



Workingtogether

The Tenant Participation Compact

2008 - 2010

Endorsement

We are pleased to endorse this updated copy of Winchester City Council's district-wide Tenant Participation Compact, known as an Agreement which demonstrates our commitment to working more closely with our tenants and leaseholders.

The Agreement aims to give you a greater say in the way Housing services are delivered. There is an Action Plan showing how we plan to improve tenant involvement and a list of ways in which you can become involved. We have also given you an indication of the level of involvement and a star rating to guide you on your time commitment.

This Agreement is a constantly evolving document and will be reviewed every year to ensure it is up to date and continues to deliver the level of involvement that you want.

This Agreement has been formally adopted by elected members of the City Council.


Our thanks go to the enthusiastic and dedicated tenants, elected members and staff for producing this Agreement.



Richard Botham
Head of Landlord Services



Beryl White
Chair of TACT
Afternoon Group



Alan Rickman
Chair of TACT Evening Group



Cllr Tony Coates
Portfolio Holder for
Housing

Acknowledgments

We acknowledge and recognise the voluntary time given by members of Tenant and Council Together (TACT) and other tenants who have spent many hours working on the Agreement to benefit all tenants throughout the district.

Tenant

Chris Barton-Briddon
Janet Berry
David Cruden
Brian Hayes
Alan Rickman

Area

Otterbourne
Highcliffe
West Meon
Compton
Weeke

Supported by

Glynis Cole
David Lumby
Councillor Ian Tait
Councillor Tony Coates

Role

Tenant Involvement Manager
Tenant Participation Officer
Chairman of Social Issues Scrutiny Panel
Portfolio Holder for Housing

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Our Vision

An equal partnership between tenants and the Council that delivers a first class service which is responsive to tenants' needs and provides value for money and excellent customer service.

Customer Care Standards

Everything we do is delivered through a set of standards which are shared by all councillors and staff:

We pledge to:

- Ask for your views
- Listen to what you say
- Provide good quality services
- Give you value for money
- Work together.

In meeting these pledges, The Council promises to:

- Be honest and open
- Deal with your enquiries quickly, sympathetically and effectively
- Be responsive to your needs
- Take pride in our work and in the district we serve
- Treat you with care and respect
- Use your money carefully
- Treat everyone fairly
- Do a good job.

What is this Agreement?

This Agreement is between Winchester City Council and its tenants. It explains how the Council and tenants are working together to ensure tenants are involved in decisions affecting their homes and communities. It shows how tenants can become involved and sets out standards for working together.

In this document 'tenants' means tenants and leaseholders, 'the Council' means councillors and staff. Other terms used in this document are explained in the Jargon Buster at the end.

This Agreement is a working document which will be reviewed annually by the Tenant Participation Compact Monitoring Group.

What will the Agreement achieve?

The Agreement ensures the Council is answerable to tenants, by letting them know who is responsible for decisions and how those decisions are made. Tenants are being invited to get involved in housing matters and to tell us their areas of concern. The Council and tenants will work together to look at ways of measuring success and find areas where performance can be improved.

What has the Agreement achieved?

The Agreement has achieved real success in improving Tenant Involvement throughout the Winchester district and has received national recognition for good practice from the Tenant Participation Advisory Service (TPAS) a national organisation dedicated to tenant involvement.

These include:

- Extra influence in the decision making process with formal tenant representation on all council committees and meetings that discuss, approve and scrutinise housing related issues. Their role at these meetings is to present the interests and views of all tenants.
- Opportunities through partnership working with a group of local authorities and housing associations to provide cost-effective training for tenants.
- Regular meetings with the Portfolio Holder for Housing to discuss current housing issues.
- Involvement in monitoring the Tenant Involvement Budget, which is presented to TACT annually.
- Dedicated IT equipment and support including the use of a laptop and printer and internet access for the TACT Chairs.
- A Leaseholder Forum giving leaseholders the opportunity to influence their service.
- The creation of a Housing Management Forum (an amalgamation of The Rents and Business and Voids and Allocation Forum) to look at ways of developing, improving and monitoring the Housing Management service.
- Creating Information Sharing Sessions in our Older People's Supported Housing schemes enabling residents to get involved and improve their service.
- Consultation through TACT and Tenants Associations on developing land owned by the Housing Revenue Account.
- The setting up of web pages for TACT and Tenants' and Residents' Association to publicise, encourage and improve tenant involvement.
- Review of the Council's newsletter for tenants and their families resulting in a new image, size and improved content produced by a partnership of tenants, officers and councillors.
- The formation of a Tenant Talk register giving tenants throughout the district an opportunity to choose the services on which they wish to comment and how they would like to be involved.
- The opportunity for Winchester City Council, TACT and tenants district-wide to

participate in tenant involvement nationally, through TPAS area committees.

- Involvement in a Tenant Inspection Group – a partnership of local authorities and housing associations offering tenants the opportunity to examine, question, compare and highlight good practice and suggest improvements to Housing Services provided by their landlord.

