

Compact Agreement

2008-2011

An agreement between tenants and
South Kesteven District Council

Introduction

This compact agreement has been drawn up between South Kesteven District Council and its tenants.

A **Tenant** is defined as the tenancy holder/s, leaseholder/s and any other member of their household. This definition of “Tenant” relates to this document only. It does not give household members any of the legal rights that tenants themselves have.

It clearly states the standards that all parties to this agreement will aim to achieve and explains how tenants can have a real say about the services that affect their homes, environment and quality of life.

This agreement enables all tenants to have a real input in the decision making process.

This document represents a genuine commitment by the council to deliver the best possible service in accordance with the principles of value for money. However, excellent services are not seen as an end in themselves – they are simply a means to an end. We want to help create communities where people want to live.

Standards

This Compact complies with the core standards set out in the Government’s revised National Framework for Tenant Participation Compacts issued in March 2005 and is based upon common aims agreed between Tenancy Services, tenants and tenant representatives.

Vision Statement

Our vision is for tenants to be involved in decision making in all aspects of the Tenancy services.

Our vision is based upon three general principles:

- To involve tenants in the management of their homes and

review and develop the services they receive.

- Tenants and tenant groups will be supported and encouraged at a level and pace decided by themselves.
- To seek the views, promote and advance the interests of all tenants within the district of South Kesteven on housing, communities and other matters that affect their quality of life.

Relationship with Value for Money

This agreement forms part of the 'Value for Money' process. In developing our District and Neighbourhood Groups, tenants and the council must challenge existing arrangements, compare with others, involve tenants and fully look at how Resident Involvement can be delivered most effectively.

The Codes of Conduct

Tenant and Council officers will abide by the Code of Conduct for Council Staff and Members will abide by the National Code of Local Government Conduct.

Approved tenants representatives are regarded as agents of the Council whilst performing their duties.

The Role of the Council

We recognise the valuable role tenants play and the vital contribution they make towards a continually improving service.

We will involve tenants in making decisions on matters by consensus. This involvement may be through formal or informal structures and processes, tailored to meet the needs of tenants.

We will ensure that tenants, members and officers realise and understand the arrangements for tenant involvement.

We will support and encourage the development of formal tenants groups within the District of South Kesteven. We will make sure that there are other less formal ways for tenants to be involved at a level that suits them.

We will make sure that these structures represent all tenants and that all have the chance to get involved.

We will, with tenants review and develop our strategies relating to tenant and resident involvement on a continual basis.

We will make sure that the Resident Involvement Team is properly resourced.

We will ensure that tenants, members and officers receive adequate training to more effectively assist in achieving our vision for tenant and resident involvement.

The Tenants' Role

Tenants will work in partnership with the Council, to identify issues of concern, setting priorities and influencing how services and facilities can be improved.

The Elected Members' Role

Members must work closely with tenants, and officers in implementing and monitoring the changes that this compact agreement will bring about.

Tenant and Resident Involvement Policies

We will involve and consult with tenants on issues that affect them both individually and their neighbourhoods.

Tenants will be encouraged to participate in relevant areas of service delivery.

Monitoring and reviewing Council performance.

Provision of Information

We will ensure that tenants have access to high quality information about the services we provide. Timely and relevant information will be provided in plain language on:

Examples are-

- The Council's strategies and policies
- Housing management services
- Resident Involvement
- Capital works programme
- Performance information
- Best Value reviews

We will use a wide range of methods of communication for tenants as detailed in the Resident Involvement strategy.

We also recognise the special needs of our rural communities which in addition to the issues common to both urban and rural communities we will:

- Hold meetings at as many locations in the district as possible
- Develop and promote innovative ways of consulting with tenants in rural areas.

The Council and Neighbourhood Groups will ensure that information is accessible to all tenants who wish to receive it.

The Formation of Neighbourhood Groups

The Council supports the formation of Neighbourhood Groups and will work with tenants to sustain existing groups.

All Neighbourhood Groups must operate democratically and be easily accessible. Groups must incorporate a written constitution, which defines its aims and objectives and a commitment to diversity and equal opportunities.

Opportunities for Involvement

The Council will support, encourage and provide information to all tenants on how to become involved.

It will ensure that there is a range of opportunities and structures available to suit the needs and requirements of the tenants so they are able to choose what level of involvement they prefer.

Consultation

We will consult with tenants on issues that affect their home or environment to seek their views.

We will consult in an open and honest manner within the timescale clearly identified. We will fully inform tenants about the outcome of any consultation.

Funding Resident Involvement

The Council will provide adequate funding and resources to develop, encourage and sustain resident involvement in South Kesteven.

The Director of Tenancy Services will have overall responsibility for resident involvement.

Monitoring Resident Involvement

We will, together with tenants monitor resident involvement ensuring it is effective and representative.

Statement of Intent

This agreement will ensure that decisions taken by South Kesteven District Council will take full account of tenants views and their interests.

In signing this agreement we are showing our shared commitment to working in partnership, to achieving this vision under the guidance of these principles and to keep to the working practices shown in this agreement.

This Compact was adopted on theday of200.....

Signed by:

..... Date

Mary Patrick

South Kesteven District Association Chair

..... Date.....

Tony Campbell

Director of Tenancy Services

..... Date

Cllr Paul Carpenter

Portfolio holder for Corporate Governance and Housing