

# Your Guide to Taking Part in Tenant Participation

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*Any tenants can take part, either as individuals or through a tenant or resident group.*

*West Lothian Council recognised that people may want to take part in a way that suits them, so the following activities provide a range of opportunities for all. We will continue to look at new ways and methods of encouraging people to take part.*



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# How to Take Part

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## Events

Various events may be held throughout the year for tenants to learn about changes or improvements to services, such as rent levels, repairs or any other housing or environmental issue. These events are usually publicised in Tenants News, Tenant Facebook Group, local council offices and the council website.

## Surveys and Questionnaires

Throughout the year surveys and questionnaires are sent out directly to tenants. This allows you to give your views and opinions on the services that you receive from the comfort of your own home. Surveys can range from the annual tenant satisfaction survey to surveys relating to repairs. Our surveys are managed by the Customer Experience team and can usually be completed online, by telephone or by post upon request.

The results of these surveys are fed into the tenant's panel.

## Interested Tenants

An interested tenant is a West Lothian Council tenant who has told us they would like to be consulted on important issues, such as repairs, antisocial behaviour or allocation of council houses. The council will contact interested tenants from time to time to allow them to attend and participate in different events related to their area of interest. As an interested tenant, you can use your experience and knowledge to improve the service you receive in a way that suits you.

If you would like to become an interested tenant please contact our Quality Development Officer by emailing [TP@westlothian.gov.uk](mailto:TP@westlothian.gov.uk) or calling 01506 280434.

## Facebook Group

There is a dedicated Tenant Participation Facebook group only for council tenants. If you want to find us on Facebook, search for West Lothian Council Tenant Participation. Then, just click 'join group', please making sure you provide us your address so we can verify you are a tenant. Alternatively, please scan the QR code below to take you straight to our Facebook page.



# Tenant Initiatives

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## Community Choices Projects

This initiative allows tenants to apply for a project to improve the environment in their local area. The application must meet the criteria set. Successful applications will be shown in the Tenants News, Tenants Facebook and on the Council website.

## The Danny Mullen – Good Neighbour Awards

This initiative is to award those people living in West Lothian who deserve to be recognised for their thoughtfulness and consideration to their neighbours. The award is held annually, and applications can be requested by contacting the Quality Development Officers or it can be completed online through our Facebook page.

# Our Tenant Meeting/Group Standards

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## Our Responsibilities

We all have a responsibility to ensure meetings run smoothly and on time.

### Quality Development Officer Responsibilities

- Prepare and issue invites, agenda, minutes and any other papers to members prior to meeting
- Take meeting minutes for each meeting and distribute to those present at the meeting (Full Tenant Panel only)
- Invite any guests to meetings
- Follow up on any Action Points prior to next meeting / send previous minutes to the tenants so they have time to look over it before the meeting.

### Tenant Responsibilities

- Contribute to the Agenda
- Read any papers issued prior to meeting
- Give apologies if unable to attend
- Follow up on any Action Points raised where appropriate.
- Adhere to the tenant's code of conduct at all meetings.

### Staff / Guest Responsibilities

- Provide a copy of presentation / reports and any supporting documents to [TP@westlothian.gov.uk](mailto:TP@westlothian.gov.uk) at least 2 weeks prior to the meeting date.
- Failure to provide supporting documents may result in the cancellation of meeting or the agenda item being removed from the agenda.
- Attend meeting prepared on the subject matter to be discussed.

## Tenants Panel – Full Meeting (Digital – via Teams)

*3 meetings a year, excluding July where tenants take a recess.*

### Aim

The aim is to scrutinise and monitor service delivery, Annual HRA & Capital Budgets, New Build updates and changes to the Repairs Service. The Panel will also be involved in any discussions on consultation, such as rent levels. The Senior Management Team will provide an update for each service area.

### Attendees

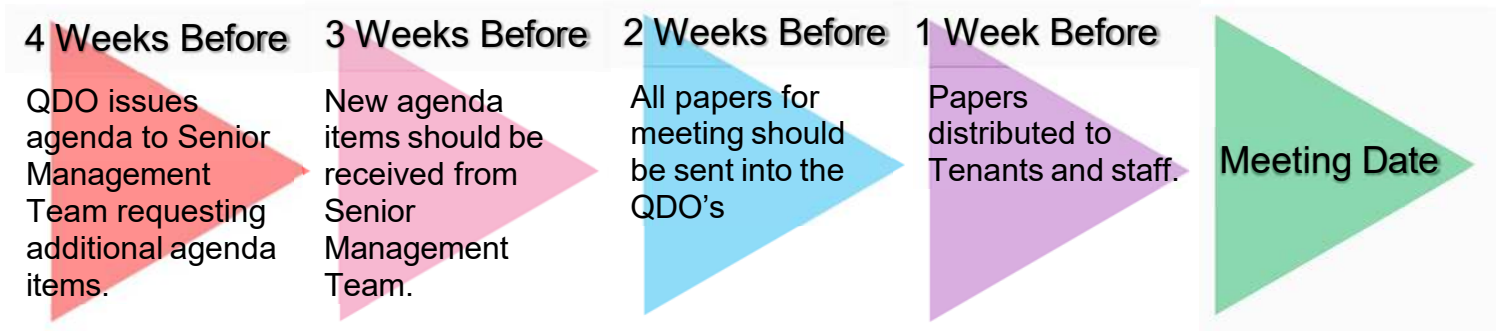
- Nominated Tenant Representative Chair
- West Lothian Council Tenant Representatives
- Quality Development Officer
- Senior Management Team
- Head of Service

