

Developing Tenant Participation in Clackmannanshire



Tenant Participation Strategy

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2010 - 2013

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Clackmannanshire Council

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ਸਿੱਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਜ਼ਬਾਨ ਨਹੀਂ ਹੈ ਅਤੇ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਪੜ੍ਹਣ ਲਈ ਤੁਹਾਨੂੰ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਡਿੱਖਾ ਕਰਕੇ 01259 452404 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਹਾਉਸਿੰਗ ਮੈਨੇਜਮੈਂਟ ਸਪੋਰਟ ਸਰਵਿਸ ਨਾਲ ਗਲ ਬਾਤ ਕਰਨ ਲਈ ਕਹੋ ਜਿਹੜੇ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਲਈ ਖੁਸ਼ੀ ਨਾਲ ਕਿਸੇ ਇੰਟਰਪਰੈਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰਣਗੇ ਤਾਂ ਜੋ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਪੜ੍ਹ ਸਕੋ।

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اور سمجھنے میں آپ کی مدد کرے گا۔

'S urrainn do na pàipearan seo (no gear-chunntas dhi).

Thèid na pàipearan seo (no gear-chunntas dhiù) fhaighinn air an eadar-theangachadh gu
Gàidhlig. An sgrìobh sibh don seòladh a leanas:
Address Clackmannanshire Council, Lime Tree House, Alloa, FK10 1EX, 01259 452404

Foreword

Clackmannanshire Council, Ochil View and Paragon Housing Associations have built upon the solid foundations of our successful model of a joint tenant participation strategy to develop this document. It sets out what we are planning to do in partnership with tenants, to enable and support tenant participation over the next three years.

Sam Ovens, Portfolio holder for Housing Clackmannanshire Council

“Clackmannanshire Council has designed its housing service around delivering improved services for all their tenants and in consultation with their tenants.



In partnership with the Scottish Government, Paragon Housing Association and Ochil View Housing Association, the Council will continue to develop its communications network to ensure that tenant participation takes a premier position when accelerating change designed to enhance the service.”

Teresa McNally, Chairperson of Ochil View Housing Association



“As chairperson of Ochil View Housing Association I welcome this Joint Participation Strategy. I have always been keen to involve tenants in the work of the work of the Association. Ochil View, since its inception, and have always encouraged tenant participation.

Active involvement by local tenants and residents, through resident groups has contributed positively in formulating a number of the Association’s policies, supported by Ochil View staff. This joint strategic document again highlights that participation and

involvement of local tenants, residents and Clackmannanshire Council and Paragon Housing Association is key to the success of partnership working.”

Flora Wallace, Chairperson Paragon Housing Association

“As chairperson of Paragon Housing Association, I know how much has been achieved to date through tenant participation and joint working. We welcome the opportunity to work with our tenants and tenants groups to achieve a better environment and improve the quality of housing.



We value our tenant’s views and opinions on what we do and how we do it and we want to make it as easy as possible for them to talk to us. It is a two-way process about sharing information and we remain committed to providing opportunities to tenants to give us their views.

We acknowledge the hard work, which went into the developing of the strategy, and wish to thank everyone involved.”

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Clackmannanshire Council

www.clacksweb.org.uk



1. Introduction

Welcome to the third Tenant Participation Strategy, produced by Clackmannanshire Council, Ochil View Housing Association and Paragon Housing Association and developed with the help of tenants, residents and staff other key stakeholders. This document sets a Tenant Participation framework for landlords operating in this area as a commitment to developing effective consultation and participation. By working in partnership with our tenants we will improve the development of housing and related services.

2. Background

As a result of Scottish Executive's commitment to bring about effective tenant participation in Scotland, the National Strategy for Tenant Participation was launched in April 1999. This document set out key principles for good Tenant Participation and committed tenants, social landlords and central government to a programme to achieve this.

The Housing (Scotland) Act 2001 introduced the statutory requirement for the development of a Tenant Participation Strategy. The Act also requires all registered social landlords to consult with tenants on a range of major housing issues that affect them. These include:

- ◆ Housing management, repairs and maintenance policies.
- ◆ Standards of service to be provided in relation to housing management, repair and maintenance.
- ◆ Any proposal to change landlord.

Our first Joint Tenant Participation Strategy was developed in 2003 with the help of Tenants, Registered Tenants Organisations, Clackmannanshire Tenants & Residents Federation and Staff. It covered the period from 2003 to 2006.

