

# Inform Involve Improve



A Strategy for Tenant Participation  
**2015-2020**



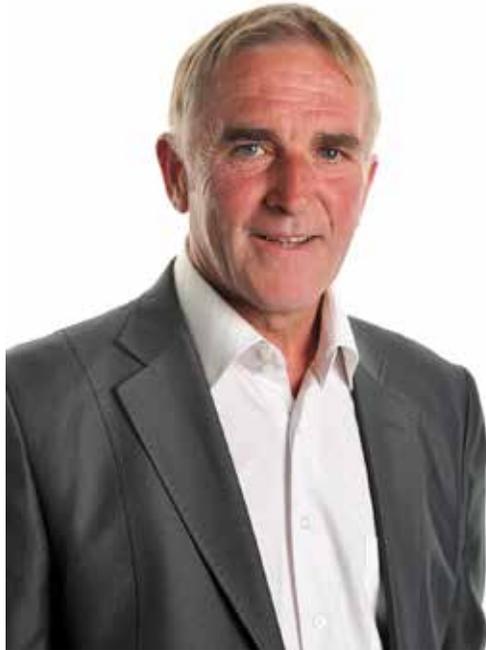
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Key Initials used in Strategy	
ARC	Annual Return on the Charter
HRA	Housing Revenue Account
NLC	North Lanarkshire Council
NLF	North Lanarkshire Federation of Tenants' & Residents' Associations
RTO	Registered Tenant Organisation
SHR	Scottish Housing Regulator
SSHC	Scottish Social Housing Charter
TIS	Tenants Information Service
TP	Tenant Participation
TPAS	Tenant Participation Advisory Service
VANL	Voluntary Action North Lanarkshire



## Foreword



Councillor Sam Love  
Convener of Housing & Social Work Services  
North Lanarkshire Council

It gives me great pleasure as Convener for Housing and Social Work Services to introduce “Inform, Involve, Improve” - our strategy for Tenant Participation 2015-2020.

We always place participation very high on our agenda as involvement from our tenants and other customers is fundamental to delivering an excellent service. Since the introduction of our first strategy in 2003, we have worked to develop a service that consults and involves tenants in a range of ways to inform and influence our decisions on service developments and improvements.

The strategy builds on our valuable progress to date to support and further develop participation with a key focus on increasing levels of involvement especially from our harder to reach groups. It outlines the actions and objectives we plan to achieve and what our priorities for tenant involvement are over the period of the strategy.

I would like to thank the North Lanarkshire Federation of Tenants’ & Residents’ Associations, local tenants’ and residents’ groups, North Lanarkshire Tenants’ and Residents’ Participation Project and individual tenants for your hard work and valuable contributions to the new strategy.

We know that our tenants are at the heart of the service and we will continue to build on the good partnership working we have established.



# 1. Introduction

- 1.1 Tenant Participation is a two way process in which tenants and landlords can share information, ideas and power to improve the standard of housing conditions and services. Tenants now have the right to be consulted and to participate in this way.
- 1.2 Effective participation benefits both tenants and landlords. It gives tenants an opportunity to influence decisions made by Housing and related services.
- 1.3 Our new Strategy for Tenant Participation – “Inform, Involve, Improve” replaces our previous Tenant Participation Strategies.
- 1.4 It was produced in consultation with our tenants’ and residents’ groups, individual tenants and the North Lanarkshire Federation of Tenants’ and Residents’ Associations (NLF) and outlines how we will support and resource tenant participation over the term of the strategy.
- 1.5 It reflects our commitment to maximise opportunities for consultation and involvement from our tenants and other customers to improve and enhance the performance and development of housing and related services.
- 1.6 The strategy sets out what actions and objectives we plan to achieve for the period 2015-2020 and consultation with our tenants and residents shaped our priorities for action and involvement.
- 1.7 It is the main source of information with regard to tenant participation for tenants and customers and provides a focus for involvement with regard to the opportunities available to engage with us and influence our decision making processes.





## 2. National and Local Context

- 2.1 The introduction of the Housing (Scotland) Act 2001 created a legal requirement for landlords to actively develop and support tenant participation and to produce a Tenant Participation Strategy to ultimately enable continuous improvement in landlords' performance in supporting and enabling tenants and customers to participate.
- 2.2 The introduction of the Housing (Scotland) Act 2010 requires the Council and tenants and customers to work in partnership to achieve positive outcomes for communities in North Lanarkshire.
- 2.3 The Scottish Social Housing Charter (SSHC) and the independent Scottish Housing Regulator (SHR) were introduced under the 2010 Act to allow tenants and customers to be involved in assessing the performance of services to ensure they are receiving quality and value for money.
- 2.4 Our Strategy for Tenant Participation – “Inform, Involve, Improve”, takes account of our statutory duties and legislative requirements in relation to tenant and customer involvement. These include consulting and involving our tenants and customers on a range of issues such as:
- The development of our policies and strategies e.g. Tenant Participation Strategy, Local Housing Strategy, housing management, repairs and maintenance policies etc.
  - Standards of service to be provided in relation to housing management, repairs and maintenance.
  - Changes to rent and service charges.
  - Any proposal to change landlord.
- 2.5 Our Strategy for Tenant Participation – “Inform, Involve, Improve”, is linked to other North Lanarkshire Council plans and strategies such as:
- Local Housing Strategy 2011-2016; [www.northlanarkshire.gov.uk/lhs2011](http://www.northlanarkshire.gov.uk/lhs2011)
  - Consultative draft Local Housing Strategy 2016-2021.
  - Housing and Social Work Services Service Plan; [www.northlanarkshire.gov.uk/serviceplan](http://www.northlanarkshire.gov.uk/serviceplan)
  - Community Plan/Single Outcome Agreement; [www.northlanarkshire.gov.uk/communityplanning](http://www.northlanarkshire.gov.uk/communityplanning)
  - Community Engagement Statement.
- Scottish Social Housing Charter**
- 2.6 The Scottish Social Housing Charter Guidance defines Tenants and other customers as;
- People who are already tenants of a social landlord.
  - People who may become tenants in the future – for example, someone who has applied for a tenancy.
  - Homeless people.
  - People who use the housing services provided by a social landlord – for example, home owners who pay a social landlord to provide a factoring service.
  - Gypsies/Travellers who use sites provided by a social landlord.

