

**PERTH AND KINROSS COUNCIL****Housing and Health Committee – 13 March 2013****PROGRESS REPORT ON PERTH AND KINROSS  
TENANT PARTICIPATION STRATEGY 2010-13****Report by Executive Director (Housing and Community Care)****ABSTRACT**

This report gives an update on progress with the Perth and Kinross Tenant Participation Strategy.

**1. RECOMMENDATIONS**

It is recommended that Committee:

- 1.1 Note the progress which has been made on implementing the action plan of the Perth and Kinross Tenant Participation Strategy.
- 1.2 Note the positive feedback received from the Scottish Housing Regulator from the attendance of tenant participation activities during their inquiry visit in December 2012.
- 1.3 Approve the actions to review Tenant Participation Strategy for 2014 -17.

**2. BACKGROUND**

- 2.1 Section 53 (1) of the Housing (Scotland) Act 2001 places a duty on local authorities and Registered Social Landlords (RSLs) to prepare a tenant participation strategy which includes an assessment of resources required and a statement of the resources to be made available. The strategy must demonstrate how, as a landlord, the Council intends to communicate with and listen to tenants and residents, the proposals to be consulted upon and the ways the council will do this.
- 2.2 The introduction of the Scottish Social Housing Charter requires Perth and Kinross Council (PKC) to report to the Scottish Regulator annually on the achievement of the Charter Outcomes. The Tenant Participation Strategy will support this across a number of outcomes, especially Equalities, Communication and Participation.
- 2.3 The Perth and Kinross Tenant Participation Strategy 2010-13 was approved by Housing and Health Committee on 3 February 2010 (Report 10/60) and implemented from March 2010. The Tenant Participation Strategy Monitoring and Implementation Group have been monitoring the implementation and impact of the Strategy and reported progress to the Housing and Community Care Senior Management Team.

- 2.4 The aim of the Perth and Kinross Tenant Participation Strategy is to enable tenants and residents to be involved in the decision-making processes of Housing and Community Care in a range of ways. It reflects the need for the Council to widen opportunities for tenants and residents to engage and participate, addressing issues that affect them in their neighbourhoods and offering different ways of being involved. It has also been developed in response to the challenge of a declining interest nationally in the traditional approach to tenant participation.

The aims of the strategy are to:

- Offer a range of ways for all tenants to become involved collectively and on an individual basis.
- Ensure all tenants are encouraged and adequately resourced to fully engage in the participation process and be involved in decisions which affect them.
- Continuously develop ways of improving communication and information sharing to meet the needs of all tenants.
- Develop and support tenant participation across Perth and Kinross.

- 2.5 To achieve these aims the Tenant Participation Strategy will need to achieve the following 5 key outcomes:

- There will be a range of opportunities developed which reflect local circumstances and allow all tenants to participate effectively.
- All tenants and staff will be given access to adequate levels of training and support that will enable them to participate more effectively.
- We will provide relevant, accurate, timely and accessible information to meet the needs of all tenants.
- We will work with all tenants and residents, registered and non registered tenant and resident associations, Perth and Kinross Tenants' and Residents' Federation and our partners to review how we support and develop tenant participation in Perth and Kinross.
- We will regularly monitor and review this strategy to ensure it continues to be effective.

### **3. STRATEGY PROGRESS 2012/13**

- 3.1 Implementation of the Tenant Participation Strategy continues to progress well. The approach undertaken has received very positive feedback from the Scottish Housing Regulator from their attendance at tenant participation activities during their inquiry visit in December 2012.