For details of improvements to Tenant Involvement planned for the coming year, please see the Agreement Action Plan on page 23.

Making the Agreement work

A. The role of tenants

Tenants acknowledge their responsibility in playing their part in the Agreement, which is for the mutual benefit of the Council and all tenants. Tenants will work towards the success of the Agreement by:

- Abiding by their Tenancy Conditions with particular reference to The Tenants Responsibility.
- Reading the Tenants Handbook and making use of the information contained in it to help resolve problems arising on our estate or in our homes.
- Respecting the Council in the performance of its duties.
- Co-operating with and respecting the Council's contractors who work on the Council's behalf for our mutual benefit.

In addition to the above points every tenant has the right to:

- Access relevant papers or background information (excluding those of a confidential nature), in order to make an informed decision on services provided for them.
- Be involved in the decision-making process about Housing Services, working in partnership with the Council.
- Decide on what level or stage to be involved and the level of responsibility they wish to take.
- Have their views recorded to reflect a true, accurate measure of their needs and to ensure there are no misunderstandings.
- Indicate how, where and when they wish to be consulted or involved.
- Establish a tenants' and residents' group.

For further information on how you can become more involved, at what level and the time commitment see 'Options for Involvement' on page 8. If you would like further information on tenant involvement, TACT or Tenants and Residents Associations and other organisations, or would like to contact the Tenant Participation Team, see 'Contacts and Further Information' on page 17, or go to the TACT and Tenant and Residents Association web pages on www.winchester.gov.uk/TACT.

Remember that tenants have statutory and legal rights - one of the most important is the right to be consulted.

B. Tenant Involvement

There are lots of ways and opportunities to become involved, from sharing views and information to meeting other tenants, attending focus groups or going to Council committee meetings. These are shown below with an indication of the level of involvement and a star rating to guide you on the time commitment.

Tenants have extra influence as a direct result of the Agreement. TACT has formal representation on all council committees and meetings that discuss, approve, and scrutinise housing related issues. TACT's role at these meetings is to represent the interests and views of all tenants.

TACT also:

- writes and presents its own reports
- is invited to be involved in 'Task and Finish Groups', and informal and formal working parties organised by the Council, to discuss housing issues in more depth.

The Council and tenants support the principles of developing tenant involvement and consultation in ways that meet the needs of individual tenants and groups. This is consistent with Government expectations.

Tenant Talk

Tenant Talk is designed to encourage wider involvement and to give you a more flexible way to give your views on the services that interest you. It is tailor made to suit your home commitments and the time you have to spare.

So if you find meetings dull or have difficulty getting to them you can get involved in other ways – the choice is yours.

Work will continue to look at new opportunities to ensure that proposals are appropriate to the available staff, time and budgets. An action plan has been put together to develop and improve tenant involvement in line with Continuous Performance Assessment and the principle of continuous improvement.

C. Options for Involvement

The options	Star rating	Level of involvement
Conferences and training events	*	Information Involvement
Letters, Leaflets, Customer Care Cards Questionnaires and newsletters	*	Information Consultation
Social Events and competitions	*	Information
Focus Groups	*	Information Involvement
TACT and Tenant Association web pages	*	Information Involvement
Information Sharing Sessions in Older People's Supported Housing	*	Information Consultation Involvement
Estate Inspections (Walkabouts)	**	Involvement
Local Groups and Local Agreements	**	Information, Involvement
Tenants and Residents Associations	**	Information, Consultation, Involvement
Tenant Talk	**	Information, Consultation, Involvement
Jigsaw – Black and Minority Ethnic (BME) User Group	**	Information, Consultation, Involvement
Leaseholder Forum	***	Information, Consultation, Decision
Newsletter Working Party	***	Information, Consultation, Decision
Specialist Forums	***	Information, Consultation, Decision
Social Issues Scrutiny Panel	***	Information, Participation
TACT	***	Information, Consultation, Decision
Task and Finish Groups (Council initiated)	***	Information, Consultation, Decision
Tenant and Residents Association Representatives	***	Information, Consultation, Decision
Tenant Inspection Group	***	Information, Consultation, Decision

Star rating

* **Occasional** level of commitment - letters, questionnaires, newsletters, focus groups, and occasional contact with tenants and the Council.

** **Regular** level of commitment – irregular meetings and occasional contact with tenants and the Council.

*** **Frequent** level of commitment - regular meetings with tenants and the Council.

The Options above are a general guide to your involvement. The Council recognises that many of you may not want or be able to get involved in the ways mentioned. You can still get involved by:

- Letter writing
- Telephone
- Fax or email
- SMS text
- A home visit
- Reading regular newsletters produced for tenants and their families
- Completing surveys and questionnaires.

You choose – it's your choice.

D. The Role of Councillor's

Councillors are responsible and accountable for policy and strategic decisions and ensuring legal requirements are met.

