
REPORT TO:	Housing and Community Services Committee	AGENDA ITEM: 10
DATE OF MEETING:	18 th November 2004	CATEGORY: Delegated
REPORT FROM:	Director of Community Services	OPEN
MEMBERS' CONTACT POINT:	Bob Ledger (ext 5775)	DOC:
SUBJECT:	Development of Tenant Participation in Housing Management	REF:
WARD(S) AFFECTED:	All	TERMS OF REFERENCE: HCS01

1. Recommendations

- 1.1 To commence an intensive promotion campaign early in the New Year, and through the Spring, in an effort to increase the number of customers participating in the management of social housing provided by South Derbyshire District Council.
- 1.2 To approve proposals that develop further the collective influence of tenants in the management of their own homes namely;
 - All Committee reports originating from the Housing Service will contain a new section giving the views of the district wide group of Tenant representatives, TACT. Committee will be asked to consider the TACT view in conjunction with the officer recommendation
 - The tenants magazine, Tenants' Extra, will have upto a page (i.e. a quarter of the magazine) depending on TACT's requirements, given over to TACT to detail and promote their work.
 - Monthly liaison meetings between Housing staff and TACT will take place in the Housing Service which are intended to develop into a local inspection role.

2. Purpose of Report

- 2.1 To seek a mandate from members to develop the role of tenant participation within the District.

3. Detail

- 3.1 The Council already has an agreement in place detailing its commitment to involve tenants in the planning and delivery of the Housing Service through the document known as the Tenants' Compact. This provides a framework for participation that is as applicable today as it was when first established and last revised early in 2002.

- 3.2 The experience in South Derbyshire has been that the number of people actively involved in Tenant Participation over the years has been limited to less than 20 across the District with the majority of the workload falling upon a smaller group of people. Without their high level of commitment tenant participation in South Derbyshire would not be happening.
- 3.3 The problem with the current situation is that there is a limit for how long such a small group of people can carry this workload on a purely voluntary basis. Therefore for tenant participation to have a meaningful future in the District we need to attract new people into the process. However it also recognised that given the fact that we only have 3,200 tenants and that they have high satisfaction levels tenant participation in South Derbyshire is unlikely to ever attract large numbers of people.
- 3.4 In July and October this year TACT, in conjunction with officers, held planning and review days where it was agreed that a promotion of the concept amongst tenants was needed and this needed to be done on the basis of highlighting as far as possible the degree of influence tenants participating can have on the delivery of the service.
- 3.5 Plans to act on these issues in the summer and autumn were significantly affected by the departure of the Tenant Participation Officer in the late summer. However a new officer, Suzanne Redfern has been appointed and is due to commence work in December. It is therefore proposed to start promotion work in the New Year concentrating on the spring period with lighter nights being more conducive for successful evening meetings.
- 3.6 The planning days revealed that there is concern amongst those tenants currently actively involved that although the Compact gives the structure of participation there needs to be more specific actual commitments to actual events or actions. Their agreement and request is for;
- All Committee reports originating from the Housing Service will contain a new section giving the views of the district wide group of Tenant representatives, TACT. Committee will be asked to consider the TACT view in conjunction with the officer recommendation
 - The tenants magazine, Tenants' Extra, will have upto a page (i.e. a quarter of the magazine) depending on TACT's requirements, given over to TACT to detail and promote their work.
 - Monthly liaison meetings between Housing staff and TACT will take place in the Housing Service which are intended to develop into a local inspection role.

4. Financial Implications

- 4.1 No additional financial implications as a Tenant Participation budget is already established and can be used for promotion purposes.

5. Corporate Implications

- 5.1 It is established good practice and a requirement of the Government that the Council needs to do all it can to foster active and meaningful tenant participation across the District. The promotion of participation in the coming months and a further commitment to specific actions Council will significantly assist that promotion.

6. Community Implications

- 6.1 The successful promotion of Tenant Participation in the District will further develop community involvement in the business of the Housing Service and the Council and assist in making sure that our services are fully customer orientated.

