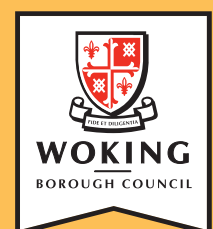


Woking Borough Council



# Summary of the Tenant Participation Compact



## How can I see a copy of the full Tenant Participation Compact?

You can ask us for a copy of the full Compact by contacting the Housing Manager on **01483 743628**, email **sue.keggans@woking.gov.uk** or in writing to Tenant and Leaseholder Services, Woking Borough Council, Civic Offices, Gloucester Square, Woking GU21 6YL.

It is also available under Housing Services on the website at **www.woking.gov.uk**

Each residents' association will have a copy and there will be a copy at the Tenants' Office, Provincial House, 26 Commercial Way, Woking GU21 6EN.

Telephone **01483 769695**  
Email **trwoking@btinternet.com**

A transcript of this document can be provided for visually impaired people, either in large print, braille or on tape. Please contact the number below if you require further information.

**01483 755855**

If you require a translation, please contact:

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Si usted requiere una traducción de esta información por favor contacte a:

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যদি আপনার অনুবাদের দরকার হয় তাহলে অনুগ্রহ করে যোগাযোগ করুন:

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01483 750548



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# Summary of the Tenant Participation Compact

A revised edition of the Tenant Participation Compact has been produced by a working group, formed at the Tenant and Leaseholder Forum Annual General Meeting in May 2005, consisting of nine tenants, leaseholders and officers with support from councillors. Input has been sought from those who received the paperwork, but were not formal working group members. We would like to thank everyone who has helped to produce this document. It is designed to promote an even better working relationship between Woking Borough Council and its tenants and leaseholders.



## What is a Tenant Participation Compact?

A Tenant Participation Compact is a formal, signed agreement between the Council and its tenants and leaseholders which sets out in detail how they may work together to involve tenants in decision-making about their homes. It should expand on existing good practice arrangements and aim to achieve effective communication between the Council and tenants based on Core Standards. New guidance on Compacts was issued by the government in 2005 which updated their original requirements. It is part of the government's agenda to improve local services, increase local democracy and sustain local communities.

Woking Borough Council, working with tenants and councillors, prepared a Tenant Participation Compact by 2002. This has now been updated and is designed to be a working document, subject to review and change.

## The Core Standards

There are six Core Standards for a Tenant Participation Compact. These relate to:

1 Housing services

2 Standards for resources for tenant participation

3 Standards for meetings

4 Standards for information

5 Standards for tenants' groups

6 Standards for monitoring and measuring performance

The working group has reviewed these to identify which areas need to be concentrated on to improve the service and tenant participation.

## How do compacts involve everyone?

We fully agree with the new guidance which stresses that councils must communicate effectively and promote opportunities for a level of involvement that suits each individual. As well as supporting a number of democratic and accountable residents' groups, panels, the Tenant and Leaseholder Forum and the Tenant Representatives, arrangements are in place to consult those not in recognised groups. We will build on all of these methods of involvement as well as seeking and suggesting new ways for tenants and leaseholders to become involved in tenant participation.

# Summary of the Tenant Participation Compact

## Roles and responsibilities

The working group has drawn up an action plan to follow through the aspects in the Core Standards that require more attention. As well as building on the current joint working practices between tenants and housing services, we are proposing to work more closely with councillors and other council services to support the consultation process and improve the service to you and your community.

Tenant and Leaseholder Services supports tenant participation with the involvement of officers and with the following financial resources: a budget managed by the Tenant Representatives to assist them in promoting tenant participation; funding for local groups and for producing the Streetwise magazine. Training is available for those who wish to know more about any aspect of participation and the Council's services.

## What has been achieved so far?

The Tenant Participation Compact Working Group reviewed what had been achieved since the first Tenant Participation Compact was produced in 2002. Progress was reported to the Tenant and Leaseholder Forum and in the Streetwise magazine.

A list of achievements in relation to the Core Standards is given in the full Tenant Participation Compact. A summary of each of the Core Standards is given below. Any aspects within the Core Standards that are not already undertaken are included in the action plan.

**Housing Services** is responsible for negotiating the Compact. There are a number of aspects in this standard ranging from developing strategy to setting standards, handling complaints and monitoring the service. Most of these are already carried out by the Council who works closely with tenants and leaseholders in policy

reviews, setting service standards and including tenants in partnership, working for instance with the Pride repairs project.

### **Standards for resources for tenant**

**participation** include providing financial help, equipment, assistance with meeting places, giving advice and providing training. We do all of these with tenants.

**Standards for meetings** refer to effective communication and feedback between the Council and tenants and applies to formal decision-making and recognised groups. Most are undertaken, but some areas, in particular relating to communication, need improvement and are included in the action plan.