In 2006, the full strategy was reviewed and it detailed the Tenant Participation work to be undertaken from 2006 to 2009.

Once again in 2009/10 we have involved a review group made up of housing staff, tenants and residents and we would like to thank all members of the review group for their time and valuable input in developing this strategy which covers the period up to 2013.

The Landlords

Clackmannanshire Council

Clackmannanshire Council is a local authority that was formed in 1996 and is situated literally in the heart of Central Scotland. It is bounded by the Ochil Hills to the north and the river Forth to the

south. This compact area covers a total of 157 square kilometres comprising a number of small towns and villages set in a mixed urban and rural environment.

The Housing Property and Advice Service manages the housing stock of approximately 5,000 properties and is committed to ensuring the provision of high quality housing and an accessible housing service.

We aim to make Clackmannanshire a place where tenants can influence the decision-making process through a range of involvement opportunities and by working in partnership to deliver a housing service that meets those needs.

Ochil View Housing Association Limited

Ochil View Housing Association owns about 1500 homes in Clackmannanshire and West Fife, with an ambitious development programme of new homes.

Within Clackmannanshire, our housing stock is concentrated in Tullibody, Alloa and the Hillfoots towns and villages. We provide homes for single people, couples and families. We provide supported accommodation, in partnership with other agencies, where tenants need support to maintain their tenancy.

We want all our tenants to become actively involved in the management of their homes and offer a range of routes into the participation process. We also will show how tenants' views have been taken into account in the decisions that we make, for the better.



Fir Park Ski-slope, Tillicoultry

Paragon Housing Association Limited

Paragon Housing Association Limited currently owns over 1300 properties within the Forth Valley area. This stock is located within the Falkirk, Stirling and Clackmannanshire Council areas and is mainly general needs housing with a small number of amenity properties.

The priority is to ensure that there is effective tenant participation throughout all these communities. Paragon aims to be proactive in terms of tenant and resident involvement. The strategy is inclusive and all tenants have an equal opportunity to participate.

3. Tenant Participation - Definition

The definition of participation is as follows:

“Tenant participation is about tenants taking part in decision-making processes and influencing decisions about:

- ◆ Housing policies
- ◆ Housing conditions: and
- ◆ Housing (and related) services.

It is a two way process which involves the sharing of information, ideas and power. Its aim is to improve the standard of housing conditions and services.”

4. Landlord Commitment

As landlords we have always been committed to working with and engaging with our tenants, seeking and supporting their involvement in housing issues. We will:

- ◆ Continue to support tenants groups and encourage new ones, formal or informal.
- ◆ Continue to improve communication by providing better information and listening more to tenants ideas and views.
- ◆ Ensure that all printed information sent to our tenants will be clearly written in “plain English”, be Jargon free and available in formats that meet the Individual’s needs on request.
- ◆ Ensure that all tenants’ groups are kept informed and updated
- ◆ Ensure that opportunities are created to encourage individual tenants to participate.
- ◆ Ensure that tenants are given adequate time and information to consider any proposals for change.
- ◆ Maintain a Public register of Tenant organisations.
- ◆ Provide training opportunities’ for staff and tenants to develop the skills necessary to assist partnership working.
- ◆ Hold a register of interested tenants who can be contacted to participate in focus groups, surveys or other consultation exercises.
- ◆ Work with our tenants to develop the “Scottish Tenants Charter”

We want to ensure that the service provided meets tenants needs and gives satisfaction. Our staff will work on an equal basis with tenants, in an open and participative manner.

5. Key Decisions - the timetable for participation

Where possible, groups and individuals will be consulted over a three month period on a particular issue or topic. However, on occasion this timescale may be shorter.

Where consultations are generated by an external agency, for example the Scottish Government. It might not always be possible for landlords to give the desired consultation period.

In addition, in accordance with each landlord's financial planning processes and committee meeting schedule, the rent review consultation period will be one month.

6. Feedback from Consultation Exercises

We recognise that it is extremely important to give tenants feedback on consultation exercises we carry out. We will provide feedback to tenants in a number of ways including :

- ◆ Newsletters
- ◆ Individual letters
- ◆ On our website

We will make every effort to demonstrate how the views of tenants obtained in consultation exercises have been taken into account and contributed towards the final outcome.