A Councillor will (either individually or through Council systems):

- Consult, communicate and address the needs of tenants when policies are amended and developed
- Be honest, listen and be non-judgmental when approached by tenants for a change of housing strategy
- Provide feedback
- Be supportive and strengthen links with tenants to promote an understanding of local community issues and the implementation of the Compact
- Support an Equality and Diversity policy.

E. The Role of Council Staff

All Council staff will work to ensure the success of the Agreement by:

- Responding constructively to tenants' needs and wishes when they develop and deliver housing services
- Developing better working relationships with tenants and leaseholders
- Working in a flexible way to adapt to the needs of tenants
- Allowing additional time, where possible, when tenants are being consulted on housing services and policies

- Arranging meetings and training events between tenants and the Council to assist and help develop the relationship
- Arranging meetings at locations and times that will attract more tenant involvement
- Putting into action the policies of the Council.

F. Equality and Diversity

We believe that true involvement cannot exist without a real commitment to achieving equality of opportunity:

Our involvement structure has been designed to remove barriers which may prevent involvement and encourage wider participation.

This is demonstrated by:

- TACT Afternoon and Evening meetings - to ensure that as many people as possible can attend a meeting
- Jigsaw, the User Group for people from Black and Minority Ethnic communities
- Contributing towards your travel expenses, childcare and carer costs to enable you to attend meetings
- Information Sharing Sessions at Older People's Supported Housing
- Leaseholder Forum
- Tenant Talk.

We will not discriminate against anyone on age, gender, sexual orientation, race, religion and ethnic origin, marital status and disability, when we consult and involve you.

Our leaflets, newsletters, publicity material and other participation material can be provided in different formats and interpreters or signers can be arranged.

These include:

- Large print
- Audio tape
- Braille
- Easy read
- Other languages.

We will arrange meetings at convenient times and try not to conflict with religious, care or other commitments.

All meetings will be accessible for people with disabilities.

We can provide training and support to suit your needs and will also contribute to your travel expenses, childcare and carer costs to help you to get involved.

We are still learning how to make it easier for all our tenants and leaseholders to give us their views. If there is something which prevents you from being involved, contact us and so we can discuss how to make your involvement possible.

Further information on Equality and Diversity is included in your Tenants Handbook.

Core standards

These are agreed levels of service or support. Tenants will have the opportunity to be involved in reviewing these standards and monitoring performance.

1. Support for tenants

The Council recognises that it needs to use funds from tenants' rents held in the Housing Revenue Account to support and maintain tenant involvement. The Tenant Involvement budget will make the following resources available in consultation with TACT.

- A dedicated Tenant Involvement Manager, a Tenant Participation Officer, Area Housing Manager, and other staff, Council-wide as required
- Funding for recognised tenants' and residents' groups including an annual grant and start up grants for new groups
- Facilities including access to meeting rooms, photocopying and stationery
- Access to support for typing and distributing agendas, notes from meetings and local newsletters
- Contribute to out of pocket expenses for attendance at meetings, including transport costs, for example bus fares, reimbursement of mileage to and from meetings, car parking charges; childcare and caring expenses
- Taxis to meetings for those who do not have access to transport
- Access to an annual budget for:
 - Books and publications
 - Room hire for meetings
 - Membership and free independent advice from The Tenant Participation Advisory Service (TPAS), voluntary organisations and other public bodies
 - A range of options available to encourage more tenants to get involved at levels to suit their needs and issues
 - Any other reasonable requests for support as agreed by TACT and the Tenant Involvement Manager
 - Access to training identified by TACT, Tenants' Associations, including free training sessions organised through partnership working between Local Authorities and Housing Associations dedicated to providing cost-effective training for tenants.

Full information on:

- The resources to implement tenant involvement policies, including money and staff time
- The council staff with responsibility for tenant involvement
- The resources available to support training for representatives and groups of tenants to maintain tenant involvement
- Any other housing matter requested, as long as it is in the public arena and does not

break confidentiality under the Data Protection Act 1998.

2. Standards for Information

The style and content of all written material should be easy to understand and available to everyone.

All information about housing services will be in plain language, timely and relevant to tenants' needs. Individual tenants will receive information on issues that directly affect them. This information will be provided on request and where possible in large print, other languages, Braille and on audio-cassette. See also Equality & Diversity on page 10.

The Council will provide information on:

- Housing Management - including present and future capital works, for example new build and major improvements contracts
- Housing strategies, policies and procedures, business plans, housing investment options and plans
- Other relevant services
- Continuous Performance Assessment; planning, developing and implementing; monitoring and reviewing performance and setting service standards and targets
- This Agreement including support for local agreements
- The Council's Black and Minority Ethnic (BME) Strategy.

3. Standards for TACT Representatives

TACT is the formal district-wide tenant and leaseholder consultative forum, which comprises tenants who represent the area where they live and individual tenant volunteers, councillors and senior officers. They meet every month and work in partnership with the Council to improve the housing service for all tenants.