2.7 The SSHC is supported by a framework of 37 indicators and outlines a total of 16 outcomes and standards that all social landlords should aim to achieve when performing their housing activities. The outcomes in the charter:

- Describe the results that tenants and other customers expect social landlords to achieve.
- Cover social landlords' housing activities only.
- Can be monitored, assessed and reported upon by the Scottish Housing Regulator.

2.8 The Charter works towards improving the quality and value of the services that social landlords provide, and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland. It will do so by:

- Stating clearly what tenants and other customers can expect from social landlords, and helping them to hold landlords to account.
- Focusing the efforts of social landlords on achieving outcomes that matter to customers.

- Establishing a basis for the SHR to assess and report how well landlords are performing. This assessment helps the SHR, social landlords, tenants and other customers to identify areas of strong performance and areas needing improvement.

2.9 The Charter has seven sections covering: equalities; the customer/landlord relationship; housing quality and maintenance; neighbourhood and community; access to housing and support; getting good value from rents and service charges; and other customers.

2.10 A full list of the charter outcomes and standards is included within the supporting documents available at:  
**[www.northlanarkshire.gov.uk/tpstrategy](http://www.northlanarkshire.gov.uk/tpstrategy)**

## Annual Return on the Charter

2.11 Social landlords must provide the SHR with an Annual Return on the Charter (ARC) by the end of May each year. The ARC reports our performance information to the SHR against the charter outcomes and includes contextual data relating to our stock.

2.12 Assessing the ARC requires tenant and customer involvement and we are committed to working with both to implement and report on all 16 charter outcomes. Following submission of the ARC, the SHR then produces an independent report on our performance by the end of August each year. This report is available to the public on the SHR website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) and can be used to compare our performance against that of other Social Housing landlords in Scotland.

## Annual Report to Tenants

- 2.13 Following publication of the independent report by the SHR, we are required to produce an Annual Performance Report by the end of October each year to relay the outcome of the SHR assessment and performance information to our tenants and customers. Tenants were involved in the working group which developed the 2014/15 report which is available at [www.northlanarkshire.gov.uk/performance-report](http://www.northlanarkshire.gov.uk/performance-report)
- 2.14 We will continue to review the Scottish Social Housing Charter outcomes and ensure that our broad strategy aims and actions provide the strategic framework to meet these outcomes. This includes developing our tenant survey method in line with key benchmarking requirements.

## Housing Revenue Account / Rent consultation

- 2.15 In February 2014 the Scottish Government issued guidance on the Operation of the Local Authority Housing Revenue Account (HRAs) in Scotland. The aim of the guidance is to ensure tenants receive the maximum benefits from their rents and ultimately the best standards of service. It also intends to help council tenants better understand and to provide better transparency about what must and must not be credited and debited to the HRA in their area and why.
- 2.16 The guidance is available within our supporting documents at: [www.northlanarkshire.gov.uk/tpstrategy](http://www.northlanarkshire.gov.uk/tpstrategy) It contains specific key principles on the operation of local authority housing revenue accounts in Scotland. With regard to consultation the specific key principle is;

- Key Principle 4: In addition to the existing statutory obligations, local authorities must have clear, published mechanisms and procedures for discussing with council tenants and/or registered tenant organisations (RTOs) any matters of financial transparency relating to the HRA in accordance with outcomes 2 (communication) and 3 (participation) of the SSHC.
- 2.17 In addition, outcomes 13 (value for money), 14 and 15 (rents & service charges) of the SSHC, getting good value from rents and service charges reflect our legal duty to consult tenants about rent setting; the importance of taking account of what current and prospective tenants and other customers are likely to be able to afford; and the importance that many tenants place on being able to find out how their money is spent.



## 3. Our Aims/Successful Outcomes

### Main Aims

3.1 We have developed in consultation with our tenants and other customers 4 main aims which the strategy should achieve. These form the framework for our action plan in section 12:

**Aim 1:** Further develop how we communicate with our customers/service users and gather and report feedback.

**Aim 2:** Further develop opportunities for customers to become involved in the Housing Service, including developing new opportunities/means of participation to widen involvement.

**Aim 3:** Further develop better means of communication and consultation with under-represented groups.

**Aim 4:** Further develop overall arrangements for resourcing and supporting tenant participation.

### Successful Outcomes

3.2 In addition, we have also developed a series of successful outcomes which dovetail and cross reference the aims and objectives of the action plan. These are:

**1. Empowerment:** Tenants and other customers are empowered and supported to effectively contribute to and influence housing services.

**2. Participation:** Tenants and other customers find it easy to participate in and influence our decisions at a level and through methods that suit them and meet their needs.

**3. Communication:** Tenants and other customers find it easy to communicate with us and get the information they need about the services we provide.

**4. Satisfaction:** We will be able to evidence clear improvements in customer satisfaction that demonstrates our commitment to gathering and listening to customer feedback.





## 4. Our Standards

We are committed to providing high standards of service delivery which meets the needs of our tenants and other customers.

### Tenant Participation Code of Practice

4.1 The Code of Practice was developed by tenants in partnership with Housing Services and it represents the agreed standards of communication and practice between North Lanarkshire Federation, local tenants' and residents' groups, individual tenants and residents and Housing Services. It sets out the minimum standards we will meet when consulting and involving tenants in policy and embodies our commitment to developing and maximising tenant involvement within North Lanarkshire.

