

Housing Partnership

Tenant Participation Compact

An Agreement between Council Tenants,
Councillors and Officers

2008 - 2011



Translations

If English is not your first language
and you need a translation,
we can get one for you.

Albanian

Nëse anglishtja nuk është gjuha juaj amtare dhe keni
nevojë për një përkthim, ne mund t'ua sigurojmë atë.

Bengali

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন
অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

Chinese

如果英文不是您的第一語言，而您需要翻
譯的話，我們可以為您安排。

Gujarati

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને
ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

Hindi

यदि आंग्रेजी आप की पहली भाषा नहीं है और आप को
अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर
सकते हैं।

Kurdish

Heke Îngilîzî zimanê we yê yekem nîne û pêwîstiya
we bi wergêr heye, em dikarin yekî ji we re bibînin

Polish

Jeżeli język angielski nie jest Twoim
językiem ojczystym i wymagasz
tłumaczenia, możemy to zapewnić.

Portugese

Se o Inglês não é a sua língua
materna e precisa de uma tradução,
nós podemos obtê-la.

Punjabi

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ
ਦੁਬਾਰੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ
ਕਰ ਸਕਦੇ ਹਾਂ।

Somali

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u
baahan tahay turjumaad, annagaa kuu samayn karra.

Urdu

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو
ہم آپ کے لئے فراہم کر سکتے ہیں۔

Vietnamese

Nếu quý vị không thạo Anh văn và cần bản dịch,
chúng tôi sẽ giúp quý vị một bản.

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Stroud District Council Housing Partnership

An Agreement between Council tenants, councillors and officers

This is a three way district-wide agreement negotiated between our tenants'★ and residents' representatives, councillors and officers of Stroud District Council to show you the ways you can make a difference to the service the Council provides.

Introduction

This is the eighth agreement building on years of tenant involvement in the housing service. In the past this agreement or its supplement was sent out to all tenants every year. However some of the information was repetitive from one year to another and other information quickly got out of date. This new agreement will therefore cover three years. The details of meetings, updates and achievements will be updated more regularly through Keynotes. A summary agreement will also be available.

The Tenant Participation Compact Panel (a group of four tenants, four councillors and four officers) continues to meet four times a year both to monitor and suggest new ways in which you can have your say. Tenants' representatives also discuss this agreement at a variety of their meetings and pass on their views to Housing Management Forum. This Forum showed its commitment to signing the agreement at its meeting in March 2008.

This agreement is part of a wider government policy to modernise local councils by making it clear how decisions are reached and involving the community in reviewing services over a five year cycle. The aim is that services will continuously improve.

As at March 2008 there were 39.9% of all tenants represented by recognised groups or individuals. These include nine residents' associations, a management co-operative, eight sheltered accommodation panels (comprising of 24 sheltered schemes), two tenants' village voices and seven street representatives.

The Shared Vision

'Improving the quality of life for all our tenants and leaseholders across the whole District and promoting a sense of Community'

Tenants, councillors and council officers hope to achieve this by building on an equal partnership of all three parties to the agreement. This partnership is based on honesty, openness, a willingness to listen and an equal opportunity for all to be involved.

To allow this partnership to develop and prosper all parties must have access to all relevant information and training, and tenants have access to funding to allow them to come forward.

★ the word 'tenant' in this agreement includes leaseholders

The partnership has identified five key results, which they hope this agreement will achieve:-

- ▮ To increase the number of tenants involved in their housing service
- ▮ To improve the working relationship between all parties to this agreement
- ▮ To keep all parties informed of what is being done and spread the word better
- ▮ To encourage a year on year improved service to all tenants' satisfaction, and
- ▮ To relate to areas other than housing and be added to in future

The Agreement

This agreement builds on all the partners continuing commitment to promote tenant participation in a wide range of services. This agreement is continually monitored to assess progress made and which will be built on in future years. Targets set are published in Keynotes.

All partners hope you will refer to this agreement in the year ahead and feel able to be involved yourself in some way in helping to make our district a better place to live.

Our Signed Commitment

We, the partners agree to all the aims, principles and methods of involvement detailed in this agreement. We will work together to achieve these aims.

Signed:



Sue Griffiths
Chair of the Tenants' & Residents' Forum



Pauline Simpson
Chair of the United Sheltered Accommodation Panel



Councillor Frances Roden
Cabinet Member for Housing



Kelvin May
Strategic Director



Date: July 2008

1

Involvement

'Giving choices in the ways all tenants can have their say about their housing service'

Involvement covers a range of levels to suit all individual circumstances and priorities.

It can be on an individual basis only or through a group or a network of groups.

It ranges from ...

- ▮ getting information on issues already decided
- ▮ being consulted on ideas about what could happen
- ▮ participating by influencing what will happen, to
- ▮ managing - by deciding or running the service



A visit to Central Control Centre, Hereford

The agreement shows that tenants can have more power by working together and representing others. This involves effort, a greater time commitment and responsibility in keeping everyone on board.



Partners in Change, Independent Tenants' Advisor drop in session for Woolaway residents in Minchinhampton

2

Working together, who does what

'Ensuring a clear understanding by all parties of the relationship between tenants, councillors and council officers'

What can Tenants' Representatives do?

Tenants' representatives work with councillors and officers in passing on their members concerns and finding ways to resolve these.

They can pass on their members' views by ...

