

CABINET

17 SEPTEMBER 2003

TENANT PARTICIPATION (TP) COMPACT – CONSULTATION ACTION PLAN

REPORT OF DIRECTOR OF HEALTH AND HOUSING

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RECENT REFERENCES:

HO4 – Tenant Participation (TP) Compact Update – 12 November 2002

EXECUTIVE SUMMARY:

This report updates members on the work of the TP Compact Monitoring Group (TPCMG), seeks authorisation of the TPCMG and its membership, and approval for its continuation. Informs Members of the review process and advises and seeks Members' approval on the proposed consultation on the changes to the Tenant Participation Compact. (Appendix 1 refers)

RECOMMENDATIONS:

- 1 That Members note the review process.
- 2 That Members authorise the TPCMG and its membership referred to in paragraph 2.2.
- 3 That Members approve the continuation of the TPCMG once the review is complete and the Compact launched referred to in paragraph 2.3.
- 4 That Members approve the Consultation Plan contained in Appendix 1
- 5 That Members consider giving delegated powers to the Director of Health & Housing in consultation with the Portfolio Holder for Housing to approve the consultation document before the consultation process begins referred to in paragraph 3.4.

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17 SEPTEMBER 2003TENANT PARTICIPATION (TP) COMPACT – CONSULTATION ACTION PLANREPORT OF DIRECTOR OF HEALTH AND HOUSINGDETAIL:1 Introduction

- 1.1 Further to report HO4 – Tenant Participation (TP) Compact presented to the Housing Performance Improvement Committee (Housing PIC) on the 12 November 2002. This report updates Members on the progress made by the Tenant Participation Compact Monitoring Group (TPCMG) on the review of the TP Compact. It also seeks Members' endorsement of the consultation process on the review (Appendix 1 – Draft Consultation Action Plan refers).

2 Tenant Participation Compact Monitoring Group (TPCMG)

- 2.1 The TPCMG, a monitoring group of tenants, staff, and Members was set up in February 2002 to monitoring progress on the TP Compact. It identified the need to completely review, update and strengthen the document to reflect tenants' wishes.
- 2.2 *Membership of the Group* - As mentioned in 2.1 above the TPCMG was set up in February 2002. This was in accordance with action point 20 contained within the TP Compact Action Plan which was approved by Health and Housing Scrutiny Committee on the 12th July 2000 and subsequently adopted by Cabinet on the 26th July 2000 (minute 220 refers). It is therefore suggested that this group whose membership is 6 members of TACT, 3 elected Members (the Portfolio Holder for Housing, the Portfolio Holder for Performance Management, and the Chairman of Housing PIC), and the Tenant Participation Manager continues to review the Compact, and seeks Members' authorisation of the group and its membership.
- 2.3 *The Future Role of the Group* – It is also suggested that the TPCMG continues to monitor the Compact's progress. Overseeing its effective delivery, ensuring that a close working relationship is maintained between tenants, elected members, and officers, with half yearly progress reports being presented to TACT and Housing PIC. We therefore seek Members' approval to the continuation of the group once the review is complete and the Compact launched.
- 2.4 *Progress on the review* was interrupted at the beginning of 2003 because of the absence of the Tenant Participation Manager (TPM) due to unforeseen circumstances. However, progress since then has been steady and the reviewed document has been drafted using examples of good practice from other Local Authorities, and Compact briefing notes from TPAS.

3 Consultation

- 3.1 As stated in report HO4 – Tenant Participation (TP) Compact Update, consultation is an integral and essential part of the review process.
- 3.2 To date out of 5249 households, 1285 (24%), are represented by 6 Tenants Associations (TA s), and 3 Sheltered Scheme Information Sharing Sessions within the Winchester District. However TACT and the TPCMG recognise the need to reach the ‘wider audience’ and are the first to agree that they are not representative of the tenants as a whole. Their membership being made up of a mix of Tenant Association representatives who have been elected by the tenants on their estate, and a number of tenant volunteers who wish to give their own views.
- 3.3 With the above in mind and to reach the ‘wider audience’ it is proposed that we approach a random sample of tenants and leaseholders to ask their help in the review process thus ensuring that the reviewed document will be looked at, and commented upon, by the widest possible audience. It is proposed that this consultation will be undertaken by sending out the draft document accompanied by a short questionnaire.
- 3.4 The TPCMG recognises that the way in which consultation is carried out can be subjective, and would welcome Members’ comments on the draft consultation action plan contained in Appendix 1. Members will note that there is no provision within the action plan for Cabinet to comment on or approve the draft TP Compact before the commencement of the consultation process, its involvement being at the end of the process ‘for decision’. Members may wish to give delegated powers to the Director of Health & Housing in consultation with the Portfolio Holder to approve the consultation document prior to the beginning of the consultation process.

4 TACT COMMENT

- 4.1 *Acknowledgement and thanks* - TACT appreciates and acknowledges all Members of the TPCMG, recognises the hard work of the 6 TACT members, and 3 elected members reviewing the TP Compact, ensuring that it reflects the TP service currently available for all tenants and leaseholders, and identifies ways in which the service can be improved year upon year.
- 4.2 *Continuation of the Group* - The Compact is vital for all tenants and leaseholders, recording services, effective delivery, and aspirations. We appeal to all members for their approval of the continuation for this good practice. TACT will also seek for the Compact to become an ongoing working document.
- 4.3 *Pursue a wider audience* - TACT acknowledges a requirement to pursue a wider audience, in particular leaseholders and the younger tenants. We will indeed strive to involve all stakeholders.
- 4.4 *Delegated powers* - TACT draw attention to 3.4 with their plea to Members to agree delegated powers in order that the draft TP Compact can be utilised as a working document, and consulted on post haste.

- 4.5 *Comments and Endorsement* - We welcome Members' comments and their subsequent endorsement to the draft Consultation Action Plan contained at Appendix 1.

OTHER CONSIDERATIONS:

5 CORPORATE STRATEGY (RELEVANCE TO):

Customer focus is a basic principle of the Corporate Strategy and is inextricably linked to Best Value and Continuous Performance Assessment (CPA)

6 RESOURCE IMPLICATIONS:

- 6.1 Covered by the Tenant Participation Budget and the recent recruitment of a new Tenant Participation Officer.

BACKGROUND DOCUMENTS:

HO3003 – Tenant Participation Compacts – Department of the Environment and the Regions Consultation Paper 17 March 1999.

National Framework for Tenant Participation Compacts published by the Department of Environment Transport and Regions (DETR) June 1999.

Working Together – A Tenants Compact for Winchester – A plain English version of the Compact produced by Housing Services and distributed to tenants and leaseholders district wide in November 2000.

HO4 – Tenant Participation (TP) Compact Update – 12 November 2003.

APPENDICES:

Appendix 1 – Draft Consultation Action Plan.

APPENDIX 1**DRAFT CONSULTATION ACTION PLAN**

ACTION	COMPLETION DATE
Circulate draft Tenant Participation Compact to Staff (Housing Management and Head of Departments) for comment	August/September
Discuss and agree amendments at TP Compact Monitoring Group with delegated powers to the Director of Health and Housing in consultation with the Housing Portfolio Holder to approve the consultation document	22 September
Present to TACT for comment	15 October
Present to Housing PIC for comment	10 December
Consult TA's and a 'Random Sample' of tenants and leaseholders	October 2003 – February 2004
Following the consultation process discuss and agree any amendments to TP Compact at TP Compact Monitoring Group	February 2004
Present to Cabinet for decision	3 March 2004
Organise Awareness Training for Members and Officers	End of March 2004
Compact Launch	April 2004