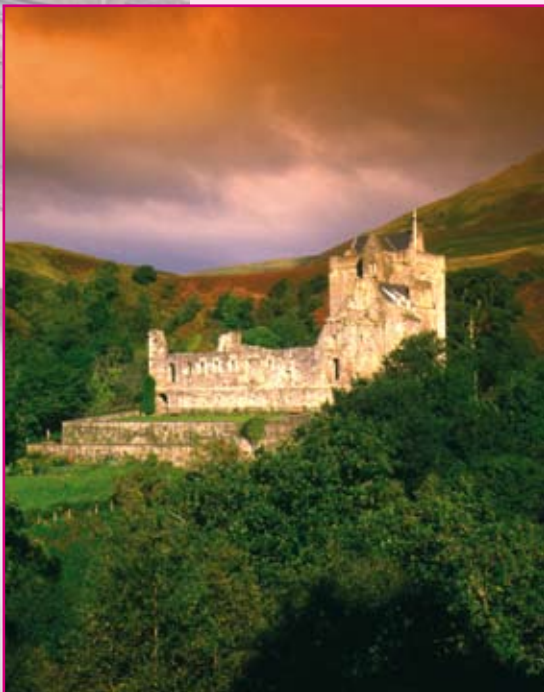
Mill Trail Visitor Centre, Alva

7. Resources

As landlords we recognise the importance of resourcing tenant participation adequately and are committed to providing resources and facilities for tenant participation

The tenant participation resources cover:

- ◆ Producing a tenants newsletter
- ◆ Translation and Interpreting services
- ◆ Administration - (minute taking, mailings and photocopying)
- ◆ Venues for meetings
- ◆ Transport or travel expenses to and from venues and meetings
- ◆ Costs to provide food /catering when tenants go to consultation and review meetings
- ◆ Crèche facilities
- ◆ Supporting registered organisations, working groups and consultation groups
- ◆ Tenant Consultations
- ◆ Training
- ◆ Access to Information
- ◆ Annual Tenants Conference
- ◆ Staff resource and associated costs.



Castle Campbell, Dollar

8. Equal Opportunities

The planning and delivery of good quality housing and appropriate information, advice and support services in Clackmannanshire embraces the principle of equal opportunities, following the lead of the Landlords equal opportunities policies and race equality scheme.

Landlords will strive to encourage equal opportunities and diversity, respond to the different needs and service requirements of people regardless of sex, race, colour, disability, age, nationality, marital status, ethnic origin, religious beliefs, political beliefs, socio-economic status sexual orientation or gender reassignment.

We embrace the spirit of equalities legislation and regulatory frameworks, including the Race Relations (Amendment) Act 2000 and the Housing Scotland Act, 2001.

An equalities impact assessment has been carried out on this strategy.

9. Monitoring And Evaluation Of The Strategy

The Tenant Participation Strategy will be a working document. It is subject to continuous review to ensure it is meeting objectives and achieving milestones and outputs.

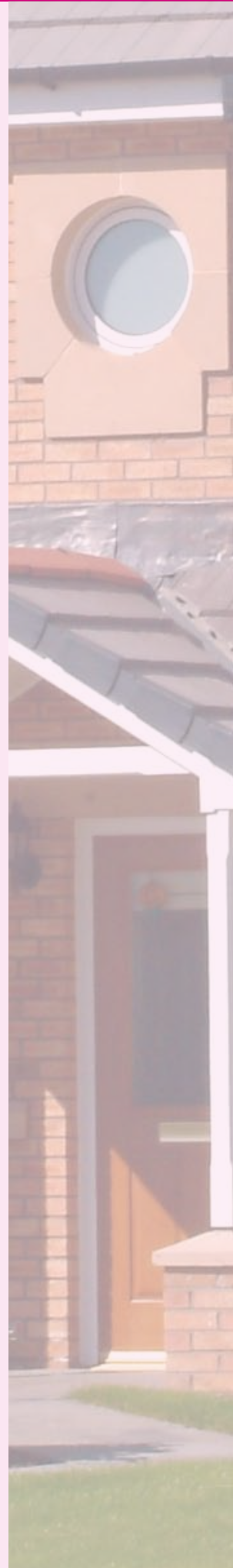
A range of methods will be used to monitor the strategy. These will include:

- ◆ A joint Tenant Participation Strategy Monitoring and Implementation Group which will monitor the implementation and effectiveness of the strategy on an ongoing basis. This group includes staff, representatives of tenant and resident organisations and other stakeholders.
- ◆ Progress on implementing and monitoring the strategy will be reviewed annually and reported in an Annual Strategy Review to the relevant Council Committee.