As a district-wide tenant and leaseholder consultative forum, with a formal role in the decision-making process, a number of core standards have been agreed to ensure that wherever possible tenants represent the area where they live. These core standards are listed below and need to be followed for a tenant to become a TACT representative who is recognised by the Council and a member of the TACT group.

TACT representatives should:

- Be either a tenant or a leaseholder of the Council
- Be nominated and supported by a minimum of six local residents in the area they live (who must be either a tenant or a leaseholder of the Council) on an annual basis
- Comply with the Council's confidentiality policy at all times
- Where possible encourage tenants to contact the Council direct. There may however be occasions when they may need to represent tenants' views and concerns to the Council on the tenant's behalf
- Where requested act as an advocate for local people in their area

- Not use their position of influence to raise issues relating to their own tenancy or lease. These issues must be dealt with through the normal channels available to all tenants
- Attend a minimum of four Tenants' and Residents' Association meetings every year in the area they represent
- Attend a minimum of six TACT meetings every year.

TACT representatives, who comply with the standards set out above, and wish to be part of the Council's decision-making process, are entitled to full support from the Council.

The Council will work in partnership with TACT representatives and assist them in every possible way to help them achieve these standards.

The Council will conduct an annual review to ensure that the above standards are kept and assess how best representatives can be supported in their role.

4. Standards for Tenants' and Residents' Groups

Support and encouragement will be provided to set up tenants and residents groups across the district, meeting the needs and interests of local people.

Tenants will be encouraged to make links with other tenant organisations or residents' groups on estates to share knowledge, allow wider consultation and jointly resolve common issues.

The current structure for involvement has been reviewed to take into account different levels of involvement and to ensure that formal and informal groups and individual tenants take part in the decision making process. The tenant involvement structure is on page 22.

Where groups have a formal role in decision-making, either local to an area or district wide, they should be able to show that as far as possible they are democratic, accountable and have the following:

- A written constitution approved by the Council and TACT
- An Equality and Diversity statement
- Annual democratic elections of Officers (Chairman, Vice Chairman, Secretary, etc).
- Regular meetings which are publicised and minuted
- A level of attendance, approved by the Council that demonstrates a commitment to involving local tenants
- A means of feeding back information to members of the group, local tenants and TACT
- A minimum of one tenant representative who is nominated and elected by the group every year to join TACT and pass on the concerns of their group.

Recognised groups will be encouraged to undertake an annual review to check that the group is complying with the above standards.

5. Standards for Meetings

Meetings are one way in which the Council and tenants can share information and work together in the decision making process. Each meeting should:

- Be publicised effectively and in good time
- Be organised at times and venues to suit most tenants
- Have an agenda giving details of what will be discussed at the meeting
- Have a Chairperson who conducts the meeting properly and ensures that all attendees have an opportunity to speak
- Have minutes, or meeting notes, with a clear action plan to deal with matters arising.

Arrangements should exist for reporting the outcome of the meeting to tenants, TACT and to the Portfolio Holder for Housing.

You can contact the Tenant Involvement Section if you have difficulty meeting any of these standards. Call us on Freephone 0800 716 987 and we will do all we can to help.

We can give you help and advice on:

- Organising your meetings
- Producing agendas and minutes
- Producing leaflets and posters to publicise your meetings
- Delivering your publicity material
- How to increase the number of tenants that attend your meetings
- Producing a newsletter including putting articles together, arranging meetings for you to discuss the design and printing the number of copies you need.

TACT and Tenants' and Residents' Associations will also give help, advice and support if asked. Contact details can be found on the web site - www.winchester.gov.uk/TACT , or by contacting the Tenant Involvement Team on Freephone 0800 716 987.

These are just a few ways in which help and support is available. For other ways see Support for Tenants on page 11.

6. Standards for Housing Services

Tenants can play an important role in the delivery and improvement of housing services. Tenants will be consulted and can be involved in the decision-making processes in the following areas:

Developing the Council's housing policies, strategy and business plan

Tenants will help develop and influence housing policies through groups such as TACT, specialist forums, Cabinet and the appropriate scrutiny panels, task and finish groups and informal and formal working parties.

Drawing up the Council's capital and renovation programmes

Tenants will be involved and consulted about capital and renovation programmes through

Specialist Forums and TACT. Tenants will be consulted individually about schemes affecting their property. We may also consult people through their Tenant and Residents' Associations and the Council's tenants' newsletter.

Budget, finance and rent setting

Tenants will be involved in and influence budgets, finance and rent setting through the specialist forums and TACT.

Anti-Social Behaviour policies

The Council, together with the TACT Co-optees, will consider these policies through TACT, specialist forums, Cabinet and appropriate scrutiny panels.

Management of Housing Services

Cabinet and the relevant scrutiny panel together with TACT Co-optees will consider the policies for all landlords including estate management, void repairs, improvements, tenant involvement, rent collection, leasehold matters, older people's supported housing services, environmental works and tenancy conditions.

