

Tenant Participation Plan 1 April 2020 - 31 March 2021

Strategy Year 2 Objective	Area of Work	Aim
Establish TP strategy monitoring	Annual Assurance Statement	Discuss with senior staff what information and consultation activity is needed for the annual assurance statement. This will then be added to the plan.
Equal Opportunities	Communication	Identify specific communication needs e.g. English not first language, hearing or sight impairment, poor literacy levels etc. and look at ways to ensure that these tenants have ways to get involved and communicate with Viewpoint
Annual Consultation Plan	Consultations	Consult with tenants by way of a competition to look at an alternative to 'Joy In Later Years'. Judging panel will consist of some Board members, Chief Executive and some tenants
Establish Strategic Network	Fife Viewpoint Tenants Group and Lothian Tenants Action Group	Work with the committee to help them increase/gain digital skills in order to strengthen the group and help them communicate with other groups/organisations
Establish Strategic Network	Fife Viewpoint Tenants Group	Work with the committee to help them realise their ideas and also take relevant Viewpoint information to the committee for discussion and feedback.
Provide future investment plans	Information	Provide information on future investment plans for tenants
Providing Information	Newsletter	To co-ordinate items for additional newsletter (Summer 2020) to be prepared, printed and delivered.
Providing Information	Newsletter	To co-ordinate items for preparation, printing and delivery of 3 issues of Newspoint across the year

Strategy Year 2 Objective	Area of Work	Aim
Providing Information	Newsletter	To produce regular e bulletins (Newspoint Extra) for emailing to tenants with email addressed during Coronavirus
Performance	Annual Return of the Charter (ARC)	Complete ARC report based on last years format and promote through the newsletters, the volunteers and the groups
Opportunities for involvement	Promote Volunteer Banks	Continue to promote volunteer scheme. Work with communication volunteers on how this could be done. Look to promote specific projects to encourage involvement and then invite these volunteers to become part of our 'bank'
Annual Consultation Plan	Rent Consultation	To use the format of last year given that COVID will prevent more face to face discussions as planned. To consult with the volunteers once information has been prepared on the materials to be used. Issue survey online as well as in paper format. Publicise in newsletter. Collate the feedback and draft report for the Board. Upload summary of report to Website and prepare article for newsletter on outcomes.
Performance	Scrutiny	To resume the work with the Lettable Standards Review Group and support them to finalise their scrutiny prepare a report for the Board and arrange for feedback.
Establish Strategic Network	Strategic Network	Work with the groups to form a strategic network to work with Viewpoint but also to share ideas between them and arrange 2 meetings per year with senior staff/board

Strategy Year 2 Objective	Area of Work	Aim
Establish Strategic Network	TAG	Work with the committee to help them realise their ideas and also take relevant Viewpoint information to the committee for discussion and feedback.
Consultation on social and learning opportunities	Tap Into It - Tenants and Technology	Work with Tap Into IT to look at increasing digital skills and availability of technology to tenants: Digital skills questionnaire Connecting Scotland funding application
	Tap Into It - Tenants and Technology	Review outcomes of Tap Into IT's work with tenants during Coronavirus and use information to plan on work with Tap Into IT going forward.
Publish annual consultation plan	Tenant Participation at local level	Involve tenants in the review of the Customer Service Standards
Publish annual consultation plan	Tenant Participation at local level	Carry out local consultation on pet keeping policy
Publish annual consultation plan	Tenant Participation at local level	Carry out local consultation on mobile scooter policy
Publish annual consultation plan	Tenant Participation at local level	Ensure tenants are involved in the location of Cloud screens in all areas where we have broadband. Options on how this is progressed this will need to be looked at.
Establish TP strategy monitoring	Tenant Participation Strategy Outcomes	To compile a report on the review of the strategy in Year 2
Establish TP strategy monitoring	Tenant Participation Strategy Outcomes	Establish process to monitor enquiries from groups to ensure we meet KPI Keep a diary of all TP activity across all services
Hold Tenant Conference	Tenants Conference Planning	There will be no tenant conference in the current financial year due to COVID. We will therefore be planning for 2021/22

Strategy Year 2 Objective	Area of Work	Aim
	Tenants Handbook	Complete the draft handbook and get agreed by staff. Consult with volunteers for final version which should then go to the Senior Staff for approval.
Working with RTOs	VTRG	To arrange to meet with representatives of VTRG once per year
Consultation	Customer Service Standards	No timescale currently against this at present
Consultation	Tenant Participation Strategy	We need to assess medium to long term impacts of COVID-19 on services which may have significant impact on our Strategy going forward. This review will not commence until new financial year.
Consultation	Communication Strategy	Timescales need to be agreed - delayed due to Pandemic