The Annual Strategy Review will consider a range of information and feedback options exploring:

- ◆ How participation took place (i.e. what methods of participation were used/what and how were the issues/topics identified)?
- ◆ What arrangements were made to encourage participation and maximise accessibility?
- ◆ How were tenants views represented in the outcome of any participation?
- ◆ How were the results of participation reported to participants?
- ◆ What timescales were allowed for effective participation to take place?
- ◆ The cost of developing effective tenant participation.
- ◆ Did tenants receive adequate information, support and resources to allow them to participate effectively?
- ◆ How satisfied are tenants with the participation process and the range of opportunities available to them? How would tenants like the process to be improved?
- ◆ Whether tenants had the opportunity to become involved regardless of age, ethnic background, language, sexual orientation, particular needs or location?
- ◆ To outline proposals for participation over the course of the strategy, a number of key targets, progress indicators and anticipated outcomes have been identified.

These have been outlined in the following action plan and will be used as a basis for measuring tenant involvement activities. These targets will be monitored and reviewed throughout the Strategy implementation. By monitoring these key actions we will ensure that the strategy is implemented effectively.



10. Strategy Working Group

A Tenant Participation Strategy Working Group was set up to develop the strategy in consultation with tenants and other key stakeholders. This group was responsible for reviewing existing levels and methods of participation, developing a programme of consultation and information dissemination and incorporating the findings into the Strategy.

Tasks undertaken included a baseline assessment of existing participation arrangements. This involved looking at:

New photograph to be provided of group

- ◆ The creation of an updated register of tenants and residents groups.
- ◆ A review of best practice
- ◆ How information is provided
- ◆ Consultation processes
- ◆ Training issues

The Consultation Process

Consultation in the preparation of the Strategy involved a wide series of events including:

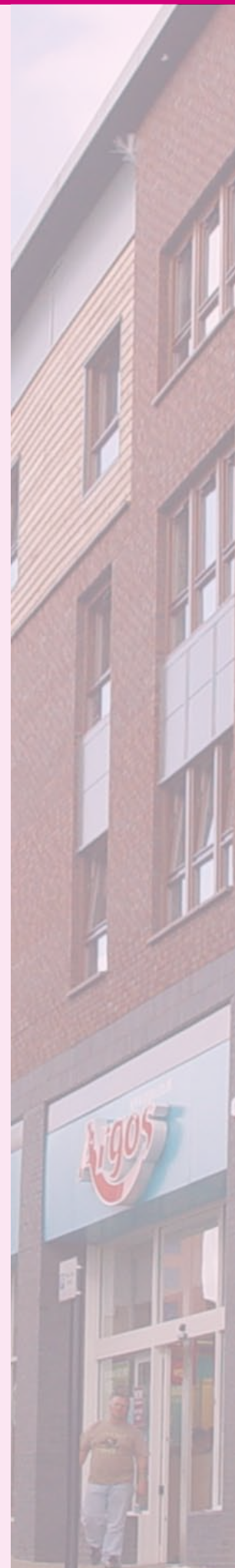
- ◆ Consultation with tenants and residents groups including regular briefing sessions
- ◆ A tenants conference day, including all partners
- ◆ Newsletter
- ◆ Internet



Some Members of the TP Strategy Working Group

11. Workplan

Project	Timescale (Year)			Milestones	Outputs
	10/11	11/12	12/13		
Expand Register of Registered Tenants Organisations (RTO's) & Interested Individuals	✓	✓	✓	Update guidance notes on registration. Review information packs for Tenants Groups. Development Worker support to Tenants Groups on meeting registration criteria	Number of Tenants Groups & Individuals Number and percentage of Registered Tenants Organisations
Agree protocol to ensure effective linkages between local Community Planning arrangements & Tenants Groups/Clackmannanshire Federation.		✓		Draft protocol developed Consultation on draft protocol Quarterly Updates	Protocol developed Range of liaison arrangements established
Consult with Minority Ethnic and Equalities groups on providing information & access to services that reflects their needs.	✓	✓	✓	Establish links with existing race equalities and special needs groups Undertake audit of number and range of Ethnic minorities and equalities customers Undertake consultation Develop process/guidelines	Numbers taking part in consultation Number and range of consultation events Number of guidelines agreed.
Consult and inform Tenants regarding the Housing Investments Programme. Scottish Housing Quality standard (SHQS).	✓	✓	✓	Annual consultation event held on rent setting Rent information reviewed and updated in consultation with tenants. Rent newsletter provided annually. Information provided and updated on Council website www.clacks.gov.uk	Number of briefing sessions / workshops held Number of Tenants Groups meetings attended Range of improved information available on Investment Programme