- | making a verbal or written query through an officer or councillor
- | doing a survey or organising a petition
- | giving feedback to any monitoring information
- | asking for a discussion item to be written to review a particular policy, and
- | contributing in focus groups - such as those shown later in the agreement

Some tenants' representatives do voluntary work on the council's behalf, such as ...

- | writing and editing articles for council publications, such as Keynotes
- | making presentations to other tenants about the benefits of being involved
- | judging the Tenants' Garden Competition
- | inspecting and ordering repairs in the Kingshill area, and
- | inspecting communal areas, including play areas, hallways in flats and grassed areas in the Kingshill area

The partners agree that tenants' representatives must be supported in their voluntary work. This support is explained in Section 6 Where your money goes ...

What can Councillors do?

Councillors have a responsibility to represent their ward and make the best decisions for the district as a whole. To do this, they need to consult with residents in their area and take into account tenants' representatives' views on council housing issues.

Whilst not all councillors' wards have tenants' groups, councillors are in a good position to encourage groups to form.

Councillors can support tenant participation by ...

- | attending tenants' group public meetings including Annual General Meetings
- | working with tenants on focus groups
- | passing on tenants complaints or petitions to relevant officers or organisations, and
- | holding local surgeries - for example, in the Lower Kingshill Management Co-operative (LKMC) estate office or Nouncells Cross Community Room
- | Supporting tenants' social events



Judging the Tenants' Garden Competition

Councillors who sit on the Housing Management Forum (HMF) can get a better working relationship with tenants' representatives by ...

- ▮ going to any Forum/HMF joint training events
- ▮ making joint estate visits
- ▮ attending (as observers only) and reading the minutes of Tenants' & Residents' Forum meetings
- ▮ participating in United Sheltered Accommodation Panel meetings



Survey winner in Cashes Green

- ▮ giving out information by letter, Keynotes, phone, in person etc
- ▮ organising public meetings for particular issues such as to give refurbishment options
- ▮ surveying areas about specific issues

- ▮ attending residents' association committee meetings when invited to do so
- ▮ attending associations' and panels' Annual General Meetings to answer questions and help with elections, and
- ▮ providing shadowing training for tenants who wish to operate an Estate Agreement

Tenant Participation Officers support and monitor tenants' groups and representatives. This includes ...

The Housing Cabinet member gets and can consider tenants' views before housing decisions are made by attending HMF meetings.

What can Officers do?

All officers should encourage tenants to become more involved in their service by ...

- ▮ working out associations' and panels' grants and checking over the information they hand in each year to show they are meeting the agreed standards (see Standards for Tenants' Groups)
- ▮ organising meetings
- ▮ organising elections for Tenants' Village Voices and Street Representatives
- ▮ administering Tenants' Village Voice Panel, Tenants' & Residents' Forum and United Sheltered Accommodation Panel meetings
- ▮ chairing focus and or consultative groups, such as the Editorial panel
- ▮ organising training events
- ▮ administering the Environmental and Community Funds
- ▮ giving advice as a co-opted member on the Board of Lower Kingshill Management Co-operative

New compost bins supplied using the Community Fund



3

Having your say



The partners to this agreement feel tenants can be involved in all service areas by ...

Getting Information

The tenants' newsletter, Keynotes is delivered to all tenants three times a year and is full of information.

Being Fully Consulted

On all housing related subjects through ...

- | Surveys to all or particular groups of tenants on particular subjects
- | Keynotes
- | Discussion groups at training events and any Tenants' Conference when held
- | Local roadshows when necessary
- | Satisfaction slips completed for repairs and at tenancy sign-ups

- | Feedback forms at training events
- | Service focus and or user groups - such as for maintenance, tenancy management and communal services
- | Involvement in recognised tenants groups, who in turn pass on their view through the Tenants' & Residents' Forum and United Sheltered Accommodation Panel to Housing Management Forum as described in Section 4 of this agreement

Participating

Which includes ...

- | Involvement in recognised tenants' groups and focus groups
- | Working to an estate or neighbourhood agreement on issues of local priority
- | Working to a sheltered housing agreement on issues of priority to sheltered tenants
- | Having access to Environmental Funds or Community Funds which recognised tenants' groups can prioritise to carry out projects in their areas
- | Monitoring their service and giving their views on information in the quarterly updated Service Plan and through Action Plans for each service area

New bus shelter, joint funded by Hampton Waves Residents' Association



4

Tenant Involvement

'Bringing tenants into the heart of decision-making affecting their homes and their communities'

It is agreed that councillors are responsible for making decisions on housing matters, but only after they have considered tenants' views. Tenant input is through:-

- ▮ The Housing Management Forum
- ▮ Tenants' & Residents' Forum
- ▮ Residents' Associations
- ▮ Management Co-operatives
- ▮ Consultative or focus groups
- ▮ Sheltered Accommodation Panels
- ▮ The United Sheltered Accommodation Panel and
- ▮ Tenants' Village Voices and Street Representatives

Below is a summary of each of the above groups. Contact details are listed in Section 9 of the Agreement. Please check Keynotes for updates on contact details and for the dates, times and venues of meetings.

The Housing Management Forum

The Cabinet Member for Housing has overall responsibility for housing decisions but gets advice from all parties to this agreement and can be contacted via the Council offices at Ebley Mill.

Tenants have input in the decision-making process through membership of the Housing Management Forum.



Top of Town Community Association sponsored a new football strip for Parliament Street School

The Forum consists of nine tenants' representatives (seven from the Tenants' & Residents' Forum and two from the United Sheltered Accommodation Panel) and nine councillors. They have equal opportunity to take part in discussions about tenant services such as property management, repairs, budgets, tenant participation and environmental matters. Council officers are present at these meetings to give advice, if needed.

