

Epping Forest District Council
HOUSING DIRECTORATE STRATEGY ON
TENANT PARTICIPATION

1. Introduction

1.1 This Housing Directorate Strategy relates to the Council's approach to tenant participation, and how tenant participation will be delivered. This is an essential part of the Council's housing service since the main recipients of the service are the tenants themselves. The Council aims to provide housing services that are effective, relevant and responsive to tenants' needs. It is beneficial, therefore, if tenants are informed and consulted on the provision of the service.

1.2 Tenant Participation will, in the main, be undertaken by Housing Directorate on behalf of the Council. However, the Council will seek the support of the Epping Forest District Tenants and Leaseholders Federation (see paragraph 1.3) and recognised tenants associations to help with tenant participation. Where appropriate, the Council will also seek the assistance of other Directorates and appropriate contractors and consultants, especially those specialising in tenant participation.

1.3 The Epping Forest District Tenants and Leaseholders Federation is a democratic organisation, recognised by the Council. It includes up to two representatives from each recognised tenants association and may include other co-opted members at the discretion of the Council and the Federation. The Federation represents the views of the tenants associations and acts as a consultative body for the Council on a range of housing issues. It has an Executive Committee to co-ordinate its activities.

1.4 Although this Service Strategy refers to "tenants", this includes the Council's leaseholders.

1.5 This Housing Directorate Strategy was formulated in consultation with representatives of the Tenants and Leaseholders Federation and was approved by the Housing Portfolio Holder on ** *****.

2. Background to the Service

2.1 The Council's Tenant Participation Service embraces all of the housing services that the Council provides to its tenants. The Council has a good track record of consulting with tenants and keeping them informed of issues that are important and of interest to them. However, the Council will continue to strive to improve its approach on a continuous basis.

2.2 The Council has around 6,500 tenanted properties and over 900 leasehold properties. As at March 2010, there were 7 recognised tenants associations operating within the District, namely: Debden Tenants Panel (Loughton), Limes Farm Community Association (Chigwell), Ninefields Residents Panel (Waltham Abbey), Oakwood Hill Estate Residents Association (Loughton), Romeland Residents Association (Waltham Abbey), Roundhills Residents Association (Waltham Abbey) and Shelley Residents Association (Ongar). Residents of the District's sheltered schemes are represented by the Sheltered Housing Forum. The Leaseholders Association represents the Council's leaseholders. Tenants in the Council's outlying parishes are represented by the Rural Tenants Forum. A Repairs and Maintenance Customer Focus Group has been established to discuss the Council's Repairs and Maintenance service.

2.3 The Council appointed a dedicated full time Tenant Participation Officer (TPO) in April 2000. The TPO is based within the Housing Resources Section of the Housing Directorate,

reporting to the Principal Housing Officer (Information/Strategy). However, the importance attached to tenant participation by the Council is illustrated by the fact that the Director of Housing is responsible for the Council's overall strategy on tenant participation.

3. Coverage

3.1 This Housing Directorate Strategy covers the Council's;

- a) commitment to tenant participation;
- b) general approach to providing information to tenants;
- c) general approach to tenant participation;
- d) approach to developing and supporting recognised tenant associations;
- e) plans for the development of tenant participation for the three year period 1st April 2010 - 31st March 2013;
- f) general approach to the operation of the Tenants and Leaseholders Federation;
- g) plans to assist with the development of the Tenants and Leaseholders Federation;
- h) Tenant Participation Agreement with the Tenants and Leaseholders Federation;
- i) arrangements for monitoring its approach to tenant participation; and
- j) commitment to involving 'seldom heard' groups in the tenant participation process.

4. Relationships with other documents

4.1 This Service Strategy forms part of the Council's overall Housing Strategy, which is set out in the Council's Housing Strategy 2009-2012.

4.2 The Council has adopted its Housing Charter, which sets out, in simple, clear and precise terms the Council's general approach to all of its housing services.

4.3 The Housing Revenue Account (HRA) Business Plan is published annually and sets out priorities and objectives for Housing Services, including Tenant and Leaseholder Participation and Consultation.

4.4 In March 2005, the Government published its National Framework for Tenant Participation Compacts which sets out the minimum standards that the Government expects local authorities to adopt in undertaking tenant participation. This Housing Directorate Strategy, and the Epping Forest Tenant Participation Agreement, complies with the National Framework. The Council and the Tenants and Leaseholders Federation believe that the term "Agreement" is more familiar to tenants than "Compact" and has therefore adopted this title.

4.5 In March 2000, the Council and the Epping Forest District Tenants Forum formulated, approved and signed the first Epping Forest Tenant Participation Agreement. Following the establishment of the present Epping Forest District Tenants and Leaseholders Federation, the Agreement was reviewed and updated in 2002, 2005 and again in 2008. It sets out the intentions of the Council and the Tenants and Leaseholders Federation in the approach they will take to;

- a) the provision of information to tenants and to tenant participation generally;
- b) the operation of the Tenants and Leaseholders Federation;
- c) the development of tenant participation generally; and
- d) reviewing the Agreement.