Project	Timescale (Year)			Milestones	Outputs
	10/11	11/12	12/13		
Undertake a 3 yearly survey and other targeted methods of establishing Tenant Satisfaction.		✓		Survey designed and distributed. Survey Results Analysed Summary Report Produced and published.	Surveys completed and returned. Number of completed Improvements Actioned.
Look at combined rolling training programme for staff, Tenants and Registered Social Landlords (RSL's).	✓	✓	✓	Training audit undertaken Training priorities identified Training programme established Staff guide to Tenant Participation updated	Number and range of training activities undertaken Satisfaction rates of participants
To review range of information three yearly for Tenants including Start Up Pack for Tenants Groups Federation & Tenant Participation		✓		Tenant Newsletter Tenant Information Pack Start up pack for Tenants Groups Website information reviewed and updated Tenant Participation Leaflet Contact Lists Briefing Notes	Numbers and range of information disseminated
Agree protocol to ensure involvement in Best Value Reviews (BVR) (SIMco)	✓	✓	✓	Draft protocol developed Consultation on draft protocol	Protocol finalised arrangements established



Gartmorn Dam, Sauchie

12. How will Participation and Consultation Take Place?

A range of options are necessary to ensure maximum participation and consultation. They give tenants a choice and allow them to participate at a time, level and in a form that suits them best. They also allow flexibility and local circumstance to be taken into account.

Effective means of participation will include:

- ◆ Support for Tenants Groups
- ◆ Awareness sessions
- ◆ Conferences
- ◆ Surveys and Questionnaires
- ◆ Estate walkabouts
- ◆ Newsletters
- ◆ Consultation on draft plans and strategies
- ◆ Meetings
- ◆ Working groups
- ◆ Council representation at Tenants meetings



Town Hall, Alloa

How can you have your say on the Strategy?

You can write with your comments to:

Community & Tenant Participation Co-ordinator

Lime Tree House,
Castle Street, Alloa.
FK10 1EX

Clackmannanshire Tenants & Residents Federation

Unit 6/7 Alloa Business Centre,
The Whins, Alloa.
FK10 3SA

Clackmannanshire Council Website:
www.clacksweb.org.uk

Strategy Appendices

The appendices of this strategy outline guidance notes on registration of tenants groups. There is also a list of tenants and residents groups in Clackmannanshire, information on customer complaints procedures and a list of additional sources of assistance.

13. Appendices

Appendix 1

Clackmannanshire Council

Guidance Notes: Registration of Tenant Organisations

Introduction

The Housing (Scotland) Act 2001 introduced the right to participate for tenants. Part of this legislation is the requirement that all local authorities and other social landlords introduce a system for setting up and maintaining a register of tenant organisations. Tenant Groups need to apply to become registered and must meet certain criteria to qualify. The criteria for registration has been set out by the Scottish Executive and cover a number of points. Groups who do become RTOs are entitled to certain rights and the landlord has a duty to inform and consult with them on housing matters.



Dumyat Hill, above Menstrie

What is a Registered Tenant Organisation - RTO?

A Registered Tenant Organisation - RTO is a group who has applied to become registered with a landlord and meets certain conditions which have been set down in the Housing (Scotland) Act 2001.

Becoming an RTO

What do we need to do to become registered?

A group must apply in writing to become registered. To help you, Clackmannanshire has an application form which asks you for all the information we need. Part of this application includes the need to send certain information.

What do you need to send?

All groups who want to become registered must send:

- ◆ a copy of their constitution
- ◆ a list of office bearers and committee members
- ◆ a contact address for correspondence which can be made public
- ◆ a description of the area your group operates in
- ◆ details of other landlords you are registered with or applying to become registered with.

