

# Getting involved and having your say

Tenant Participation Strategy 2014-17





# Foreword by the Chairman

This is Viewpoint's third publication of its Tenant Participation Strategy. The content developed since the first document in 2003 but the spirit and culture of meaningful engagement with our tenants, care home residents and other stakeholders has not altered.

We aim to establish a thriving and active community within our Housing and Care Services developing, adapting and changing what we offer as we listen and act upon your views and preferences wherever possible and practical. This new Strategy document has been prepared with the assistance and work of independent third party consultants and our tenants and should give an effective communication process for us all to work with to our mutual benefit.

Rob Rae  
March 2014

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Participation is at the heart of all that we do

At Viewpoint, our vision is being committed to delivering excellence in housing, care and support services for older people.

Through our strategy we aim to:

- Develop imaginative and quality accommodation and services that are valued by our customers and can be evidenced through positive customer and regulatory feedback
- Influence national and local agendas and strategies for older people to ensure our current and future customers' needs and aspirations are met.
- Have a full understanding of the demands of older people both now and in the future in order that we can develop and offer a broad range of person centred services which cater for older people.
- Be affordable and offer value for money in all that we do.

For us to achieve any of this we need to work with you, our tenants, and listen to you to ensure we can deliver the value for money services you want and need as well as influencing the national agenda on your behalf.

This can only be achieved within a culture of mutual trust and respect, accountability, good communication, and partnership between our tenants, staff, Board members; all working towards a common goal of improved services.

# The Benefits

Here are just a few examples of the success of tenants participating and getting involved at Viewpoint:

Informal coffee mornings at Maidencraig  
After trialling an informal coffee morning tenants told us that they preferred this format as they all felt more at ease in speaking with the Housing Officer, and felt they could chat about anything

New communal kitchen at City Park  
Tenants at City Park are enjoying the new communal kitchen area they asked for and automatic opening door; all achieved through feedback and participation with tenants.

Fife Forum  
Fife Forum established 2012: following feedback from tenants on how to improve communication we worked with tenants to set up an informal but very productive Fife Tenant Forum.

New rent & service charge leaflet developed with tenants in 2013

Tenants developed an annual survey system with us to gather feedback on what matters locally

Joint responses to Government consultation on the Scottish Housing Charter and new Housing Bill

Gillespie Working Group  
The Gillespie Working Group was set up in July 2011 to work with staff to improve the fabric of the building and the quality of life of tenants at Gillespie Lodge. This Group has worked with staff making many improvements including the modernisation of their communal laundry.

Viewpoint Accommodation Standards - developed with tenants input from the Tenant Conference 2012

Tenants now involved in the recruitment of Housing staff.

Viewpoint Customer Charter - over 60 tenants helped us develop our first Customer Charter which describes our service standards which are based on what is important to our tenants.

Working with our registered tenants organisation (VTRG) a review of how we manage Anti-Social Behaviour complaints resulted in the introduction of an Acceptable Behaviour leaflet, a Good Neighbour Agreement and a new Policy on keeping pets.

# The Legislation

Participation is good practice – but also a legal requirement.

Tenants and Tenants Organisations in Scotland achieved a legal right to participation and consultation for the first time when the Housing (Scotland) Act 2001 was introduced.

At Viewpoint we are committed to working with tenants and tenants’ organisations to continually improve participation practices and opportunities. In doing so, we strive to reflect Scottish Government’s Key Principles for Tenant Participation – “Partners in Participation”:



## The Scottish Social Housing Charter: Working Together to Improve Our Services and Performance

Our Customer Charter is one of our responses to The Scottish Social Housing Charter. This was introduced by The Scottish Government in the Housing (Scotland) Act 2010 and sets the outcomes and standards that social landlords like Viewpoint should aim to deliver for tenants and other customers.

The Scottish Social Housing Charter places an emphasis on tenant participation with Outcome 3 which states:

*“Social landlords manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord’s decisions at a level they feel comfortable with.”*

We will strive to achieve this through our Customer Engagement Framework and this participation strategy. The Scottish Government, through the Scottish Housing Regulator will monitor our progress in this area.

