

Tenant Participation Plan 2022 - 2023

Strategy	Task	Timescales	Process
Tenant Satisfaction Survey	Feedback to tenants on the outcome of the survey	Ongoing	Via Newspoint, Website, local meetings, tenant groups, volunteers,
	Action Plan to be developed	TBC	
Review of Strategy	Review the Tenant Participation Strategy	March 2023	Attend local meetings to find out how tenants want to be involved. Discuss outcomes and draft strategy with tenant volunteers
Customer Service Standards Review	Review/Renew customer service standard	March 2023	Work with staff and tenants to review these making them realistic and achievable and ensure that they help us provide a quality service
Fife Viewpoint Tenants Group and Tenants Action Group (Lothian)	Re-engage and promote the groups, including recruitment for the Committee	Ongoing	Need to look at recruitment for the committees and ways of strengthening these and ensuring all tenants aware they are up and running and how to get involved. The review of the strategy may influence this.
	Strategic Network	TBC	Would depend on timescale for the above, but would be good for the committees to meet senior staff together as a starting point. Perhaps consider joint discussions on tenant performance report, complaints report etc.

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Provision of Information	Newspoint - Spring, Autumn and Winter	March 2022 August 2022 December 2022	Co-ordinate the production of 3 issues of Newspoint with the Tenant Editorial Team
	Screen Cloud	March 2023	Complete the process that we started to install these in our staffed complexes where Wi-Fi connection is available.
		TBC	Cost installation of screen cloud in no-staffed sites and start installation of these once installation on staffed sites completed.
		Ongoing	Encourage staff to use Screen Cloud Discuss with tenants at walkabouts or quarterly meetings or at coffee morning what they would like to see on screen cloud and get feedback on how we currently use these
Volunteers	Recruitment of new volunteers	Ongoing	Make other staff more aware of the volunteer opportunities and encourage them to promote this, particularly but not specifically to new tenants
	Training for Volunteers	Ongoing	Arrange appropriate training for existing and new volunteers e.g. recruitment

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Consultations	Rent and Service Charges	November 2022 - February 2023	Use existing process with leaflet and questionnaire but look at other ways to engage with tenants in this process e.g. face to face meetings
	Window Cleaning Contract	TBC	Involve volunteers in retendering of this contract once dates confirmed
	Policies or procedures or changes to services as identified	TBC	When identified agree at what level consultation will take place - i.e. locally or with volunteers Rental Income Policy – July 2022 (Tenant Volunteers)
	Quarterly Walkabout and Meetings	Ongoing	Get feedback from tenants and use this to improve or enhance the walkabouts/meetings
Tenant Conference	Hold 1 big conference or consider 5 conferences - one for each HO/TO area and one for Fife	TBC	
Staff Training and Awareness	TP staff training and for new staff	March 2023	Training needed for existing staff to highlight their role in TP

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Performance and Scrutiny	Annual Return on the Charter	October 2022	Work with the groups and performance volunteers to give opportunity to identify areas of possible scrutiny using this as a basis
	Review of Services	March 2023	Complete the Lettable Standard Review
Social and Learning Opportunities	Assist tenants in their digital journey	Ongoing	Partnering with Tap Into IT to ensure that tenants who have a smart phone or are online but have limited skills can enhance these skills. This in turn will prepare tenants when we are able to offer more services digitally.
	Continue to help tenants get on line in partnership with Tap Into IT	Ongoing	Establish an interest and then apply for relevant funding for equipment, digital connections and support for our tenants. This will be carried out in partnership with Tap Into IT
		Ongoing	Involvement in the Digital Working Group with other staff to look at issues such as digital connections, confidence building and IT equipment
		Ongoing	Promote the use of our 'lending library' for out bank of tablets for use in TP activity
Social and Learning Opportunities cont...	Community Garden at Melgund/East Claremont Street	Ongoing	Continue to support the group and look for funding opportunities to assist them
		Ongoing	Identify learning opportunities as part of the project and assist the group in obtaining contacts to access this

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	Falls Prevention	March 2023	Look at 'classes' for falls prevention