7. Standards for Monitoring Performance

The Agreement and the Action Plan set out the aspirations and targets for the Tenant Involvement service. For tenant involvement to work it is necessary to monitor, evaluate and measure its success. This can be achieved by using National and Local Performance Indicators.

The Performance Indicators used to measure the success and effectiveness of the Agreement and Tenant Involvement are follows:

National Performance Indicators (these are required by the Government)

- Satisfaction of all tenants with the overall services provided
- Satisfaction of all tenants with the Tenant Participation Compact

As part of our commitment to continual improvement a postal survey will be sent to tenants, which will include the above indicators. This survey will be carried out every three years in accordance with Government guidelines and the results will be fed back to all tenants using the Council's tenant newsletter.

Local Performance Indicators Tenants' Groups

- The number of tenants' and residents' groups recognised by the Council
- The percentage of tenants and leaseholders covered by a tenants' and residents' group recognised by the Council
- The number of newly formed tenants' and residents' groups recognised by the Council in any one year.

Support to Tenants' and Residents' Groups

- The number of tenants attending training courses or seminars arranged by the Council
- The level of tenant satisfaction with the training courses arranged by the Council.

Structures and processes

- The number of tenant and leaseholder representatives on the Social Issues Scrutiny Panel and Informal Member/Officer Groups
- The percentage of housing-related reports that are presented to TACT and have a TACT comment before they are put before Cabinet and the appropriate Scrutiny Panel.

Communication

- The number and percentage of tenants responding to surveys
- Number of editions of the tenants' newsletters issued in the year.

Monitoring and Dealing with Complaints and Disputes

There must be a regular check on how well tenant Involvement arrangements are working. The Government's Framework requires the Agreement to have an internal complaints and disputes procedure that can be started by all parties (tenants or the Council).

Types of Complaints

All complaints relating to compliance with the Agreement will be dealt with by the Council's Complaints Procedure. These may be about the lack of consultation or involvement. They could include specific comments (for example the Council changing heating without consultation), or general (the Council is not supporting tenants' and residents' associations as set out in the Agreement), or any complaint about a Tenants' and Residents' Group or TACT. Information within the Tenant's Handbook and the leaflet 'How to Complain' will ensure tenants are fully aware of this procedure.

Review

The Tenant Participation Compact Monitoring Group will receive at its bi-monthly meeting a report detailing all complaints relating to the Agreement.

Stage 1	If the group believes that a series of complaints or failures have amounted to a breach of the Agreement, the Tenant Participation Compact Monitoring Group will register this complaint with the Head of Landlord Services.
Stage 2	The Head of Landlord Services will reply to these concerns within 14 days. If the Tenant Compact Monitoring Group is not happy with the situation they can take this to the next monthly meeting of TACT.
Stage 3	If the complaint remains unresolved it will be referred to the Portfolio Holder for Housing and the relevant Council Scrutiny Panel for discussion and recommendation.
Stage 4	If the recommendation is not acceptable the complaint will be referred to an external mediator.

Contacts and further information

Tenant Involvement Team

Glynis Cole
Tenant Involvement Manager
Free phone: 0800 716 987
Email: gcole@winchester.gov.uk

David Lumby
Tenant Participation Officer
Free phone: 0800 716 987
Email: dlumby@winchester.gov.uk

TACT (Tenants and Council Together) Consultative Forum

Beryl White
Afternoon Group
Telephone: 0800 716 987
Email: bwhite@winchester.gov.uk

Alan Rickman
Evening Group
Telephone: 01962 885 848
Email: arickman@winchester.gov.uk

TACT web pages: www.winchester.gov.uk/TACT

Tenants' and Residents' Associations (TARA)

Information on Tenants' and Residents' Associations can be found on the Council's website on www.winchester.gov.uk/TACT and following the link to Tenant Associations. Alternatively you can call the Tenant Involvement Team on Free phone 0800 716 987.

For all general tenancy-related queries:

Contact the Council's Customer Service Centre

Phone: 01962 840 222 (between 8am and 5.30pm, Monday to Friday)

Email: customerservice@winchester.gov.uk or complete an [online enquiry form](#)



Text telephone number: 01962 878 982 (For Customers who are hard of hearing or speech impaired).



SMS text messages: 07797 877 004

Other organisations

Tenant Participation Advisory Service (TPAS)

5th Floor
Trafford House
Chester Road
Manchester
M32 0RS
Telephone: 0161 868 3500

Email: info@tpas.org.uk

Website: www.tpas.org.uk

The National Tenants Resource Centre

Trafford Hall

Ince Lane

Wimbolds Trafford

Chester

CH2 4JP

Telephone: 01244 300 246

Website: www.traffordhall.com

Winchester City Council is a full member of TPAS and tenants are entitled to make full use of the services they offer. Visit their website for up to date information on training, conferences and information sheets to download, or contact them by phone for free advice on tenant involvement.