The Housing Management Forum meets around five times a year. Meetings are open to all tenants' representatives, who can watch the debate.

Barbara Powell, Secretary of Woodfield Residents' Association and Debbie Hewitt, Sustainable Energy Officer, staff Community Safety stand at CHIP and PiN event in Woodfield, Cam





The Tenants' & Residents' Forum

This is made up of all recognised Residents' Associations and Management Co-operatives and Tenants' Village Voices and Street Representatives in the Stroud District. Each group sends two representatives to the Forum to express its views and has one vote on issues raised at the meeting. Forum meetings are open to all tenants, councillors and officers who can speak by invitation only, but cannot vote.

The Forum meets over five times a year. Some of these meetings are held shortly before the Housing Management Forum (HMF) meets. This allows the Forum's representatives time to get its members' views to pass on at HMF. The Forum also meets to discuss social events and has guest speakers.

The Forum elects its Chair and Vice Chair every two years and its Treasurer yearly at its Annual General meeting.

The Terms of Reference for the Tenants' & Residents' Forum is available in a free Induction and Reference Pack.



Jim and Dawn Timbrell with Madeline Stinchcombe from Sunnyhill Residents' Association in Cashes Green

Forest Green Residents' Association members celebrate winning £1,000 for their area



Residents' Associations

Residents' Associations are groups of at least 10 tenants who work to shared aims for a defined area. Associations are run by elected committees who meet regularly and consult their membership through General Meetings, newsletters and surveys.

All partners agree that Residents' Associations must meet the Standards for Tenants' Groups in this agreement to be recognised by the council. In return they get support and information from the council and a voice through the Tenants' & Residents' Forum.

As at March 2008, there were nine associations representing 1,057 tenants.

Management Co-operatives

A management co-operative is a company limited by guarantee, which represents at least 25 tenants. An elected Board runs it to a set of rules known as its Memorandum and Articles of Association. It is set up to take over the management of its estate and if it achieved this would have control over its own budget provided by the Council.

Lower Kingshill Management Co-operative (LKMC) from Kingshill in Dursley formed in May 1994. It represents 220 tenants and is the only group of this kind recognised in the Stroud District. It has had a successful Estate Agreement in place since 1996, which is reviewed and updated yearly. It is a full member of the Tenants' & Residents' Forum.



World Jungle entertain at opening of Lower Kingshill Management Co-operative's Mural

be recognised and funded. These are set out in more detail in the free Induction Pack that gives advice on how to set up a Sheltered Accommodation Panel.

by holding regular meetings and electing representatives to the United Sheltered Accommodation Panel.

Panel members feed their views into the decision-making process

As at March 2008, there were eight panels representing a total of 657 tenants in 24 sheltered schemes.

Sheltered Accommodation Panels

These are tenants' groups, which represent one or more sheltered housing schemes from the same part of the District.

Sheltered Accommodation Panels range in size. There are panels which represent one scheme and others up to eight schemes.

All Panels must have at least 10 tenants to set up and meet the Standards for Tenants' Groups to

Ashwell Sheltered Accommodation Panel representatives





United Sheltered Accommodation Panel (USAP)



USAP reps visit Hereford Control Centre

This represents all sheltered accommodation panels in the Stroud District, who each pay a yearly subscription of £15 for each sheltered scheme they represent. It gives them a forum to be consulted about sheltered housing issues, and discuss other matters affecting pensioners and the community. It also allows them to be involved in the decision making process through electing two representatives to Housing Management Forum.

It meets on the last Thursday of every month in the communal lounge of Sherborne House sheltered scheme in Stonehouse. All meetings start at 2.00pm and transport can be arranged if needed.

Tenants' Village Voices

These are elected tenants' representatives who live in areas where there are less than 25 Council owned properties. These representatives pass on information to, and consult with, tenants in their area through word of mouth, newsletters or by using a noticeboard. Providing they meet certain standards (see Standards for Tenants' groups) they receive funding, access to information, support and full membership of the Tenants' Village Voice Panel. As at March 2008, there were two Tenants' Village Voices, representing 20 tenants.

Tenants' Village Voice Panel

This represents Tenants' Village Voices and Tenants' Street Reps. It gives them an opportunity to meet each other, exchange information, and consider issues of interest. They debate discussion items on tenancy matters prior to these being discussed at Tenants' and Residents' Forum and feed their views into this Forum meeting. This Panel has full membership of the Forum.

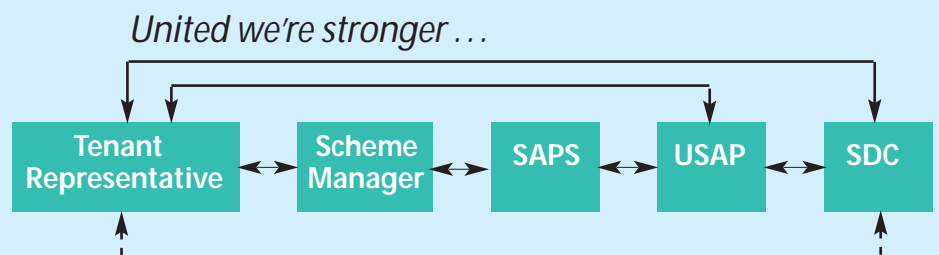


Chris Finch, Tenants' Street Rep consults with Eddie Whitlock, Neighbourhood Watch Co-ordinator at CHIP and PiN event in Wotton under Edge

Tenants' Street Representatives

These are elected tenants representatives who come forward to represent their local area and act as link between the tenants and the council. They cover just one or two streets in an urban area or block of flats. They operate in a similar way to village voices and receive the same information and funding opportunities. As at March 2008, there were seven Street Reps representing 162 tenants.

