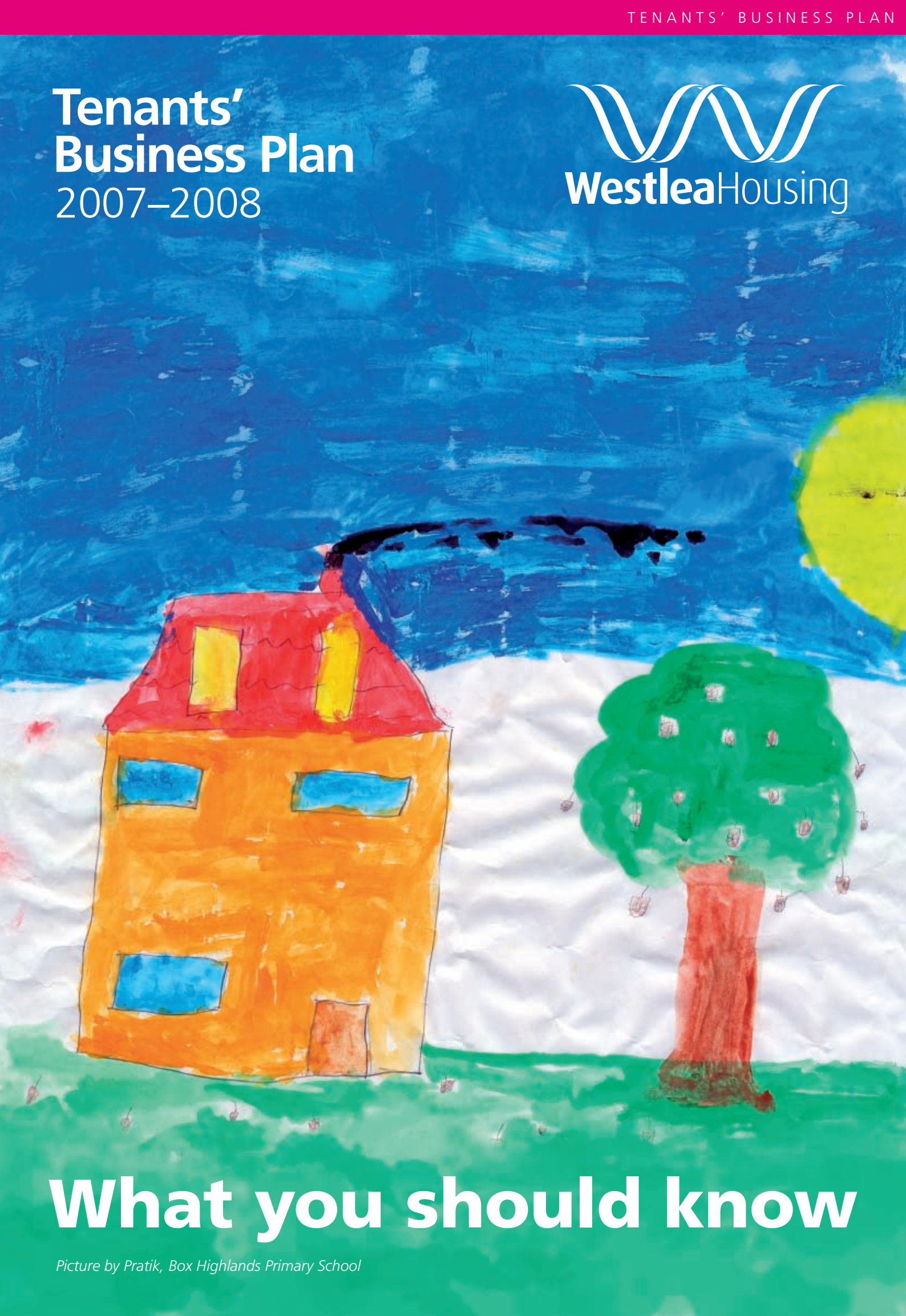


# Tenants' Business Plan 2007–2008



# What you should know

*Picture by Pratik, Box Highlands Primary School*

## What tenants wanted last year...

### HOUSING

Buildings / improvements  
Bathrooms and extensions

Bathroom refurbishment.

Showers.

Improve heating.

Second WC / extensions.

More 2-bedroom and 4-bedroom houses.

### SERVICES FOR THE DISABLED, ELDERLY AND VULNERABLE

Extra help with gardening and repairs for the vulnerable.

Improve transport.

Keep people healthy.

### COMMUNICATION AND INVOLVEMENT

Genuine communication and involvement with all tenants including young and old (before things happen!).

We want to know result of information we give and how it is used.

Offer employment and training to Westlea tenants.

### MANAGEMENT OF WESTLEA

Including control of costs

Effective action on neighbour problems and anti-social behaviour.

Reduce and stabilise rents.

Control costs.

All staff to treat tenants as equals.

## ...what happened up to April 2007

Approximately 120 bathrooms will be completed.

We have installed approximately 100 showers.

Surveyed and improved 120 properties that had lowest energy efficiency ratings. Upgraded an additional 20 homes to full gas central heating and installed it in a further four. Installed 22 homes with solar panels.

One additional WC. Two extensions completed with 13 more programmed.

16 2-bedroom homes built. Also one 4-bedroom home and four 2-bedroom homes for shared ownership.

Pilot 'helping hand' scheme introduced in January 2007.

Linked with Community First to provide 'wheels to work' for young people on work placement. Promoted the LINK transport schemes.

Healthy living project in conjunction with the youth service and Barnardo's. Also invested £1000 towards education materials for a local school to help children understand dangers of drugs, alcohol and cigarettes.

