strategic Plan sets out our approach to how we will work in partnership with our tenants to ensure that we maintain the standard of our housing to meet the challenges posed by poverty, health inequalities and climate change.

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

There are no other options for consideration. Not having a current Tenant Participation Strategic Plan would mean that we could not measure the effect tenants have on improving housing services. There is also a legal requirement under the Housing Wales Act (2014) to have a plan.

C – Why is this a decision for the Executive?

Relates to the Housing Revenue Account (HRA) Business Plan and is a legal requirement under the Housing Wales Act (2014)

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

Yes

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

yes

Dd – Assessing the potential impact (if relevant):

1	How does this decision impact on our long term needs as an Island?	The Strategic Plan sets out how we set about achieving the long-term goal of achieving continuous improvements in Housing Service's performance and tenant engagement.
2	Is this a decision which it is envisaged will prevent future costs / dependencies on the Authority? If so, how?	When considering the Value For Money aspect; the emphasis is to drive service improvements in order to maximise social returns and social impact for our tenants and communities.
3	Have we been working collaboratively with other organisations to come to this decision? If so, please advise whom.	TPAS Cymru workshops and consultation documents have been utilised to write this strategic plan.
4	Have Anglesey citizens played a part in drafting this way forward, including those directly affected by the decision? Please explain how.	Tenants have been involved in the development of this plan.
5	Note any potential impact that this decision would have on the groups protected under the Equality Act 2010.	See equality impact assessment that demonstrates this is a positive impact.
6	If this is a strategic decision, note any potential impact that the decision would have on those experiencing socio-economic disadvantage.	See equality impact assessment which considers those who may be vulnerable
7	Note any potential impact that this decision would have on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.	No negative impact identified within equality the impact assessment.

E – Who did you consult?

What did they say?

1	Chief Executive / Senior Leadership Team (SLT) (mandatory)	Supportive of recommendation
2	Finance / Section 151	Supportive of recommendation

E – Who did you consult?		What did they say?
	(mandatory)	
3	Legal / Monitoring Officer (mandatory)	Supportive of recommendation
4	Human Resources (HR)	n/a
5	Property	n/a
6	Information Communication Technology (ICT)	n/a
7	Procurement	n/a
8	Scrutiny	During the Corporate Scrutiny Committee held 16.01.24 it was recommended that approval should be given by the Executive.
9	Local Members	

F - Appendices:

Appendix 1 Tenant Participation Strategic Plan 2024-29.

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

Housing Revenue Account 30 year Business Plan 2023-2053

Ynys Môn

THE ISLE OF

Anglesey



Housing Tenant Participation Strategic Plan 2024 - 2029



CYNGOR SIR
YNYS MÔN
ISLE OF ANGLESEY
COUNTY COUNCIL

Mae'r ddogfen yma hefyd ar gael yn y Gymraeg

This document is also available in Welsh

www.anglesey.gov.wales

Foreword



Head of Housing

Services

Ned Michael

This Housing Services Tenant Participation Strategic Plan lays out what we aim to achieve by working in partnership with our Tenants, internal Council Services and external partners over the coming 5 years, ensuring we put Tenants at the core of everything we do. Our last Star Survey (2021) stated that 81% of Tenants said that we were easy to deal with and 73% said we listened to views and acted on them.

The purpose of this Strategic Plan is to ensure that we build on our previous Star responses and ensure that Tenant voices will play an instrumental part in influencing our work, especially in achieving the forthcoming Welsh Housing Quality Standards II. This is to ensure we continue to involve Tenants in the way we make decisions about their homes.

This Strategic Plan is part of a framework of strategies that underpins our Housing Revenue Account Business Plan and Council Plan 2023-2028 which sets out how we will achieve our commitments over the next few years.

Strategic Context:

This Plan responds to several National Policies such as:

- [Housing Wales Act \(2014\)](#) placing statutory obligation on Welsh Social Landlords to adopt a Tenants Participation Strategic Plan.
- Contributing towards the [Well-being of Future Generations Act](#) through our work in our communities
- Welsh Housing Quality Standard II 2023 and the requirement to include Tenants

Housing Services

Portfolio Holder

Cllr. Gary

Pritchard





Participation for All

We want to encourage as many of our Tenants to take part, therefore equality and diversity is central to our work. We also acknowledge that many groups are frequently under-represented in community involvement, which includes:

- Digitally excluded customers
- People with accessibility needs
- LGBTQ+ people
- Gypsy/Travellers
- Homeless service users
- Care experienced young people
- Individuals with care responsibilities
- Private rented sector Tenants
- Young people
- Ethnic minority groups

We will continue offer both face to face and digital engagement, utilising accessible venues for meetings and events, ensuring information is available in a range of formats.