Funded by the Government, this independent organisation offers a wide range of useful and informative residential courses to help tenants become actively involved in their estate and communities.

InStep (Information Service for Tenants: Empowerment & Participation)

A free information service, funded by the Tenant Empowerment Programme, for tenants in social housing.

Telephone: Freephone 0500 844 111

Website: www.instepservices.co.uk

Links with other documents:

- 'One Compact for Hampshire' which includes specific codes of practice for funding, consultation and volunteering
- Communication Strategy
- Housing Revenue Account Business Plan
- The Housing Strategy
- Tenants Handbook
- TACT Welcome Leaflet
- TACT and Tenants' and Residents' Association web pages
- You can do it! A guide to Tenant Involvement in the Winchester District
- Setting Up a Tenants Association - A guide for Winchester City Council Tenants and leaseholders
- Tenant Talk Leaflet and Questionnaire.

The above documents can be found either on our website www.winchester.gov.uk or by contacting the Tenant Involvement Team on 0800 716 987 to request a copy.

Jargon Busting!

What does it all mean?

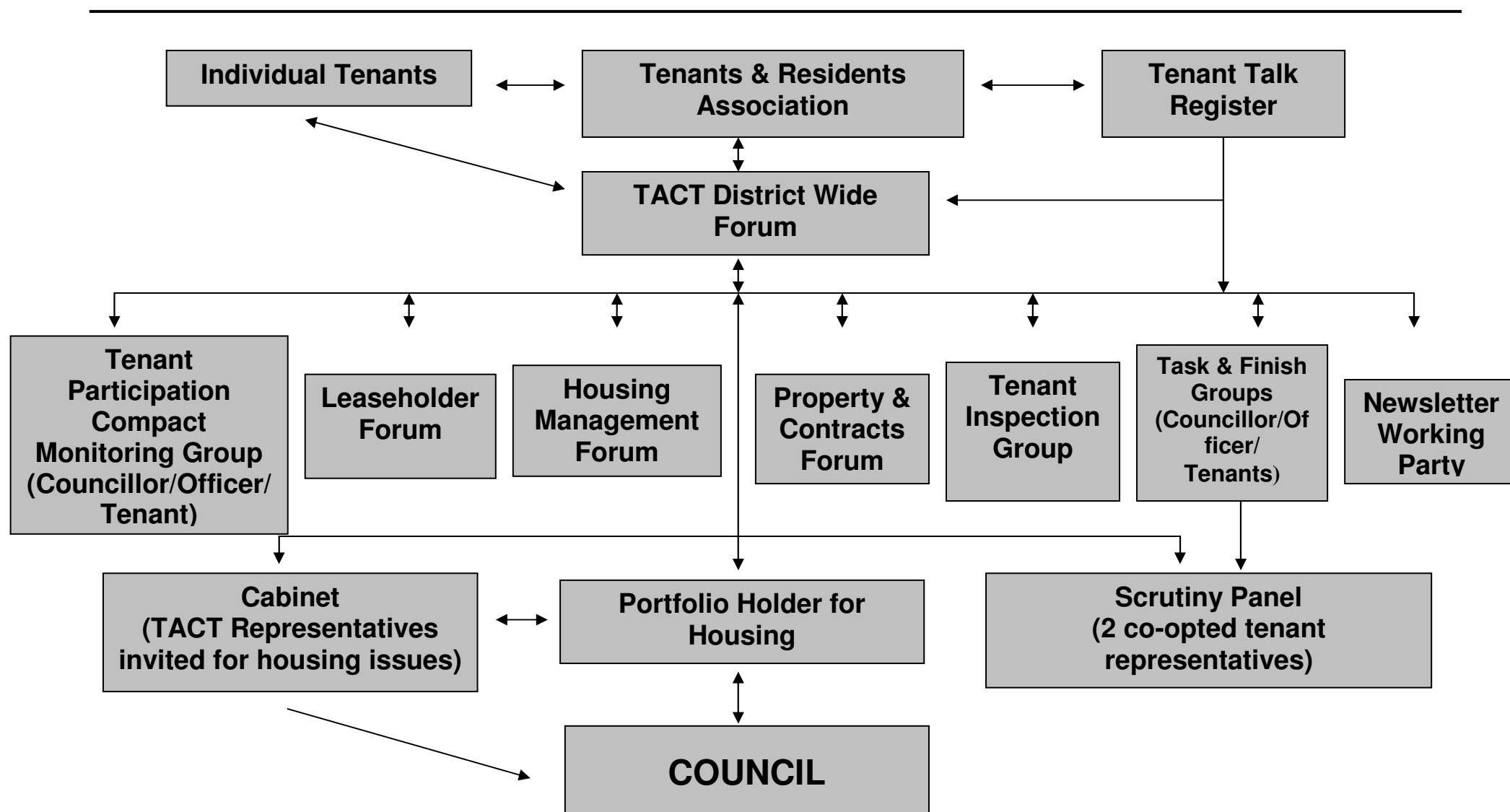
Department of Communities and Local Government	Central Government Department for housing policy.
Councillors (elected members)	People elected to serve on the Council to represent defined wards and to make Council policy.
Continuous Performance Assessment (CPA)	A way of assessing the performance of councils and the services they provide for local people.
Newsletter Working Party	A group of tenants, officers and Councillors who work together to produce newsletters for tenants, leaseholders and their families.
Core Standards	An agreed level of service or support to guide tenants and staff.
Co-optee	An elected tenant representative from TACT who has been formally invited to be involved in the Council's committee structure to give a tenant's view on all housing-related reports presented to the housing related Scrutiny Panels and Cabinet.
Estate Inspections (Walkabouts)	Arranged by a representative from a Tenant Association and the Area Housing Manager three times a year to 'Walkabout' the estate looking at areas of concern to local residents. The group usually comprises five tenant representatives and several representatives from the Council.
Focus Group	One-off, small gathering of between six and 12 tenants, designed to gather information on specific housing related issues. Meetings usually last between one and two hours.
Housing Management	A range of housing-related services, including rent arrears and estate management aimed at ensuring tenants and residents have the quiet enjoyment of their homes.
Housing Management Forum	A formal group of tenants and officers who meet every two months to identify, discuss and agree on ways to promote and improve the Housing Management service provided for tenants.
Housing Revenue Account (HRA)	Housing Revenue Account is the Council's account into which rents and money from the Government are paid. It pays for repairs, managing and maintaining the housing properties and repaying any money borrowed for past building and improvements.
Housing Strategy	A document produced by all local authorities setting out broad policy aims as well as specific objectives and targets for providing affordable housing in both the public and private sector.
Housing Subsidy	Money from the Government, paid into a local authority's HRA. It makes up the difference between what the Government thinks the Council should spend on housing and what it assumes it is receiving in rent income. (Winchester contributes to the Housing Subsidy and does not receive any of the money back)

