

# Midlothian Council

## Tenant Participation and Customer Engagement Strategy Summary

### 2017 – 2020

#### Tell us what you think

This report is a summary of the Tenant Participation and Customer Engagement Strategy 2017 - 2020. If you would like the full document, would like the information in a different format such as large print or translated text we can provide this to you.

There is still time to change what we are planning to do. We want to hear the views of tenants about this Strategy and if you agree with the proposed actions we plan to take to achieve the outcomes of the Strategy. Why not contact us on **0131 271 3611** or via email:

[tenant.participation@midlothian.gov.uk](mailto:tenant.participation@midlothian.gov.uk)

Tenant Participation is about tenants taking part in decision making processes and influencing decisions. All Local Authorities need to have a Tenant Participation Strategy detailing how tenants can become involved and improve their landlord's services. This is a summary of Midlothian Council's Tenant Participation Strategy for 2017-2020.



#### Promotion, Participation and Performance.

The three key outcomes we want to achieve by 2020 are:

- Information on our service and ways to get involved is **promoted** to tenants and service users
- We ensure that tenants and service users **participate** in the decision making and operation of our service
- We listen to your views to improve our **performance**

We have considered activities which will enable us to achieve these key aims:

- Providing a range of different options for tenants to get involved.
- Involving tenants at all levels of decision making.
- Working with tenant groups.
- Involving individual tenants.
- Involving under-represented service users.
- Providing good information and feedback to tenants.
- Removing barriers to participation.
- Providing support and resources for tenant scrutiny.

## **Promotion**

We contact tenants and housing applicants in a variety of ways such as:

- Tenant Satisfaction Surveys
- Service surveys (continuously carried out amongst temporary accommodation, new build and homeless service users)
- Tenant newsletter
- Housing drop-in sessions across Midlothian
- 'Midlothian Housing Information' Facebook page

In future when we have important topics that we want to ensure a high proportion of engagement we will use these methods and look at other ways of increasing tenant scrutiny on the Council's decision making.

## **Participate**

We have a range of different ways for people to participate in the decision making process:

- Tenant and resident groups
- Midlothian Tenant Panel
- Estate walkabouts
- Midlothian Tenants Day
- Tenant garden competition
- Register of Interested Tenants
- Register of Interested Prospective Tenants

## **Performance**

We carry out regular tenant surveys and bench mark tests to check how we are performing. This report is published on an annual basis and includes information on:

- Customer satisfaction
- Rent levels
- Repairs
- Housing allocations

## **What Actions are we going to take to meet the outcomes of Promotion, Participation and Performance?**

Have a look at Outcomes below and the actions we plan to undertake to achieve these outcomes. We are interested in hearing the views of tenants, housing list applicants and other service users. If you think there are other things we should be doing then tell us what you think?

Tenant participation and Customer Engagement Strategy Outcome		Information on the housing service and ways to get involved with the Housing Service has been promoted to tenants and service users.		
Relevant Indicators	Data Frequency/Type/Source	Baseline (Date)	Targets	Timescale
Number of Newsletters Published	Annually/Paper or Electronically/Midlothian Council	3	3	Annually
Performance Information	Annually/Paper or Electronically/Midlothian Council	N/A	Increase feedback	Annually
Number of housing service website hits	Annually/ Database/ Midlothian Council	N/A	N/A	Annually
Number of Registered Interested Tenants	Annually/ Database/ Midlothian Council	908	1,000	By 2019
Number of Registered Interested Prospective Tenants	Annually/ Database/ Midlothian Council	612	750	By 2019
Number of estate walkabouts	Annually/ Database/ Midlothian Council	12	12	Ongoing
Key actions and commitment by local partners for this outcome	<b>Key Actions:</b> <ol style="list-style-type: none"> <li>1. Agree an annual schedule of consultation topics to ensure well planned consultation with tenants and service users.</li> <li>2. Produce an annual newsletter for all permanent tenants.</li> <li>3. Produce an annual newsletter for all Housing List applicants.</li> <li>4. Produce an annual newsletter for all tenants living in temporary accommodation.</li> <li>5. Produce an annual return on the social housing charter and publicise performance information on the housing service in a variety of formats.</li> <li>6. Provide up to date information on the Housing Service on the Council website.</li> <li>7. Publish Tenant Participation Strategy and produce easy read and summary versions.</li> <li>8. Make use of alternative communication methods such as social networking websites.</li> <li>9. Publish an annual programme of Estate Walkabouts and publish the reports online.</li> <li>10. Publicise tenant groups and tenant events in a variety of formats to increase membership.</li> <li>11. Produce documents and newsletters in plain English, accessible formats and other languages as requested.</li> <li>12. Produce an annual report on the activities of tenant and resident groups and Midlothian Tenant Panel.</li> <li>13. Produce a welcome letter to all new tenants giving them information on how they can get involved in tenant participation and scrutiny activity.</li> <li>14. Engage with tenants on new build estates to foster local tenant groups in these areas.</li> <li>15. Signpost tenants and service users to opportunities to contribute to national and regional tenants organisations.</li> </ol>			