4.6 In 2010, the Tenant Services Authority (TSA) introduced its New Regulatory Framework for Social Housing in England which sets out the standards it expects from social housing providers in England in the provision of housing services, and how it will regulate these standards. In accordance with the Framework, the Council has produced a Tenant Participation Impact Statement setting out how Tenant Participation is organised, how

residents influence on policy and procedures, diversity and equality issues, value for money and an action plan for continuous improvement. .

4.7 The Housing Directorate's Annual Report to Tenants sets out how the Housing Directorate has performed over the past twelve months. The Annual Report includes a statement from the Chair of the Tenants and Leaseholder's Federation, the Council's key achievements in the last year, how we are meeting the National Standards, our performance and how we are involving and empowering our tenants.

5. Aim & Objectives

5.1 The aim of the Council's Housing Directorate Strategy on Tenant Participation is:

"To enable the Council's tenants and leaseholders to participate in the delivery of their housing service through the receipt of good quality information, adequate and appropriate consultation on relevant housing issues and opportunities to provide feedback to the Council in accordance with the Epping Forest Tenant Participation Agreement".

5.2 This aim will be met by;

- a) complying with the commitments set out in the Epping Forest Tenant Participation Agreement;
- b) providing information to tenants that is timely, in plain language, expressed clearly, of good quality and tailored to both the general and individual needs of tenants;
- c) recognising the special needs of certain tenants and responding positively to those needs;
- d) consulting tenants on housing issues that are important to them, in the most appropriate way, which will be different depending on the issue concerned;
- e) obtaining feedback from tenants, in a variety of ways, on the Council's performance in the delivery of housing services;
- f) responding to complaints in an effective manner and correcting failings in service delivery;
- g) encouraging, supporting and developing tenants associations;
- h) keeping the Council's tenant participation structure under review;
- i) encouraging, supporting, consulting and developing the Epping Forest District Tenants and Leaseholders Federation, and working in partnership with the Federation to maximise the benefits that can be achieved from tenant participation to improve the delivery of housing services;
- j) ensuring that appropriate training is made available for tenants and Council officers and members;
- k) responding to and complying with the Government's Resident Involvement Key Lines of Enquiry (KLOES), which set out the approach landlords are expected to take to specific areas of Tenant Participation;
- l) agreeing service standards and local 'offers' with tenants as set out in the Tenants Services Authority's New Regulatory Framework for Social Housing;
- m) Reporting to the Tenants & Leaseholders Federation on a set of tenant selected performance indicators a quarterly basis;
- n) ensuring that appropriate funding is made available to support and develop tenant participation;
- o) carrying out increased tenant 'profiling' to enhance the service to meet the needs of the diverse community; and
- p) monitoring and reviewing the Council's approach to tenant participation.

6. Statutory requirements

6.1 Generally, most issues relating to tenant participation are not statutory, but are

nevertheless good practice. However, there are some relevant statutory requirements, as follows:

a) *Housing Act 1985:*

- Provision of information about tenancies (*Section 104*)
- Consultation on matters of housing management (*Section 105*)
- Information about housing allocation (*Section 106*)
- Consultation before disposal to a private landlord (*Section 106A*)

b) *Local Government Act 1999:*

- Consultation on the way in which local authorities fulfil their duties to secure best value (*Section 3*)
- Consultation on the undertaking of service reviews (*Section 5*)
- Inclusion of a Consultation Statement within the Best Value Performance Plan, commenting on the forms and types of consultation carried out over the previous year, the numbers and types of groups, bodies and individuals involved and an analysis of the results (*Section 6*)

7. Client Consultation, Information & Involvement

7.1 The way in which tenants will be consulted, informed and involved is set out in:

- a) The Epping Forest Tenant Participation Agreement
- b) The Tenant Participation Impact Statement; and
- c) The Annual Report to Tenants.

8. General Principles

8.1 The detailed general approach that the Council will take on Tenant Participation is set out in Sections 6, 7 and 9 of the Epping Forest Tenant Participation Agreement.

9. Future Developments

9.1 The following 'Swot' analysis identifies the strengths, weaknesses, opportunities and threats for the areas covered by this Strategy.

<p>Strengths</p> <ul style="list-style-type: none"> ○ Knowledgeable and committed staff ○ Customer Service Excellence Award ○ All, tenants, leaseholders and applicants receive up to date news and housing information via a dedicated section of a district-wide tenants newsletter ○ All tenants receive a Tenants Handbook, which includes a section on Tenant Participation ○ Information about Tenant Participation available on-line ○ Regular progress meetings held between Tenant Participation Officer, Section Managers and Service Heads. ○ Partnership working with EFDC Community Development Team ○ Good working relationship between staff and tenants/leaseholders ○ Partnership working with other local Housing providers through the East of England Resident Involvement Group ○ Compliance with the new Regulatory Framework 	<p>Weaknesses</p> <ul style="list-style-type: none"> ○ Lack of tenant profiling to enable service to be tailored to tenants needs ○ Lack of resources to carry out more tenant profiling and increase participation ○ Limited scope for development of Housing Section of EFDC website ○ Reluctance in some areas of tenants to participate
<p>Opportunities</p> <ul style="list-style-type: none"> ○ More consultation through development of a 'Talkback' panel ○ Greater use of ICT systems, particularly the Council's website ○ Use of other new technology as appropriate ○ Develop partnership working with outside organisations ○ Enhance profile of Tenant Participation in conjunction with Tenants & Leaseholders Federation and recognised residents associations ○ Develop tenant profiling to enable services to be tailored accordingly 	<p>Threats</p> <ul style="list-style-type: none"> ○ Major changes in legislation ○ Transfer of Housing Stock ○ Financial restrictions