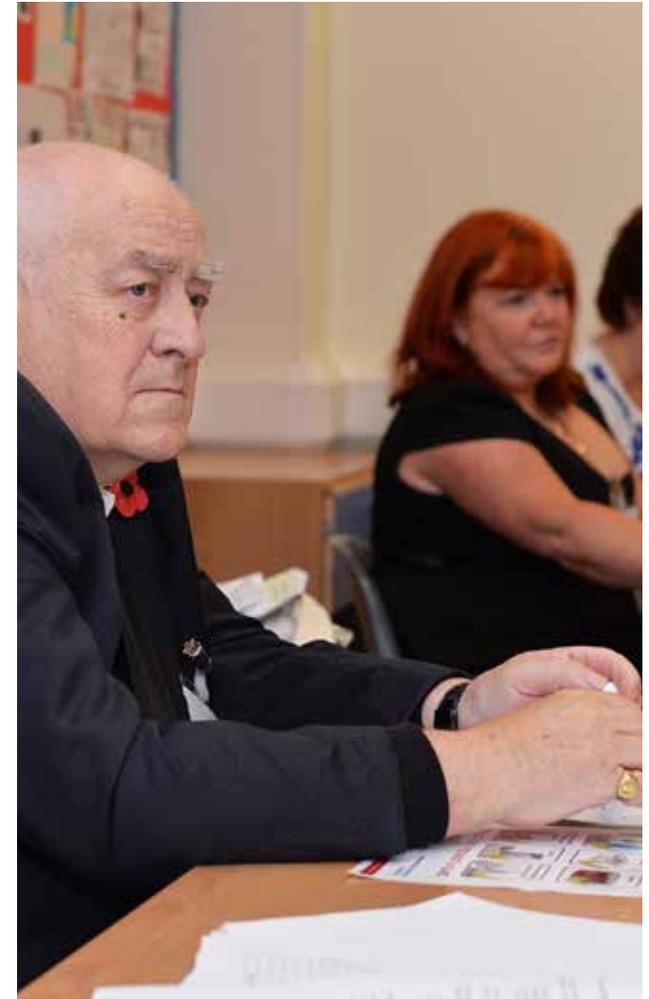
### Customer Feedback

4.2 Customer feedback is a key priority for the service. Our Customer Feedback Policy is available at:  
**[www.northlanarkshire.gov.uk/tpstrategy](http://www.northlanarkshire.gov.uk/tpstrategy)**  
 It aims to ensure that Housing Services continue to be delivered in a customer focussed manner and that customer feedback is meaningful, effective and acted upon.

### Complaints

4.3 North Lanarkshire Council is committed to providing high quality customer services. We value complaints and use information from them to help us improve our services.

4.4 Our leaflet, "how to make a complaint – listening to you" is available at **[www.northlanarkshire.gov.uk/complaints](http://www.northlanarkshire.gov.uk/complaints)**  
 It describes our complaints procedure and how to make a complaint.  
 Contact: **01698 274184** or e-mail **[HousingQ&P@northlan.gov.uk](mailto:HousingQ&P@northlan.gov.uk)** for more information.





## 5. How the strategy was developed

- 5.1 The Strategy has been developed in line with our statutory duties and legislative requirements in relation to tenant and customer involvement.
- 5.2 The review of the strategy was widely publicised and there was extensive consultation and tenant involvement to audit and evaluate the existing Tenant Participation Strategy 2012 – 2015 and develop the new strategy.
- 5.3 A range of methods were implemented which included review surveys on both the existing 2012-2015 Strategy and the draft strategy - Inform, Involve, Improve.
- 5.4 Consultation also included a workshop at our Tenants' Conference, consultation at local Chairpersons' meetings, staff roadshows and within our Tenant Scrutiny Sub Groups.
- 5.5 In addition, the Tenants' & Residents' Participation Project carried out 3 sessions from a group of 15 tenants (representing 11 local groups), who fed into development of the finalised strategy.
- 5.6 Inform, Involve, Improve – A draft strategy for Tenant Participation 2015-2020 was available on the Council's website [www.northlanarkshire.gov.uk/tpstrategy](http://www.northlanarkshire.gov.uk/tpstrategy) for comments and feedback for an 8 week public consultation period.



## 6. Your key priorities

6.1 The consultation process highlighted a number of key priorities you asked us to address. These include to:

- Continue to ensure that tenant participation is adequately resourced and supported.
- Consider new ways to increase involvement opportunities and keep you informed.
- Maximise tenant and customer involvement in our tenant scrutiny activities.
- Involve you at a strategic level to influence our decisions.
- Give you more information about how our tenant participation budget is spent.
- Carry out an annual review of our action plans.
- Develop and agree new Local Action Plans in consultation with you.



## 7. Mixed Tenure Estates: Tackling Issues in the Wider Community

### Antisocial Behaviour

- 7.1 North Lanarkshire's tenants and residents have identified tackling antisocial behaviour as one of their top priorities. In response North Lanarkshire Council offers a comprehensive service to tackle antisocial behaviour across all tenures. The service offers a central 24 hour, 365 day advice and assistance contact point on 0300 123 1382 where tenants and residents can obtain comprehensive advice and assistance in relation to any antisocial behaviour issue.
- 7.2 Additionally, we operate a night time response service where antisocial response officers operate a peak time response service. The team can respond to ongoing complaints and have the power to witness disturbances, issue warnings and fixed penalty notices, and in conjunction with Police Scotland conduct joint pro-active reassurance patrols to areas identified as being involved in antisocial behaviour.
- 7.3 The team liaise with our officers based in our local housing offices as well as other landlords who can take the appropriate steps to resolve

any continuing issues, including support and assistance, mediation as well as enforcement action including legal action. The service has shown to be highly successful in dealing with antisocial behaviour across all tenures with over 96% of complaints being resolved within locally agreed targets. The service has also improved relationships between North Lanarkshire Council, other community safety partners such as Police Scotland as well as registered social landlords and private landlords.

