



Review of Tenant Participation Strategy March 2020

Introduction

This report gives an update on where the Association currently stands in delivering the Association's Tenant Participation Strategy 2018-2021 as at March 2020.

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

What happened in 2019-20		Going Forward
Written Communication	<ul style="list-style-type: none"> • Information going out to tenants is reviewed by the communication volunteers e.g. rent consultation information, Tenants Handbook • Promotional leaflet for Lothian Tenants Action Group was prepared for tenants by tenants • Leaflet and survey for the rent consultation was produced by tenants working group • Minimal use of jargon in our communication and where jargon is unavoidable explanations are given 	<ul style="list-style-type: none"> • Editorial group is currently being set up for our newsletter so that tenants have a say in what goes into the newsletter • Need to ensure that information going out from all departments is reviewed by communication volunteers but this will take time due to the scale of the task
Ensuring outcomes of consultation activities are shared, including highlighting any changes to service	<ul style="list-style-type: none"> • Rent Income Policy Consultation Report, Allocations Policy Consultation Report and Rent and Service Charge Consultation Report all published online • Rent and Service Charge Consultation outcome will be published in our newsletter in March 2020 along with the decision • Follow up article was contained in Newpoint regarding @Home survey • Outcome of consultation on Lothian TAG constitution was contained in the promotional leaflet for TAG and sent to all Lothian tenants • Newsletter prepared for Fife Tenants Group following their first forum in December 2019 	<ul style="list-style-type: none"> • Ensure that reporting on how tenants have influenced decisions is consistent across the services • Ensure that complaints statistics are published on our website and in Newpoint and that these include how services have been influenced by these complaints
Provide information on investment in tenants' homes and complexes	<ul style="list-style-type: none"> • We include investment program details within Newpoint • Tenant are given choices on kitchen unit colours 	<ul style="list-style-type: none"> • We need to publicise the 5 year investment programme

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<p>Agree how we can assist local complex meetings and our groups to communicate with their members</p>	<ul style="list-style-type: none"> • At regular local meetings action plans are produced and updated and available to all tenants in the complex • Action plans are sent out to individual tenants along with invitations to next meeting • Report completed, ready for consultation with tenants, on the effectiveness of local meetings and proposals for changes • Lothian TAG promotional leaflet and invitation sent to all tenants and also sent to all staff to promote the group in their day to day contact with tenants e.g. coffee mornings • Assistance given to Fife Viewpoint Tenants Group to send out questionnaire to all members for discussion at their first Open Forum • Invitation sent by Viewpoint on behalf of Fife Viewpoint Tenants Group for first open forum on 13 December 2020 • Issues raised at Fife Viewpoint Tenants Open Forum given to relevant staff so they can feedback to individuals where this is required • Newsletter with outcomes of previous forum sent with invitation to the second open forum for Fife Viewpoint tenants group 	<ul style="list-style-type: none"> • Work at local level to increase participation in local meetings. Take review to local meetings for discussion. • Raise awareness of other consultation activities and opportunities through local meetings
<p>New Tenants Groups reflecting the geographical areas where Viewpoint has properties i.e. Lothian and Fife</p>	<ul style="list-style-type: none"> • Fife Viewpoint Tenants Groups – launched on 1 June 2019 and have an elected committee. The committee has met three times and have had two open forums in December 2019 and March 2020 • Lothian Tenants Action Group –launched on 8 February 2020 and Committee elected. 	<ul style="list-style-type: none"> • Continue to support both groups through early stages of development with practical assistance, training and advice as requested.