10. Action Plans

Action	Lead officer	Timescale	Resource Implications
Undertake a survey of all tenants and leaseholders to collect and record details of their diversity profile	Chris Sobey/ Richard Jones	Dependent on resources	Extra resources required to undertake local profiling
Introduction and implementation of Local Housing 'Offers' as set out in the Tenant Services Authority New Regulatory Framework for Social Housing in England	Alan Hall	October 2010 Please update this action	Within existing resources
Set up regular training sessions for members of residents associations using internal and external training resources	Richard Jones	Ongoing	Within existing resources
Inform all new leaseholders about the Leaseholders Association	Richard Jones	Ongoing	Within existing resources
Increase membership of Talkback Panel to provide qualitative feedback on the following housing services: <ul style="list-style-type: none"> • Disabilities • Allocations • Information • 	Richard Jones	As and when required	Within Existing Resources
Carry out surveys as required as part of Resident Involvement KLOE	Richard Jones/Chris Sobey	As required	Within existing resources
Update Local Tenant Participation Agreements	Richard Jones	Annually	Within existing resources

Action	Lead officer	Timescale	Resource Implications
Update Epping Forest District-wide Tenant Participation Agreement	Richard Jones	June 2011	Within existing resources
Administer the provision of support grants for recognised residents groups	Richard Jones	Annually	Within existing resources. £50 - £250 per association
Administer the provision of minor estate enhancement grants for recognised residents groups	Richard Jones	Annually	Within existing resources. £50 - £500 per association
Set up Estate Level Agreements in areas not represented by residents associations to increase participation and improve services	Richard Jones	Dependent on resources	Increase in resources required
Establish, through recruitment and training, a group of EFDC tenants to undertake future 'mystery shopping of the Council's housing services	Richard Jones	March 2011	Within existing resources

11. Resourcing the Strategy

11.1 The Council has a specific budget of £80,370 within its Housing Revenue Account in respect of tenant participation initiatives in 2010/11 (This figure includes the costs of staffing and support services)

Employees	£54,190
Transport	£1,100
Premises	£500
Supplies and Services	£12,000
Support Services	£12,580
Total	£80,370

The tenant participation budget in 2010/11 and 2011/12 will fund:

- a) a full time dedicated Tenant Participation Officer;
- b) a dedicated budget of at least £80,370 per annum, including up to £6,000 per annum in grants to recognised residents associations;

11.2 In addition, other existing housing budgets will be used to fund associated tenant participation activities and issues (eg "Housing News", photocopying and printing etc).

11.3 The current and projected staff resources for tenant participation are as follows:

	Staff Resource Projections			
	2010/11	2011/12	2012/13	2013/14
Av no. staff to provide service (FTE p/a)	1.24	1.24	1.24	1.24

10.4 As a guide, the proposed breakdown of staff resources for tenant participation in 2010/11 is as follows:

Staff Resource Breakdown – 2010/11	
Post(s)	FTE
Director of Housing	0.01
Asst Directors of Housing	0.07
Housing Resources Manager	0.05
Principal Housing Officer (Strategy/Info)	0.1
Tenant Participation Officer	0.9
Other staff	0.11
Total	1.24

12. Key Targets & Performance Monitoring

12.1 The Council's key targets for performance on tenant participation are as follows:

Key Targets & Performance					
Performance Indicator	2009/10	2010/11	2011/12	2012/13	2013/14
	(Actual)	(Act/Est)	(Target)	(Target)	(Target)
Funding for Tenant Participation, including grants to Residents Association	£81,880	£80,370	£80,370	£80,370	£80,370
No. of recognised tenants associations in District	7	7	7	7	7
% of tenants very/fairly satisfied with opportunities for participation in management and decision making on housing	70	70	70	70	70

services (<i>Best value Performance Indicator</i>)					
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12.2 The Council will monitor the performance of this Housing Directorate Strategy as set out in Section 13 of the Epping Forest Tenant Participation Agreement.

13. Reviewing the Strategy

13.1 The Epping Forest Tenant Participation Agreement will be reviewed around May 2011 and re-negotiated with the Epping Forest District Tenants and Leaseholders Federation with effect from the 1st November 2011.

13.2 This Housing Directorate Strategy will be reviewed in consultation with the Tenants and Leaseholders Federation no later than November 2012 for renewal in April 2013. However, an earlier review will be undertaken if required, especially in the light of the review and monitoring of the Epping Forest Tenant Participation Agreement.