

Tenant Participation - Progress against outcomes during 2021/22

What our strategy says we will do	What we have done this year	Future Actions needed to meet current strategy
Staff training on roles for tenant participation		Include Tenant Participation training on the strategy and role of staff within induction of new staff (not care homes)
Provide information in plain English	<ul style="list-style-type: none"> • Continue to consult with communication volunteers on leaflets/letters etc. e.g. Housing Support Review Letter, TP Outcomes report 2019/20 • Our newsletter, Newspoint, now has an editorial team with four tenants, who are helping to guide the current and future direction of Newspoint. • Minimal use of jargon in our communication and where jargon is unavoidable explanations are given 	Need to ensure that information going out from all departments is reviewed by communication volunteers
<p>Use a variety of communication methods (face to face, written, internet)</p> <p>Prioritise consultation opportunities for individual tenants and at the local/complex level</p>	<ul style="list-style-type: none"> • There have been no regular meetings held in our complexes due to COVID • Newspoint tries to balance information and cover performance, Viewpoint updates and information, What's happening in our complexes, • Rent and service charge consultation was carried out with an information leaflet and survey being sent to every tenant 	<ul style="list-style-type: none"> • Other communication preferences need to be addressed • Looking at how communication preferences are recorded and ways to ensure that these are met, without tenants having to ask each time.

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	<ul style="list-style-type: none"> • Rent and service charge consultation information was also put on to our website • Rent and service charge consultation questionnaire was available on survey monkey for completion • Mobility Scooter Store consultation undertaken at Croft-an-Righ with a small group of tenants to define location and store type. • Newspoint contained an article on Viewpoint Performance taken from the Tenant Performance Report 2019-2020 (Winter 2020 edition) • Language Line are used to communicate with those where English is not the first language • Screen Clouds are now in 6 complexes and a further 6 are awaiting installation (delayed due to fire risk assessments) • Consultation on location of Screen Clouds has been carried out by a leaflet with a plan of the reception area for tenants to mark their preferred location • Newspoint Extra (an online newsletter) started to keep tenants who have Wi-Fi informed and to help them pursue hobbies and interests online. This was initially produced weekly and then changed to fortnightly and is now produced monthly. 	

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	<ul style="list-style-type: none"> • Newspoint is now available in large print or audio for those tenants who have advised that they wish this 	
<p>Publish our annual consultation plans and findings of consultation activities</p> <p>Report back on how tenants' views have influenced decisions</p> <p>Raise awareness of how tenants views have improved services</p>	<ul style="list-style-type: none"> • Rent and Service Charge Consultation outcome will be published in our newsletter in March 2021 along with the decision made by the Board in February 2021 • Tenants actively involved in the recruitment process for 5 frontline staff using video calling • Performance volunteers received feedback on the changes that were made to the landscape specification prior to it going out to tender • Void standard review group produced an interim report for the Board in August 2020 and received written feedback on the recommendations they made. • A summary leaflet of complaints received during 2019 – 2020 was prepared for our website. The information was also published in Newspoint (Autumn 2020) 	<ul style="list-style-type: none"> • Annual Consultation plan was prepared but has not been adhered to due to the pandemic and digital inclusion issues • Report on satisfaction survey outcomes for repairs, new tenants etc. and if this has changed the way service is provided highlight this clearly • Discussion needed with tenants groups on how we report what has been achieved in terms of service delivery, from their feedback.
<p>Offer tenants opportunities to influence when, how and what information we produce via our Consultation Volunteers</p>	<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"> • Lettable Standards Review Group - Interim report has been produced and actual void 	<ul style="list-style-type: none"> • 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. • Find out about other recruitment methods from other HAs

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<p>Advertising campaign for volunteers Establish recruitment, communications and performance volunteers</p>	<p>inspections to see how the standard has been implemented will take place once safe to do so</p> <ul style="list-style-type: none"> • Tenants Handbook Working Group is ongoing. Progress has been slow as not all members of the working group are online. • New Vision Competition – all tenants and staff given the opportunity to suggest a new strap line and panel of judges reduced this to 4 ideas which will now be voted on by staff and all tenants during March 2021 • Housing Support Review – initial letter to tenants was drawn up following consultation with some tenants on what information was needed at this time • Landscape Specification – small group of tenants responded to email/postal information sent to them asking for views on the proposed specification • Tenant Participation Summary Leaflet – was approved by consultation volunteers <p>In order to look at widening the volunteer bank we have taken the following action:</p> <ul style="list-style-type: none"> • From January 2021 all new tenants will receive a telephone call within 8 weeks of the start of their tenancy to discuss tenant participation in Viewpoint 	

