

Y PWYLLGOR CRAFFU CYMUNEDAU

DYDDIAD: 23 IONAWR, 2019

PWNC: EIN DULL O RAN CYNNWYS TENANTIAID

Y Pwrpas:

Pwrpas yr adroddiad hwn yw amlinellu ein dull o wireddu ein gweledigaeth ar gyfer cynnwys tenantiaid yn y dyfodol.

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Argymhell i'r Bwrdd Gweithredol i gymeradwyo'r Cynllun Cynnwys Tenantiaid.

Y Rhesymau:

- Datblygu dull newydd o gynnwys tenantiaid wrth herio'r ffordd yr ydym yn darparu gwasanaethau a'i gwneud yn haws i ragor o denantiaid gymryd rhan yn y broses.

Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor er mwyn gwneud penderfyniad:

Angen i'r Bwrdd Gweithredol wneud penderfyniad:	Oes – 4 Chwefror, 2019
Angen i'r Cyngor wneud penderfyniad:	Nac Oes

YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:-

Y Cyng. Linda Evans (Deiliad y Portffolio Tai)

Y Gyfarwyddiaeth

Cymunedau

Enw Pennaeth y Gwasanaeth:

Jonathan Morgan

Awdur yr Adroddiad:

Les James

Swydd:

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EXECUTIVE SUMMARY
COMMUNITY SCRUTINY COMMITTEE
DATE: 23RD JANUARY, 2019

OUR APPROACH TO TENANT INVOLVEMENT

What is the purpose of this report?

The purpose of this report is to outline our approach in meeting our vision for tenant involvement in the future

What is the context?

To assist in developing our new tenant participation plan, TPAS Cymru were commissioned to carry out a fundamental review of tenant participation and resident engagement.

The review considered our existing approach and challenged whether our existing plans were in line with best practice and if participation activities had been successful in encouraging tenants to become involved. We also asked, as part of the review, for TPAS to consult and seek tenant's views and to suggest areas we need to focus on.

How did we go about the review?

The review used a mixture of methods, including a desktop review of existing evidence, questionnaires/surveys, attendance at community events and focus groups.

What was found to be the main barriers to engagement?

The review found that Carmarthenshire is the same as other social landlords across Wales, facing the following key issues:

- How do we increase the diversity of residents involved in participation;
- How do we better use digital participation techniques; and
- How do tenants become better involved in challenging what we do.

What is the way forward?

The attached plan sets out our key actions moving forward to address the above issues

A summary document also gives a "at a glance a view" of our approach and plans.

Recommendation

- **To recommend to Executive Board that the Tenant Involvement Plan be approved.**

DETAILED REPORT ATTACHED?

YES

- **Our Approach to Tenant Involvement**
- **Summary document**

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Jonathan Morgan Acting Head of Homes and Safer Communities

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	YES	NONE	NONE	NONE	NONE

Policy, Crime & Disorder and Equalities

- Equalities – the plan addresses the need to reach out to under-represented groups on age and protected characteristics;
- Welsh Language – the plan commits the Council to working with communities to ensure tenant involvement is in line with the need of that community. This includes promoting bi-linguism; and
- Social inclusion – the plan aims to reach out and promote engagement across the county using a variety of different tools that we have not fully utilised before.

Legal

- There is no single piece of legislation which sets out a tenant's right to participate, though it is implied in various documents and guidance on best practice;
- That said, we have seen over the last few years from Welsh Government an increasing move to tie in tenant engagement with the Major Repairs Allowance Grant; and
- We should be mindful that, for Housing Associations, tenant involvement forms part of the Regulatory Framework.

Finance

- All finance relating to this report and subsequent delivery action plans are contained in existing approved budgets within the Housing Revenue Account and form part of the CHS+ Business Plan; and
- From 2020, the Welsh Government will make it a requirement of the Major Repairs Allowance Grant that we can demonstrate that we have engaged and involved tenants. The attached plan will address any current concerns and ensures we meet those requirements.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Jonathan Morgan Acting Head of Homes and Safer Communities

1. Local Member(s) - N/A

2. Community / Town Council - N/A

3. Relevant Partners

In forming the plan, we asked TPAS Cymru to carry out an independent review which involved surveys, focus groups and meeting other representative groups. Progress reports were also presented to the Housing Services Advisory Panel, including a presentation of the results at the September meeting. The findings have also been to the Tenants Consultative Forum.

4. Staff Side Representatives and other Organisations - N/A

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
THE CARMARTHENSHIRE HOMES STANDARD PLUS (CHS+) BUSINESS PLAN 2018-21		http://democracy.carmarthenshire.gov.wales/ieListDocuments.aspx?CId=155&MId=1425&Ver=4