The introduction of the Scottish Social Housing Charter also brings an emphasis on tenant involvement in scrutinizing and assessing our performance. We have involved tenants in monitoring our service delivery for many years on a fairly informal basis. We now aim to build on these past achievements and, as part of our Customer Engagement Framework, we will develop our Tenant Scrutiny Programme which will:

- Give greater influence to tenants to improve and shape our services
- Enable staff and tenants to work in partnership to achieve better performance and improved outcomes for tenants

Scottish Secure Tenancy Agreement: Your rights, your responsibilities - Our duties, our responsibilities

The development of the Scottish Social Housing Charter does not dilute our legal obligations contained in the Housing (Scotland) Act 2001 in relation to tenant participation. Our statutory duty to inform, consult and involve tenants with regard to various issues remains. Your tenancy agreement describes our obligations in section 8.4:



- We will consult you about making or changing:
- Policies regarding housing management, repairs and maintenance and our gardening service if the proposal is likely to significantly affect you
- Proposals for changes in rent and service charges
- Proposals for the sale or transfer of your house to another landlord
- Decisions about the information to be provided relating to our standards of housing management and performance
- Performance standards or targets in relation to housing management, repairs and maintenance
- Our tenant participation strategy

We will take into account any views that you have before making a final decision. There are some areas where tenants will have a greater more direct influence than others. For example, the service charges are based on the costs of delivering the services at each complex. Tenants can have greater influence on the quality of the service through feedback and jointly monitoring the services with us, than on the costs of the services.

Any consultation with you will include giving you comprehensive information in an accessible form and reasonable time to express your views.

National Care Standards for Housing Support Services: Working to improve your quality of life

The Housing Support services we provide in our enhanced sheltered, sheltered, and amenity are regulated by the Care Inspectorate and must meet the National Care Standards.

The main principles of the National Care Standards are:

- Dignity
- Privacy
- Choice
- Safety
- Realising potential
- Equality and diversity

Our tenant participation strategy is based on these principles and we aim to go beyond statutory minimum requirements wherever possible. We will do this through the development of staff competencies and skills.

# Viewpoint's Customer Charter

Encouraging you to have your say

To achieve our vision, our strategic objectives and in response to changes in our legislative requirements, we have developed a Customer Charter.

This was developed in 2013 with our tenants at various "Charter Chatter" and "Bacon Butty Banter" events. It describes our 7 commitments to our tenants and other customers which cover all of our service areas.

Commitment 3 is Customer Participation:

*"We aim to provide a range of opportunities for customers to get involved in shaping and monitoring our services."*

- We listen to customers, involve them in the design and delivery of our services, ensure that our customer's views are taken into account when making decisions and explain why if we're taking a different decision
- We empower customers to set standards, monitor and challenge our performance through customer scrutiny methods
- We actively promote a range of ways to get involved so that customers and others can influence the things that matter to them in a way that suits them
- We include customers at every level of our governance structure, including membership of our Board
- We encourage, support and help customers to form local groups by giving advice and financial assistance

We will monitor our Charter Customer Participation service standards with tenants on an annual basis and publish the results in our annual performance report. This will be done alongside the performance reporting we will do for our regulators to meet the requirements of the Social Housing Charter.