What criteria do you have to meet?

There is a range of criteria you have to meet.

1. You must have a written constitution that is available for inspection and which details:

- ◆ your objectives
- ◆ the area in which you operate
- ◆ your membership process
- ◆ how your committee operates and is elected
- ◆ how your business is conducted
- ◆ how your funds are managed
- ◆ when you meet including the Annual General Meeting (AGM)
- ◆ how your constitution can be amended
- ◆ your commitment to equal opportunities
- ◆ how you intend to promote housing and housing related matters

2. You must have a committee that:

- ◆ is elected annually and committee members must be required to stand down after a certain period (this period should be included in your constitution)
- ◆ consists of at least three members who can co-opt other members on to the group
- ◆ reaches decisions democratically (the decision making process should be included in your constitution)

3. You must operate within a defined area that includes local authority housing stock and your group must be open to all tenants within that area

4. You must have proper accounting records showing income and expenditure, your assets and liabilities. Your constitution must require an annual audited financial statement to be presented at your AGM

5. You must be able to demonstrate how you plan to represent the views of your members and how you will keep them informed

What happens next?

If you meet the registration criteria we will place you on the register and let you know in writing that you have qualified and from which date. If you don't meet the registration criteria we will tell you in writing of our decision not to place you on the register, the reasons why you don't meet the criteria and inform you of your right of appeal to Scottish Ministers.



Stone Of Mannan, Clackmannan

What happens if we don't register?

If you don't register we will still keep your details on file and include you in any consultation that we do. However you will not be classed as an RTO and you will not have the statutory rights of an RTO.

What rights and benefits will we have as an RTO?

As a Registered Tenant Organisation you will have a recognised role in the participation process. You will have the right to be consulted on issues affecting you. You will also have the right to have your opinions taken into account in any consultation.

What help is there to become registered?

We can provide a model constitution that helps meet the registration criteria. We can also offer advice and training on the registration process. If you need help or advice on equal opportunities policies we can supply this. We also have support staff that can work with your group and we can provide access to independent help and advice. We also have an information pack on tenant and residents groups in general.

Will the register be a public document?

We are required by law to make the Register publicly available. The Register must include contact details for groups. However if you prefer you can use a post office box or care of address. The Register will be available at housing offices and on the Council's website.

Can a group be removed from the register?

A group can be removed from the Register if it no longer meets the registration criteria. A group can also ask to be removed from the Register and it must apply in writing to do this. If a group ceases to exist it will also be removed.

Do we have the right of appeal if we are removed from the Register?

You have the right to appeal if you are refused registration. You also have the right to appeal against any decision to remove you from the Register or if we refuse to remove you on your request.

Can we register with more than one landlord?

You can register with any social landlord who has housing stock in the area you cover.

How long will registration last?

Registration will last for 3 years. After this period groups will have to re-apply.

For more information or if you have any questions then please contact Housing Services on 01259 452404

Appendix 2

Tenants Groups within Clackmannanshire:

Clackmannanshire Tenants and Residents Federation

Units 6&7, Alloa Business Centre,
Whins Road, Alloa.
FK10 3SA

Alloa Area

Gaberston Residents Association

Hawkhill Community Association

Tullibody & Cambus Area

Braes and Banchory Residents Association

Delphwood Residents Association

Tillicoultry, Devonside & Coalsnaughton Area

Chapelle Crescent Residents Association

Sauchie Area

Sauchie Community Group



Appendix 3

Clackmannanshire Council Customer Complaints Procedure

Clackmannanshire Council is committed to achieving high standards of quality in the delivery of its services. However we recognise that things do go wrong and we wish to know when they do so that we can examine the problem, correct the mistakes and avoid repeating them in the future. It is necessary to note that routine enquiries about Council services, planning and repairs are not complaints about service standards.

What IS a COMPLAINT?

Complaints may fall into different categories, e.g

- ◆ the attitude of an employee of the Council
- ◆ failure to provide a service to an acceptable standard
- ◆ delay in responding to an enquiry or a request for service
- ◆ failure to follow the Council's policies, rules or procedures
- ◆ not making the best use of Council resources
- ◆ a risk concerning Health and Safety issues

What is NOT A COMPLAINT?

