

Resolving Concerns About this Compact Agreement

We would like to hear from you if you think we are not fulfilling what is promised within the Compact. Your comments and feedback will help us to improve the services we deliver.



Oxford City Council is committed through its Compact to do the following:

- Offer you the widest possible opportunity to be involved and recognise the important role that you play in ensuring that we meet your needs.
- Regularly review the involvement opportunities available to you ensuring that they are appropriate and up to date.
- Make funding and support available to ensure that all tenant involvement activities can be successful.
- Provide you with support, resources and information to help you get involved effectively.
- Communicate with you clearly, avoiding jargon and provide feedback on all of our consultation activities.

How to contact us:

1. As a first step, please discuss the issues that you have with the Tenant and Leaseholder Involvement Team and we will respond as quickly as possible and where we are unable to settle the issue immediately, we will try to resolve your concerns within 10 working days. You can contact the team over the phone on 01865 335454 or by email: tpteam@oxford.gov.uk .

If you are not satisfied with the response from step 1, you can either:

2a. Forward your concerns to a member of the Involvement Monitoring Panel, who will discuss the matter at their next meeting. A formal written response will be made within 10 working days of this meeting. Contact the panel by writing to them at this address: **IMP, c/o Oxford Tenants' Resource Centre, Oxford City Homes, Horspath Road, Cowley, Oxford, OX4 2RH**, or email: tpteam@oxford.gov.uk



or...

2b. Contact our Customer Services Officer on 01865 335440, or by email: compactconcerns@oxford.gov.uk

You can also register your concern via our website www.oxford.gov.uk/utilities/complaint.cfm

To register your concern by post, write to: **The Customer Services Officer, Oxford City Homes, Horspath Road, Cowley, Oxford, OX4 2RH**. A written response will then be made within 10 working days, and any further progression of this will be dealt with in the way outlined in your Tenants' or Leaseholders' Handbooks.

The Involvement Monitoring Panel will monitor all concerns received about the Compact agreement on a quarterly basis.

The Compact Action Plan sets out what we wish to achieve for our tenants and leaseholders in 2009. This action plan has been reviewed, amended and approved by your elected tenant and leaseholder representatives on the Involvement Monitoring Panel (IMP). They are committed to achieving the plan set out and want as many Oxford City Council tenants and leaseholders as possible to get involved and make a difference.

From the previous Compact Action Plan, we have...

Successfully launched "Our tenant and leaseholder compact 2007"	Reviewed the out of pocket expenses offered for involvement activities	Agreed funding levels for our Tenants' and Residents' Associations.	
Delivered training in IT, Money Management and Lifestyle Skills to tenants and leaseholders.	Agreed a constitution and code of conduct for the Involvement Monitoring Panel	Raised awareness of involvement opportunities for Oxford City Council tenants and leaseholders	
Agreed a complaints process for the Compact	Reviewed how our new involvement structure is working	Successfully launched these topic panels : Repairs and Improvements, Equality and Diversity, Environmental, Community Safety, Anti Social Behaviour, Customer Care & Information	
Reviewed and re issued the Compact Action Plan	Held a successful and well attended IMP Annual General Meeting	Set up a management group for the Oxford Tenants' Resource Centre	Worked with you to review our provision of sheltered housing

If you would like any further information on the achievements listed above please contact the Involvement Team on 01865 335454 or tpteam@oxford.gov.uk

Compact Action Plan 2009

The Involvement Monitoring Panels Commitment : Through this action plan we will actively support and continuously improve all the involvement and decision making opportunities available to our fellow Oxford City Council tenants and leaseholders. We will also ensure that every effort is made to involve tenants and leaseholders from areas which are currently under represented.

Aims	Who will be involved?	How will this make a difference?	Target dates
1. Designate Champions/Portfolio holders for Involvement Activities	Involvement Monitoring Panel (IMP)	This will ensure each elected IMP member has a responsibility for a specific area of Involvement. They will then be required to update you all on their progress.	Jan 09
2. Re launch Environmental Panel	Environmental Panel	This panel will give all interested tenants and leaseholders an opportunity to get involved in issues regarding the environment including Energy Efficiency.	Feb 09
3. Review Environmental Improvements Budget	IMP	This will ensure that the annual £65'000 budget is being spent within an agreed set of criteria and in an agreed and fair manner.	Feb 09
4. Launch Tenants' and Residents' Associations (TRAs) Network Event	IMP/ All TRAs	We will give all TRAs an opportunity to share best practice, meet other TRAs and suggest ways in which Oxford City Council can improve the support it offers.	Feb 09
5. Review and formalise Estate Walkabout Procedure	Environmental Panel	The panel will produce clear guidelines on how Estate Walkabouts should be carried out. We will ensure that tenants and leaseholders can play an active role in these walkabouts.	Mar 09
6. Agree annual training programme for tenants and leaseholders	IMP / Equality and Diversity Panel	A training programme will help our tenants and leaseholders to further develop their skills. It will also help involved tenants and leaseholders to become more effective in their roles.	Apr 09
7. Hold an annual "Thank You" event	All Panels	All involved tenants and leaseholders will be thanked for their contribution over the last 12 months. We will also highlight the areas where your involvement has made a difference.	Apr 09
8. Hold IMP Annual General Meeting	All Tenants and Leaseholders	All tenants and leaseholders will be invited to attend, vote and if they desire stand in the IMP elections.	May 09

Aims	Who will be involved?	How will this make a difference?	Target dates
9. Review Oxford City Homes Annual Report	Customer Care and Information Panel	We will find out from you what you would like to see in our Annual Report, so it will contain information most relevant to you and other tenants and leaseholders.	May 09
10. Ensure all Topic Panels have agreed aims and objectives	All Panels	This will ensure that all Topic Panels have a clear idea about what they want to see improved. It will also help Topic Panels to plan future improvements that they would like to see.	Jun 09
11. Review how tenants and leaseholders register for and find out about Involvement Activities	Customer Care and Information Panel	This will result in more tenants and leaseholders being able to access and find out about "getting involved".	Jul 09
12. Hold a consultation event for young tenants (under 25)	Equality and Diversity Panel	We will actively engage with younger tenants and find out what they think about the services provided. We can then work towards improving them.	Sep 09
13. Review the Compact Action Plan	Mystery Shoppers	More mystery shoppers will be recruited. Different areas of the service can be tested and recommendations made about how we can improve.	Ongoing/ Oct 09
14. Review criteria for TRA eligibility and grant funding.	IMP/ All TRAs	It will ensure that the criteria for TRAs are up to date and relevant. It will also ensure that grant funding criteria is fair and consistent.	Oct 09
15. Review Compact Action Plan	IMP	We will revise this action plan with targets for 2010.	Dec 09
16. Review and re issue Our Tenant and Leaseholder Compact	IMP/ All Panels	A new Compact will be produced and improved standards set for Tenant and Leaseholder Involvement.	2010