# Our Customer Engagement Framework

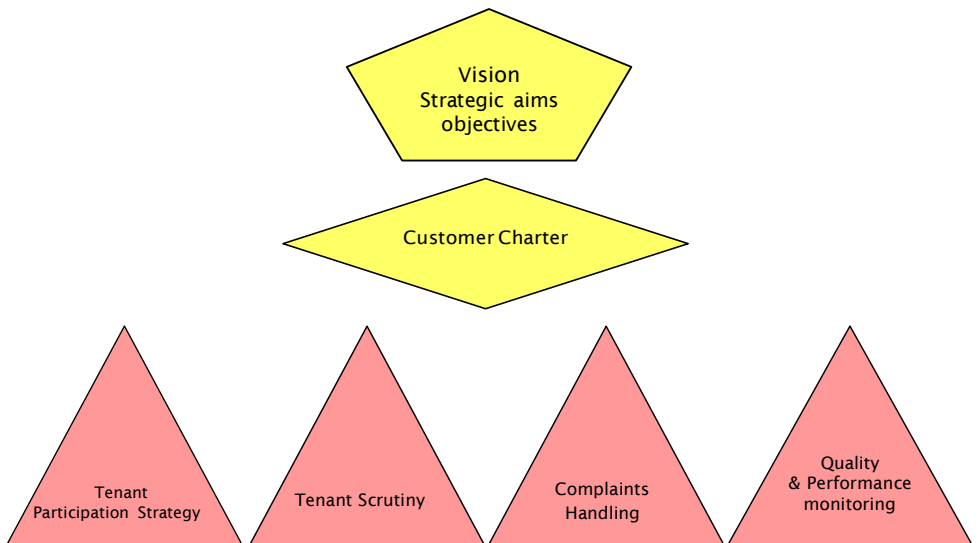
Information, Consultation, Participation, Communication – how it all fits together

Our Customer Engagement Framework encompasses all the ways in which we work with our tenants to achieve our strategic objectives. It includes:

- ✓ Tenant Participation Strategy
- ✓ Tenant Scrutiny Methods
- ✓ Complaints Handling Policy
- ✓ Quality Monitoring & Continuous Improvement Strategy

Our Tenant Participation Strategy contributes to achieving our vision and wider strategic objectives.

Our Tenant Participation Strategy sits within our Customer Engagement Framework which provides a range of opportunities, both formal and informal, for our tenants and other customers to get involved in managing, monitoring and shaping the services Viewpoint provides.



# Equal Opportunities

Encouraging everyone to get involved

We are committed to equality of opportunity for all of our customers and we will ensure that any participation process provides you with clear and accessible information. The variety of ways to express your views during all participation exercises ensures that there are no barriers to effective participation. This includes any issues arising from ethnicity, geographic location, special needs, language differences, learning difficulties, age, sexual orientation or disability.

We can provide information in various languages or alternative formats such as large print or CD on request. Meetings will take place in venues that are accessible for all customers and transport or reasonable travelling expenses will be paid when required. We are members of Happy to Translate and this enables us to ensure we meet the needs of our tenants.



# Objectives and Outcomes

What we hope to achieve

We have agreed a set of outcomes we want to achieve through this strategy with our tenants which will be monitored through our Tenant Scrutiny Programme. Outcomes show what has changed or happened as a result of actions taken.

Objective	Intended outcome
To improve the day-to-day delivery of the housing & property services	Tenant satisfaction, for all areas of service, is improved. Improved communication between staff and tenants.
Ensure that Viewpoint listens and learns from its tenants, is honest and transparent in its planning and decision making and accountable to tenants.	Tenant feedback informs service delivery and improvements Tenants are shown to have an influence at all levels of the housing & property service. Staff promote tenant involvement and participation in their teams. Tenants and staff are aware of the Tenant Participation Strategy objectives and achievements.
Improve the quality of life and the environment in the communities that our tenants live in and create a strong sense of community.	Tenants can get involved at a local level. Tenants feel safe where they live. Tenants have pride in their community.

We will develop an Action Plan for each year of this Strategy and monitor this and the above intended outcomes with tenants each year. We will publish the results in our annual performance report.

# Developing this Strategy

Your involvement helps us improve our participation practice and opportunities

Our first Tenant Participation Strategy, published in 2003, was developed with the involvement of and in consultation with many of our tenants. Our first strategy led to a more structured and inclusive approach and many tenants then became involved in a range of consultation and participation processes.

Following publication of our revised strategy in 2009 we have developed a much more comprehensive range of ways for our tenants to participate. In 2010 our approach to participation was recognised when we achieved accreditation from the Tenant Participation Advisory Service (TPAS), an independent organisation which promotes tenant participation across Scotland, for our approach to tenant participation. In 2013 and 2014 we received further recognition from TPAS with awards for our approach to tenant participation.

This strategy was also revised with tenants input through a series of tenant focus group meetings. We were also supported and advised by the Tenant Information Service (TIS).