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	<ul style="list-style-type: none"> • Advert in Autumn Newspoint 2020 for volunteers for the Editorial Team for Newspoint resulted in a team of five volunteers coming forward – four of them new volunteers • Article in Spring Newspoint will ask for additional recruitment volunteers 	
Provide information on investment in tenants' homes and complexes	<ul style="list-style-type: none"> • Unable to progress due to Covid restrictions 	<ul style="list-style-type: none"> • Need to discuss proposed investment programme with Assets staff
<p>Assist complex groups, Fife Viewpoint Tenants Group, Lothian Tenants Action Group to communicate with their members and promote what they achieve</p> <p>Through Newspoint, Noticeboards, Social Media and our Website inform tenants of the results of our consultation, consultation volunteers activities and the work of the Fife Viewpoint Tenants Group and Lothian</p>	<ul style="list-style-type: none"> • Lothian Tenants Action Group helped their first online meeting on 3 February 2021 and are starting to plan online and offline activities for the future • Fife Viewpoint Tenants Group have been unable to meet so far but this will be looked at in the coming months • Chair persons of both groups have agreed to a future online meeting to get to know one another and for mutual help and support 	<p>The groups are only just beginning to remobilise and will be given support to do this. Activities and open forums will depend on how much restrictions are eased and when this happens.</p>

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<p>Tenants Action Group and how tenants have influenced the Association</p> <p>Agree how we can assist both Viewpoint Tenant Groups, Consultation Volunteers and Complex Groups to communicate with their members</p>		
<p>Set out what is expected of everyone involved in consultation activities</p>	<ul style="list-style-type: none"> • Recruitment volunteers discuss the post and the process of interviews before interviews take place • Volunteers are given information on the consultation activity prior to agreeing to be part of this • The scope of the consultation is drawn up and agreed with volunteers 	
<p>Consider and recommend communication methods and practices for communication volunteers</p>	<ul style="list-style-type: none"> • Communication volunteers have been involved in the development of leaflets e.g. complaints • Communication volunteers helped define the content of the initial housing support review letter • Newspoint now has a team dedicated to this communication method 	<ul style="list-style-type: none"> • Continue to work with communication volunteers for input into new or redrafted information. • Look at other communications and communication methods and involve the volunteers in this

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Using 2019/20 data undertake scrutiny activity – Performance volunteers	<p>ARC report format using the same format as last year as unable to meet with the performance volunteers</p> <p>Meetings with the groups to discuss the performance information between January and March as follows:</p> <ul style="list-style-type: none"> • The ARC report had been sent to VTRG and an online meeting has been offered or the opportunity to provide written feedback • The ARC report has been sent to TAG Lothian for discussion at a future meeting • The ARC report has been sent to Fife Viewpoint Tenants Group for any comments as the group unable to meet at this time • The ARC report has been sent to performance volunteers for any comments and an online meeting available for those who wish to attend 	<ul style="list-style-type: none"> • Arrange earlier interaction with volunteers in the coming year to review our ARC format and that of other organisations. • Involve the communication volunteers on the final layout of the leaflet will be completed by end of March 2021
Initial training and called on as required for recruitment volunteers	Recruitment volunteers discuss the post and the process of interviews before interviews take place.	Establish standard basic training for recruitment volunteers with the assistance of HR
Link information and consultation so tenants engage from a more informed position	Tenants given information about Screen Cloud and then asked for most appropriate place to put this in their complex	Aim to identify these opportunities at an early stage when aiming to carry out a consultation

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<p>Include the Fife Viewpoint Tenants Group and the Lothian Tenants Action Group and the Strategic Network when planning investment</p>	<ul style="list-style-type: none"> • TAG committee are all on line and assistance given to enable them to attend online meetings. • Fife Viewpoint Tenant Groups – some of the needs have been met however further work needing done to progress this if lockdown continues 	<p>This will be progressed in the coming year as the groups develop.</p>
<p>We will review, with tenants, how we communicate at all levels from individual service requests, enquiries and complaints to issues raised through meetings and activities, to increased reporting on how tenants' views influenced decisions. This will be achieved and the revised approach implemented, within one year of this Strategy coming into force</p>	<p>Complaints information and 'lessons learned' from 2019/2020 published in Newspoint.</p>	<ul style="list-style-type: none"> • Complaint analysis will be discussed at TAG and Fife Tenant Group meetings when they resume • Reporting will be in each issue of Newspoint • Details of complaints regarding communication will be given to TPCC in order to include in any communication development etc.
<p>We will assist tenants to establish and support two tenant led groups that reflect the 2 main geographic areas where</p>	<p>Tenants Action Group Lothian – committee meetings have recently restarted Fife Viewpoint Tenants Group – committee meetings not yet resumed</p>	<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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<p>Viewpoint has properties (Lothian and Fife) and tenants have indicated this will assist them to address common service issues, customer service experiences, Key Performance Indicators and potential scrutiny topics and policy reviews</p>	<p>Groups will start to look at these issues over the coming year</p>	<ul style="list-style-type: none"> • Identify areas with the groups where they feel they could focus on • Ensure that groups are made aware of KPIs, feedback from quarterly meetings on issues that are common throughout their areas of operation, service issues and satisfaction surveys and consultations • Make future investment plans available
<p>We will invite the Fife Viewpoint Tenants Group and Lothian Tenants Action Group to participate at least twice a year in a Strategic Network with the Management Team and Board representatives</p> <p>The network will:</p> <ul style="list-style-type: none"> • Monitor the Tenant Participation Strategy • Agree Viewpoints annual consultation plan • Consider our annual return on the charter before it is sent to 	<p>Strategic network not yet set up as Lothian Group only recently established and the Chair of the Fife Group has stood down.</p>	<ul style="list-style-type: none"> • Discuss with both groups separately the strategic network and agree what timescales they think appropriate to meet with Staff. • Arrange for both committees to meet to discuss how to approach this for their first meeting.