We ensure that data and information is used to shape and tailor future services to meet the needs of individuals and communities.

We offer participation opportunities bilingually by contributing to the Council Plan of offering opportunities to use the Welsh language in a social setting.



Driving Improvement



We listened and want to do better!

- We have looked back at our previous strategy and what was achieved through a difficult period due to the pandemic. While we had to adapt our ways of working and had little opportunity for face-to-face engagement, we were still able to engage with Tenants and redirected our expertise and knowledge to addressing the needs of our Tenants during such a difficult time.
- We hope to shift our attention from traditional community development-based work to effective and robust Tenant Participation.
- Through frequent feedback on *'You said we did'* and *'You said, we couldn't, because...'* we have been able to review our activities to ensure that they are achieving value for money and aim to improve our services by monitoring the outcomes of Tenant Participation activities.

Council Plan 2023-2028

The Council Plan's vision is to:

'Create an Anglesey that is healthy and prosperous where people can thrive.'

- The Council Plan is the key document serving as a focal point for decision-making at all levels; providing a framework to plan and drive forward priorities; shape annual spending; monitor performance and progress.
- At its core is our desire to work with Anglesey residents, communities and partners to ensure the best possible services, improve the quality of life for all and create opportunities for future generations.
- Its six main objectives reflect the key areas Housing Services should be focusing its efforts on.

Our six strategic objectives



The Welsh Language

Increasing opportunities to learn and use the language.



Social Care and Wellbeing

Providing the right support at the right time.



Education

Ensuring an effective provision for today and for future generations.



Housing

Ensuring that everyone has the right to call somewhere home.



Economy

Promoting opportunities to develop the Island's economy.



Climate Change

Responding to the crisis, tackling change and working towards becoming a net zero organisation by 2030.



[Council Plan 2023 to 2028 \(gov.wales\)](https://gov.wales/council-plan-2023-to-2028)

Values

- The Council Plan 2023-28 is underpinned by the organisation's core values, which are used to develop and guide the vision, strategic plans and services.
- We place the Môn Customer Charter Values, as shown, in our work.

Values



Respect

We are respectful and considerate towards others regardless of our differences.



Collaborate

We work as a team, with our communities and partners to deliver the best outcomes for the people of Anglesey.



Honesty

We are committed to high standards of conduct and integrity.