- 3.2 The Tenant Participation Strategy Action Plan Annual Update (Appendix 1) provides details of progress against each of the Strategy's actions and 5 key outcomes. Highlights of this year's progress are:

- We have continued to support tenants and residents to work on local issues and project in their neighbourhoods. For example:

- Further development of the Loon Braes Parknership by the Blairgowrie and Rattray Tenants and Residents Association, which received praise from HMle Inspectors in December 2012 describing it as ‘innovative community capacity building’.
- We have worked with Tulloch Tenants and Residents Association to help them engage with their community on the development of an allotment site on a local disused bowling green.
- We have supported Letham Residents Association, through the Climate Challenge Project and the further development of the Letham Swop Shop.
- **The Homeless Voice Group** has continued to develop activities. Participants are working to formalise the group to become a constituted group and have launched the Homeless Voice website [www.homelessvoice.org.uk](http://www.homelessvoice.org.uk)
- **Learning Disabilities Housing Forum** meets regularly to identify issues and in 2012/13 they progressed issues raised at their 2011 ‘Us and the Housing’ Conference with activities, including:
  - The group received a silver award at the Council’s Securing the Future awards in 2012.
  - The group held a conference in March 2012 at North Inch Community Campus of which over 60 people attended to discuss the pledges of the Learning Disability Strategy.
  - The group have commissioned a DVD “It Goes On And On And On” which was filmed in July 2012. The DVD was launched at event which was organised by the group “Us and the Housing” in September 2012 and was attended by over 100 people. They are now working on learning materials to go with the DVD.
- A number of tenant representatives have been involved in working groups in 2012/13, including the Scrutiny Approach Steering Group, which includes 25 tenants and staff. This group is designing a proposal for our Scrutiny Framework to enable tenants to be at the heart of scrutinising landlord performance and validate the Scottish Social Housing Charter (SSHC) Annual Report on the Charter.
- The Quality Panel meets monthly. Their current work includes a quality check on new PKC website (navigation and look of website) and supporting the review of garage sites and lock ups, as part of improvement work.
- The Tenant Participation Advice Service (TPAS) delivered 12 sessions between March and October which were attended by over 20 Perth and Kinross Council tenants, residents and tenants from other social landlords. The next steps are to identify with our existing Registered Tenants Organisations (RTO’s) what further training needs to be developed in 2013.
- As a result of the taster session in 2012, a formal accredited programme was organised from March to June 2012, with 7 people achieving the level 2 certificate by the Chartered Institute of Housing, 4 of whom received a distinction. Another taster session was held in August 2012 and as a result of this 8 people are currently undertaking a programme of accredited training which is due to finish in March 2013. Out of these one person is an RSL tenant and 3 are from hostel accommodation.

- New procedures have been developed with tenants to access Tenant Participation (TP) Grant Funding. All constituted tenant participation groups can apply for up to £1,000 each year to enable them to achieve the aims of their local groups.
- In 2012/13 we provided relevant and accessible information in a variety of mediums. We are increasing the use of texting messaging to our tenants by offering a free reply service and use of a dedicated short code number for engagement activities. Currently we have identified 2,500 tenants with active mobile numbers who could benefit from this communication.
- In 2012, 6 Tenant Network meetings took place across Perth and Kinross engaging with Council tenants and tenants from other RSL's on a range of issues.
- The next Tenant Satisfaction Survey will be carried out in 2013.
- The Council's Best Value Review of PKTRF in 2010 made a number of recommendations for change and this, along with the introduction of the Scottish Social Housing Charter which emphasises the need for robust and effective scrutiny by tenants and other customers is driving a new approach to scrutiny. The development of our new Tenant Scrutiny Framework will change the role of Perth & Kinross Tenants' and Residents Federation (PKTRF). PKTRF have been informed that do not need to write a business case for funding, but will be treated as the other Registered Tenant Organisations (RTOs) and will be eligible to apply for a Tenant Participation Grant. Funding previously ring-fenced for the PKTRF will now be diverted to support the development of scrutiny and other tenant engagement activities. The PKTRF Executive Committee asked it to be noted they feel poorly treated and they will be unable to exist on the suggested funding made available to Registered Tenant Organisations.

3.3 We will continue with our 3-year action plan and monitor its activities through the joint Tenant Participation Strategy Monitoring and Implementation Group. In 2013/14 this will have a particular focus on:

- Supporting our existing Registered Tenant Organisations (RTOs) to become actively involved in improving their neighbourhoods and communities.
- Progressing Resident Academies and creating a calendar of training opportunities to support tenants and residents to scrutinise services.
- Implementing the Scrutiny Framework Action Plan.
- Expanding the use of the text messaging service P&K Info and the numbers of tenants receiving electronic communication.
- Continuing to develop thematic and local forums, particularly in areas where there are no Registered Tenant Organisations (RTOs) or local associations.