### Investment Programme

- 7.4 We have recently appointed 6 new Programme Liaison Officers to act as customer champions and support the delivery of the highest standards within our investment programme. This new role will replace previous contractor led tenant liaison arrangements and will help support a range of needs and related service interactions e.g. assistance for elderly tenants.
- 7.5 One of the main priorities of the Programme Liaison Officers will be to positively engage and significantly improve participation amongst our tenants and private owners in these programmes.



Programme Liaison Officers

- 7.6 We are increasing the number of public meetings held for tenants and owners regarding large scale investment works to engage with all stakeholders at an early stage. We are working closely with staff throughout the council to utilise all available powers and supports to encourage owner occupier and landlord participation in common works which affect both tenants and owners alike.

## 8. Information, Involvement & Consultation opportunities

A key aim of the strategy is to maximise involvement opportunities and ensure that we offer a wide range of options to enable you to get involved at a time, level and form that suits you best. We therefore offer a variety of formal and informal methods of involvement. Some examples of these methods include;

### Non registered and Registered Tenants Organisations

8.1 Some tenants choose to become formally involved in the form of either non registered or registered tenants' and residents' groups. Becoming a Registered Tenants Organisation (RTO) gives groups a recognised role in the decision making process and contact details are maintained on a public register for consultation and information distribution. We would encourage groups to apply for RTO status however non registered groups can still promote the interests of their neighbourhood and are also eligible to apply for an annual administration grant.

### Chairpersons' Meetings

8.2 As a minimum, 4 Chairpersons' Meetings are held every year which give local tenants' & residents' groups the opportunity to meet and have discussions with the Local Area Housing Manager.

### Tenant Led Estate Walkabouts

8.3 Local Housing Offices carry out estate walkabouts each year with local tenants' & residents' groups and active tenant representatives. They are led by tenants and residents who are given the opportunity to highlight any priorities or issues of concern within their local areas to Housing Services staff.

### Tenant Scrutiny

8.4 Tenant Scrutiny is the term being used to involve tenants and other service users in the self assessment process of landlords to take an in depth look at parts of the Housing Service.

8.5 We have developed a tenant scrutiny activity framework in partnership with the NLF and our tenants and have already focussed on areas such as void management, capital investment in kitchens and the development of our Annual Performance Report. We are further refining this framework and identifying new topics in line with our tenants' priorities which will be implemented over the term of the strategy.

8.6 We would like to involve more tenants in this process. Tenant Scrutiny Groups will operate on behalf of tenants and residents to ensure their landlord delivers housing services that meet the needs of tenants and other service users and are of the highest standard.

### Information and Training

8.7 A variety of training and briefing sessions are delivered to consult with and inform our tenants and customers on key service areas. These include the annual programme of "food for thought" sessions, tenants' conference, open meetings and consultation events which are co-ordinated in line with training needs, service priorities and legislative changes.

8.8 We also support tenants to attend external conferences and training sessions to gain knowledge and understanding about national housing issues and share good practice.

## Social Media

- 8.9 We are using social media such as Facebook and Twitter to consult electronically via online surveys and to publicise topical news and events to maximise and publicise involvement opportunities.
- 8.10 In addition, a new service is now available for tenants to keep in touch with housing news and services via email alerts. NIconnected provides an opportunity to subscribe to a range of topics and receive an email direct to your inbox. Our tenants and customers only need to enter their email address to subscribe and as well as housing news, subscription is available to a range of other topics including school menus, refuse collection, information on roads amongst many others. To sign up, visit [www.northlanarkshire.gov.uk](http://www.northlanarkshire.gov.uk)

## Surveys

- 8.11 We conduct various surveys and questionnaires regarding our services including our biennial Tenant Satisfaction Survey.

## National tenant engagement

- 8.12 The Scottish Government supports RTOs through 9 fully established regional networks. One purpose of the RTO representatives is to communicate practically with the Scottish Government on national policy issues. Having this two way conversation means that the Government can tap into the knowledge and expertise of the RTO members. Additionally this also means that RTOs are able to participate and respond to consultation documents in a more effective and uniformed way.
- 8.13 Each network covers a number of local authority areas. Our region (Region 8) covers:
- East Dunbartonshire
  - North Lanarkshire
  - South Lanarkshire