Inspection Regime	The Audit Commission's programme and process of inspections to review the effectiveness and quality of housing services provided by local authorities.
Jigsaw - Black & Minority Ethnic (BME) User Group	A group of tenants and waiting list applicants who have a different cultural background from the majority of Winchester district residents. This group meets to discuss service delivery from a black and minority ethnic point of view.
Leaseholders	Tenants who live in flats or maisonettes bought from the Council.
Leaseholder Forum	An informal group of Leaseholders and officers who meet every three months to identify, debate and agree on ways to promote and improve the service provided to all leaseholders district-wide.
National and Local Performance Indicators	These are a range of service areas identified as important to monitor and report on performance by the Council and/or TACT.
One Compact for Hampshire	A partnership agreement between the Voluntary and Community Sector and the Public Sector in Hampshire.
Property & Contracts Forum	A formal group of tenants and officers which meets every two months to identify, discuss and agree on ways to promote and improve the full range of property related services provided for tenants.
Serco Project Team	A formal group of senior and operational managers from Serco and Winchester City Council's Contract and Property Services, including two tenant representatives, who meet monthly to review the operational management of the term maintenance contract.
South Coast Training Group	A group of local authorities and housing associations that work in partnership to produce cost effective training for tenants.
Social Issues Scrutiny Panel (SISP)	A formal Council Committee of appointed Councillors and TACT representatives who meet regularly throughout the year to monitor performance and budgetary control for the housing service provided of the Council.
TACT (Tenants & Council Together)	The Council's formal district-wide tenant consultative forum made up of tenants who represent the area where they live, individual tenant volunteers, councillors and senior officers, who meet every month and work in partnership with the Council to improve the housing service for all tenants.
Task & Finish Groups	Informal Councillor/Officer/tenant working group dealing with specific issues.
Tenants' & Residents' Association	A democratic organisation set up in a specific area to meet the needs of tenants locally. It meets regularly and enables tenants to join forces to tackle issues and problems together.
Tenants Handbook Review Group	A group of tenants and officers who review the Handbook to ensure that it is kept up to date.
Tenant Inspection Group	A partnership of Local Authorities and Housing Associations giving tenants an opportunity to examine, question, compare and highlight good practice and suggest improvements to Housing Services provided by their landlord.

Tenant Involvement Manager	A specialist officer with responsibility to develop the Council's Tenant Involvement Strategy, which aims to achieve effective tenant involvement in the management and delivery of the housing service.
Tenant Participation Advisory Service (TPAS)	A national organisation dedicated to tenant involvement, offering training and support for individual tenants and tenant organisations.
Tenant Participation Compact Participation Monitoring Group (TPCMG)	A tenant/councillor/officer group, who meet regularly to check the Agreement is working and is kept up to date. They will also register and monitor disputes that may arise as a result of the Agreement as well as setting new objectives and targets contained within the Action Plan on an annual basis.
Tenant Participation Officer	A support officer with responsibility to help develop and implement the Council's Tenant Involvement Strategy, as well as encourage and support tenant involvement within the Winchester district.
Tenant Talk	A register of tenants and leaseholders who have completed a Tenant Talk Questionnaire because they would like to get involved from time to time in the ways and the services that interest them.