## Participation Standards

Ensuring participation suits you and is meaningful to you

We recognise that different tenants will want to be involved in different ways and to differing degrees. No matter what the type or topic of consultation we have some standards which we adhere to which ensure the consultation is as effective as it can be.

This means that our engagement with you will be:

- good quality
- relevant
- up to date
- easy to understand
- meetings held at a time and place which suits you
- accessible and available staff to listen to your feedback
- in a format which suits you
- proportionate

Providing information and support to assist you to find out more and give your views

Whenever we consult you we will provide you with sufficient information to allow you to fully participate in the consultation process. You have the right to ask for further information and to request a meeting if you have any difficulties understanding what is required. We will provide guidance on legislative and financial implications of all proposals to help tenants understand the proposals and the implications of changes. We will also help tenants understand where they can influence most effectively and what other issues will influence the decision making process and the outcomes.

You will be given enough time to consider the issues and to respond.

Once a consultation exercise has been concluded we will inform you of the outcome within an agreed timescale, normally in our tenant newsletter or by placing a poster on a notice board where you live.

You can ask for a full written explanation of how any decision was reached.

Our legal obligations regarding consultation are set out in this strategy, however, we recognise that there may be other areas where tenants would like to be consulted involved. We know from our experiences and surveys that key areas where consultation is essential include:

- ✓ Repairs/Maintenance services
- ✓ Rent and Service Charge setting
- ✓ Gardening service
- ✓ Anti-Social Behaviour & Estate Management

We will work with our tenants and tenants groups to establish priorities each year for consultation and scrutiny projects which matter most and where our tenants want to get involved. While consulting with you is very important, it is equally important that you receive feedback once consultation has taken place. We ensure that a range of feedback methods are used including our newsletter, Newspoint, email, letter, notice, viewpoint.org.uk, posters, verbally via staff or via your Viewpoint Tenants Representative Group.

# Getting involved: so many ways to have your say!

## Level 1: Information

For many tenants, we recognise that whilst they might not want to get too involved in decision making, they do want to know what is going on and what decisions are being made. We aim to provide you with good quality information that is relevant, up to date and easy to understand. We use a variety of methods to provide information, including:

### Newspoint

Our newsletter, "Newspoint" is produced on a quarterly basis and sent to all Viewpoint tenants. We have a tenant editorial panel to allow you to have a greater say in the content of your newsletter. The results of our Tenant Satisfaction Survey carried out in 2012 showed that the newsletter is read by 96% of our tenants and for the tenants who responded to our Tenant Participation Strategy survey, 70% stated that Newspoint was their preferred method for receiving feedback. The newsletter can be produced in a large print or CD format if required. Our regular feature "You said, we listened" identifies the areas in which tenant feedback has driven service improvements.

### Tenant Handbook

An easy to understand handbook is provided to all tenants. The handbook was developed by a group of staff and tenants to provide an easy-to-read guide to the main services we provide.

### Individual Letters

Some of our tenants appreciate this more personal method of receiving information. However, tenants have identified this as an expensive method of communication. Thus, whenever possible, letters are hand delivered where we have on site staff, to reduce cost.

### Posters/Notice Boards/Leaflets

We produce a range of posters and leaflets explaining the services we provide. We attempt at all times to make these posters and leaflets clear and easy to understand. As leaflets are reviewed, tenants will be asked to check and approve these for clarity, relevance and ease of understanding.



## Email and the Internet

More and more of you are now able to access the internet and email, and view this as a faster and cheaper way to communicate with you. We regularly update our website [www.viewpoint.org.uk](http://www.viewpoint.org.uk) with news article reporting on and inviting you to participation events and meetings. We support extended use of the internet at our complexes with our partners KiTe and Tap-Into-It. These partners have been developing computer clubs with tenants. We have now provided free wifi in our common lounges in the enhanced and sheltered complexes.

We also have Facebook and Twitter accounts as well as a mobile website which allows tenants to keep in touch with us whilst on the move.

You can email us at [admin@viewpoint.org.uk](mailto:admin@viewpoint.org.uk) or any individual member of staff. We also have a dedicated repairs email as well as an email account specifically for tenant feedback, [tell\\_us@viewpoint.org.uk](mailto:tell_us@viewpoint.org.uk)

## Level 2: Listening to your views

Many tenants are happy to give us feedback on the services we provide. We use a variety of methods to obtain feedback including:

### Surveys

We carry out local surveys on an annual basis to establish tenant satisfaction levels at a local level and then develop action plans to bring about improvements.