3.4 We will review our current Tenant Participation Strategy by undertaking the TPAS Accreditation Scheme to identify and develop a new action plan for 2014-2017. This will actively involve our RTO's, thematic forum members, interested persons, partners and staff. This work will take place from April 2013 and be reported back to this Committee by March 2014 for approval.

#### **4. CONSULTATION**

The Perth and Kinross Tenants' and Residents' Federation (PKTRF) and its members have been consulted on the contents of this report, as well as Housing Service Managers and the Head of Finance and Support Services, Housing and Community Care.

#### **5. RESOURCE IMPLICATIONS**

The costs of the activities outlined in this report will be contained within the Tenant Participation budget of £131,000 2013/14. This will be reviewed in subsequent years.

#### **6. COUNCIL CORPORATE PLAN OBJECTIVES 2009-2012**

The Council's Corporate Plan 2009-2012 lays out five Objectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. The objectives relevant to this report are as follows:-

- (i) A Safe, Secure and Welcoming Environment
- (ii) Healthy, Caring Communities
- (iv) Educated, Responsible and Informed Citizens
- (v) Confident, Active and Inclusive Communities

#### **7. EQUALITIES IMPACT ASSESSMENT (EqIA)**

The Council's Corporate Equalities Assessment Framework requires an equality impact assessment of functions, policies, procedures or strategies in relation to race, gender and disability and other relevant protected characteristics. This supports the Council's legal requirement to comply with the duty to assess and consult on relevant new and existing policies.

The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

Assessed as relevant and the following positive outcomes expected following implementation:

- Promotion of equality of opportunities for minority groups.
- Meeting the needs of our service users who may be members of a minority group.

#### **8. STRATEGIC ENVIRONMENTAL ASSESSMENT**

- 8.1 Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all qualifying plans, programmes and strategies, including policies (PPS).

8.2 The matters presented in this report were considered under the Environmental Assessment (Scotland) Act 2005. No further action is required, as it does not qualify as a PPS as defined by the Act.

## 9. CONCLUSION

This report updates Committee on the progress of the Perth and Kinross Tenant Participation Strategy. It highlights the positive feedback received from the Scottish Housing Regulator on tenant participation activities during their inquiry visit in December 2012 and identifies activities planned for 2013/14.

**David Burke**  
**Executive Director (Housing and Community Care)**

**Note:** No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

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If you or someone you know would like a copy of this document in another language or format, (on occasion only, a summary of the document will be provided in translation), this can be arranged by contacting Suzie Burt



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## APPENDIX 1

### Tenant Participation Action Plan Update 2010-13

#### Key Outcome 1

There will be a range of opportunities developed for tenants to participate effectively that reflect local circumstances.

Action Ref No.	Specific Action	Timescale	Output	Update – March 2013
1	<p>Neighbourhood Forum events will be co-ordinated by local area housing teams.</p> <p>Local RTO's, tenants and residents will be supported to work on local issues raised from forums and engagement events.</p>	March 2010 onwards.	<p>2 Neighbourhood Forum events will be co-ordinated by each Local Area Housing Team across their geographic areas.</p>	<p>Events are to be planned in the summer of 2013 for Crieff/Auchterarder, Kinross and Highland Perthshire. A small planning group was established in February including staff from Community Learning and Development, Caledonia Housing Association and Hillcrest Housing Association.</p> <p>We have continued to support tenants and residents to work on local issues and projects in their neighbourhoods, including the further development of the Loon Braes Partnership, which received praise from HMle Inspectors in December 2012 describing it as 'innovative community capacity building'. We have worked with Tulloch Tenants and Residents Association to help them engage with their community on the development of an allotment site on a local disused bowling green. We have supported the Letham Residents' Association, through the Climate Challenge Project and the further development of the Letham Swap Shop.</p>