- ◆ the first request for action or for a service
- ◆ a first request for information or explanation
- ◆ an appeal relating to a planning decision, a review request under Freedom of Information or other area where a formal statutory process already exists
- ◆ a claim or a contractual dispute with the Council

Also, Social Services have a legal obligation to have an established complaints procedure, which is similar to the Corporate Comments and Complaints procedure. Separate leaflets on this procedure are available in Council offices.

How to make a complaint:

- ◆ If you are dissatisfied with the service you have received you should contact the relevant department who may be able to resolve the problem quickly without having to use the formal complaints procedure.
- ◆ If you are unhappy with the service provided or the explanation you have been given you can make a complaint, in writing, by telephone, fax or in person to any Council office. Alternatively you can complete a complaints form or email www.clacksweb.org.uk. This will then be passed onto the appropriate Service Manager.
- ◆ The Performance and Information team will issue an acknowledgement to the customer within 2 working days of the receipt of a complaint. Wherever possible any investigation should be completed and an appropriate response issued within 10 working days, in line with corporate policy. This standard will be monitored.

Complaint Stages

Stage 1

The first stage includes the original referral from the client/customer and the allocation to the appropriate Service Team for attention. The related matters would be investigated at an appropriate level and a response prepared for approval / signature by a Service Manager or Head of Service.

At the conclusion of this stage, where the complainer remains unsatisfied, an escalation to the second stage should occur, except where the Service Director is convinced that they are already fully appraised of the issues and are unable to add anything to previous contact with the complainer which could lead to a resolution.

Stage 2

The second stage would require a service-based investigation by or directly on behalf of the Service Director (who would sign off the response). Where the complainer remained unsatisfied at this stage escalation to the Chief Executive would be possible

Stage 3

The third stage would involve an investigation on behalf of the Chief Executive. It would be for the Chief Executive to nominate an appropriate officer to conduct the investigation and to prepare a report and response. This would be the final opportunity to resolve a complaint internally and the final response must include details of how to refer the matter to the Ombudsman if the complainer feels so inclined.

In addition to this a problem can be referred to your local Councillor or the Scottish Public Services Ombudsman.

You can receive details on your local Councillor by contacting

Member Services
Clackmannanshire Council
Greenfield, Alloa.
FK10 2AD

Telephone: 01259 452011

Fax: 01259 452230

Email: chiefexecutiveservices@clacks.gov.uk

The Scottish Public Services Ombudsman can be contacted at:

4 Melville Street, Edinburgh. EH3 7NS

Telephone no: 0870 011 5378

Email: enquiries@scottishombudsman.org.uk



Appendix 4

List of Other Contacts/ Useful Sources of Assistance

Scottish Government Tenant Participation Division

Michael Boal
Scottish Government
Victoria Quay 1-HS, Edinburgh
EH6 6QQ

Telephone: 0131 244 0643

Email: enquiries@scotland.gsi.gov.uk

Tenants Information Service

Suite 124-128, Baltic Chambers,
50 Wellington Street, Glasgow.
G2 6HJ

Telephone: 0141 248 1242

Fax: 0141 221 1911

Web: www.tis.org.uk/

Tenant Participation Advisory Service

74-78 Saltmarket, Glasgow.
G1 5LD

Telephone: 0141 552 3633

Fax: 0141 552 0073

Web: www.tpasscotland.org.uk

Scottish Federation of Housing Associations

Pegasus House
375 West George Street, Glasgow.
G2 4LW

Telephone: 0141 332 8113

Fax: 0141 332 9684

Web: www.sfha.co.uk/sfha.asp

Registered Social Landlords

Ochil View Housing Association

Ochil House
Marshall, Alloa.
FK10 1AB

Telephone: 01259 722899

Fax: 01259 212728

Mobile 07854340469

Web: www.ochilviewha.co.uk

Paragon Housing Association Limited

Invergrange House
Station Road, Grangemouth.
FK3 8DG

Telephone: 01324 664966

Fax: 01324 664930

E-mail: enquires@paragonha.org.uk

Glossary

OVHA – Ochilview Housing Association

RTO's – Registered Tenants Organisation

CRM – Community Regeneration
Manager

RSL's – Registered Social Landlords

AGM – Annual General Meeting

PHA – Paragon Housing Association

SHQS – Scottish Housing Quality
Standards

TIS – Tenants Information Service



**Clackmannanshire
Council**

www.clacksweb.org.uk



Lime Tree House, Alloa FK10 1EX.

Tel. 01259 452404