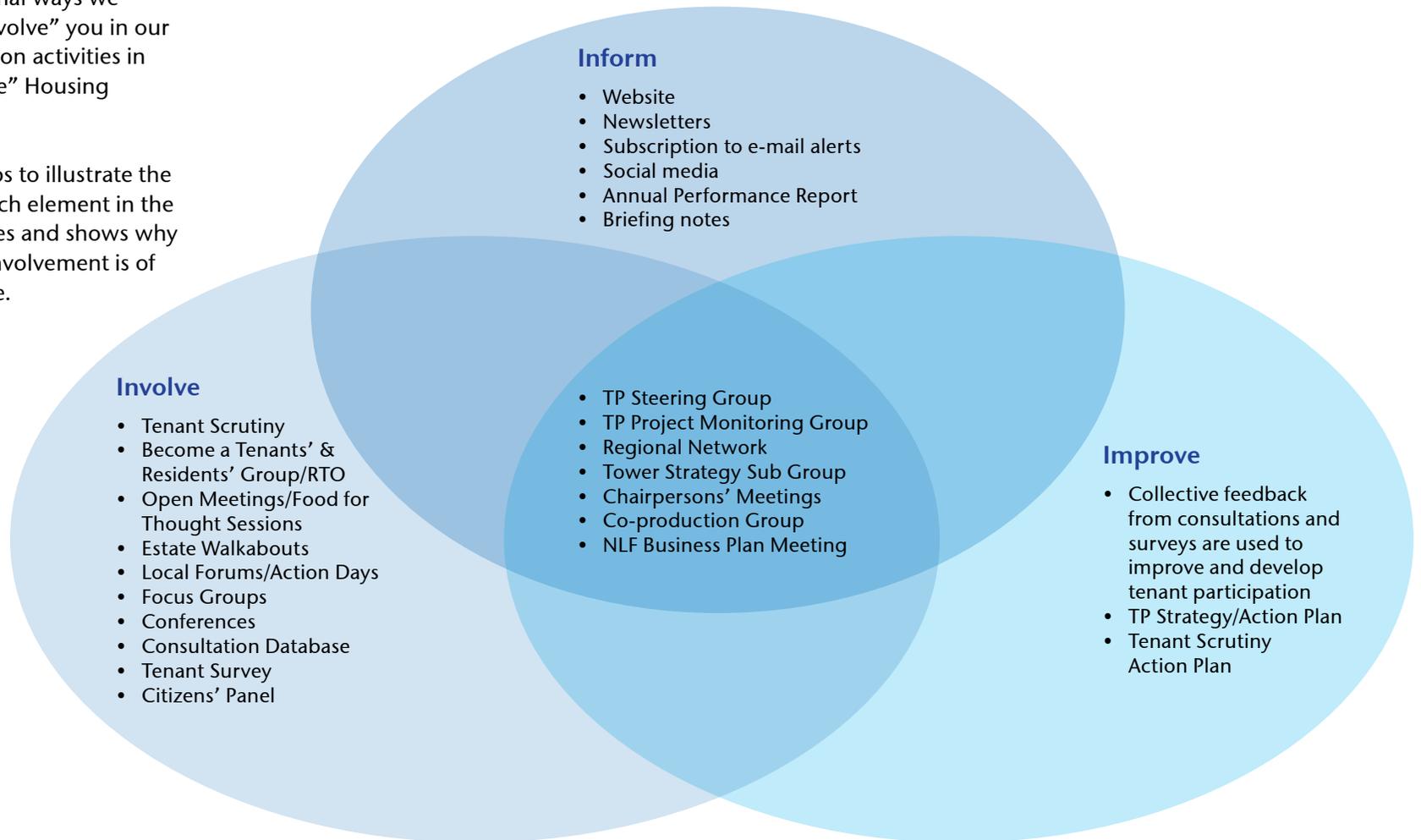
The nine national networks have their own constitution, communication strategy, and election process. You can visit their website [www.regionalnetworks.org.uk](http://www.regionalnetworks.org.uk)

## Tower Strategy Sub Group

- 8.14 We continue to meet with tenants on a regular basis at our Tower Strategy sub group and united tower meetings and would welcome expanding these forums to increase opportunities for tenants to become more involved within the repairs service.

8.15 The diagram sets out the variety of formal and informal ways we “inform” and “involve” you in our tenant participation activities in order to “improve” Housing Services.

8.16 The diagram helps to illustrate the importance of each element in the inter-linking circles and shows why every aspect of involvement is of equal importance.

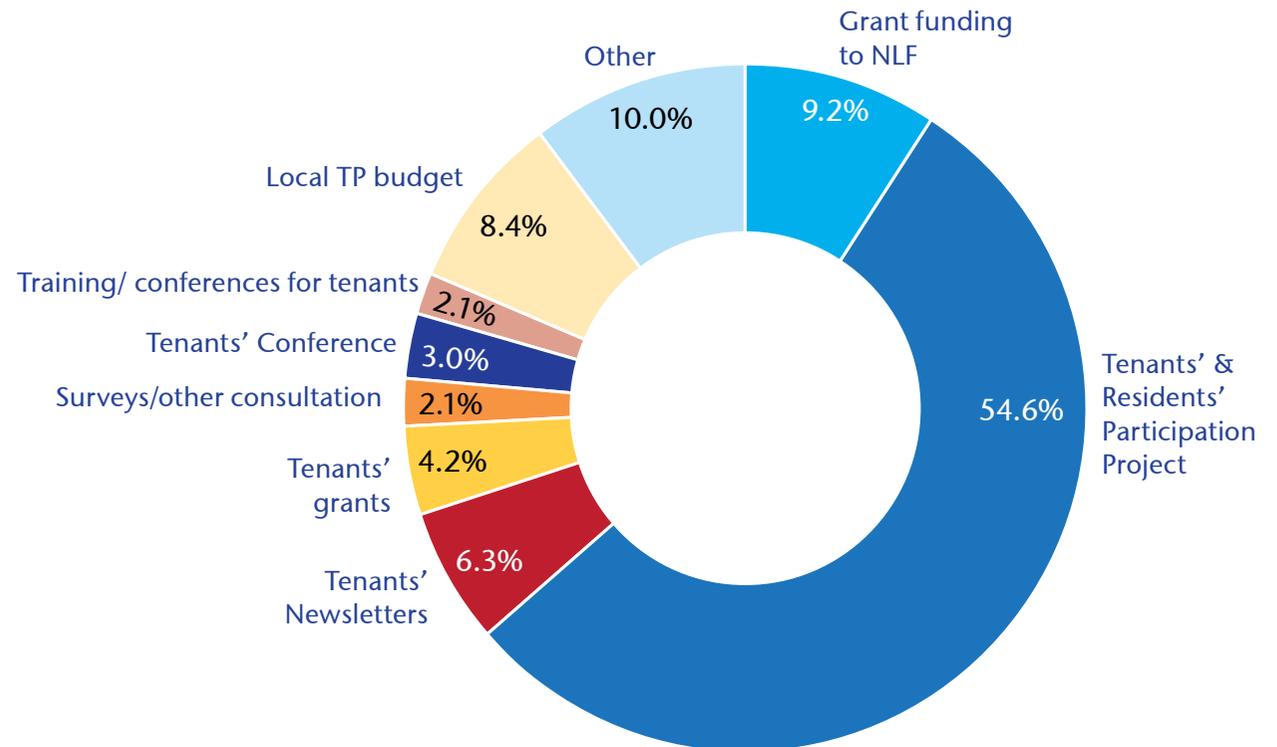


## 9. Resources & Support

### Tenant Participation Budget

9.1 Resources of approximately £237,000 have been ear-marked to support and resource tenant participation for 2015/16. Tenant participation funding is used to fund a number of activities, some examples of which are noted below:

- Provision of our independent Tenants' and Residents' Participation Project.
- Direct grant funding to the North Lanarkshire Federation to support the activities in their business plan.
- Direct grant funding to tenants' and residents' groups/RTOs.
- Bi-annual (twice yearly) tenants' newsletters.
- Biennial (every 2 years) Tenant Satisfaction Survey.
- Consultation with our tenants' & residents' groups, RTOs, individual tenants and other customers/service users.
- Hosting our annual tenants' conference (co-sponsored by Mears & Saltire).