Common issues considered collectively by SAPS are more likely to get a positive outcome



... individually we're weaker

Consultative or Focus Groups/Panels

These groups are made up of tenants' representatives, councillors (when marked by *) and officers - who meet regularly to look at a particular part of the service. They give advice, which can be carried out or referred to the Housing Management Forum for discussion.

The membership varies from group to group - with tenants' volunteering rather than being elected.

There are currently 13 consultative/focus groups and panels, details of which are shown below. To find out more about any of these groups, the officer contact for each group is contained in Section 9 of this Agreement.

*Maintenance Focus Group**

This group has been meeting regularly since the beginning of 2004. It seeks tenants' representatives and councillors' views about maintenance, contractor's performance and service given and about the supervision and management of the contracts. It considers possible service improvements for referral to Housing Management Forum.

Terms of Reference Panel

This group meets each January to make recommendations to the Tenants' and Residents' Forum and United Sheltered Accommodation Panel, on how their Terms of Reference could be improved.

Rent and Benefits Focus Group

This group seeks tenants' representatives' views on the rent recovery, Housing Benefit and Council tax services. This group allows the Council to update tenants about changes in legislation and promotions.

Editorial Panel

This Panel of tenant volunteers, edits and makes design suggestions for Keynotes. It meets two to three times before a publication.

*Tenant Participation Compact Panel**

This is made up of an equal number of tenants, councillors and officers and meets four to five times a year. It monitors and reviews the Partnership Agreement (Compact) giving suggestions for what the next year's targets should include as a basis for wider consultation.

*Tenants' Garden Competition Panel**

This group of tenants, councillors and officers meet up once a year to review the Competition and suggest areas for future improvement.



Winners of the Best Children's Garden are presented their prizes by Councillor Frances Roden, Cabinet Member for Housing

Tenants' Garden Competition winners



Tenant Participation Planning

This group meets regularly to share ideas on ways to involve more tenants in the Housing Service throughout the district. It also discusses progress of focus groups and policies for further promoting tenant participation.

Estate Management Focus Group - Communal Services*

This group covers communal cleaning, tree cutting, hedge cutting, landscaping, grass cutting, border maintenance, play areas, grounds maintenance, refuse collection and recycling. As well as tenants, this group includes representatives from Veolia and officers from Public Space services and Estates Management. The meetings travel around the district to look at examples of service provision.

Estate Management Focus Group - Tenancy Management*

This group covers TV relay, anti-social behaviour, tenancy agreements, Tenants' Handbook, transfer and exchanges. Relevant officers attend depending on the topic of discussion. These meetings are held at Ebley Mill.

Disabled Tenants' Forum

This group is for all tenants who feel they are disabled in any way or their carers. It aims to bring issues affecting disabled people to the Council and other agencies attention. It also aims to improve the service and raise awareness and understanding of different types of disability. Tenants are able to get information and share experiences. Some tenants from this group have volunteered to be contact points for other tenants living in their area on disabled issues. They will pass on concerns and issues to the Forum and pass on information they get.

Gallant 2000 provide training for Disabled Tenants' Forum members



Visit to the Energy Centre to see Air Source Heat Pumps in action

Sheltered Compact Panel*

This is made up of sheltered tenants, councillors and officers who meet regularly to negotiate, review and monitor the Sheltered Housing Partnership Agreement (Compact).

Right 2 B Heard Group

This group provides young tenants or children of tenants under the age of 25 an opportunity to influence the Housing Service by sharing their views. Young tenants can get advice on how to manage a tenancy and live independently.

Tenant Energy Network*

This group is made up of tenants, councillors and officers who aim to carry out projects to reduce energy consumption and raise awareness of energy efficiency measures.



The decision making process



5

Reaching standards

'To ensure all council tenants have the same opportunities to be involved in decision-making'

This section gives information and guidelines on what must be done to allow tenants to be involved in their service. These standards are under the headings ...

- Standards for Meetings**
- Standards for Information**
- Standards for Tenants' Groups**
- Standards for Monitoring and Measuring Performance**

Standards for Meetings

All parties to this agreement have discussed what they feel makes a meeting effective.

They agree that they must show that ...

- ▮ they have clear objectives
- ▮ they have a mandate
- ▮ they have an action plan
- ▮ feedback is prompt, and
- ▮ they are organised to agreed standards

Below are examples of how these objectives can be achieved.

That they have clear objectives, such as ...

- ▮ a prompt start and time limit set for the meeting
- ▮ it is stated clearly at the beginning of the meeting why it has been called
- ▮ sending out agendas at least a week before a meeting, which is jointly agreed by ...



Neighbourhood Agreement Review meeting at Nouncells Cross

- ▮ the Chair and/ or Vice-Chair and Tenant Participation Officer for TRF meetings
- ▮ the Chair or Vice-Chair and Secretary for residents' association meetings

That they have a mandate, by ...

- ▮ tenants' groups having details about meetings to be called in their constitution
- ▮ holding democratic yearly elections for officers and committees, (except for TRF officer positions which is two yearly and USAP Chair which is three yearly)
- ▮ consulting with tenant members before any meeting, and allowing time to do so

That they have an action plan, such as ...