We have also made use of surveys when consulting on the Rent & Service Charge increase and when consulting you in particular complexes regarding changes to your services where there would be a significant impact on you.

We carry out a Tenant Satisfaction Survey every 3 years. This is carried out by an independent research company who interview 20% of our tenants and a summary of the results are sent out to you. Our next Tenant Satisfaction Survey is due to take place during 2015. We will work with tenants to develop this survey and also ensure we incorporate the specific questions required by our regulators.

### Face to face with our staff

Some would prefer to be consulted in person, either by talking to your Coordinator or Housing Officer or through attending meetings held at complexes.

When meetings are to be held you will be given at least 2 weeks notice of the time and date and the purpose of the meeting. Any presentation material used will be clear and easy to understand, and you will be given the opportunity to ask questions and make comments. Our staff are available for individual visits to your home or can arrange more informal meetings/coffee mornings to listen to feedback. Our approach will depend on the type of consultation required and the needs at individual housing complexes.

### Annual Tenants Meetings

Annual tenants meetings will be held at all of our Enhanced Sheltered, Sheltered, Alarmed and Amenity complexes. An annual tenants meeting will also be organised for all mainstream tenants. You will be given at least 2 weeks notice of when and where your meeting is to be held, and given the opportunity to set the agenda. You will be asked to participate in the Local Survey and the results will be discussed at the meeting. Minutes and an Action Plan will be produced and distributed within 4 weeks of the date of the meeting.

### Major Works

We are committed to consulting with tenants on our investment needs and working with tenants to help us prioritize the work we carry out. We consult tenants on all the major works contracts that will have a significant impact on our tenants, for example, lift replacement, kitchen/bathroom replacement. We will involve tenants where practical in appointing contractors, and always meet with tenants prior to a contract plan being agreed with a contractor. We will listen to tenants' views on how the contract will be undertaken and take tenants' views into account when finalizing our plans. We will also publish details of the works at each complex in advance of the work starting.

### Viewpoint Tenant Conference

We hold a Tenant Conference each year with a theme which is topical and linked to feedback from tenants and our Tenant Groups. The outcomes from the Conference can influence our services. In 2012 we held a workshop at the Conference about developing a Viewpoint Accommodation Standard. The feedback from the tenant workshops led into the development of the Accommodation Standards which were published in 2013. We have since started a programme of investment in the standards.

### Complaints, Comments and Compliments

You can always let us know what you think by making a complaint or comment, or complimenting us when things go well. Feedback from complaints, comments and compliments is acted upon in a positive manner and helps us shape future improvements in our services.

As part of our evolving Tenant Scrutiny programme we are exploring the possibility of establishing a Complaints Quality Monitoring Group where tenants and staff would work together to assess our complaints handling systems and what changes we make as a result of complaints.

You can find our Complaints Handling Leaflet on our website or available in our offices.

### Level 3: Decision making and working together

#### Focus Groups, Forums & Tenant Scrutiny

A range of Tenant Focus Groups are established to look at policy or service development with a key aim of improving services. Focus Groups can be good for tenants who have an interest in a specific aspect of their housing or housing support service and policy revision.

Tenants at all of our housing complexes have opportunities with staff support to develop their own formal or informal tenant groups or forums. We have had a number of groups who have worked on specific projects generally aimed at improving services at a local level.

Our Fife Tenants Forum was established in 2012 when a small group of tenants responded to our request to explore the possibility of establishing a Forum for our Fife tenants. This came about when staff were listening to feedback from tenants. Tenants living in our housing developments in Fife wanted to feel more included by Viewpoint and also wanted us to improve communication between Viewpoint staff and tenants in Fife. Viewpoint has just over 140 properties in Fife.

The Fife Forum has 3 key aims which are:

1. Improve communication between Viewpoint and Fife tenants.
2. Improve the repairs service delivered to Fife tenant
3. Increase awareness for tenants of Viewpoint Policy particularly around finance, rent and service charges.

