



**HOW ARE WE DOING?**

**TARGETS** we have set ourselves  
for 2001-2002

These pages show the targets related to Tenant Participation that the Council has set for itself in 2001 – 2002.

They are targets linked to the areas of activity that have been outlined already in the main body of the Compact and in the 'How well are We Doing' pages in Supporting Documentation.

They aim to set a solid foundation for tenant involvement in the future, and are realistically achievable. Several of them involve working alongside tenants to discover the kind of targets tenants themselves would like to achieve.

They have been designed to take us a few steps closer to achieving our aim of enabling tenants, should they so wish, to have a genuinely influential role in the planning, provision, and delivery of their housing services.

The left-hand column shows the targets themselves, and the right-hand column shows who is responsible for taking the action(s).



# Housing Services

**Responsibility of:**

## **Actions to be taken**

To find out exactly what arrangements are in place for tenants to be involved in decisions about each of the following areas of their Housing Services:

- Developing strategies for the future and writing policies;
- Matters relating to the allocation and letting of properties;
- Matters relating to the setting and collection of rent;
- Matters related to repairs and maintenance and improvement programmes;
- Matters related to complaints about Housing Services.

**Tenant Participation Compact  
Development Officer**



## Housing Services (continued)

### **Actions to be taken**

- To identify an effective way of keeping all tenants informed about the variety of ways in which they can participate, in the hope of encouraging a wider range of tenants to get involved;
- To investigate how tenants themselves would prefer to participate in decision-making about actual housing services;
- To develop a number of performance indicators that can be used to:
  - ❖ *Identify whether mutually agreed methods of involvement are being used effectively;*
  - ❖ *Set clear and specific targets for when, where and how tenants will be involved in decision making relating to any of the above areas of housing services;*
- To set up a forum in which housing staff can explore how implementation of the Compact can assist in their work.

### **Responsibility of:**

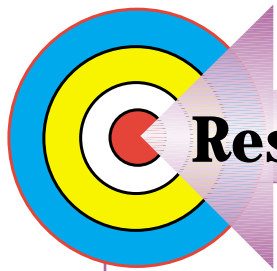
**Tenant Participation  
Compact Development Officer**

**Policy and Performance Manager,  
jointly with Herefordshire Tenants Federation**

**Tenant Participation Team**

**Housing Services Manager**

**Tenant Participation Compact  
Development Officer  
Tenant Participation Team  
and Housing Services Manager**



## Resources provided by the Council for Tenant Participation

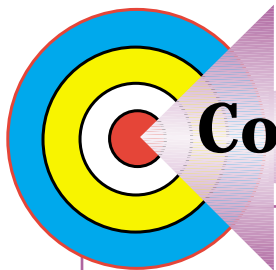
### Actions to be taken

- For the Council to maintain the present level of financial and material support for the next year;
- For the Council and Tenants' Federation to review the situation at the end of the year and identify requirements for the future.

### Responsibility of:

Policy & Performance Manager

Tenant Participation Team  
Herefordshire Tenants Federation



## Council-recognised tenants groups

### Actions to be taken

- For the Council to work with these groups to define the requirements they can realistically be expected to comply with, in relation to their role as representatives of tenants' views;
- To produce an agreed list of these requirements as a guideline for groups wanting Council recognition;
- For all committee members of Council-recognised tenant groups to receive the best possible training to equip them to carry out the duties expected of a tenant representative.
- Produce a Business/Action Plan for the Herefordshire Tenants' Federation.

### Responsibility of:

Tenancy Support Officer and  
Tenant Participation Compact Officer

Tenant Participation Team

Tenancy Support Officer  
and  
Tenant Participation Compact Officer

Hereford Tenants' Federation Committee



## Formal Meetings

### Actions to be taken

- To continue to put into practise and monitor the standards that are being developed to make sure these meetings encourage full participation from all present;
- To devise a process that helps tenants who are new to these formal meetings to get the support and information they require to be effective participants, and to ensure this process is implemented.
- To ensure that tenants who participate in formal meetings have the opportunity to receive training that will develop the skills and confidence required to represent their groups/other tenants at these meetings.

### Responsibility of:

All who are regular participants in formal meetings, and Tenant Participation Team

Tenant Participation Team

Tenant Participation Team



## Information

### Actions to be taken

- To include tenants in the continual process of ensuring that all information produced by the Council is in a style and format that is easy to follow and easily understood by all.

### Responsibility of:

Tenant Participation Team



# Monitoring and Assessing the Effectiveness and Impact of the Compact

## Actions to be taken

In recognition of the fact that currently we do not have in place constructive procedures for monitoring the effectiveness of the Compact, the Council will work together with tenants to identify mutually agreeable procedures for doing this.

This may include:

- Ascertaining whether the standards set out in the Compact for the performance of tenant representatives/group committees are always realistic, feasible and/or achievable. If, on review they are found not to be realistic, feasible and/or achievable, they will be revised.
- Ensuring that all tenant representatives/groups are aware of the objectives, tasks and responsibilities of their representative roles.
- Identifying mutually acceptable ways and means for tenant representatives/group committees to demonstrate how they are meeting the standards expected of them.
- Setting out a step-by-step complaints/conflict resolution procedure that can be followed by tenants (individuals or groups) or the Council, when either is dissatisfied with the way in which the Compact is being implemented.

Responsibility of:

Tenant Participation Team



# Manner and Levels of Tenant Participation

## Actions to be taken

- To find out by consulting with tenants, particularly those not part of Council-recognised tenant groups:
  - ❖ What is it that makes 'involvement' worthwhile for tenants;
  - ❖ In what manner people prefer to be involved;
  - ❖ What, in tenants' experience, are the main barriers to getting involved.
- To involve tenants in seeking and testing new and/or different methods and techniques for consultation and involvement not currently used by the Council;
- To make sure that 'tried and tested' methods of involvement approved of by tenants continue to receive the support they require.
- To investigate whether the Government's assumption, (central to Tenant Participation Compacts), that *'the needs and aspirations of tenants are best served through any form of participation other than "paying the rent"'* is shared by tenants themselves.

## Responsibility of:

Tenant Participation Team

Tenant Participation Team

Tenant Participation Team

Policy and Performance Manager



# Training

## Actions to be taken

- To continue to provide training courses proven useful and popular, such as basic IT skills, to as great a number of actively involved tenants as wish to participate;
- To actively encourage more tenants to participate in training relevant to Tenant Participation (see supporting documentation 'Training for Tenants');
- To set up joint workshops for tenants and Housing staff on topics relating to the operation of the Compact, eg. *Practical means in which tenants can contribute positively to estate management in its widest sense;*
- To develop a framework/procedure for identifying, delivering, and tracking the effectiveness of on-going, regular, and occasional training that meets identified tenant needs;

## Responsibility of:

Tenancy Support Officer

Tenancy Support Officer

Tenant Participation Compact  
Development Officer

Tenancy Support Officer  
Herefordshire Tenants Federation