- ▮ representatives report back to their members what was discussed at their meetings
- ▮ any outcome from a meeting is reported back to the next meeting
- ▮ matters of concern are referred to the Cabinet Member for Housing through the Housing Management Forum
- ▮ that further investigation is carried out by parties concerned to a set timescale for feedback

That there is prompt feedback, which includes . . .

- | taking minutes of each meeting and ensuring these are sent out to all those present and other agreed parties, with at least a summary of action points within two weeks of the meeting
- | giving out Keynotes to all tenants three times a year, and
- | giving verbal feedback and using notice boards where appropriate

That meetings are organised to agreed standards, which includes . . .

- | holding them, if possible, in both the daytime and evenings so they are accessible to all tenants
- | sending out agendas at least one week in advance, except in an 'emergency'
- | inviting each individual tenant by letter
- | advertising public meetings in Keynotes, by posters, using local radio and the press
- | holding them in local venues, where possible, with disabled access and transport to and from the meeting provided, if necessary
- | running them in a democratic way, with an experienced/ trained Chairperson (if available) who gives everybody an equal say, and
- | paying allowances for travel, childcare and carers to help people attend meetings

Standards for information

All parties to this agreement feel that information should be accessible, clear and of good quality. Here are some ideas on how this can be achieved.

Making information accessible means

- | piloting newsletters and questionnaires before they are published
- | using everyday language
- | making major documents, over time, available on CD, large print and in a clear font
- | contacting CD users to find out what they want in future
- | assessing whether special needs are being catered for

Making information clear means . . .

- | keeping letters short and to the point
- | training officers on customer care awareness, telephone answering and on Plain English and reviewing this regularly
- | having an awareness of equal opportunities issues and what is offensive
- | naming a contact person on all documents and officers giving their names when answering the telephone, and
- | making letters, posters and newsletters eye-catching through better use of logos and illustrations



Marion Lloyd with her display at a craft training event at Nouncells Cross, Stroud

Making information of good quality means . . .

- | presenting it well with good use made of visuals, photographs and print
- | using examples, rather than just theory
- | using professionally produced videos for some group activities
- | using an editorial panel to check the quality and clarity of major documents



Some members of the Editorial Panel meeting in Eastington

Standards for Tenants' Groups

The Induction Pack contains the standards associations must meet to be recognised and funded by the Council. Sheltered Accommodation Panels also have similar standards. All parties agree that these standards should be kept. In summary these include groups having ...

- ▮ a written constitution adopted at a public meeting of its area (an Annual General Meeting) which states that membership is open to all tenants, regardless of disability, age, nationality, race, colour, sexual orientation, gender and political or religious beliefs
- ▮ a committee which is elected each year (containing at least 51% of tenants for Associations)
- ▮ a bank account, and keep proper financial records that are available for inspection

Tea break at Woodfield Residents' Association AGM



- ▮ regular publicised committee meetings of which 25% are open to all members as observers
- ▮ minutes written for all committee and public meetings,
- ▮ one newsletter each year for SAPs except small SAPs (three for Associations) which go out to all its members (and local councillors too, as good practice)
- ▮ at least 25% of its membership are council tenants of which at least 25% of these must sign each year to show they are members and willing to be represented by the group, and
- ▮ at least £1,000,000 public liability insurance cover (for Associations only)

The Council's Tenant Participation Officers will make sure groups meet these standards. To do this, they will check the information groups submit when they apply for their annual grant (such as their accounts) and attend their Annual General Meetings and at least one committee meeting each year.

Standards for Monitoring and Measuring Performance

This agreement sets many standards. Targets are publicised through Keynotes. These must be monitored to see if they are being achieved in practice and if not, why not.

Monitoring must take place against the standards described in this section. This will result in answers to the following questions ...

- ▮ How much is being spent on involving tenants in their service?
- ▮ Are tenants satisfied with the opportunities to be involved?
- ▮ Do tenants feel they receive clear, good quality information?
- ▮ Are tenants' groups holding sufficient open meetings and sending out newsletters to allow all their members to be involved in their decisions?
- ▮ Are complaints being dealt with promptly?

Pauline Buchanan, LKMC Chair and Lucy Biddle, Tenant Participation Officer



6

Where your money goes

This agreement recognises that funding and support is needed so all tenants can have their say.

No tenants should be out of pocket through their voluntary work. The Council therefore pays ...

- ▮ Hall hire charges when groups are setting up
- ▮ £50 start up grants for new Associations
- ▮ £20 optional attendance allowance HMF tenants' representatives to attend specific meetings
- ▮ Travel expenses to attend all focus group meetings and training events
- ▮ £15 out of pocket expenses for tenants who must stay away overnight to attend a course
- ▮ The cost of a registered childminder/carers as a goodwill payment
- ▮ Half the cost of Tenants' & Residents' Forum group public liability insurance for all its members
- ▮ Contributions towards Housing Management Forum tenants printing and broadband costs and wear and tear of their own computers and printers, and
- ▮ Annual grants

Annual grants for the following groups are ...

Associations

£50 annual grant plus multiples of £50 for up to every 50 tenants represented.

Sheltered Accommodation Panels

A Panel with one scheme with up to 50 tenants is entitled to an annual grant of £75. A scheme with more than 50 tenants will receive £100. Where there are several schemes in the Panel, it will receive £50 plus multiples of £50 for up to every 50 tenants represented (for example it will receive £150 if it represents between 51 and 100 tenants).

