



## AGENDA ITEM:

### SUMMARY

<b>Report for:</b>	<b>Housing and Communities Overview &amp; Scrutiny</b>
<b>Date of meeting:</b>	<b>16<sup>th</sup> July 2014</b>
<b>PART:</b>	<b>1</b>
If Part II, reason:	

<b>Title of report:</b>	<b>Get Involved Strategy 2012-15 - Update</b>
Contact:	Cllr Margaret Griffiths, Portfolio Holder for Housing  Carolyn Leech, Team Leader, Policy and Participation – Author  Elliott Brooks, Assistant Director, Housing Service - Responsible Officer
Purpose of report:	To update the Housing and Communities Overview and Scrutiny Committee on the Get Involved Strategy 2012-15.
Recommendations	The committee to note the report and the progress made.
Corporate objectives:	Effective and empowered tenant involvement supports the Council's corporate objectives and contributes to: <ul style="list-style-type: none"> <li>• Our community capacity</li> <li>• Economic development and regeneration</li> <li>• Resources and value for money</li> <li>• Affordable Housing</li> </ul> Enhancing our profile and reputation
Implications:	<u>Financial</u>
'Value For Money	The Get Involved Strategy 2012-15 supports tenants and leaseholders getting involved through the monitoring of budgets to ensure that tenant priorities are tackled effectively.  <u>Value for Money</u>  Value for Money is a regulatory requirement for all social housing providers. By ensuring that our tenants are empowered and involved in the services that they receive we will ultimately ensure that we are giving good value for money.

Risk Implications	Failure to deliver the Get Involved Strategy could risk the image and reputation of the Housing Service. Mechanisms have been put in place to ensure that tenants actively monitor the strategy on a regular basis to ensure that the objectives are met.
Equalities Implications	Tenant Involvement deals with the whole tenant and leaseholder community, including young people.
Health And Safety Implications	There are no health and safety implications.
Consultees:	Chair of the Tenant and Leaseholder Committee Chair of Housing Maintenance and Environment Committee Vice Chair of the Tenant and Leaseholder Committee Vice Chair of Housing Maintenance and Environment Committee Two co-optee members of the Housing and Communities Overview and Scrutiny Committee Members of the Tenant and Leaseholder Committee
Background papers:	Get Involved Strategy 2012-15 (appendix 1) TLC Report: Recruitment for Tenant Involvement Activities (appendix 2)
Glossary of acronyms and any other abbreviations used in this report:	Tenant and Leaseholder Committee (TLC), Housing Maintenance and Environment Committee (HMEC), Tenant and Leaseholder Scrutiny Panel (TLSP) and Survey of Tenants and Residents (STAR), Tenant Involvement Review Group (TIRG).

## 1.0 Background

In November 2013 an update report on the Get Involved Strategy 2012-15 was presented at Housing and Communities Overview and Scrutiny Committee. This report updated the committee on the progress that had been made through year two of the strategy. Year two of the strategy is now completed and the third and final year has commenced with good progress being made in the first quarter of the year.

## 2.0 Year three of the Strategy

Following a review of the year two action plan with TIRG, objectives were finalised for year three of the strategy. Year three concentrates on low level tenant involvement activities and seeks to increase the number of tenants and leaseholders

involved with the housing service at a local level. A copy of the action plan which details all objectives to date is attached (appendix 1). Year three objectives can be found on page 17.

### **2.1 Formal and informal involvement**

The overall objective of the Get Involved Strategy 2012-15 was to increase tenant involvement by 5%. Much work has been done around defining a meaning for this objective over the past two years, and tenants and staff have constantly revisited this area. As a result it was agreed with TIRG to split the performance indicators that measure involvement between formally involved and informally involved.

Those tenants that are formally involved are those that are members of the formal tenant involvement structure and sit on committees or panels that are subject to a terms of reference. Those that are informally involved are tenants that are active in their local community or attend events/roadshows, and/or complete surveys/consultations.

### **2.2 Recruitment and Retention**

Recruitment to committees continues to be a priority, and we are currently working with the TLC and TIRG on a recruitment and retention framework to ensure that all committees are fully represented and reflect the demographic of the tenant base. This will also ensure that we have a retention and succession plan. A report was taken to TLC on the 7<sup>th</sup> July 2014, and a copy of this can be found in appendix 2.

#### **2.2.1 Tenant Involvement led events**

The following events are planned for 2014-15:

- Tenant and Leaseholder Day
- Conference on the Road
- Barge Trips
- Youth Action Entertainers
- Joint community initiatives with Osborne's
- Edible Gardens scheme
- Afternoon tea with Rice Close and Southernwood Close

### **2.2.2 Events supported/attended by Tenant Involvement Team**

In addition to attending Neighbourhood Action Group meetings and Parish Council meetings, other events that we have been involved in include:

- Tring Carnival
- Fish and Chip/lunch clubs in Supported Housing Schemes
- Supported Housing Coffee mornings – informal and “clear landings”
- Adeyfield Senior Citizens’ Coffee morning

### **2.2.3 Projects supported by Tenant Involvement**

The tenant involvement team are involved in the following projects:

- Verge Hardening
- Parking Barriers
- Local Lettings Scheme – Gade Tower
- Neighbourhood Agreements – Gade Tower and Westerdale
- Rent Campaigns
- Dacorum Youth Forum
- Supported Housing Forum
- Window Cleaning tender
- Cleaning project

## **3.0 Monitoring of the strategy**

The Tenant Involvement Review Group was formed to work with the tenant involvement team to monitor progress against the strategy. Monitoring is undertaken on a bi-monthly basis. Updates are also sent to the Chair of TLC on a regular basis by the Lead Officer, Tenant Involvement.

## **4.0 Conclusion**

The Strategy is a three-year plan to increase the number of tenants and leaseholders that are involved in working with the Housing Service and to give those that want to be involved a flexible choice of ways to get involved. Progress is closely monitored by tenants. A review of the strategy is scheduled for quarter 4 2014/15; this will take place with the TLC as a whole and will enable us to set our priorities for the next three to five years to help us develop a further strategy and action plan.