- Exec. Councillor to the Housing Services PDSP

### Set Agenda

- Welcome & Introductions
- Service Area Updates
- Annual HRA & Capital Budget
- New Build Updates
- Consultations (Up and coming)
- AOCB
- Date of Next Meeting

### Timeline



## Tenants Panel – Performance (Digital – via Teams)

*Quarterly, excluding July where tenants take a recess.*

### Aim

The Performance Panel scrutinise and review the delivery and performance of services through agreed Performance Reporting. They will also discuss and agree performance targets on an annual basis. Quarterly performance and CX performance.

### Attendees

- Nominated Tenant Representative Chair
- West Lothian Council Tenant Representatives
- Quality Development Officer
- Head of Service
- Performance & Change Manager
- Customer Experience Lead

### Set Agenda

- Welcome & Introductions
- Quarterly & Annual Performance Report
- Customer Experience Performance Update
- ARC Annual Update (as and when required)
- AOCB
- Date of Next Meeting Timeline

**4 Weeks Before**

QDO issues agenda to Senior Management Team requesting additional agenda items.

**3 Weeks Before**

New agenda items should be received from Senior Management Team.

**2 Weeks Before**

All papers for meeting should be sent into the QDO's

**1 Week Before**

Papers distributed to Tenants and staff.

**Meeting Date**

## Capital and Repairs Working Group (Digital - via Teams)

*2 Meetings a year, excluding July and December.*

### Aim

The Capital and Repairs working group is split across the year between Capital Work and Repairs resulting in each topic being covered 5 times a year.

**Capital:** To influence the setting and operation of the Capital Programme and to review and influence the community choices.

**Repairs:** To monitor and scrutinise all aspects of the repair service.

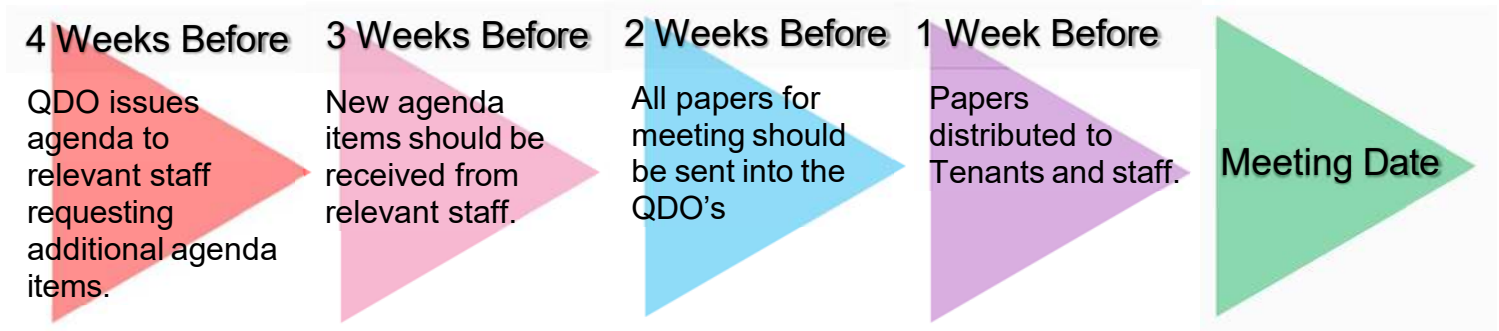
### Attendees

- West Lothian Council Tenant Representatives
- Quality Development Officer
- Development Officer – Capital Works
- Contracts Manager – Capital Works
- Repairs Manager – Repairs Work

### Set Agenda

- Welcome & Introductions
- Capital Work Update – Capital only.
- New Build Update – Capital Only
- Community Choices – Capital only.
- Repairs Update – Repairs only
- AOCB
- Date of Next Meeting

### Timeline



## Tenant Performance and Development Working Group (TPDWG) (Hybrid – Face to Face & Digital)

*11 monthly meetings excluding July where tenants take a recess*

### Aim

The aim of this group is to work with council officers to take an active role in developing TP in West Lothian and ensure the council is meeting the aims of the TP strategy by monitoring performance against the TP Action Plan.