Tenants' Village Voices/ Street Representatives

£50 plus £1 for each tenant represented for those representing over 10 tenants or £25 plus £1 for each tenant represented for those representing 10 or less tenants.

Community Fund

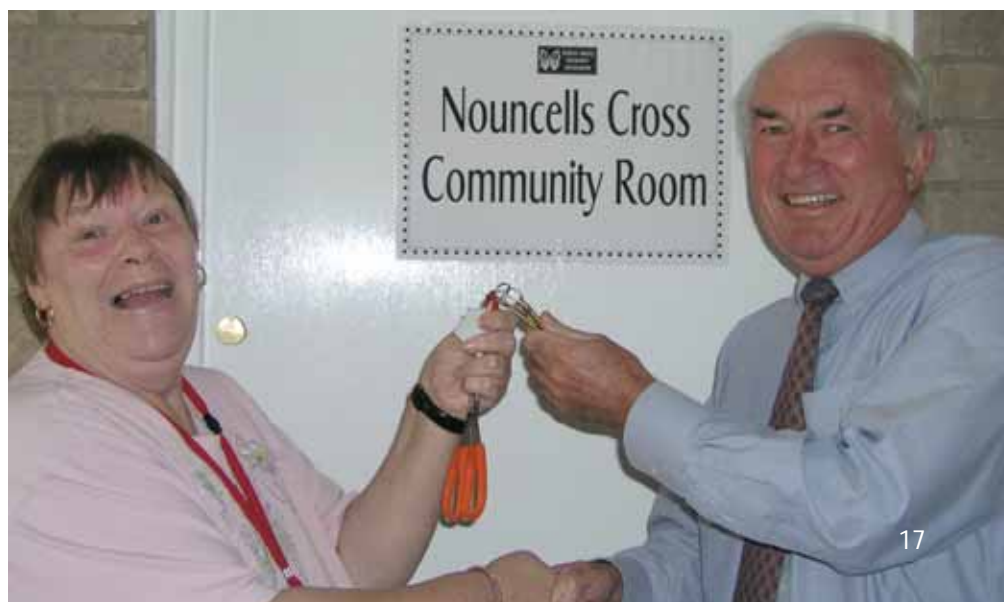
The Community Fund is similar to the Environmental Fund, but is for those tenants recognised by a Sheltered Accommodation Panel. This fund is used for improvements that benefit the scheme as a whole.

Representatives can bid up to a maximum of £300 towards their projects. In the past it has been used to buy new garden furniture, blinds for the communal lounge, dishwashers and bingo machines. As at April 2008, this fund was £6,900 a year.

Environmental Fund

The Environmental Fund is run by the Tenants' and Residents' Forum which decides how much and on what projects money should be spent. Recognised representatives on this forum have the right to apply for money from the Environmental Fund to help pay for community improvements or new facilities. Associations in the past have used this money for better play equipment, extra lighting and dog bins. Using this fund does not affect the yearly grant that representatives receive to pay for out of pocket expenses such as printing materials and postage. As at April 2008, this fund was £20,800 a year.

Opening of Nouncells Cross Community Room - an Environmental Fund project



7

Neighbourhood Agreements - now and into the Future

A Neighbourhood Agreement ...

- ▮ is an Agreement dealing with issues of particular interest to tenants in their community
- ▮ aims to develop structures for tenants to participate at a neighbourhood level which could lead to improved community conditions
- ▮ is between Council landlords and their Tenants (including leaseholders) but can involve other parties eg - owner occupiers on a voluntary basis provided tenants want this and other agencies, such as Parish, County or Town Councils, the Police, Neighbourhood Watch etc
- ▮ is a way of getting more tenants involved in focusing on local issues and of raising an area's profile
- ▮ has a defined area to be covered which is decided by the community itself

Two Neighbourhood Agreements have been negotiated so far in the Stroud District. The first, covers Hampton Waves Residents' Association's area in Minchinhampton was launched in September 2002. It was reviewed in 2003 and 2004. The second covers Stroud Middle of the Hill Residents' Association's area which was launched in August 2003 and has been reviewed each year since. The Agreements have some issues in common such as a desire to reduce litter, dog fouling and anti-social behaviour in their areas, but as they each reflect issues of importance in their own areas, for example grass

cutting and play areas are looked at in Hampton Waves Agreement, whereas communal cleaning and the issue of safe evacuation from flats in the case of fire is highlighted in Stroud MoTH's Agreement.

This District Agreement aims to promote new Neighbourhood Agreements starting with the areas of existing Residents' Associations where demand exists. If you are interested in an Agreement for your area contact, Anne Dixon, Principal Tenant Participation Officer on (01453) 754164.

In addition to Neighbourhood Agreements, the Council also has a special interest compact covering Sheltered Housing. The Sheltered Housing Partnership Agreement (Compact) is designed to advise

tenants how they can get involved in decisions affecting their homes and communities. It enables tenants to be involved in the delivery of services and be aware of their entitlements. Tenants can choose how, when and to what level they wish to be involved. It is a commitment to maintain the unique aspects of Sheltered Housing and set targets to improve services for all Sheltered Housing tenants. The overall aim is to achieve the shared vision of ...

'Working with the community and service providers to provide excellent homes and services for all Sheltered Housing tenants in the Stroud District and improve their quality of life through participation and consultation.'