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the Scottish Housing Regulator		
<p>We will (during the second year) Consult tenants individually and by complex and speak with other potential community partners to devise how the social and learning opportunities our tenants desire can be delivered and sustained</p> <p>Use full range of individual and local options to inform and consult, including potential partners</p> <p>Results of consultation to be given to Fife Forum, Lothian Forum and Strategic Network</p>	<ul style="list-style-type: none"> • Both Lothian TAG and Fife Viewpoint Tenants Group have identified social isolation as an issue they would like to address as part of their wider remit. • We have collated information about current social opportunities across our complexes as a starting point for further discussion and development. However due to COVID have been unable to develop this. • Addressed some of the digital inclusion issues through work with Tap Into IT and funding from Connecting Scotland Ipads for our tenants and the care homes. • Have an online book club, started at the request of a few tenants. • Provided some funding and IT support for the Croft-an-Righ Citadel Arts project • We have identified some possible partners to work with if this meets the tenants needs e.g. craft workshops, exercise classes, reminiscence groups etc. 	<p>No consultation has been carried out due to COVID.</p>

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<p>We will regularly explain and advertise opportunities to engage</p>	<ul style="list-style-type: none"> • Opportunities to engage are highlighted in Newspoint 	<ul style="list-style-type: none"> • Promote specific projects in advance given better information on what will be involved • Prepare an information leaflet and poster on engagement opportunities and get this agreed by the communication volunteers and have information available locally and on the website
<p>Increase the number and variety of</p> <ul style="list-style-type: none"> • Service information available to tenants • Consultation opportunities, especially individually and locally • Social and learning opportunities available to tenants 	<ul style="list-style-type: none"> • Tenant handbook is under review and tenants will be involved in this • Information screens being rolled out to our complexes which will allow information to be available to tenants quickly – project delayed due to COVID and fire risk assessments • Tap Into IT have been working with online groups and offering individual support and these have been promoted through Newspoint and the Screen Clouds • Pet Policy review is going to be part of Spring Newspoint as unable to carry out the face to face consultation planned for last year • Successful application made to Connecting Scotland (older people) and 25 iPads and Mi-Fi were given to Viewpoint to distribute to tenants. Tenants receiving these receive initial set up advice and ongoing support to help them online 	<ul style="list-style-type: none"> • Look at ways to engage mainstream tenants and those areas with no communal meeting facility • Promote the availability of information on our website • Promote learning opportunities such as Tap-into-IT • Look at partnerships and sharing of information to work with other organisations on social and learning opportunities • Information screens available in complexes with a communal area for it to be safely sited in • Look at ways to engage at more local level when embarking on consultation • Review complex information leaflets with tenants who live in these areas

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	<ul style="list-style-type: none"> • A further 6 iPads and mi fi were received through the Connecting Scotland Care Home fund for our care homes to use for maintaining contact with families or for residents to pursue personal interests and group activities • A second application was made to Connecting Scotland (older people) in January and has been successful in obtaining another 23 iPads and Mi-Fi devices – not yet received 	<ul style="list-style-type: none"> • Look at funding opportunities
<p>We will make available our performance standard targets and results to all tenants and through the work of the FVTG, Lothian TAG and Strategic Network ensure their members can investigate our performance</p>	<ul style="list-style-type: none"> • Annual tenants performance report published yearly on our website • Article in Winter 2019 newsletter highlighting the repairs performance from Annual tenants performance report • Tenant Participation outcomes for 2019-2020 made available online • Complaints summary for 2019-2020 online and also reported in Newspoint • ARC report circulated to volunteers and committees and information published in Newspoint 	
<p>Support performance volunteers to scrutinise our service performance and make recommendations to</p>	<p>Lettable Standard Review Group produced an interim report in August 2020 and will complete the report as soon as they are able to carry out void</p>	<ul style="list-style-type: none"> • Review process with the lettable standards working group and senior staff after the working group has completed its task