Tenant Involvement Structure



Compact Action Plan 2008-2010

Objective	Action	Target dates	Responsibility
Extend Tenant Involvement through a mix of involvement activities for tenants and leaseholders expressing an interest in getting involved	<ul style="list-style-type: none"> • Increase the numbers of tenants and leaseholders' on the Tenant Talk Register • Promote Tenant Talk • Maintain Register • Raising awareness of Council Staff to its existence and purpose 	100 new tenants and leaseholders per annum for 2008, 2009 and 2010	Tenant Involvement Team.
Consultation with all Sheltered Scheme Tenants.	<ul style="list-style-type: none"> • Liase with tenants/staff in Sheltered housing • Set up Information Sharing Sessions 	3 Information Sessions by March 2009	Tenant Participation Officer with relevant TACT Reps and staff.
Supported Housing Forum	<ul style="list-style-type: none"> • Organise inaugural meeting of the Supported Housing Forum made up of elected representatives from sheltered housing schemes • Establish the Supported Housing Forum to monitor and improve the supported housing service for older persons 	September 2008 March 2009	Housing Services Manager, Tenant Participation Officer and officers for the supported housing team.
Estate Walkabouts	<ul style="list-style-type: none"> • Encourage and support existing Estate Walkabouts • Extend to areas that are not covered by Tenants & Residents Associations 	Ongoing 2 new areas per annum for 2008, 2009 and 2010	Tenant Involvement Team with Area Housing Managers and Councillors.

Objective	Action	Target dates	Responsibility
Financial support for recognised tenants groups, including an annual grant and start up grants for new	<ul style="list-style-type: none"> • Research the level of financial support provided by other housing organisations • Produce guidance notes including application forms etc 	September 2008	Tenant Involvement Manager and Tenant Participation Officer and TACT.
Childcare and caring expenses	<ul style="list-style-type: none"> • Research the level of financial assistance provided by other Social Landlords • Produce guidance notes and claim form 	September 2008	Tenant Involvement Manager and Tenant Participation Officer with TACT and PR Consultant.
Induction pack and half day induction training for new TACT members.	<ul style="list-style-type: none"> • Develop an induction pack • Organise a half day induction session for new TACT members explaining their role and responsibilities 	October 2008	TACT members with the assistance of Tenant Participation Team and PR Consultant.
Local Area Compacts	<ul style="list-style-type: none"> • Research how other social landlords have set them up • Produce a Local Area Compact working with an existing Tenants and Residents Associations • Role out to all Tenants and Residents Associations 	<p>March 2009</p> <p>March 2010</p>	Tenant Involvement Team with the assistance of existing Tenant's and Residents Associations.
BME and other hard to reach groups	<ul style="list-style-type: none"> • Develop links to ensure all have an opportunity to contribute to service development 	March 2009	Tenant Participation Officer.

Objective	Action	Target dates	Responsibility
Review Compact	<ul style="list-style-type: none"> • Annual review • Update as appropriate 	Annually each July	TPCMG with the assistance of the Tenant Involvement Team.
TACT and Tenant Involvement web page	<ul style="list-style-type: none"> • Review and update web pages as appropriate 	Ongoing	Tenant Involvement Manager with the assistance of, PR Consultant, TPCMG, TACT and TA'S.
Training opportunities for Tenants/TACT and TA's.	<ul style="list-style-type: none"> • Organise and run two training conferences per year in partnership with South Coast Training 	April and October each year	Tenant Involvement Manager in partnership with SCT and TPCMG.
Tenant Involvement training for Councillors.	<ul style="list-style-type: none"> • Develop a training session for staff and Councillors • Increase awareness of the Tenant Involvement function with the Local Authority 	October 2008	Tenant Involvement Manager with relevant staff/councillors/tenants and external consultants.
Tenants Handbook Review	<ul style="list-style-type: none"> • Update and publish the handbook in light of the amended tenancy conditions 	July 2008	Tenant Involvement Manager and the Tenant Handbook Review Working Party and PR Consultant.
<i>on the house</i> and Tenant News newsletters	<ul style="list-style-type: none"> • Co-ordinate the production of 3 editions 	June 2008/October 2008/March 2009	Tenant Involvement Manager working in partnership with the Newsletter Working Party and PR Consultant.
Tenant Involvement Policy and Procedure (P & P)	<ul style="list-style-type: none"> • Produce/Revise the Tenant involvement P & P 	March 2009	Tenant Involvement Team in consultation with The Housing Management Forum and TACT.
Public Liability Insurance	<ul style="list-style-type: none"> • Source insurance policy for TACT and recognised Tenants and Residents Groups 	March 2009	Tenant Involvement Manager, Corporate Risk Management and Insurance Officer, in consultation with TPCMG and Tenants and Residents Groups.