The signing of the Sheltered Housing Partnership Agreement (Compact)



8

Monitoring, measuring and dealing with shortcomings



Sandra Mutton and Graham Ball - Chair and Secretary of Gloucestershire and Severnside Tenants' Network

Dealing with disputes relating to this Agreement

Stroud District Council has a two level complaints procedure for dealing with any 'expression of dissatisfaction with the Council, its service or its staff'. How to complain is outlined on-line on: stroud.gov.uk/docs/complain.asp This needs to be used for service delivery complaints (for example, to do with repairs not completed, rubbish not collected, officer not returning a call etc).

This section looks at disputes **specifically** relating to ...

- consultation and participation arrangements and the outcomes
- failure to give you the opportunity to be involved in the service at the level you wish

It is agreed that, wherever possible, any disputes relating to tenant participation should be sorted out by the people involved at a local level - so for example if it relates to a particular group (such as an Association, Sheltered Accommodation Panel, any Focus group etc), the Chair of this group needs to be made aware of the problem first and be given the opportunity to resolve it.

Only when disputes cannot be resolved by the people involved should the matter be directed, in writing if possible, to: Anne Dixon, The Principal Tenant Participation Officer, Housing Management, Ebley Mill, Stroud, Glos GL5 4UB.

Ways to monitor this agreement

This agreement will continue to be monitored by the Tenant Participation Compact Panel (TPCP) that will report to the Housing Management Forum. Monitoring information on key targets will be published quarterly in the Service Plan. The council hired Beacon Research, an independent company, to carry out a standard tenant satisfaction survey (STATUS) between January and March 2008 to a random selected 1700 tenants. The results of the survey showed that 66.3% of respondents were satisfied with the opportunities for tenant participation, which was similar to the 67% when a similar survey carried out in 2007.

In 2008, 69.9% of survey respondents were satisfied with this Agreement (Compact) compared to 68% in 2007. The results will also be used for comparison with other housing organisations. The Tenants' & Residents' Forum continues to play a major part in the Gloucestershire and Severnside Tenants' Network and has a representation on the regional tenants body, FORTSW. These Networks give tenants the opportunity to independently compare and monitor their opportunities for participation as highlighted in this agreement with those negotiated by tenants and councils in neighbouring Authorities.

Any complaint will be acknowledged within three working days and unless otherwise agreed be given a full written response within 10 working days of the matter being raised. Where research is required to help resolve a dispute, the written acknowledgement will explain why and will state when the final result of the investigation will be given.

If the dispute cannot be resolved to the satisfaction of both parties - the matter will be referred to a disputes' sub-group of the Tenant Participation Compact Panel. This is made up of a tenant, a councillor and an officer. It will review the case and make recommendations for an improvement in the situation. If agreed by all parties involved in a dispute, the disputes' sub-group shall appoint an external mediator to try and reach a mutually acceptable way forward.

As a last resort, the disputes' sub-group will engage the Tenant Participation Advisory Service to provide an independent arbitration service. It will review the whole issue and its findings will be final.

The Tenant Participation Compact Panel will monitor disputes and complaints at its quarterly meetings. The number and nature of complaints will be reported to Housing Management Forum each year when targets are monitored and reviewed.



The Sheltered Compact Panel.

Measuring performance

Performance is measured against targets set in Section 6. Here are other quality or outcome measures the partners of this agreement have identified ...

- ▮ Results of feedback sheets of in-house tenant training, joint councillor, officer and tenant training events and Tenants' Conference
- ▮ The outcome of the joint Association, Area Manager and councillor estate inspections
- ▮ Satisfaction level of tenants with this Agreement - in terms of content and clarity



Prize draw winner for Keynotes survey

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Updated contact names

To find out more about this agreement and the decision-making process, contact the following tenants' representatives, councillors and officers. Unless stated, all numbers have the code 01453.



Tenants' & Residents' Forum

Chair	Sue Griffiths Stroud Middle of the Hill Residents' Association	07715 349567 griffiths.sue@btconnect.com
Vice-Chair	Sally Millett Forest Green Residents' Association	833415 sally.millett@tesco.net
Treasurer	Barbara Powell Woodfield Residents' Association	547568 barjoe4@tiscali.co.uk

Housing Management Forum

Councillor Representatives★	Phone	Tenants Representatives	Phone
Elizabeth Peters Chair	887980	Pauline Simpson Co Chair	835520
Harry Carr Vice Chair	758488	Sue Griffiths Co Chair	07715 349567
Phil Bevan	826715	Sally Millett	833415
Karon Cross	755295	Jim Simpson	835520
Gwen Belcher	764929	Sandra Hickmore	884262
John Hudson	546098	Barbara Powell	547568
Lorraine Patrick	546995	Tony Hancock	757546
June Cordwell	842439	Madeline Stinchcombe	765140
Keith Pearson	(01452) 617349	Ann Thomas	886361



Residents' Associations & Management Co-operatives

Forest Green Residents' Association	Sally Millett, Secretary	833415 sally.millett@tesco.net
Hampton Waves Residents' Association	Ann Thomas, Joint Chair Janet Kirby, Joint Chair	886361 885852 janet.kirby@tiscali.co.uk
Highfield Community Voices	c/o Tenant Participation Team	754151/74
Lower Kingshill Management Co-operative	Melanie Carver, Secretary Estate Office	Phone & Fax 548137 office@lkmc.co.uk
Park Estate Community Association	Mel Francis, Committee Member	821989
Middleyard Residents' Association	Rachel White, Chair	821819 rachprc@aol.com
Stroud (MoTH) Residents' Association	Sue Griffiths, Secretary	07715 349567 griffiths.sue@btconnect.com
Sunnyhill Residents' Association	Madeline Stinchcombe, Secretary	765140 madeline.stinchcombe@tiscali.co.uk
Top of Town Residents' Association	Mick Jones, Secretary	753994 kmr700@aol.com
Woodfield Residents' Association	Barbara Powell, Treasurer	547568 barjoe4@tiscali.co.uk