Action Ref No.	Specific Action	Timescale	Output	Update – March 2013
2	Thematic forums will be supported by H&CC staff.	March 2010 onwards.	Development of thematic forums as identified to support tenant participation and involvement.	<p>In 2012/13 we focused on the development of two thematic forum groups – the Homeless Voice group and The Learning Disability Housing Forum.</p> <p><b>The Homeless Voice Group</b> is a partnership involving Skinnergate, CATH, Greyfriars, Rio, Wellbank, Perth College and the NHS and it has increased opportunities to involve homeless people. We have continued the Friday Drop-In, progressing the Homeless Voice Action Plan. The following activities are in progress:</p> <ul style="list-style-type: none"> <li>• Snow Worries – involving hostel residents in preparing for winter resilience and working in communities</li> <li>• Boxing Pilot Project – enabling hostel residents to improve their health and well being</li> <li>• Moving Stories Group – recording the experiences of homeless people to contribute to the schools prevention programme, community awareness and staff training</li> <li>• Proposal to further develop the Tenancy Academy aimed at those in temporary accommodation</li> <li>• Three residents supported to take part in Resident Academy accredited learning</li> <li>• Launched the Homeless Voice Website</li> <li>• Published three editions of the Homeless Voice Newsletter</li> <li>• Led on consultation on the review of the Homelessness Strategy</li> <li>• Working with volunteers to establish a constituted Homeless Voice Tenant Organisation</li> </ul>



Action Ref No.	Specific Action	Timescale	Output	Update – March 2013
3	Develop short life working groups for particular consultation exercises.	As appropriate.	Formation of appropriate consultation planning groups Production of action plans.  Quick response questionnaires. Hold engagement events in response to arising issues.	<p><b>Learning Disabilities Housing Forum</b> is a group of tenants, volunteers and staff who have been working together as a result of a 2-day conference held 2010. The group meet regularly to identify issues and in 2012/13 they progressed issues raised at their 2011 'Us and Housing Conference' with activities including:</p> <ul style="list-style-type: none"> <li>• The group received a silver award at the Council's Securing the Future awards in 2012.</li> <li>• The group held a conference in March 2012 at North Inch Community Campus attended by over 60 people to discuss the pledges of the Learning Disability Strategy.</li> <li>• The group have commissioned a DVD "It Goes On And On And On" which was filmed in July 2012. The DVD was launched at event which was organised by the group "Us and the Housing" in September 2012 and was attended by over 100 people. They are now working with partners in the Council to produce the learning materials to sit alongside the DVD.</li> </ul> <p>In 2013 we aim to set up a thematic group for older people. We will do some research on Aberdeen City Council's work with their sheltered housing to learn from their experiences.</p> <p>A number of tenant representatives have been involved in working groups in 2012/13:</p> <ul style="list-style-type: none"> <li>• Monitor the Tenant Participation Strategy</li> <li>• The Neighbourhood Strategy monitoring group has joined with the Safer Communities working group and they will be focussing on raising awareness of gypsy travellers in communities and promoting the bogus callers scheme.</li> <li>• The Repairs Service has continued to work with the Quality Panel on Voids which will contribute to the review of the PKC Letting Standards.</li> </ul>

Action Ref No.	Specific Action	Timescale	Output	Update – March 2013
4	Develop Quality Panel.	Ongoing	Develop and carry out Quality Checks for different parts of the Service.	<ul style="list-style-type: none"> <li>• The Scrutiny Approach Steering Group, which is made up of 25 volunteers and staff, are designing a proposal for our Scrutiny Framework to enable tenants to be at the heart of scrutinising landlord performance and validate the SSHC Annual Report on the Charter</li> <li>• The Tenant Participation Strategy will be reviewed towards the end of 2013 with a working group being identified in March.</li> </ul>
				<p>Quality Panel has been meeting monthly since March 2011 and has been involved in:</p> <ul style="list-style-type: none"> <li>• The Sheltered Housing Review in March – June 2011 and have fed back on this</li> <li>• Developing quality checks for voids and Neighbourhood/Estates</li> <li>• Checking the new PKC website (navigation and look of website)</li> </ul> <p>Work is ongoing to link Quality Panel members to the local area teams.</p> <p>The Quality Panel have been asked to support current work reviewing garage sites and lock ups as part of improvement work.</p> <p>Next steps for the group involve looking at communication and information that the council produces.</p> <p>The Quality Panel's remit may change as result of the agreement of our Scrutiny Framework.</p>

