

PARTICIPATE – Take Part – PARTICIPATE – Be Involved – PARTICIPATE- Influence – PARTICIPATE – Be Heard

The Tenant Participation Strategy sets out what the council as landlord wants to do to improve information, communication, consultation and participation with all tenants on matters that affect them. The Strategy contains some new ideas which the council and tenant volunteers think will help how we work together.

We'd like to know if you think these will help, or whether you have any other suggestions to help make Tenant Participation more effective.

Please take some time to read the Strategy and Action Plan, and then a moment to complete the survey to give us your views, and do feel free to add in any further suggestions at the end.

Suggestion	How helpful				
	1 not at all helpful	2 a bit helpful	3 will make no difference	4 quite helpful	5 very helpful
Equality					
We want to encourage a wider range of tenants in Tenant Participation and demonstrate that everyone involved in Tenant Participation seeks to include less well represented groups.					
Information					
We want to update the Tenants Handbook and our Information and Advice leaflets to make sure they are useful and easy to understand.					
We want more tenants to be involved in the editorial of the Tenant Update Newsletter and ensure that 25% of the space is for tenant led issues.					
We want to develop the Tenant Participation web-pages as a means of improving 2 way communication between tenants and the council on housing issues, and promote free internet access					
We want to make sure that all registered groups are provided with briefings on areas of housing service policy to help make participation more effective					
Consultation					
We want to jointly develop a Consultation Framework which sets out the type of information and method of consultation for different stakeholders across different aspects of Housing Service					
We want to make sure that our consultations measure satisfaction with the method of consultation and the topic being consulted on, and that we feedback to those who have shared their opinions.					
We want to promote involvement on forthcoming consultations by using the web-site and through our Tenant Update Newsletter and feedback more general consultation outcomes through these routes					
Participation					
We want to work with tenants to build the new participation structure so that at different levels, Tenant Participation can be more effective.					
We want to review the grant funding arrangements which support Registered Tenants Organisations, as well as the Expenses and Allowances arrangements which support voluntary activity of tenants					

We want to jointly host a Tenant Conference					
We want to introduce a performance and budget monitoring reporting system to the registered groups and the Panels, and publish this information in our newsletter					
We want to support access to training for registered groups and individuals through an updated Training Programme					
Developing Skills					
We want to develop opportunities for joint training of tenants, staff and councillors					
We want to encourage access to local training and support groups to promote this.					
We want to explore any relevant accreditation for tenants who are actively involved.					
Wider Action					
We want to explore how we can join up with other social landlords and their tenants on common issues or themes.					
We want to provide registered groups and Tenant Area Panels with more information on ward forums and community planning as that becomes available.					
Progress and Outcomes					
We want to jointly develop a monitoring and evaluation framework to see how we are doing with promoting and developing Tenant Participation.					
We want to produce progress reports and report to all stakeholders as well as to Housing & Social Work Committee.					
We want to measure our progress with other landlords and tenants through national peer review arrangements.					

My additional comments/suggestions are: (you needn't provide your name and address)

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Name.....

Address.....

Please Return to: Tenant Participation, The Highland Council, FREEPOST, SCO2032, Inverness