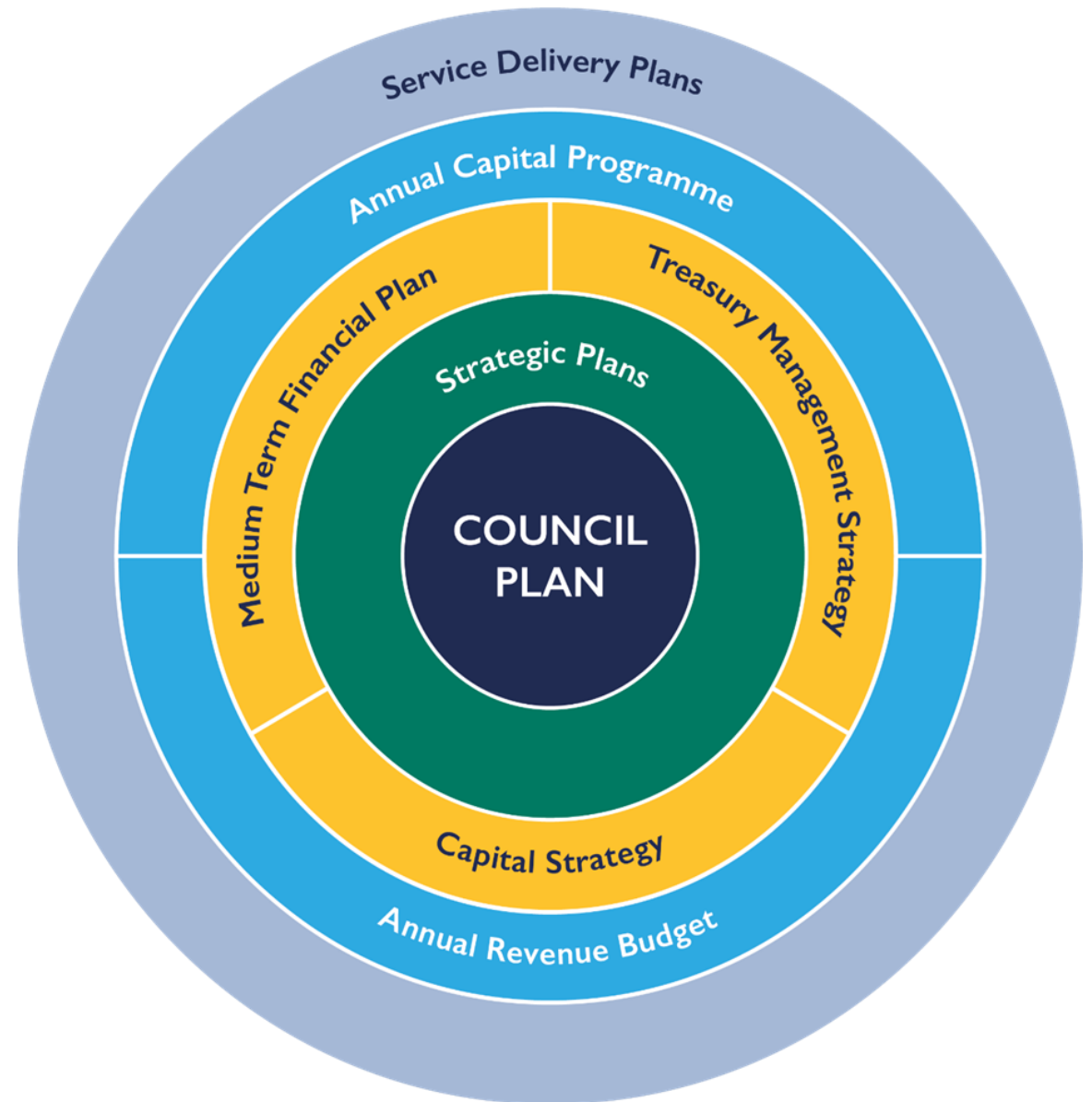
Champion the Council and the Island

We create a sense of pride in working for the Council and present a positive image of the Council and the Island.



Strategic circle

- The strategic circle identifies the plans in place to ensure we can achieve our priorities and objectives.
- This Strategic plan is aligned with the Council's Plan and contributes to the achievement of the strategic objectives and vision.