**Standards for information** apply to tenants' groups as well as the Council. The standards include giving clear information on housing strategy, policies, service standards, repairs, harassment and how to become involved in decision-making. We do this well, but intend to give further consideration on how to publicise participation more effectively to tenants from all parts of the community.

**Standards for tenants' groups** are for those involved in decision-making. They need to demonstrate that they meet the Council's agreed and published criteria for formal recognition and to show they are democratic and accountable. The groups comply with virtually all these, though will continue to work on publicising their activities.

**Standards for monitoring and measuring performance** are to ensure councils consistently monitor and assess how compacts perform against the standards. We do most of these, but will continue to find ways of showing you more clearly how we perform.

## What do we need to concentrate on in the future?

This is explored in detail in the action plan. It includes working with specific groups, for instance, leaseholders and sheltered housing tenants, working hard on expanding levels of involvement with all of you at a level you prefer and working on our policies, in particular anti-social behaviour in relation to the government's Respect Agenda.

We have added some aspects not included specifically in the Core Standards. As well as building on our relationship with local services, we will work towards liaising more closely with Housing Benefits, Community Services and Customer Services as part of a more corporate approach to tenant participation and resident involvement in their communities.

We intend to improve the service by following through some of the initiatives undertaken by authorities who have achieved the government's Beacon Status for 'Involving Tenants in the Housing Service' and by visiting other local authorities nearby to see what they do and taking on board some of their ideas. These aspects will be put forward by the Innovations Sub-group which will report to the Tenant and Leaseholder Forum. Their involvement is noted at intervals in the action plan and is an important aspect of comparing our performance with other authorities to seek best practice.

We will draw up local compacts (or agreements) with residents or groups when it is appropriate to do so and in consultation with all concerned.

### The future of the Compact

The Tenant Participation Compact Working Group will meet at least twice a year and report to the Tenant and Leaseholder Forum. Achievements will be monitored to ensure all aspects are kept under



*The main Compact signed off by: Councillor Philip Goldenberg, Portfolio Holder for Housing and Property Services, Ian Draper, Head of Housing and Property Services, Jo Scott, tenant member of the Tenant Participation Compact Working Group, Chris Head, leaseholder member of the Tenant Participation Working Group.*

review and functioning effectively and efficiently. They will also monitor the action plan and update the Compact as targets are met. Additional targets will be added to the Compact action plan as new items are suggested for improving the service and improving tenant consultation.

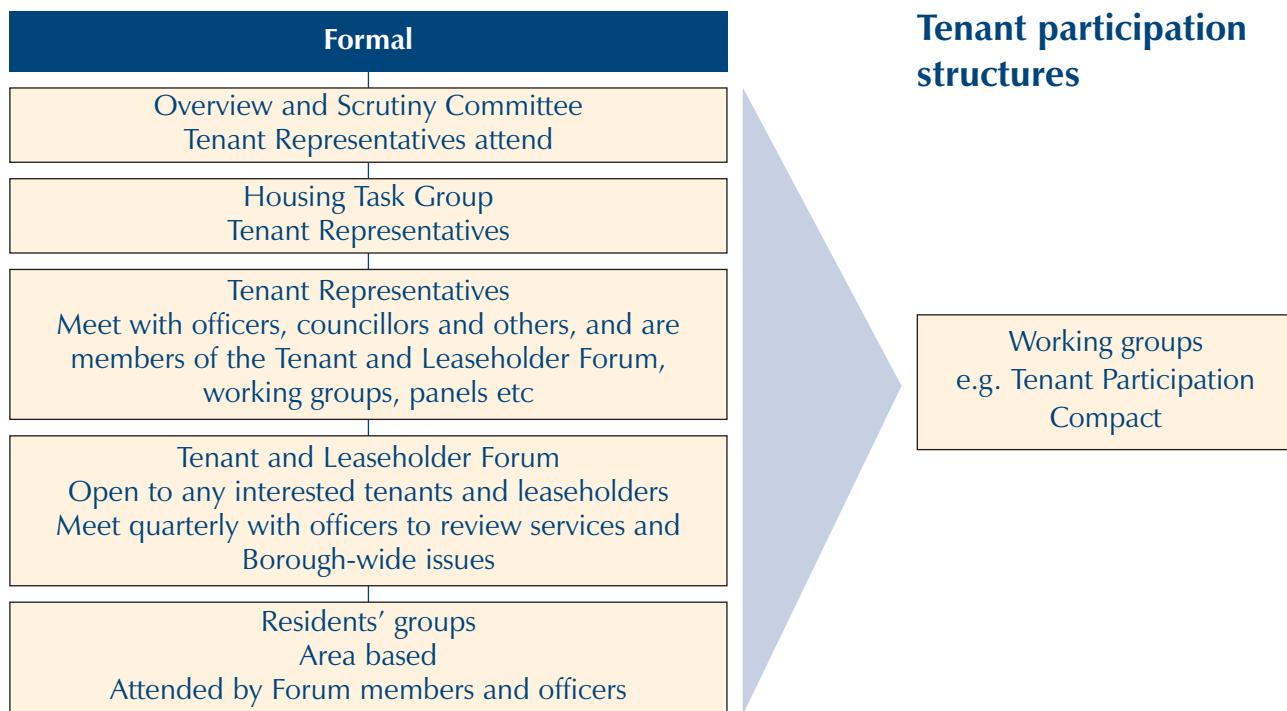
The group will also consider remedial action if performance on service delivery falls short of expectation or if there are any complaints about the Compact or tenant participation as a whole. Information about this is in the full Compact.