Action Ref No.	Specific Action	Timescale	Output	Update – March 2013
5	Report on and celebrate successes.	As appropriate and when publicising meetings and press releases.	Produce publicity material, briefing notes and newsletters demonstrating the effectiveness of tenants' contributions.  Communications plan.	<p>In 2012/13 we published three editions of 'On the House' magazine, delivered to every tenant household and we issued Tenant Participation Updates to all on the interested persons list. We also published three editions of the Homeless Voice Newsletter.</p> <p>New features were identified for 2012/13, including a spotlight on any disposals of HRA assets to enable consultation with all tenants. This will support the new guidance in relation to gaining Scottish Ministerial Consent.</p> <p>A 'Celebrating Achievement Event' was held in November 2012 where certificates were presented to over 30 local residents, some of whom had achieved level 2 qualification from the Chartered Institute of Housing in Resident Inspection and Community Research.</p> <p>Certificates were also presented to those who had taken part in training courses to help them learn more about housing services and a young resident who helped pilot a new tenancy sustainability programme.</p>
6	Develop Tenant Scrutiny Framework.	March '13.	To be agreed.	<p>A short life working group, the Scrutiny Approach Steering Group, has been working on a proposal for our Tenant Scrutiny Framework. This comprises of 25 volunteers and staff who have been working on proposals which will enable tenants to be at the heart of scrutinising landlord performance and validating the SSHC Annual Report on the Charter. To help learning, representatives from Salix Homes have presented information and the group have also been supported by the Tenant Information Service (TIS).</p>

Action Ref No.	Specific Action	Timescale	Output	Update – March 2013
7	Developing joint working with other council services and Registered Social Landlords.	Ongoing.	Development of joint working groups.	<p>Joint working with other Registered Social Landlords (RSL's) has developed a range of activities, including attendance at the Tenant Participation Monitoring Group and Neighbourhood Forum/community engagement events. A Draft Action Plan based on Tenant Participation Strategy activity has been drafted.</p> <p>In a recent meeting held with Caledonia and Hillcrest, it was agreed to form a Tenant Participation Workers Forum for Perth &amp; Kinross across all RSLs to look at local issues.</p>
8	Maintain a register of tenants' groups.	Updated quarterly.	RTO register.	<p>The number of Registered Tenants Organisations is falling as a result of groups failing to hold AGM's. This is either because Committee members have moved on, or there has been a failure to achieve the quorum required to hold the AGM.</p> <p>Perth and Kinross Tenants' and Residents' Federation and Tulloch Tenants &amp; Residents Association have renewed their RTO status until 2015.</p> <p>Alyth, Blairgowrie and Rattray, Letham and Stanley have been sent reminders to renew their RTO status which expired in 2012.</p>
9	Maintain a consultation database.	As appropriate.	Consultation database.	<p>Numbers on the Interested Persons Consultation Database (not including people who are members of Tenant and Resident Associations) have risen to 46 from 33 in 2010/11 and currently stands at 56 (January 2013). We will continue to encourage individuals to register, especially in light in the decline of local RTO's.</p>

## Key Outcome 2

Tenants and staff will gain access to adequate levels of training and support that will enable them to participate more effectively.