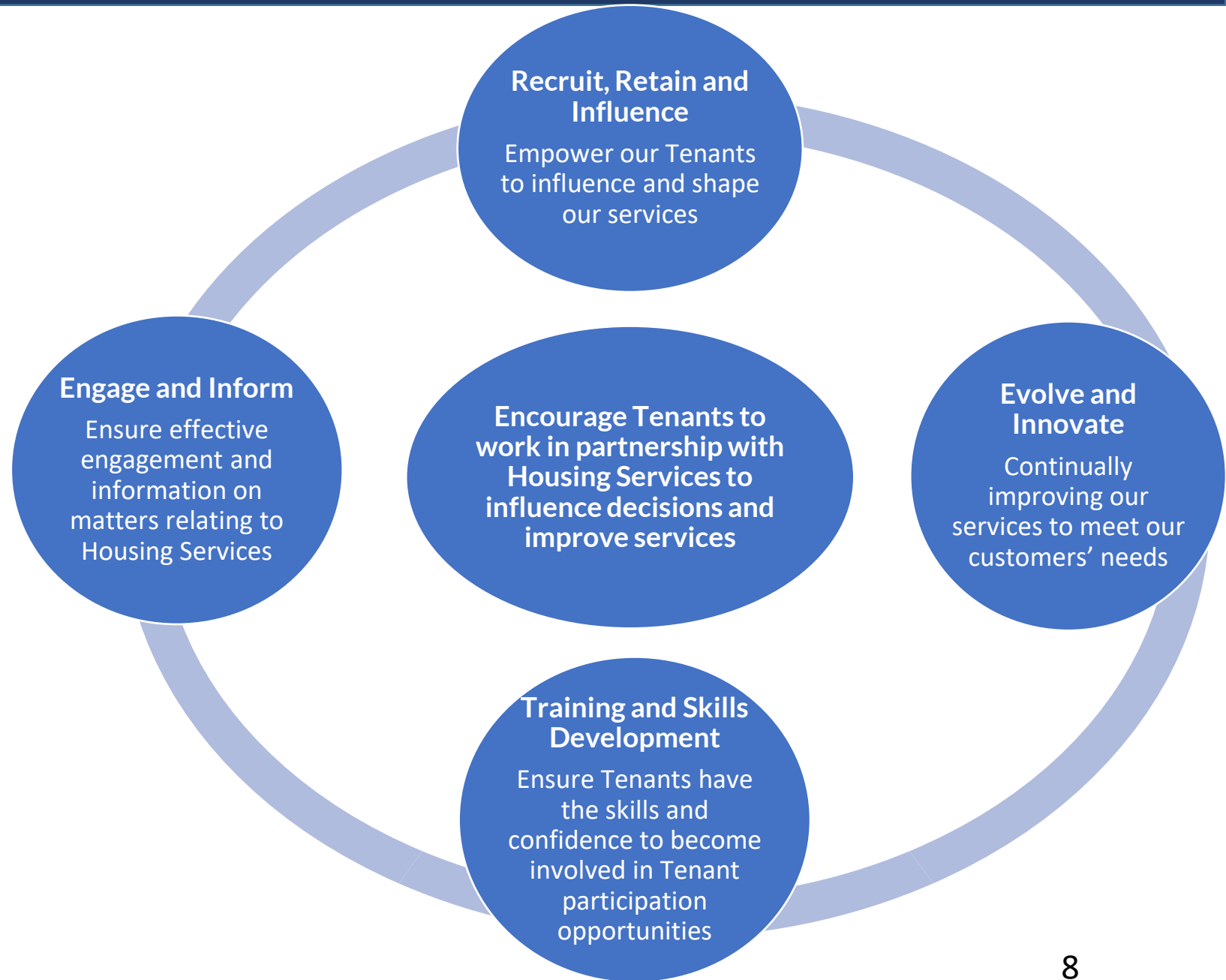
Key priority areas

Delivering the strategic priority, together with key priority areas, sets a clear and ambitious mandate.

We want to ensure that we:

Make best use of existing housing stock and improving homes and communities (Theme 2 of the Council's [Housing Strategy 2022-27](#))

Support to promote housing independence (Theme 4 of the Council's [Housing Strategy 2022-27](#))



Engage and Inform - Ensure effective engagement and information on matters relating to Housing Services



Why is this important?

We want to improve services, homes and estates whilst working in partnership with our Tenants, therefore it is important that we keep our Tenants informed on what we are doing.

To instill communication as being a two-way street between Housing staff and Tenants. Our last Star Survey stated that 83% trust Anglesey Council.

Ensure WHQS phase 2 to be successful through excellent Tenant engagement and participation. During our last Star Survey 77% Tenants were satisfied with repairs and maintenance.

What are we going to do?

We will engage with and inform our Tenants, acknowledging that some Tenants will prefer paper and phone contact as well as digital platforms.

Provide a range of participation methods of engagement.

We will use appropriate and innovative means of communicating with Tenants and develop flexible methods where they can choose to become involved as little or as often as they like.

Develop our annual Tenant participation action plan and keep Tenants informed of our progress.

How are we going to do this?

The following methods will be utilised and monitored to track progress in line with the action plan:

Written documents such as our Tenant newsletter, action plan update reports and communicating online.

Digitalisation – develop our self-Service portal, develop texting systems and deliver on online sessions and workshops.

Informal and formal Tenant meetings, groups and events.

Recruit, Retain and Influence - Increase Tenant Participation levels and empower our Tenants to influence and shape our services

Why is this important?

To recruit Tenants to empower them to influence and shape our services.

To retain the interest of Tenants by considering the time they have to take part.

To mutually solve problems and challenges that may affect current services and future service delivery.

To meet customers' needs and promote a sense of community. 85% of Star Survey responses were satisfied with their neighborhood as place to live.

What are we going to do?

Ensure Tenants have the capacity and confidence to participate.

Ensure Tenant involvement opportunities are available in a range of capacities and involvement.

Support Tenants to build their skills and knowledge so that they can influence decisions and improve service delivery.



How are we going to do this?

We will recruit new members by:

- Networking
- Online engagement
- Community engagement
- Property sign ups
- Our partners

We will support Tenants to influence decisions and service delivery through:

- Upskilling of Tenants
- Help to improve the confidence levels of Tenants to influence our services and decision-making.
- Provide opportunities for Tenant involvement at both operational and strategic level

We will monitor the impact of this through:

- Number of Tenants actively participating to include growth of new Tenants and minority groups.
- Increased numbers of Tenants engaging online.
- Comparing real time and STAR surveys

Evolve and Innovate – Continually improving our services to meet our customers' needs

Why is this important?