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Scrutiny Groups	<ul style="list-style-type: none"> • Performance volunteers undertaking their first scrutiny at present (lettable standard). • Performance volunteers met in June 2019 to review ARC data and discuss format of Landlord Performance Report. 	Performance volunteers and tenants groups to identify possible areas for scrutiny in relation to our annual performance statistics
Publication of performance standard targets and results	<ul style="list-style-type: none"> • Annual tenants' performance report published yearly on our website. Report prepared with tenants working group. • Article in Winter 2019 newsletter highlighting the repairs performance from Annual tenants performance report 	<ul style="list-style-type: none"> • Annual tenants performance report highlighted in our newsletter and tenants can ask for a copy • Publish information on performance in Newspoint
Supporting volunteers	<ul style="list-style-type: none"> • Offer transport, food and care to allow engagement • Use accessible venues for meetings • Language Line and Happy to translate available when required on individual basis • Provide space at meetings for religious/cultural needs for tenants • Ask tenants what their needs are when we invite them to be involved • Provide food suitable for allergies or specific diets 	<ul style="list-style-type: none"> • Highlight this when advertising for new volunteers • Look at ways of supporting tenants at meetings and events e.g. mental health, dementia, physical disability etc.
Supporting Local Activity	Across the organisation there are many social activities within complexes. Much of this is organised by tenants and local staff support this where they can. Co-ordinators often organise regular coffee mornings outwith the quarterly meetings, or assist tenants to arrange other activities such as outings or party nights.	

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Complaints and compliments	<ul style="list-style-type: none"> • We reviewed our complaints procedure • We introduced Expression of Dissatisfaction as an option to increase data capture • All complaints are now captured within QL housing management system • Learning from complaints data is now collected as part of QL input and able to be reported on 	<ul style="list-style-type: none"> • Complaint analysis will be discussed at Lothian TAG and Fife Tenant Group meetings • Complaint info and Learning actions will be publicised within Newspoint
Opportunities for involvement – what there is and how it is promoted	<p>Consultation volunteers are invited to be part of working groups in areas that they have indicated they have an interest in i.e. communication, conference, recruitment and performance. This has resulted in involvement in the following:</p> <ul style="list-style-type: none"> • Rent and Service Charge Consultation Working Group (completed for this year) • Performance Review Group • Conference Planning Working Group (ongoing) • New Repairs Contract Working Group (completed) • Lettable Standards Review Group (Scrutiny Group) (ongoing) • Tenants Handbook Working Group (will take place late February – March 2020) • Involved in recruiting 8 members of staff <p>Launched campaign for volunteers including meeting with tenants individually and as a group and through articles in Newspoint Winter 2019 and flyer sent out with rent increase letter February 2020</p>	<ul style="list-style-type: none"> • Editorial working group to be finalised to work on future issues of Newspoint • Need to increase the numbers of consultation volunteers so that we do not overburden people and we get a variety of input from people with different experiences.

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<p>Different ways of communicating</p>	<ul style="list-style-type: none"> • Regular meetings (in many cases quarterly) held in our complexes which are attended by Housing Officer and Maintenance Officer for the area and other staff as required • Rent and service charge consultation was carried out with an information leaflet and survey being sent to every tenant • Rent and service charge consultation information was also put on to our website and a questionnaire was available on survey monkey for completion • Consultation on rent and service charge proposal was carried out with VTRG representative and at the Fife Viewpoint Tenants Group Open Forum • Rent and service charge proposal questionnaire gave tenants the opportunity to request direct one-to-one contact with a member of staff. 87 tenants asked to be contacted and all were contacted. • Newspoint contained an article on repairs performance taken from the Tenant Performance Report 2018-2019 (Winter 2019 edition) • Local meeting held at one sheltered complex to consult on location of bin store and shed due to proposal to create a mobility scooter store • Walkabouts with Housing Officers held in some areas where required or requested • Happy to Translate and Language Line are used to communicate with those where English is not the persons first language • Consultation arranged with Edinburgh City Council and group of tenants to discuss Summertime Streets giving tenants opportunity to give feedback on issues outwith the services of the Association 	<ul style="list-style-type: none"> • Further articles on our performance will be included in future newsletters • Performance outcomes will be discussed at meetings with our tenants groups i.e. TAG and FVTG • Two policy reviews are to be taken to local level for consultation over the next few months (Mobility Scooters and Keeping of Pets) and need to ensure that areas where there are no regular meetings get the opportunity to participate • Need to look at digital skills and access and work with Tap Into IT to help achieve greater digital presence for our tenants • Need to look at how we communicate with tenants who have particular needs e.g. visual or audio impairment • Look at way to engage with mainstream tenants and areas where there is no meeting space • Phased roll out of information screens to complexes