The Fife Forum is not a formally constituted group as the members wanted a more informal approach and to keep it simple!! The Fife Forum members represent all of our housing developments in Fife and meets quarterly with staff and contractors.

Other examples, where a Focus Group has worked well is at Gillespie Court where the Gillespie Working Group was formed to improve communication and services at Gillespie. Staff have worked with the Working Group through a period of major works and also on a project to modernize and improve the communal laundry facilities.

## Staff recruitment

We now have active tenant involvement in the recruitment of our Housing Staff. Tenants can participate in the recruitment and selection process by becoming part of a recruitment panel. For example, when a Housing Co-ordinator vacancy arises we will ask tenants in that complex to volunteer to get involved. Tenants can meet the candidates and ask questions. The tenants' feedback on each candidate is then fed back into the recruitment process. We have done this successfully with tenant involvement for Housing Co-ordinators, Catering staff and a Housing Officer.

## Register of Interested Tenants

We recognise that there are some tenants who would like to be more involved, but due to work or other commitments or health problems may not be able to attend meetings or take part in Focus Groups. We have therefore developed a register of such tenants and they will be kept informed of any consultation exercises taking place and sent draft copies of new policies or strategies to obtain their views.

## Newspoint Editorial Group

We have a tenant panel to assist and edit of our newsletter, allowing you to have a greater say in what appears in the magazine.

## Tenant Groups

Some of you may wish to become involved by joining or forming a more formal tenants' group. We will recognise and consult with Registered Tenants Organisations (RTOs) and other tenants' groups. As per the Housing (Scotland) Act 2001, we maintain a register of all our RTOs. This register is available for inspection at the Viewpoint Head Office at 4 South Oswald Road in Edinburgh.

If you would like to set up a Registered Tenant Organisation or to apply to have your existing group registered with Viewpoint you can contact your Housing Officer for help and advice. In order to register your group with Viewpoint you must apply in writing providing:

- Your group's name
- A written constitution which meets an agreed criteria
- A list of office bearers and committee members
- A contact address
- A description of the area that your group covers

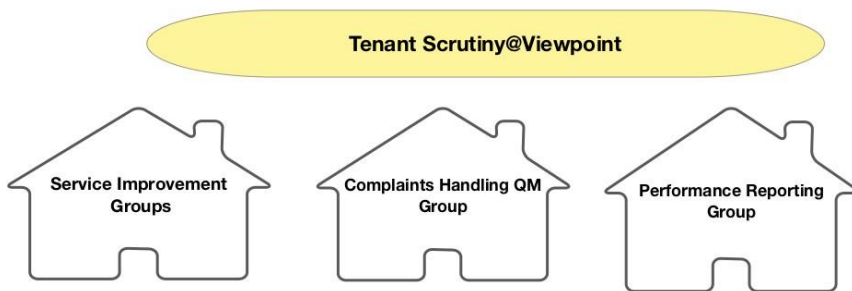
## Removal from the Register

Registered tenant organisations can be removed from the register under the following circumstances:

- The tenant group no longer meets the registration criteria;
- The group ceases to exist or operate
- There is a mutual agreement to remove the group between the group and Viewpoint.

## Tenant Scrutiny at Viewpoint

Tenant Scrutiny is now evolving at Viewpoint and will develop more fully over the period of this Strategy. Our outline view of Scrutiny @ Viewpoint is shown below and this is likely to change as we learn what works best for our tenants. Our Tenants Scrutiny Programme is developing around Service Improvement Groups where tenants, supported by staff, will examine services, assess our performance and make recommendations for improvement. Our pilot Service Improvement Group will examine our Repairs service during 2014/15. We aim to develop a scrutiny and participation calendar each year with our tenants groups and agree priorities and plan projects for the year ahead.



## Viewpoint Tenants Representative Group (VTRG)

We currently have one Registered Tenant Organisation called the Viewpoint Tenants' Representative Group (VTRG) which aims to represent tenants from all Viewpoint complexes.

