

NOTTINGHAM CITY HOMES**PERFORMANCE & REGULATORY
COMMITTEE****REPORT OF TENANT & LEASEHOLDER
INVOLVEMENT MANAGER****PROGRESS ON TENANT AND LEASEHOLDER COMPACT ACTION PLAN****1 SUMMARY**

- 1.1 This Report seeks to inform Board Members on the progress to date of implementing the Tenant and Leaseholder Participation Compact Action Plan. Nottingham City Homes is committed to implementing the Tenant and Leaseholder Compact through its Action Plan in order to promote, support and encourage involvement by as many Nottingham City Council tenants and leaseholders as possible. The standards within the Compact must be able to be measured, monitored and reviewed by tenants, leaseholder, NCC and NCH to make sure that promises to inform, consult and involve tenants are put into practice.

2 Actions - Work in Progress from the Action Plan**2.1 Estate Inspections**

Estate Inspections are undertaken quarterly and involve NCH employees, tenants and leaseholders and other key stakeholders. The responsibility for the Inspections is held by the Area Housing Managers in each Area Office.

2.2 Editorial Panel

The Editorial Panel has been re-launched and had a meeting in September with some new members joining the Panel bringing the membership to 9 plus two officer from NCH. There are intentions to try and encourage some younger tenants to get involved on the Panel Training on producing and writing articles for newsletters will be available to all members of the Panel.

2.3 Website

The development of the website to provide an efficient and effective Tenant Participation service which meets the aspirations of tenants has a target date of April 2008 and it is intended to involve tenants in the development of the website including specialist pages for TARAs, Tenant Panels, Forums and the Tenant & Leaseholder Congress. There are two Tenants and Resident Associations who have developed their own websites and links to the NCH website will be available in the future.

2.4 Training for Tenants and Leaseholders

Following the analysis of the training skills audit which tenants and leaseholders involved in the Participation Structure have been asked to complete, a programme of training will be compiled and arrangements

made to ensure the opportunities for development are provided. A bid for development funding has secured of £40k for training. Training for the newly appointed Tenant Inspectors is planned.

2.5 **Staff Training on Tenant and Leaseholder Involvement**

The Customer Care Culture Change Development Programme will support the culture change needed so that frontline employees understand their role in delivering and increasing tenant participation and involvement. The Manager for Tenant and Leaseholder Involvement is currently attending Area Housing Office staff briefing sessions to raise awareness with staff about the Compact, as well as the structure of participation for the TARA's, Area Panels, Forums and the Tenants and Leaseholders Congress. There will also be awareness sessions with Voids and Allocations, Rents, the Caretaking Service and with staff who work for the Sheltered Service. Area Housing Offices weekly briefings include tenant participation focus as a regular agenda item. This will ensure that there is feedback through frontline staff from tenants and also to ensure staff are kept up to date on new tenant participation initiatives.

2.6 **Local Contacts**

Work is underway to identify local contacts and compile a database which will cover formally recognised contacts as well as volunteer contacts who are any individual tenants or leaseholders who volunteer to be the contact point for NCH and NCC with other residents.

2.7 **Area Panels**

A review of the progress with Area Panels has taken place and will be ongoing with regular updates to Board and the tenant and Leaseholder Congress. Members of the Panels will be setting their own agenda items in addition to standard items including; estate inspections, performance in the local area, success stories, customer care, value for money, local area round up, feedback from NCH Board, Tenants & Leaseholders Congress and Forums and a 'You Said and We Did' item to show the impact on the service as a result of consultation.

2.8 **Forums**

NCH will be developing specific Forums to involve different cultural groups and a Young Persons Group. The new Disability Forum is moving forward with the successful launch event held in September and they are holding their first meeting in November.

2.9 **Working in the Community**

Working with schools and the local community will be within the remit of a specialism for one of the Tenant and Resident Officers who will be focusing on the Respect Agenda.

2.10 **Tenants Conference**

On the 8th December the Tenants Conference is taking place at the Ice Arena. The aim of the conference is to provide a consultative event on: feedback from the Mock Inspection, the Budget for the next financial year, information around Respect and what NCH's responsibilities are for implementing this government initiative.

2.11 **Review of the Tenant and Leaseholder Participation Compact**
Also in December there will be a review of the Compact by the Compact Review Group who will be members of the Tenants & Leaseholders Congress. They would normally carry out an annual review but this will be an interim 6 month monitoring and reviewing of the Compact.

2.12 **Tenant and Leaseholder Involvement Structure**
A database of contact details from the structure of involvement is being established to show how many of our customers are involved, this will involve profiling those who are involved to establish whether there is any under representation of certain groups of the community, particularly those in hard to reach groups. The target date for completion of the database is November 2007 however this will require regular and on-going updating. All offices will be tested regularly by the tenant mystery shoppers.

3 IMPLICATIONS FOR NOTTINGHAM CITY HOMES OBJECTIVES

3.1 The NCH Tenant and Leaseholder Participation Compact is the formal agreement between Nottingham City Council, Nottingham City Homes and the it's tenants and leaseholders and it has been established to ensure that tenants and leaseholders will have the opportunity to shape the services that affect their homes and communities. The agreement sets out what we want to achieve by working together. It describes aims and objectives for involving tenants and leaseholders and the commitment to involving tenants in shaping and influencing the services from Nottingham City Homes

4. VALUE FOR MONEY AND EFFICIENCY ISSUES

4.1 The benefits and outcomes assessed against the aims and objectives in the Tenant and Leaseholder Participation Compact will be reported annually to the Board

4.2 Value for money of different approaches to involvement will be monitored and evaluated by the Tenants and Leaseholders Congress

5 EQUALITY & DIVERSITY IMPLICATIONS

5.1 Monitoring of the implementation of the equalities and diversity policy to measure the levels of input and involvement from under-represented sections of the community will be reported quarterly to Area Panels, the Forums, the TLC and the Board.

6 BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS REFERRED TO IN COMPILING THIS REPORT

Tenant and Leaseholder Participation Compact
Tenant and Leaseholder Action Plan for the Compact

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