## North Lanarkshire Tenants' and Residents' Participation Project

- 9.2 Our independent project was established in 2004 to enhance and develop tenant participation throughout North Lanarkshire.
- 9.3 The project is facilitated and managed by the Tenants' Information Service (TIS) and project staff includes a Development Officer, Outreach Officer and an Administration Officer.
- 9.4 By working in partnership with the Council and the NLF a range of practical help, guidance and training is provided to tenants' and residents' groups, RTOs and individual tenants. Examples of some key tasks include the provision of information, advice and guidance to local groups on housing matters, assistance to access funding, help to respond to tenant consultations and skills development in the form of training/briefing sessions.

- 9.5 The project also offers advice and support to assist groups to become RTOs. Non registered groups who become RTOs are entitled to certain rights and the landlord has a duty to inform and consult with them on housing matters.

Contact: **01236 435844**,  
email: **nlenquiries@tis.org.uk**



Sharon Donohoe,  
Development Director



Nancy Robertson,  
Development Officer



Julie Gonzales-Bradley,  
Outreach Officer



Kate McDonagh,  
Administration Officer

## North Lanarkshire Federation of Tenants' and Residents' Associations (NLF)

9.6 NLF is one of Scotland's largest federations and works in partnership with Housing Services and the Tenants' and Residents' Participation Project to support and develop tenant and customer involvement. The Federation also assists the establishment of new groups along with the Tenants' and Residents' Participation Project.

9.7 There are many benefits of becoming a member of the NLF and it is very rewarding to become part of a larger movement that is successful in influencing services within local communities.

9.8 Two types of membership are available (individual membership and membership for tenants' and residents' groups) and both are free of charge. If you would like more information about joining the Federation, please contact the Federation/project directly on the telephone number below.

Contact: **01236 435844**

Web: [www.northlanarkshirefederation.org.uk](http://www.northlanarkshirefederation.org.uk)



North Lanarkshire Federation



### Housing Services staff

9.9 All Housing & Social Work Services staff are responsible for supporting and encouraging tenant participation. This includes in-kind support for example, assistance with photocopying, help to source meeting venues for new groups, attendance at meetings (where requested) and general advice and assistance.

### Grants & expenses

- 9.10 Tenants' & residents' groups can apply to Housing and Social Work Services for an annual grant of £400 to cover the administration and running costs of their group.
- 9.11 New groups are paid this grant in two 6 monthly instalments of £200 for the initial year and the onus is on groups to make an application within the correct timescales.

9.12 Groups may apply for a grant by completing an application form which is available from:

Development Section  
North Lanarkshire Council  
Housing & Social Work Services  
4th floor, Dalziel Building  
7 Scott Street  
Motherwell  
ML1 1SX

Contact: **01698 274139**

### Community Learning & Development

- 9.13 Community Learning & Development administer the following three grant schemes:
- Community Grant Scheme (small grants for local projects).
  - Cultural Project Grant Scheme (support for arts and culture projects).
  - Grants Awards Programme (annual funding for voluntary organisations).
- 9.14 Any organisation can apply for these grants e.g. tenants' groups, tenants' & residents' groups and resident only groups subject to eligibility criteria.

- 9.15 To find out more about the eligible criteria and how to make an application, please contact Community Learning and Development.
- Contact: **01236 812629** e-mail: **communitydevelopment@northlan.gov.uk**

### Other funding bodies

- 9.16 Voluntary Action North Lanarkshire (VANL), the development agency for third sector organisations in North Lanarkshire can assist tenants' & residents' groups who require further information about external funding programmes or external funding in general.
- Contact: **01236 748011**
- 9.17 Regeneration & Environmental Services provide support and guidance on external funding and produce a monthly newsletter which provides up to date information on new funding programmes and forthcoming funding deadlines for organisations within the private, public and community/voluntary sector.

- 9.18 To find out more or to sign up for a funding alert, please contact Economic Development Officer, Funding at:
- Contact: **01236 632855**  
e-mail: **externalfunding@northlan.gov.uk**

### National Organisations

- 9.19 Scottish Government Tenant Priorities Team – provide targeted support to the nine Registered Tenant Organisation Regional Networks throughout Scotland and work with them to promote the interests of tenants in national policy development.
- The team also develops and promotes the empowerment of social landlord tenants to enable them to participate in decisions made by the Government and their landlords which affect them.
- Contact: **0141 242 5448**, e-mail: **tpadminsUPPORT@scotland.gsi.gov.uk**

- 9.20 The Tenants Information Service (TIS) – provide independent information, advice and training to individuals and groups. Free courses are run at various locations in Scotland or can be brought to your area at a time to suit you.
- Contact: **0141 248 1242**  
web: **www.tis.org.uk**

- 9.21 The Tenant Participation Advisory Service (TPAS) – is the national tenant and landlord participation advisory service for Scotland. TPAS provide a range of services and training opportunities for tenants and landlords to increase knowledge, skills and confidence and works with both to improve housing conditions and services at a local level.
- Contact: **0141 552 3633**  
web: **www.tpascotland.org.uk**

## 10. Monitoring & Evaluation of the Strategy

10.1 The Strategy for Tenant Participation – “Inform, Involve, Improve” will be subject to review via the Tenant Participation Steering Group. This is a joint monitoring arrangement which includes tenant representatives from the NLF and is chaired by the Vice Convener of Housing & Social Work Services.

