

REPORT TO: HOUSING, DUNDEE CONTRACT SERVICES AND ENVIRONMENT SERVICES COMMITTEE – 24 SEPTEMBER 2007

REPORT ON: TENANT PARTICIPATION STRATEGY UPDATE

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 327-2007

1. PURPOSE OF REPORT

- 1.1. The Tenant Participation Strategy is subject to regular review. This report updates Committee on latest progress.

2. RECOMMENDATIONS

- 2.1. It is recommended that Committee:

- a. Remit the Director of Housing to bring forward an improvement plan in light of any recommendations emanating from the Scottish Housing Best Value Network's peer review of the Tenant Participation service.
- b. Approve a supplement to the current Tenant Participation Strategy, a draft copy of which is available in the Members' Lounge.

3. FINANCIAL IMPLICATIONS

- 3.1. None

4. MAIN TEXT

- 4.1. Housing Committee approved the current Tenant Participation Strategy on 18 October 2004.

- 4.2. The Strategy commits the Council to monitor tenant participation arrangements on a regular basis. This task is performed by a Tenant and Officer Working Group which regularly examines the service arrangements and examples of best practice. Recent work has focussed on these aspects of Tenant Participation.

4.3. Service Arrangements

- 4.3.1. In looking at current service arrangements the Working Group concluded that it would be beneficial to seek an external review of the service provided. To this end the Council made use of its membership of the Scottish Housing Best Value Network (SHBVN) and invited the SHBVN to conduct a peer review of the tenant participation arrangements.

4.3.2. This review was carried out in July 2007 by a team of staff and tenants from member authorities who looked at specific aspects of our tenant participation service. While the outcome of the review is still awaited it is anticipated that some improvements to the service will be necessary.

4.3.3. With this in mind it is intended the Tenant and Officer Working Group continues its work with the production of a tenant participation improvement plan being the focus of its attention. The Director of Housing will report the outcome to Committee.

4.4. **Best Practice**

4.4.1. The working group determined the most relevant development in best practice since the Council adopted the current Tenant Participation Strategy was guidance issued by Communities Scotland on how social landlords should gather tenants views on quality.

4.4.2. The working group noted that the guidance suggested that Councils have in place, as a supplement to their Tenant Participation Strategy, a "clearly articulated Research and Consultation Strategy" which should underpin a programme of tenant feedback on key aspects of the housing service and can be acted upon to improve service delivery.

4.4.3. The guidance recommends that such a strategy need not be long or complicated but rather should provide a clear statement on the purpose of consultation, how it will be conducted and how the results will be fed back to tenants. The guidance also provided a framework for the Research and Consultation Strategy and this has been adopted by the working group.

4.4.4. The Tenant and Officer Working Group has produced a draft Consultation Strategy and recommends that it is adopted as a supplement to the current Tenant Participation Strategy. The peer review team, previously mentioned, has considered the draft research and consultation strategy and concurs with the recommendations of the Tenant and Officer Working Group.

4.5. **Conclusion**

4.5.1. A Tenant and Officer Working Group has reviewed the Council's current Tenant Participation Strategy with a focus on (a) service arrangements and (b) best practice.

4.5.2. The outcome of a peer review of service arrangements is awaited but it is considered that continuing the work of the group will facilitate the production of a service improvement plan reflecting recommendations from the review team.

4.5.3. In the meantime the adoption of a Research and Consultation supplement to Tenant Participation Strategy will ensure the Council maintains best practice in delivering the Tenant Participation Strategy.

5. **POLICY IMPLICATIONS**

5.1. This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty and Equality Impact Assessment.

There are no major issues.

6. **MEMBERSHIP OF THE WORKING GROUP**

6.1. Tenant members of the Working Group were:

Rena Smith	Balmoral Residents Association
Rita Smart	Forthill Residents Association
Margaret Scott	Mill O' Mains Tenants and Residents Association
Peter Waugh	Rockwell Tenants and Residents Association
Edith Adams	Charleston Residents Association
Joe Parkinson	Whitfield Area Forum for Tenants

7. **CONSULTATION**

7.1. The Chief Executive, all Chief Officers of the Council were consulted in the preparation of this report.

7.2. All tenant organisations registered with the Council including Dundee Federation of Tenant Associations were consulted on the Tenant and Officer Working Group's recommendations.

8. **BACKGROUND PAPERS**

8.1. Draft Consultation Strategy. (Available in the Members' Lounge).

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DIRECTOR OF HOUSING

September 2007