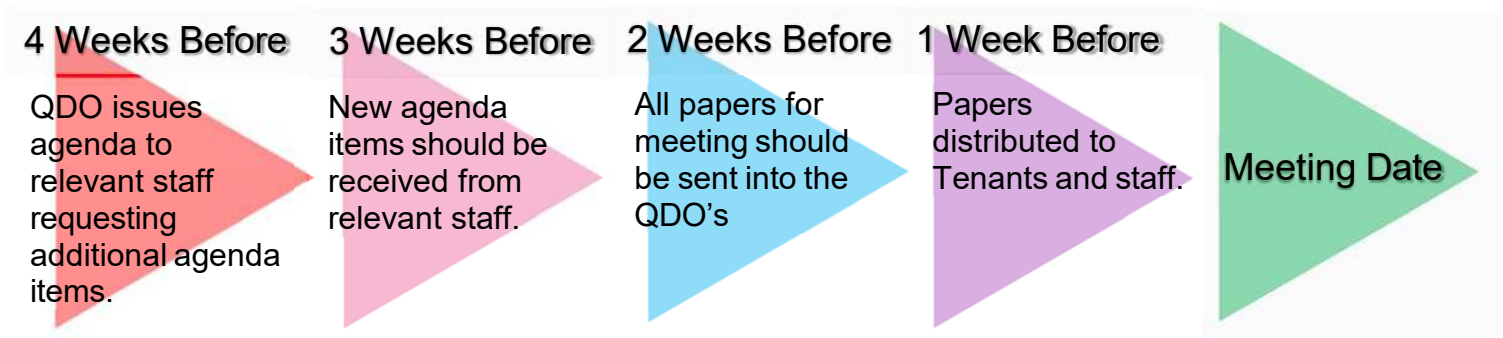
### Attendees

- West Lothian Council Tenant Representatives
- Quality Development Officer
- Service Development Officer
- Tenant Representatives
- Guests (where appropriate)

### No Set Agenda

- To be based on the annual work-plan plus any additional development items added as the year progresses Date of Next Meeting

### Timeline



## Learning and Development Sessions (Digital - via Teams)

*Regularly and as required, excluding July where tenants take a recess*

### Aim

To ensure tenants have the opportunity to learn and understand services within Housing, Building and Customer Services (HCBS) on a wide range of topics and other areas of the council.

### Attendees

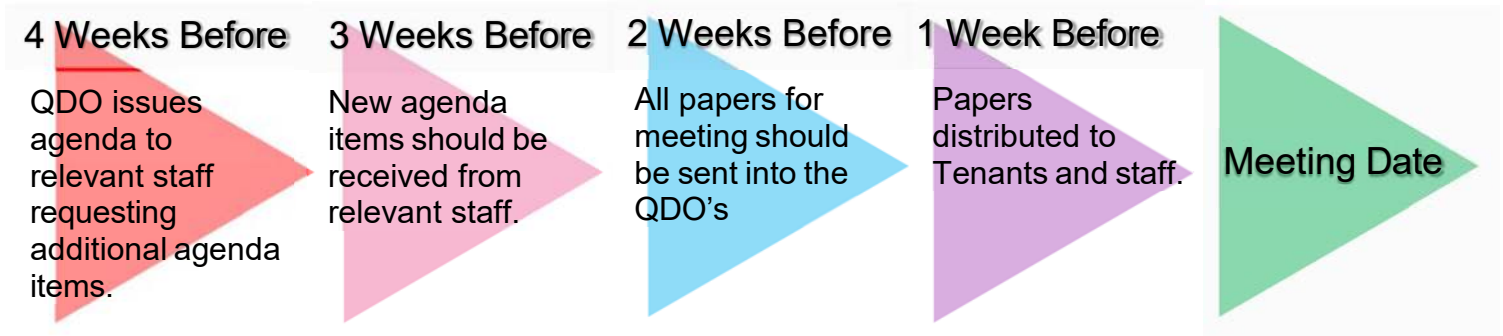
- West Lothian Council Tenant Representatives
- Quality Development Officer
- Service Development Officer
- Tenant Representatives
- Guests (where appropriate)

### No Set Agenda

- No set agenda, will depend on topic being discussed



## Timeline



## Editorial Panel (Digital - via Teams)

*Regularly and as required excluding July where tenants take a recess*

### Aim

To review publications produced by Housing, Customer and Building Services to ensure these are informative and are written in plain, clear language and are tenant friendly. These include Tenants News, Information Leaflets, Surveys, Standard letters and any document intended for tenants. Review internet pages and online publication.

Ensure Communication Champions understand the process of reviewing publications and how to schedule any publication

Any document showing the 'Tenant Approved' stamp has had the content and design approved by the Editorial Panel.

### Attendees

- West Lothian Council Tenant Representatives
- Quality Development Officer
- Tenant Representatives
- Guests (where appropriate)

### No Set Agenda

- No agenda prepared for these meetings

## Timeline