10.2 This group meets quarterly and is responsible for ensuring the strategy is effectively implemented and monitored and that the aims, objectives and outcomes set out in the action plan are achieved.

10.3 The strategy’s Action Plan will be reviewed annually in consultation with the NLF and our tenants and residents.

10.4 Progress reports are produced on a 6 monthly basis and an annual progress report is produced. Progress reports will be issued at the local Chairpersons’ Meetings and published on our website at:  
**[www.northlanarkshire.gov.uk/tpstrategy](http://www.northlanarkshire.gov.uk/tpstrategy)**

10.5 If you would like to be part of the Tenant Participation Steering Group or wish to comment on the strategy, please contact Communications Co-ordinator,

Contact: **01698 274143** or e-mail:  
**[tenantparticipation@northlan.gov.uk](mailto:tenantparticipation@northlan.gov.uk)**

## 11. Supporting documents available

11.1 Supporting documentation is available from our website at [www.northlanarkshire.gov.uk/tpstrategy](http://www.northlanarkshire.gov.uk/tpstrategy) and includes:

- Tenant Scrutiny Terms of Reference
- List of SSHC outcomes
- Guidance on the operation of Local Authority Housing Revenue Accounts (HRAs) in Scotland
- Tenant Participation Code of Practice
- Guidance notes – applying for a tenants' & residents' administration grant
- Guidance notes – registration of tenants' groups
- Area office structure and contacts for Housing & Social Work Services
- List of registered tenants' & residents' groups
- List of other contacts/useful sources of assistance
- Customer Feedback Policy

11.2 Alternatively, you may contact the Development Section to request these documents;  
Contact: **01698 274143**, e-mail: [tenantparticipation@northlan.gov.uk](mailto:tenantparticipation@northlan.gov.uk)





## 12. Action Plan

Our action plan sets out how we intend to achieve the 4 outcomes set out below by focusing on delivering improvements around the following 4 main aims.

### Main Aims of the Strategy:

**Aim 1:** Further develop how we communicate with our customers/service users and gather and report feedback.

**Aim 2:** Further develop opportunities for customers to become involved in the Housing Service, including developing new opportunities / means of participation to widen involvement.

**Aim 3:** Further develop better means of communication and consultation with under represented groups.

**Aim 4:** Further develop overall arrangements for resourcing and supporting tenant participation.

### Successful Outcomes:

**1. Empowerment:** Tenants and other customers are empowered and supported to effectively contribute to and influence housing services.

**2. Participation:** Tenants and other customers find it easy to participate in and influence our decisions at a level and through methods that suit them and meet their needs.

**3. Communication:** Tenants and other customers find it easy to communicate with us and get the information they need about the services we provide.

**4. Satisfaction:** We will be able to evidence clear improvements in customer satisfaction that demonstrates our commitment to gathering and listening to customer feedback.

**Aim 1: Further develop how we communicate with our customers/service users and gather and report feedback.**

	Action	Milestones	NLC Outcome(s)	Timescale	Lead section/organisation
1.1	Review methods for measuring tenant satisfaction to reflect demographic profile of our tenants and meet requirements of the Scottish Housing Regulator	<ul style="list-style-type: none"> <li>Evaluate alternative survey methods and costs</li> <li>Develop and agree future approach to measuring tenant satisfaction</li> <li>Undertake customer satisfaction survey</li> <li>Telephone surveys to new tenants to measure satisfaction on the standard of void management processes</li> </ul>	3 & 4	April 2016 April 2016 Autumn 2016 Ongoing	Development/ Quality and Performance (Q&P)
1.2	Review how we analyse and report back to tenants/ customers re outcome of all satisfaction surveys/ any actions taken. (This should include newsletter, publicity, website and annual performance report)	<ul style="list-style-type: none"> <li>Review and agree approach to how satisfaction results are reported.</li> <li>Produce “You said We did” annually</li> </ul>	3 & 4	April 2016 Annually	Development
1.3	Further develop and maintain a database of tenants/ customers who have agreed to be contacted to take part in consultation	<ul style="list-style-type: none"> <li>Identify contacts (from survey, NLC citizens’ panel, conference etc.)</li> <li>Develop database</li> <li>Maintain and communicate according to topic/interest</li> <li>Review and publicise opportunity to join list annually</li> </ul>	2 & 4	April 2016	Development

1.4	Develop Food for Thought Programme in partnership with NLF/TP Project - minimum 4 sessions per annum	<ul style="list-style-type: none"> <li>Annual Food for Thought programme</li> <li>Produce feedback summary</li> </ul>	1 & 2	Annually	Development/ NLF/ TP Project
1.5	Produce a NL 'useful guide to participation' for tenants and other customers	<ul style="list-style-type: none"> <li>Produce &amp; publish guide</li> </ul>	3	December 16	Development/ TP Project/NLF
1.6	Review current content/ format of newsletter and continue to publish 2 issues per year	<ul style="list-style-type: none"> <li>Focus Group to review current format</li> <li>Develop new template</li> <li>Produce 2 per annum</li> <li>Consult with Tenants' &amp; Residents' Participation Project/NLF re items for inclusion from local groups</li> <li>Distribute electronically as well as by post</li> </ul>	3	April 2016	Development
1.7	Further develop use of electronic publicity methods and provide social media training to Tenants' and Residents' Groups	<ul style="list-style-type: none"> <li>Expand use of twitter/facebook/ e-mail alerts to communicate with tenants and service users</li> <li>Housing web group to review quarterly</li> <li>Offer social media training to North Lanarkshire Federation, staff &amp; tenants' &amp; residents' groups</li> </ul>	1 & 3	2015 - 2020 2016/17	Development/ TP Project/ NLF
1.8	Produce an annual performance report in consultation with tenant representatives and in line with SSHC guidelines	<ul style="list-style-type: none"> <li>Produce annual report</li> </ul>	3	October 2015 and annually	Q&P
1.9	Undertake annual tenants' conference	<ul style="list-style-type: none"> <li>Host conference</li> <li>Feedback report produced</li> </ul>	2	November 2015 and annually	Development