Communal Services Focus Group - site visit to Concord Sheltered Scheme in Nailsworth

Tenants' Village Voices and Street Representatives

Bisley	Swedale, Stancombe, Windyridge	Sandra Mutton	01452 770628
Cranham	Church Close,	Ann Johnston	01452 814876
Uplands	John Bevan Close	Pat Campbell	757836
Wotton under Edge	Pitman Place	Chris Finch	845343
Chalford Hill	The Weavers, Aston View and Welcome Inn	Sandra Hickmore	884262
Brimscombe	Albert and Victoria Road	Jennifer McTiffin	884199
Thrupp	Greenhill Flats Hazel Court	Carl Vizor Otilie Smith	884366 841884
Stonehouse	Woodcock Lane	Shirley Durn	824961

Consultative Panels or Focus Groups

Maintenance Focus Group	Hilary Smart	Repairs Manager	754155
Rent and Benefits Focus Group	Lucy Biddle	Tenant Participation Officer	754151
Sheltered Compact Panel			
Right 2 B Heard Group			
Tenant Energy Network	Sandra Hickmore	Tenants' Street Representative	884262
Tenants' Garden Competition Panel	Stuart Strathearn	Tenant Participation Officer	754174
Keynotes Editorial Panel			
Tenant Participation Planning	Anne Dixon	Principal Tenant	754164
Terms of Reference Panel		Participation Officer	
Disabled Tenants' Forum			
Tenant Participation Compact Panel			
Estate Management Focus Group	Kevin Pring	Estates Manager	754161
Communal Services			
Estate Management Focus Group			
Tenancy Management			



Representatives from the Disabled Tenants' Forum attend Gloucestershire Association for Disability's Diamond Jubilee Celebration in April 2008

Tenant Participation Compact Panel *(those involved in this Agreement and new members)*

Sue Griffiths	Stroud Middle of the Hill Residents' Association	07715 349567 griffiths.sue@btconnect.com
Jim Simpson	Vice Chair of United Sheltered Accommodation Panel	835520 teamsimpson@cotswolds.orangehome.co.uk
Pauline Simpson	Chair, United Sheltered Accommodation Panel	835520 teamsimpson@cotswolds.orangehome.co.uk
Madeline Stinchcombe	Sunnyhill Residents' Association	765140 madeline.stinchcombe@tiscali.co.uk
Kevin Pring	Estates Manager	754150
Anne Dixon	Principal Tenant Participation Officer	754164
Sue Leighton- Boyce	Housing Advice Manager (to May 2008)	754063
Ben Smith	Specialist Contracts Officer (from May 2008)	754083
Louise Read	Principal Supported Housing Officer (from May 2008)	754173
Councillor Gwen Belcher	Slade Ward, Stroud	764929
Councillor Mattie Ross	Stonehouse Ward (to May 2008)	826587
Councillor Karon Cross	Cainscross Ward (from May 2008)	755295
Councillor June Cordwell	Wotton under Edge Ward (from June 2008)	842439
Councillor Elizabeth Peters	Chalford Ward	887980

Officer Contacts by subject area

Housing Management	Steve Neale - Head of Housing Management	754150
Anti-Social Behaviour	Kevin Pring - Estates Manager	754161
Responsive Repairs	Hilary Smart - Repairs Manager	754155
Planned Maintenance	Ruth Kirkup - Housing Asset Manager	754060
Allocations & Lettings	Sue Leighton-Boyce - Housing Advice Manager	754063
Sheltered Housing	Louise Read and Pam Pemberton Principal Supported Housing Officers	754173
Budget Setting	Jon Shaw - Head of Housing Standards (to July 2008)	754097
Tenant Participation and Agreement Complaints	Anne Dixon - Principal Tenant Participation Officer	754164
Leaseholder Involvement	Lucy Biddle - Tenant Participation Officer	754151
Monitoring Information	Lesley Hunt - Business Support Manager	754152

To email specific Officers and Councillors use their first name and surname
(eg - firstname.surname@stroud.gov.uk)

Information is also available on the Council's website at www.stroud.gov.uk



United Sheltered Accommodation Panel

Chair	Pauline Simpson	835520 teamsimpson@cotswolds.orangehome.co.uk
Vice Chair	Jim Simpson	835520 teamsimpson@cotswolds.orangehome.co.uk
Treasurer	Lesley Dungworth	07717 137529



Sheltered Accommodation Panels (SAPs)

Ashcroft (SAP)	Tom Vidgen, Chair	768579
Ashwell (SAP)	Freda Knill, Secretary	(01452) 812997
Cam, Dursley and Wotton (SAP)	John Waldock, Chair	845732
Central (SAP) *	Angie Lyes, Chair (to June 2008)	828300
Jenner Court, Berkeley (SAP)	Mary Edwards, Secretary	811677
Sevenside (SAP)	Malcolm Coombes, Chair	c/o 754151/74
The Grove (SAP)	Betty Nash, Chair	c/o 754151/74
GL6 (SAP)	Pauline Simpson (Acting Chair)	835520

* This group is dividing into two SAPs - separate AGMs to take place June and July 2008