It exists to try to be the voice of tenants to Viewpoint;

- to promote the interests of all tenants;
- to assist Viewpoint in putting tenants at the heart of all it does by providing honest and clear advice on tenants' views in the development and provision of services, policies and procedures affecting tenants;
- to provide another channel of communication between Viewpoint and its tenants and, importantly,
- to hold Viewpoint accountable for the prudent use of its rent and service charge income and seek value for money in all services provided.

Each housing complex has a dedicated VTRG noticeboard to facilitate such communication. The elected representatives from the complexes meet together 4 times per year to discuss items of mutual interest and concern. The Group works through a committee which is elected at an annual AGM.

This committee meets quarterly with Viewpoint's senior management: it also meets a small group from the Board informally twice a year and the full Board in early December to discuss any proposed rise in rent/ service charges for the following year.

Representatives hold meetings/surgeries in their complexes from time to time to hear from tenants on any issue affecting them or the complex as a whole. Through these meetings, the VTRG has an important role to play in influencing the direction and aims of Viewpoint: the VTRG input on your behalf helps to ensure that

tenants' views have an impact on how Viewpoint delivers its services, their quality and the shape of future services. Therefore, although Viewpoint recognises the right of tenants to be consulted individually, it also recognises the VTRG as the organisation through which to consult tenants collectively. To this end, Viewpoint will inform VTRG of any consultation exercises taking place and will invite the VTRG to provide at least one representative to take part in any Focus Groups or Scrutiny Groups.

In recent years, the VTRG has been instrumental in forming policy on Anti-Social Behaviour; Good Neighbourliness; the keeping of pets – to name a few; and has been responsible for tenants now being involved in the recruitment process for Co-ordinators and Housing Officers while also being involved in the process of awarding contracts for gardening and the maintenance service. It has also played a part in the number of meetings now held with the Board and is responsible for the Board now having its meetings in a complex twice a year and for having Board members attend Annual Tenants Meetings at various complexes so that the Board can learn first hand of tenants' views and concerns.

#### Tenant Board Members

A voluntary board of management has overall responsibility for managing Viewpoint and meets every 6 weeks with the Chief Executive and the Senior Staff. The Board includes tenant members who are able to bring their experience as a tenant to the Board level and influence how the organisation is run. Board members are Trustees of Viewpoint, which has charitable status, and are responsible for the overall strategy and performance of the organisation. Their principal duties also extend to ensuring the adherence to effective and transparent governance, financial sustainability and constructively challenging the Viewpoint staff.

Our Board members meet with tenants at a range of formal and informal events such as the Annual Tenant Meetings held in our Housing Complexes, at social events, the Tenant Conference and with the VTRG at least twice each year. Board members can also play a role in our Tenant Scrutiny methods getting involved with tenants and staff helping to find ways to improve our services and performance.

## Resources

Financial and other resources to make participation happen.

We recognise that for tenant participation to be effective, it has to be properly supported and resourced. We will include specific funding for participation in our annual budget planning process.

The allocated funding covers:

- Funding for tenants groups
- “Newspoint” newsletter
- Annual tenant conference
- General administrative costs
- Staff resources
- Funding places at tenant conferences
- Staff/tenant training on Tenant Participation
- TPAS membership
- Tenant travel expenses for attendance at meetings or conferences
- Translation services
- Social activities

We also recognise the importance of training, both for staff and customers, to develop the necessary skills and knowledge to be fully involved. Viewpoint is committed to investing in training for staff and customers to enable them to influence what we do and shape our future services.

## Monitoring and review

Making sure it does what it says on the tin

The most important aspect of this strategy is that it achieves the aims and objectives that we have set out. This will ensure that you are fully involved in influencing and improving the housing, property maintenance and support service that you receive. We will develop an annual Tenant Participation Strategy Action Plan which will be monitored by tenants and our Board.

We will also publish a Performance Report for Tenants every year which will be developed with tenants. This annual report will also include outcomes from this Tenant Participation Strategy.

If you have any comments or questions regarding Tenant Participation, or you would like to take part in any Focus Groups, Service Improvement Groups, or you wish to add your name to the Register of Interested Tenants, please contact:

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If you need this document in an alternative language or format then please contact us using the details noted above.