**Aim 2: Further develop opportunities for customers to become involved in the Housing Service, including developing new opportunities/means of participation to widen involvement.**

	Action	Milestones	NLC Outcome(s)	Timescale	Lead section/organisation
2.1	Develop 'open meeting/forum' programme on key service areas, including: <ul style="list-style-type: none"> <li>• rents/HRA</li> <li>• capital programme</li> <li>• estate management</li> </ul>	<ul style="list-style-type: none"> <li>• Draft programme produced in consultation with NLF</li> <li>• Programme finalised</li> <li>• Minimum 3 events per annum</li> <li>• Summary report produced</li> </ul>	2	Annually	Development/NLF
2.2	Increase use of Citizens' Panel to consult tenants/customers regarding housing issues	<ul style="list-style-type: none"> <li>• Identify topics</li> <li>• 2 per annum</li> <li>• Use corporate "reputational tracker" which measures satisfaction via monthly surveys to identify issues</li> </ul>	2	Annually	Development
2.3	Develop local tenant participation action plans in consultation with local groups and chairpersons' meetings	<ul style="list-style-type: none"> <li>• Develop local action plans through chairpersons' meetings and other forms of consultation</li> <li>• Agree dates of tenant led estate walkabouts</li> <li>• Publicise feedback locally in First Stop Shop, online and via newsletter</li> <li>• Monitor and review action plans annually</li> </ul>	1 & 2	By April 2016 and annually	Operations

2.4	Develop programme of local open days to consult with and inform tenants	<ul style="list-style-type: none"> <li>• Open days planned</li> <li>• Participants identified</li> <li>• Programme established</li> <li>• Publicity undertaken</li> <li>• Events held</li> <li>• Report produced</li> </ul>	2	Annually	Operations
2.5	Develop ongoing programme of tenant scrutiny topics and activities including: <ul style="list-style-type: none"> <li>• rent/HRA</li> <li>• local estate management</li> <li>• performance</li> <li>• allocations/Housing Options</li> <li>• capital programme investment</li> <li>• energy efficiency</li> <li>• homelessness/housing support</li> <li>• local scrutiny</li> </ul>	<ul style="list-style-type: none"> <li>• Complete current scrutiny programme and produce final reports</li> <li>• Recruit participants for future groups</li> <li>• Identify topics</li> <li>• Prioritise and develop programme</li> <li>• Sub groups established</li> <li>• Action plans developed</li> <li>• Draft report</li> <li>• Final recommendations</li> </ul>	2	December 2016  Annually	Development/Q&P

**Aim 3: Further develop better means of communication and consultation with under-represented groups.**

	Action	Milestones	NLC Outcome(s)	Timescale	Lead section/ organisation
3.1	Expand links with other agencies that work with young people/under-represented groups	<ul style="list-style-type: none"> <li>• Create contact database of other agencies and partners who work with under-represented groups</li> <li>• Link in to other events</li> <li>• Use 'Community Learning &amp; Development' for publicity</li> </ul>	2	2015/16	Development/ TP Project
3.2	Deliver more "social" events to encourage participation particularly with young people	<ul style="list-style-type: none"> <li>• Develop range of events</li> <li>• Publicise events</li> <li>• Use electronic database to attract target audience</li> <li>• Evaluate events</li> <li>• Produce report</li> </ul>	2	Annually	Development/ TP Project
3.3	Develop "online" younger persons tenant and resident group	<ul style="list-style-type: none"> <li>• Identify members</li> <li>• Review contact list from colleges (61 members)</li> <li>• Agree consultation topics</li> <li>• Develop surveys etc.</li> <li>• Undertake consultation events</li> <li>• Analyse results</li> <li>• Feedback</li> </ul>	2	2015/16	Development/ TP Project
3.4	Finalise youth housing statement	<ul style="list-style-type: none"> <li>• Draft statement developed</li> <li>• Strategic youth housing statement finalised</li> </ul>	1 & 2	2015/16	Development

3.5	TP Project/NLF to review consultation and develop action plan to engage with harder to reach groups	<ul style="list-style-type: none"> <li>• Review current methods</li> <li>• Develop new methods including referral forms/mail shot/young persons' event/contact youth council</li> <li>• Develop website for Project</li> <li>• Monitor quarterly via NLF business plan and Project Monitoring Group</li> </ul>	1 & 2	Annually	NLF/TP Project
3.6	Make best use of Co-Production methods to harness the views and experiences of disabled people to inform service improvements	<ul style="list-style-type: none"> <li>• Establish co-production group</li> <li>• Identify topics for consultation</li> <li>• Undertake consultation programme</li> <li>• Agree final recommendations</li> </ul>	1 & 2	Completed annually	Development

#### Aim 4: Further develop overall arrangements for resourcing and supporting tenant participation

	Action	Milestones	NLC Outcome(s)	Timescale	Lead section/organisation
4.1	Develop annual training and information programme for tenants' and residents' groups in partnership with NLF and TP Project	<ul style="list-style-type: none"> <li>• Training audit completed</li> <li>• Priorities identified</li> <li>• Food for Thought programme developed</li> <li>• Sessions undertaken</li> </ul>	1 & 2	Annually	TP Project
4.2	Review and agree future arrangements to support tenants and residents groups and NLF including participation budget	<ul style="list-style-type: none"> <li>• Review TP project against targets and outputs</li> <li>• Consider other methods available to support/resource TP</li> <li>• Undertake consultation with NLF and wider tenant population</li> <li>• Agree future means of provision</li> </ul>	1 & 2	2016/17	Development
4.3	Annually review the TP Strategy and update Action Plan	<ul style="list-style-type: none"> <li>• Review the strategy annually in consultation with NLF/TP Project and other stakeholders</li> <li>• Report review to TP Steering Group</li> <li>• Publicise review and publish annual budget</li> </ul>	2 & 3	Annually	Development/NLF/TP Steering Group



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