

VIEWPOINT

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Tenant Participation Review of 2019/20

Summary

Tenant Participation 2019-20 At a Glance



Tenant Participation Strategy 2018–2021

This report gives an update on what the Association and their tenants achieved during 2019–2020 in delivering the Association's Tenant Participation Strategy 2018–2021.

The strategy aims are:

- Shows our commitment to involving tenants in services, homes and communities;
- Is flexible and reflects local circumstances
- Set out how we work with tenants to deliver this commitment; and
- Puts in place meaningful, measurable and achievable targets

This will be done through

- Informing : Sharing knowledge tenants want
- Consultation; Listening to hear tenants views
- Participation: Understanding to act

Our strategy can be found on our website

<https://www.viewpoint.org.uk/media/1914/tp-strategy-board-approved-061118.pdf>

3 newsletters produced and delivered to all our tenants.

The newsletter contains a mix of information about Viewpoint services and information and what is going on around our houses

2 consultations with all tenants completed

- Changes to the allocations policy
- Annual rent consultation

31 tenants currently registered on our consultation volunteer bank

8 members of staff recruited where tenants were on the interview panel

2 new tenant groups launched, and fully constituted. Both have elected committees – one for Fife tenants (Fife Viewpoint Tenants Group) and the other for the Lothian tenants (Tenants Action Group–Lothian)

1 scrutiny group reviewing the new lettable standard – not yet complete due to Covid-19

1 dedicated member of staff but tenant participation involves all our staff

How can I get involved?

- Attend your local meeting if you have one (check the notice board or ask a member of staff)
- Attend the quarterly forums held by Lothian Tenants Action Group or Fife Viewpoint Tenants Group.
- Ask to be included in our consultation volunteer bank. You can be involved in one or more of the following:
 - Recruitment of staff
 - Performance
 - Communication
 - Tenant Conference Planning
- Join the editorial team and help produce our newsletter or you could write a story or a poem, send in a photograph or draw a picture
- Complete satisfaction surveys or consultation surveys to make sure your voice is heard
- Get involved with one of our tenants groups—contact a member of staff and they will pass your details onto the committee. You could look to become a committee member or be involved in helping to organize activities .
- Speak to a member of staff if you have a good idea and we can see how we can make it happen

No experience required
We are all learning together

2019-20 Continued...

Regular meetings held in many local areas attended by the Housing and Maintenance Officers for the area. Tenants have had an active input into the action plans for their area

Local consultations carried out on various things e.g. choice of curtain material for lounge, potential relocation of a bin store, initial consultations on catering

Ongoing work with Tap Into IT to give tenants the opportunity to gain or enhance your digital skills in a relaxed social environment

Provided feedback on consultations through Newspoint and on our website

Have carried out an initial review of our quarterly meetings and how to make them more effective for you

Tenants involved in the layout of the Tenants Annual Report on the Charter

This is a summary of our 2019-2020 review. If you would like more detail this is on our website or you can ask a member of staff for a paper copy

Going Forward to 2020/21

There is no doubt that Coronavirus and the lockdown will have an effect on what we can achieve this year, but this does not mean that we have stopped working with you.

We have started to embrace new ways of working, some of which we can continue to use in the future once the 'new normal' has been established.

We are looking at how to extend digital technology and knowhow to you, not just for contacting Viewpoint but for keeping in touch with family and friends, online shopping, learning and entertainment.

We are also looking at how we can meet the communication needs for those who have a sight or hearing impairment or whose first language is not English.

We are currently working on the following projects with tenants by mail and email. If you would like to be involved in any of these projects then please let us know.

New Tenants Handbook

Complete initial findings of review of lettable standard group

Working with Tenants Action Group Lothian and Fife Viewpoint Tenants Group

Starting preparations for Newspoint Autumn 2020

Croft-an-Righ Motability scooter store working group

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