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improve services. All recommendations will be responded to by the Association, An implementation plan agreed for agreed recommendations and the performance volunteers and strategic network will monitor its progress and impacts.	inspections with staff to see the results of using the lettable standard	<ul style="list-style-type: none"> • Look at ways to raise awareness of what scrutiny is and how tenants can be involved • Recruit more tenants to be involved in this activity
We will support tenants to establish RTOs when they can show support from tenants and meet the basic requirements of registering	No new groups looking to register at this time but Lothian TAG and FBTG aware that this is something they can do in the future.	
We ask RTOs annually to give evidence of tenants support for them and show they are adhering to their constitution and will assist them to meet the requirements	VTRG are our only RTO and there are questions that need to be addressed regarding the issue of representation, support and adherence to their constitution. We have been unable to discuss these matters with VTRG this year due to Covid.	Meet with VTRG
We will advertise all our RTOs	VTRG information on website In addition we also publicise the TAG Lothian and Fife Viewpoint Tenants Group	

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We will fund transport, food and care of household members to allow individuals to engage as an individual or as part of a group	Transport, food and care are presently offered to those who wish to participate. This has not been an issue this year with no personal meeting; however, the issue of digital inclusion is one that we perhaps need to address. 10 iPads being purchased and will be part of the lending library to assist those who wish to participate online.	
We will provide a support grant for a complex group, FVTG, Lothian TAG to undertake the activities agreed with them each year	Budget provision has been made for this.	
We will ensure that there is a budget for information and tenant participation included in our annual budget that meets the anticipated needs	There is a specific budget for Tenant Participation.	
After information is provided we will normally give a minimum of: 3 weeks for response to individual consultations	<ul style="list-style-type: none"> • Rent consultation – tenants given 4 weeks to respond • VTRG rent consultation – tenant given 4 weeks for their response • TAG consultation on constitution – given 4 weeks for response time 	Be more aware of timescales and try to plan our consultations to ensure our time targets are met

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<p>4 weeks for Complex groups, FVTG and Lothian TAG to respond</p> <p>For significant planned activities we will agree specific timetables</p>	<ul style="list-style-type: none"> • Landscape Specification – only one week response time given as present contractor indicated they were not taking the optional extra year, hence the quick response required • Screen Cloud Locations – tenants given 4 week response time • Housing Service Review tender specification – tenants only given 2 days given the tight timescales of the project 	
<p>We will respond within 4 weeks to complex groups, the FVTG and Lothian TAG enquiries</p>	<p>Monitoring system has been set up and any group enquiries logged with response times.</p>	
<p>We will offer training as part of consultation activities rather than a separate activity, so training has immediate relevance.</p>	<p>We identify when training is required for specific consultations and ensure that this is provided in a way that is acceptable to the group and meets their needs.</p>	
<p>We will build equal opportunities into our activities by:</p> <ul style="list-style-type: none"> • Responding to individual needs • Providing options to receive information 	<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 	<ul style="list-style-type: none"> • Look at how to use Language line in a meeting format • Look at ways of supporting tenants at meetings and events e.g. mental health, dementia, poor literacy levels, physical disability or needs

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<p>and attend events and activities at various times, places and venues</p> <ul style="list-style-type: none"> • Using suitable premises and transport • Considering cultural and religious needs • Recognising that not everyone's needs are visible, and many tenants have complex needs <p>We will act to ensure all tenants and staff are welcome at our events and supported to engage.</p>	<ul style="list-style-type: none"> • Ask tenants what their needs are when we invite them to be involved • Provide food suitable for allergies or specific diets • Have started to look and meet communication preferences although still a lot of work to be done 	<ul style="list-style-type: none"> • Involve front line housing staff in helping to identify these needs
<p>Our code of conduct for participants will be reviewed and agreed as part of establishing the FVTG and Lothian TAG</p>	<p>Code of conduct has been agreed by Lothian TAG and FVTG Code of conduct agree and given out to all working groups at the first meeting</p>	

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Promote and support local activity	<p>There has been limited activity due to the pandemic.</p> <ul style="list-style-type: none"> • Online book club (Page Turners @ Viewpoint) established in November 2020 • Melgund Terrace/East Claremont Street wishing to develop a community garden and working with TAG and Viewpoint on this • Online coffee mornings have not been successful so far 	
Agree and undertake inspection programme in complexes	No progress on this due to COVID	We need to discuss what format these inspections will take and who is actually involved to ensure that there is a consistent approach across the organisation