Progress will be reported in the Streetwise magazine, issued quarterly to all tenants and leaseholders. An updated version of the Compact will be produced as necessary.

Tenants and leaseholders may join the Tenant Participation Compact working group at any time by registering an interest with the Tenant Representatives or the Housing Manager, Tenant and Leaseholder Services.

# Summary of the Tenant Participation Compact

## Tenant participation structures



## Informal liaison

Panels: Telephone Grounds Maintenance Building Cleaning Repairs	Satisfaction surveys	Streetwise Editorial Group	Focus groups	Individual contact
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Options for involvement	Commitment levels	Involvement
Tenant Representatives	3	D
Tenant and Leaseholder Forum	3	P and D
Residents' groups	3	P and D
Working groups	2	P
Focus groups	2	P
Streetwise Editorial Panel	2	P and D
Telephone Panel	1	C
Repairs Panel	2	D
Building Cleaning Panel	1	C
Grounds Maintenance Monitoring Panel	1	C
Surveys	1	I
Training events	2	P

### Key

#### Commitment levels

- Level 1 Minimal or occasional contact
- Level 2 Irregular meetings and participation
- Level 3 High level of commitment with frequent meetings

#### Involvement levels

- D Playing a major part in the decision-making process
- P Participating in debates and decisions
- C Consulting and listening to views
- I Receiving and exchanging information

# Working together



*Forum members visiting a recycling plant*

**The Tenant and Leaseholder Forum** meets quarterly to review the housing service and discuss Borough-wide issues such as recycling. It is open to all tenants and leaseholders.

**Tenant Representatives** are elected every two years by the Forum. They manage the Tenants' Office, budget for promoting tenant participation and sit on many working groups with councillors, officers and tenants and work closely with the Pride Project.



*The Tenant Representatives*



*Walton Court play area designed by the tenants*

**Residents' Groups** take up issues in their own areas, working closely with various council services, the police, contractors and others. There are 10 which cover Lakeview (2), Nottingham Court, Alpha Road, Barnsbury, Walton Court, Wesco Court, Gloster Road and Priors Croft, Pares Close and Nethercote Avenue/Huntingdon Road/Lombardy Close. See the centre pages of the Streetwise magazine for full details of their activities.

**Panels** include the Grounds Maintenance and the Building Cleaning Panels who monitor contractors and let us know if the service is up to standard. The Repairs Panel monitors and suggests improvements to day-to-day repairs. Telephone Panel members may be called about the service and the Streetwise Editorial Panel work with officers and DTW Vavasour (public relations consultants) to decide on the content and layout of the magazine.



*Streetwise Editorial Panel, December 2006*

**Other ways to get involved** include joining focus groups and responding to flyers, satisfaction cards and surveys. It is important to reply as it helps us to improve our service to you. You are also welcome to arrange an appointment with officers to talk about any issues affecting you or your home or community.

**Think about the level of involvement that suits you and contact Housing Services or the Tenant Representatives for more information about joining in. Contact details on the front page of the summary.**



## Brockhill

Residents, officers, Tenant Representatives, Pride Project staff and friends of the Brockhill Extra Care Sheltered Housing Scheme celebrated the refurbishment of the scheme's dining room and re-landscaped gardens.



## Serco winner at the Tenant and Leaseholders Forum

Serco Chairman's Award of £1,000 was shared between local charities and residents' groups with Pares Close residents' group taking the first prize of £300. Serco is the local services partner for environmental works in the Borough.



## Tenant and Leaseholders Forum Annual General Meeting

Tenants and leaseholders at the Annual General Meeting in June 2006.



## Hampton Close

Hampton Close residents celebrated their first birthday by having a party with lots of food and a bouncy castle for the children.



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