Increased the number of involved tenants by 110% (from 174 to 366) between April and December 2006. Tenant satisfaction with opportunities to participate rose from 60% in 2005 to 68% in 2006. Tenants involved in Continuous Improvement Working Group. Feedback from complaints. Service User Groups.

Focus groups with dissatisfied tenants; better feedback in HOME magazine and other newsletters.

70 tenants taken part in Westlearn training scheme. Launched Whatever! work experience scheme for young people. Seven young people completed phase one, five were offered employment or apprenticeships. Eight young people currently on placements. Also employed another Westlea tenant as a neighbourhood worker.

We have part-funded a Police Community Safety Officer at Hill Rise. All nine people who returned satisfaction surveys said they were happy with how their ASB complaint was dealt with.

We comply with government targets and we report this to the Board every year.

We met our efficiency gain targets in 2005/06 and identified target gains of £2.7m for 2006/07. These were reinvested in projects including: painting programme; caretakers; community development; ICT; staff training.

ASPIRES customer service project launched. Tenant Survey 2006 showed that 79% of tenants were satisfied with their last contact with us, compared to 72% in 2004.

If you would like to have any part of this document explained or translated, or in a different format such as in larger print, in braille or on audio tape, please contact Westlea on 01249 465465 to discuss your needs.

## What tenants want this year

### HOUSING

Inside and out



The choice of bathroom fittings and type of shower.



Give choices on bathroom fittings, type of shower and fitting more walk-in showers.

Help with small jobs inside and outside the home.



Help tenants with small jobs inside and outside the home.

Larger rooms, extensions and more storage space.



Make homes larger where possible, providing extensions and more storage.

Parking off road where possible.



Provide more off-road parking where possible.

Wooden panel fencing put up and maintained.



Put up more wooden fencing and maintain it.

More Security Lighting.



Put up more security lighting.

More 2-bedroom and 4-bedroom houses built.



Build more 2-bedroom and 4-bedroom houses.

## How can Westlea deliver what tenants want?

## How the money goes round

## Tenants will be able to check progress in March 2008 by...

### SERVICES FOR THE DISABLED, ELDERLY AND VULNERABLE

More buggy parking spaces.



Provide more buggy parking spaces.

Sheltered housing budget of £150,000.

Knowing how many more disabled buggy spaces have been provided.

Disabled parking close to the home.



Provide more disabled parking spaces close to homes.

Included in £95,000 parking budget and can also be funded through Disabled Facilities Grant.

Knowing how many more disabled car parking spaces have been provided close to tenants' homes.

Computers and training for the elderly, disabled and vulnerable.



Provide more computers and training for the elderly, disabled and vulnerable by expanding the e-projects.

£17,000 set aside for community-based IT projects.

Looking at the training provided and how many more disabled, elderly and vulnerable tenants have access to computers. Being able to see an expansion of the e-projects.

### COMMUNICATION AND INVOLVEMENT

More involvement and information to tenants.



Make involvement relevant and fun and have more social events giving information.

Resident Involvement budget this year is £247,000, to fund tenants' events, leaflets, training etc.

More tenants being involved.

Tenants to be told what and when things happen, eg. repairs, planned programmes, changes etc.



Give a full clear picture of what's happening and why.

Included in overall Resident Involvement budget and our Westlea Involvement Guidelines commitments.

A rise in tenant satisfaction levels.

More feedback sent out to tenants.



Make HOME magazine more interesting with tenants writing articles.

Allowed for in existing HOME production budget.

Having more knowledgeable working tenant groups.

Honesty about what can be achieved and if not why.



Develop better communication using existing tenant groups.

Included in overall Resident Involvement budget and our Westlea Involvement Guidelines commitments.

Better communication with Westlea through the use of existing tenant groups.

### MANAGEMENT OF WESTLEA

Including control of costs

Value for money; keep costs down and involve tenants more in decisions on services and contractors.



Make sure Westlea gets value for money and involve tenants in decisions on services and contractors.

Our Value For Money steering group oversees purchases and sets targets for budget holders. Overall target is to keep cost increases below inflation. The Continuous Improvement Group works with tenants to review services.

Knowing how having 'your say' has improved services and choices of contractors and made savings.

See other agencies involved.



Work in partnership with other agencies on projects.

This is an agreed Westlea policy.

Being able to understand and see Westlea working in a variety of partnerships.

To be told what help is available and how to get it.



Tell tenants about help available and how to access it.

Included in overall Resident Involvement budget.

Tenants having more access to help and information.

Continuing action on neighbour problems and anti-social behaviour.



Continue working hard in the area of neighbour problems and anti-social behaviour.

Over £60,000 set aside for recruiting a team to tackle anti-social behaviour.

Neighbour problems and anti-social behaviour complaints dealt with better.

### GREEN ISSUES



Solar heating in more homes.



Put solar panels in new and existing homes.

£200,000 energy conservation budget.

Knowing how many more solar panels have been fitted to new and existing homes.

Water butts and composters provided.



Provide water butts and compost bins.

No specific plans.

Water butts and compost bins being provided.

Make heating more efficient.



Help tenants make heating more efficient and replace older heating systems.

£200,000 energy conservation budget.

Tenants with efficient heating and lower bills.

Help schools and sheltered accommodation with healthy eating.



Visit schools and sheltered housing to give advice on healthy food and how to cook it.

£12,500 set aside for healthy living projects.

Knowing how many visits have been made to schools and sheltered housing to give healthy eating advice.

Either in a strategy or Westlea's Business Plan



Picture by Seb,  
Box Highlands Primary School

If you have any  
questions about this  
document please call

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