Action Ref No.	Specific Action	Timescale	Output	Updates
10	Providing access to training, information and advice to all tenants on participation.	Ongoing from March 2010.	Audit of training need. Training sessions held. Pre meetings and post meetings.	In 2012/13 we organised, with support from The Tenant Participation Advice Service (TPAS), a calendar of training and guidance sessions. This training has been offered all those actively involved in a local RTO and to people who are active within their neighbourhood is community based projects. We also extended the training opportunities to tenants of other social landlords and each session will be able to offer 16 places under the banner of Resident Academies. The next step is to identify with our existing RTO's what further training needs to be developed in 2013.
11	Development and training of Residents' Academies.	Ongoing from March 2010.	Accredited and non accredited learning programmes delivered across Perth and Kinross.	As a result of the taster session in 2012, a formal accredited programme ran from March to June with seven people achieving the level 2 certificate by the Chartered Institute of Housing, of whom four received a distinction.  Another taster session was held in August 2012 and as a result, 8 people are currently undertaking a programme of accredited training which is due to finish in March 2013. One of these is an RSL tenant.
12	Support staff to increase community engagement capacity.	Ongoing.	Facilitate training sessions, workshops and working groups.	In 2012/13 staff had opportunities to take part in briefings session on the Scottish Social Housing Charter which were delivered by Tenant Participation Advice Service between June and August 2012. Over 200 members of staff attending the briefings. Staff have also been given opportunities to attend an number of conferences and seminars nationally to learn from good practice and be updated on national issues.

Action Ref No.	Specific Action	Timescale	Output	Updates
13	Fund tenant groups.	Annually.	Groups funded to achieve the aims of their constitutions.	<p>New procedures have been developed with tenants to access Tenant Participation Grant Funding. All constituted TP Groups can apply for up to (TP) £1,000 each year to enable them to achieve the aims of their local groups. Groups who have been funded this last year are:</p> <p>Blairgowrie &amp; Rattray TRA Grant £584.40  Alyth Area TRA Grant £438.99  Tulloch TRA Grant £181.64  Stanley TRA Grant £235.00</p>
14	Council officers will attend appropriate meetings such as tenant association meetings.	On request.	Tenants and tenant groups will receive support.	<p>Council officers continue to attend both Perth &amp; Kinross Tenant Participation Federation (PKTRF) Open meetings and local RTO meetings.</p> <p>Support from the Performance &amp; Quality Team has been present at every PKTRF General meeting and at all of the RTO AGMs in 2012/13 and most open meetings that have taken place across Perth and Kinross. Officers attend every PKTRF Executive Committee meeting and Office Bearers meetings by invitation.</p> <p>The Head of Housing and Strategic Commissioning and the Head of Finance and Support Services were invited to a PKTRF General meeting in January 2013 to discuss the HRA Business Plan and proposed rent increase.</p>

### Key Outcome 3

We will provide relevant, accurate, timely and accessible information to meet the needs of all our tenants.

Action Ref No	Specific Action	Timescale	Output	Updates
15	Report on and celebrate successes.	As appropriate and when publicising meetings and press releases.	Produce publicity material, briefing notes and newsletters demonstrating the effectiveness of tenants' contributions.	<p>In 2012/13 we published three editions of 'On the House' magazine, delivered to every tenant household and we issued Tenant Participation Updates to all on the interested person list. We have also developed the Homeless Voice News and have published three editions.</p> <p>New features have been identified for 2011/12, including a spotlight article on local tenant and resident groups for the 'On the House' magazine to raise awareness of the activities of local groups.</p> <p>There have been four Tenant Participation Updates issued to everyone on the Interested Persons' Database. These have given information and updates on training opportunities for tenants and residents in Perth &amp; Kinross, as well as feedback from tenant network events.</p>
16	Provide relevant and accessible information on services and standards.	All tenants will be advised three times a year through on the house and the Tenants' Calendar. Other information will be given as appropriate.	<p>On the House and calendar.</p> <p>Annual Open House event and support materials.</p> <p>Briefing sessions.</p> <p>Neighbourhood Forum Events.</p>	<p>In 2012/13 we provided relevant and accessible information in a variety of mediums including:</p> <ul style="list-style-type: none"> <li>• Three editions of 'On the House' magazine</li> <li>• Tenants' Calendar</li> <li>• Four Tenant Participation Updates</li> <li>• Digital signage in all locations</li> <li>• Information in accessible formats including the translation of individual letters in other languages, large print and audio CD</li> <li>• Tenant information on the PKC website</li> </ul>