To continuously improve our services and empower Tenants to identify key areas for improvements and development.

To embed the values and principles of Tenants' participation within the culture of our services and communities.

To take a proactive approach in developing our service, utilising good practice from others.

What are we going to do?

Embed our values.

Adapt to meet the needs of Tenants and customers.

Provide a high performing, value for money service.

Achieve our Corporate Customer Services Charter.

Be supported by TPAS Cymru to ensure Housing staff and Tenants are guided with innovation within the housing sector.

Share our good practice.

Encourage physical representation from Tenants within our different groups/panels.

Provide Tenants with the opportunity to discuss issues and provide input at a strategic level.

How are we going to do this?

Through our:

- Repairs and Maintenance Group
- Housing Services Focus Groups
- Tenant Voice Community Group
- Publishing Panel
- Monitoring Panel
- Auditing Group
- Digital Group
- Environmental Panel
- WHQS Focus Group

We will also work to embed Tenant participation across housing services by:

- Gaining commitment from all areas of housing services to attend all task and finish groups and appropriate panels
- Deliver in-house Tenant Participation training to staff and Elected Members
- Quarterly Staff Bulletins

Training and Skills Development - Ensure Tenants have the skills and confidence to become involved in Tenant participation opportunities

Why is this important?

To provide Tenants with opportunities to develop their skills, knowledge base and self-confidence to influence and improve our services.

Help to alleviate issues such as social isolation by offering a safe space for Tenants to be supported, develop new friendships and share common interests.

To increase the volume of Tenant interactions, ideas and solutions to challenges.



What are we going to do?

We will support and encourage Tenants to develop their skills and knowledge by providing training opportunities, whilst enabling them to improve their skills and knowledge base through Tenant participation opportunities and active involvement at any level.

This includes:

- Provide access to digital training, equalities training, diversity training and Data Protection/GDPR
- Provide training and support to new Tenants wishing to participate.
- Support Tenants to understand their role in the scrutiny process to improve Isle of Anglesey County Council Housing Services within a social housing context.
- Introduce Tenant Representatives to TPAS Cymru

How are we going to do this?

We will arrange and enable access to the following training opportunities:

- TPAS Training
- Equality Issues
- Basic Scrutiny Training
- Mon CF Training
- Coleg Menai Digital Training
- Wales Co-operative Training
- E Cymru Training and online courses (includes Welsh) Language training).
- Auditing Training
- Food Hygiene Training



Governance: Monitoring and Evaluation



Over the next 5 years, our approach will be regularly reviewed and developed together with our Tenants to ensure effective representation falls in line with our vision and helping us to achieve the aims of the Tenants Participation strategic plan.

A 12-month Action Plan will be co-developed and monitored quarterly by the Tenant Participation monitoring group.

An annual progress report will be prepared for the Housing Senior Management Team.

Membership will also be monitored to ensure equal representation from staff and Tenants so that we can successfully work in partnership to improve services in line with Tenants needs.



Our Key Successes

2018 - 2023

Tenants Created the new Logo



Tenant approved logo

 Launched our own Social Media Platform

Health and Wellbeing Sessions



Anglesey Virtual Hub



Tenant Digital Group



TPAS Awards

Tai Môn Newsletter



Homelessness prevention forum



Minimum Lettable Standard Review



Warm Spaces

Intergenerational Projects



29 Active Tenant Participation Members



Environmental and Community Improvement Projects



Tea, Cake and Technology Sessions

Tai Môn Roadshows



Quotes from our Tenant Participation Panel

- ❖ “ I like that there has been agreement to change – It’s committing to a future rather than the past’.
- ❖ “I feel that new energy is being invested into the plan for the future”
- ❖ “As a Tenant representative my input can influence how Housing Services can keep us Tenants at the heart of their plans and improve the service’s they deliver to us”.
 - ❖ “As a Tenant representative my ideas and views can influence Housing Services in a positive way for all Tenants”.
 - ❖ “As a Tenant participant I value the opportunity to explore Housing Services plans and strategies and speak up for all Tenants”.
 - ❖ “As a Tenant participant I know my input makes a positive difference to Housing Services on Ynys Mon for Tenants like me”.
- ❖ “It has been both informative and helpful to attend Tenant meetings. I've enjoyed being able to express ideas and concerns which may help others. I've also enjoyed getting to know council staff. Needless to say, the Christmas treat was lovely and fun with us all attending”.