Tenant participation and Customer Engagement Strategy Outcome	The Housing Service has ensured the participation of Tenants and Service Users in the decision making and operation of the Service.			
Relevant Indicators	Data Frequency/Type/Source	Baseline (Date)	Targets	Timescale
Number of Registered Tenants Organisations in Midlothian	Annually/Midlothian Council	1 (2017)	2	By 2019
Number of tenant and residents groups in Midlothian	Annually/Midlothian Council	5 (2017)	6	By 2019
Number of tenants and service users who are members of Midlothian Tenant Panel.	Annually/Midlothian Council	6 (2017)	15	By 2019
Number attending the annual tenants day.	Annually/Midlothian Council	30 (2016)	45	By 2019
Number of scrutiny activities/projects undertaken	Annually/Midlothian Council	2 (2015)	3 per annum	By 2018
Key actions and commitment by local partners for this outcome	<p><b>Key Actions:</b></p> <ol style="list-style-type: none"> <li>1. Agree an annual schedule of consultation topics to ensure well planned consultation with tenants and service users. Key topics during the period is expected to include: <ul style="list-style-type: none"> <li>- Local Housing Strategy</li> <li>- repairs and maintenance service</li> <li>- investment in new and existing housing</li> <li>- housing allocation policy</li> <li>- estate management</li> <li>- homelessness and housing support</li> <li>- performance</li> </ul> </li> <li>2. Produce an annual newsletter for all permanent tenants and Housing List applicants.</li> <li>3. Involve tenants and service users in the development and monitoring of the Local Housing Strategy.</li> <li>4. Undertake consultation on the Allocation Policy and letting analysis every two years and provide feedback to tenants and service users of decisions taken.</li> <li>5. Undertake consultation when developing a rent strategy every 3 years and provide feedback to tenants and service users of decisions taken.</li> <li>6. Provide opportunities for tenants and service users to engage in decisions being made in the investment in new affordable housing in Midlothian.</li> <li>7. Ensure there are opportunities for all equalities groups and hard to reach groups to participate in tenant participation activity.</li> <li>8. Facilitate training and development opportunities for members of Midlothian Tenant Panel, Registered Tenants Organisations and Tenant and Residents Groups.</li> <li>9. Assess the ability of tenants to participate and scrutinise the Housing Service through self assessment, benchmarking and/or accreditation opportunities.</li> <li>10. Develop online tenant group options.</li> <li>11. Organise informal social events to attract tenants to find out more about the Housing Service and tenant participation</li> </ol>			

	opportunities.			
<b>Tenant participation and Customer Engagement Strategy Outcome</b>	<b>The Housing Service listens to the views of tenants and service users to improve the performance of the services being provided.</b>			
<b>Relevant Indicators</b>	<b>Data Frequency/Type/Source</b>	<b>Baseline (Date)</b>	<b>Targets</b>	<b>Timescale</b>
Proportion of tenants satisfied with the quality of their home	Every two years/ Survey/ Midlothian Council	85% 2016/17	Increase	By 2020
Proportion of tenants satisfied with the management of their neighbourhood	Every two years/ Survey/ Midlothian Council	85% 2016/17	Increase	By 2020
Proportion of tenants satisfied that their rent provides value for money	Every two years/ Survey/ Midlothian Council	82% 2016/17	Increase	By 2020
Proportion of tenants satisfied with the repairs and maintenance service provided	Every two years/ Survey/ Midlothian Council	81% 2016/17	Increase	By 2020
Proportion of tenants satisfied that the Council is good at keeping them informed about decisions	Every two years/ Survey/ Midlothian Council	84% 2016/17	Increase	By 2020
Proportion of tenants satisfied with opportunities to participate in Midlothian Council's decision making process	Every two years/ Survey/ Midlothian Council	80% 2016/17	Increase	By 2020
Overall satisfaction with housing services provided by Midlothian Council.	Every two years/ Survey/ Midlothian Council	83% 2016/17	Increase	By 2020
Proportion of tenants dissatisfied with the housing services provided by Midlothian Council.	Every two years/ Survey/ Midlothian Council	11% 2016/17	Reduce	By 2020
Overall satisfaction with the quality of temporary or emergency accommodation.	Annually/ Survey/ Midlothian Council	79% 2014/15	Increase	By 2020
Overall satisfaction with the management of the Gypsy/ Traveller Site	Every two years/ Survey/ East and Midlothian Council	71% 2015/16	Increase	By 2020
Number of Complaints Investigated annually	Annually/ Monitoring/ Midlothian Council	64 2015/16	Reduce	By 2020

<p>Key actions and commitment by local partners for this outcome</p>	<p><b>Key Actions:</b></p> <ol style="list-style-type: none"> <li>1. Undertake further tenant satisfaction surveys to ensure ongoing monitoring and reporting of tenant satisfaction indicators.</li> <li>2. Undertake benchmarking of tenant satisfaction with that of other Councils to consider performance.</li> <li>3. Publicise tenant satisfaction results and provide opportunities for tenants and other service users to provide feedback.</li> <li>4. Share satisfaction results widely with staff and other services, organisations and groups to consider strengths and weaknesses and identify ways of making improvements.</li> <li>5. Publish reports on consultation exercises undertaken with tenants and service users.</li> <li>6. Consider alternative approaches to undertaking satisfaction surveys, such as text surveys and mystery shopping.</li> <li>7. Ensure survey methods provide an accurate reflection of the households and equalities groups who use the Housing Service.</li> <li>8. Investigate ways to address tenant satisfaction for specific groups, including younger people and areas where there was a lower than average level of tenant satisfaction.</li> </ol>
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Tenant Participation Team – 0131 271 3611 or 0131 271 3629

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