Action Ref No	Specific Action	Timescale	Output	Updates
			<p>Develop tenant information.</p> <p>PKC Website.</p> <p>Tenant Participation Updates.</p> <p>Letters to individuals.</p> <p>P&amp;K Info – text project.</p>	<ul style="list-style-type: none"> <li>• Rolling out the PK INFO Text Service – 1,200 registered users as at Jan 2012, including 247 tenants signed up</li> <li>• Piloting the use of texting in other areas of Housing &amp; Community Care Services</li> <li>• Creating a database of tenants and residents who wish to receive communications by email - 15 at May 2011, 89 at January 2013</li> <li>• Produced special feature on Winter 2012 issued of 'On the House' on the Housing Revenue Account (HRA) performance information and how rent is spent.</li> <li>• Increasing use of texting messaging to our tenants as Feb 2013 and offering a free reply service for tenants and use of a dedicated short code number for engagement activities. Currently we have identified 2,500 tenants with active mobile numbers who could benefit from this type of communication.</li> </ul>



#### Key Outcome 4

We will work with all tenants and residents, registered and non registered tenant and resident associations, Perth and Kinross Tenants' and Residents' Federation and our partners to review how we support and develop tenant participation in Perth and Kinross.

Action Ref No	Specific Action	Timescale	Output	Updates
17	Review future Federation support requirements.	March 2010 onwards.	<p>Establish joint review group with the Council and other stakeholders.</p> <p>Consider future options.</p> <p>Report to and consult Federation membership and PKC.</p> <p>Support the development of The Federation Business Plan 2010-13.</p>	<p>Due to the development of our new Tenant Scrutiny Framework, the role of Perth and Kinross Tenant and Residents Federation will change. The Federation has been informed that they do not need to write a business case for funding, but will be treated as the other Registered Tenants Organisations and therefore eligible to apply for a Tenant Participation Grant.</p>
18	Develop Forum Network.	June 2011 onwards.	<p>Agree role and remit for the Forum Network.</p> <p>Hold quarterly Forum Network Meetings.</p>	<p>In 2012, six tenant network meetings took place across Perth &amp; Kinross engaging with Council tenants and tenants from other RSL's. Feedback from these events will be taken into consideration when recommending rents for next year, as will, feedback on garage and lock-up sites and updates on the Scottish Social Housing Charter.</p> <p>These meetings were held during twilight hours in public and council access venues in Aberfeldy, Blairgowrie, Crieff, Kinross, Invergowrie and Perth.</p> <p>A Tenant Network meeting will take place with all Registered Tenants Organisations and interested persons to agree a training plan for 2013/14 and self assessment through the TPAs Accreditation Scheme.</p>

## Key Outcome 5

We will regularly monitor and review this strategy to ensure it continues to be effective.

Action Ref No	Specific Action	Timescale	Output	Updates
19	Establish Joint Tenant Participation Strategy Monitoring and Implementation Group.	Convene March 2010.	Setting up a joint implementation, monitoring and review group with tenants, elected members and other stakeholders to monitor and evaluate the strategy. Monitoring will take place to evaluate inputs, outputs and outcomes.	<p>A joint implementation, monitoring and review group has been set up with membership including:</p> <ul style="list-style-type: none"> <li>• A tenant representative</li> <li>• Service Manager Neighbourhood Services</li> <li>• Representatives from Caledonia Housing and Hillcrest Housing</li> <li>• Community Capacity Building Co-ordinator</li> <li>• Staff from Performance and Quality and Planning &amp; Policy</li> </ul>
20	Reviewing the strategy annually to ensure we are meeting our objectives and to set new target.	Report annually in April.	Annual strategy review.	Annual strategy review was reported in March 2012 to the Head of Housing and Strategic Commissioning.
21	Review of tenant satisfaction with participation structures.	Annually.	<p>Federation survey membership feedback.</p> <p>Monitoring of local tenant association action plans.</p> <p>Tenant Satisfaction Survey.</p>	<p>We are preparing the next Tenant Satisfaction Survey to be circulated through the 2013 Spring Edition of the 'On The House' Magazine to gauge satisfaction levels.</p> <p>We are also preparing to undertake TPAS Accreditation Scheme as part of the review of the Tenant Participation Strategy.</p>