



Tenant & other resident participation strategy
2017 - 2019

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1. Introduction / Foreword

- 1.1 Welcome to Govanhill Housing Association's latest tenant participation strategy. Thank you to all the tenants and other residents who have contributed their views and ideas. We look forward to working with you all over the coming years. Your influence drives our performance.

2. Govanhill Housing Association tenant participation policy statement

- 2.1 Govanhill Housing Association is a community controlled, registered social landlord with charitable status. We are fully committed to working in partnership with tenants and other residents, and we value participation in all aspects of the Association's operation.
- 2.2 This commitment stems from the Association's understanding that the opportunity for consultation and engagement is a basic right of all our tenants, enshrined in legislation and through the individual tenancy agreement. It is beneficial to everyone involved and, at a wider level, to the local community as a whole. If tenants and other residents have a meaningful role in making decisions and understand the processes involved, a better working relationship will develop.
- 2.3 The aims of this policy are to ensure that the Association gives tenants and other residents every opportunity to become involved in influencing the decision-making of the Association and the services it provides, at a level that suits them, and fully complies with relevant legislation and good practice.
- 2.4 Govanhill Housing Association recognises that tenant and other resident participation:
- Is a spectrum of activities / levels of involvement – from receiving information to joint decision making and ownership
 - Is a two way dialogue between landlord and tenants / other residents, in which landlords are open to influence, and tenants have the capacity to influence
 - Requires trust, respect and the shared aim of improving our housing conditions and related services
 - Can be continually improved to ensure that our services remain responsive to tenants and other residents.
- 2.5 There are benefits for both the Housing Association and the individual participants:

- building better links between the community and the Housing Association
- helping to build community spirit
- working towards improving services and value for money
- developing new experiences, knowledge and skills

3. Key commitments

3.1 Our commitment to provide information about the availability of opportunities to participate:

Information will be available

- In reception
- At the settling in visit
- In the newsletter
- On the website
- In community outlets
- At events
- On request from the TP worker

3.2 Our commitment to tenants and factored owners to encourage their participation:

- We will introduce quarterly 'Welcome to Govanhill' meetings with new tenants
- We will respond to requests for support to develop back court / neighbour / block initiatives / residents' groups
- Factored Owners Forum co-ordination
- We will build on local interest expressed in back courts and health
- We will invite interested tenants to take part in focus groups and other forms of consultation on specific areas of service
- We will introduce monthly coffee evenings with tenants to support their engagement with the Housing Association and each other

3.3 Our commitment to Registered Tenants' Organisations to support their participation:

- Annual action planning session and training needs analysis
- Support with AGM and committee meetings
- Annual funding to help with running costs and engagement activities
- Involvement in any Housing Association policy reviews / consultations
- Feedback and analysis on our ARC performance
- Make links between the HA management committee and RTOs

3.4 Our commitment to engage with tenants and factored owners on day to day repairs & maintenance services:

- We will communicate by text and email with tenants if appropriate
- We will carry out regular post work satisfaction surveys
- We will provide PDF copies of letters via email
- We will translate key standard letters into other languages
- We will work with tenants to ensure our service is efficient and provides value for money

3.5 Our commitment to engage with tenants on development & regeneration services:

- We will consult tenants and private owners on any proposed Major Repairs or Planned Maintenance works affecting their properties
- We will consult with tenants on the priorities for Major Repairs/Planned Maintenance Works within the budgets available on an annual basis
- We will advise private owners on the availability of Repair Grants for Common Works and facilitate maximum grant awards to minimise costs and obtain agreement
- We will offer choices of finishes to tenants when replacing kitchens and bathrooms within a planned programme of works
- We will seek feedback on satisfaction levels from tenants who have received major component replacement works
- We will consult with neighbouring tenants, owners and the wider community when developing proposals for new housing or other capital projects

3.6 Our commitment to engage with tenants on housing management services:

- Throughout the application, sign up and settling in period of a tenancy we will engage with new tenants
- We will engage with tenants to prevent and resolve estate management and anti-social behaviour issues
- We will hold estate walk-about inspections with interested tenants on a regular basis
- We will always have a member of staff on duty to discuss your tenancy and your rent account
- We will support tenants to apply for Housing Benefit and Universal Credit

3.7 Our commitment to the wider community:

- Support to GOCA (Govanhill Community Action) from GCDT (Govanhill Community Development Trust)
- Support for back court and environmental projects from GCDT
- Support for integration activities e.g. ESOL classes and café, employability initiatives from GCDT, community shop in Allison Street
- Support for promotion of volunteering opportunities by GCDT
- We will organise a series of Community Conversations to develop further engagement with local people.

4. Links with other policies

- 4.1 The tenant participation strategy links directly with the equal opportunities policy, communication strategy and procurement strategy. It is important that it also informs any development of service standards throughout the organisation.

5. Legislative background

- 5.1 **The Housing (Scotland) Act 2001** introduced a **legal framework for tenant participation**. The Act introduced new rights for tenants and placed new duties on landlords.

Social landlords are required to:

- provide a range of information for tenants
- have a Tenant Participation Strategy in place
- have a registration scheme for tenant organisations
- keep a publicly available register of these registered tenant organisations
- consult with tenants and registered tenant organisations on a range of housing and related services

- 5.2 **The Housing (Scotland) Act 2010** included provision for a **Scottish Social Housing Charter**; setting out what tenants and other customers can expect from social landlords. This was updated and reissued in April 2017.

- 5.3 The Charter is important to tenants and other residents because:

- it helps tenants have a clear understanding of what can be expected from the landlord

- it gives those who need to be housed an understanding of what they can expect from a prospective landlord
- it gives landlords clarity and certainty around what they should be achieving for their tenants and other service users by meeting their statutory duties on tenant participation.

5.4 Among the Charter outcomes and standards are:

“Equalities

Social landlords perform all aspects of their housing service so that: every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.”

Govanhill Housing Association strives to achieve equality of opportunity and treatment in all that we do, and to work in a way that values and respects tenants and other residents in the community. We will not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. We aim to remove barriers to effective participation, whether they are attitudinal, physical or geographical, cultural or financial. We recognise that everyone is an individual and aim to meet their needs accordingly.

“Communication

Social landlords manage their businesses so that:

Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.”

It is important that we can share and exchange information about policy and service provision. Tenants and other residents can communicate with Govanhill Housing Association in the following ways:

- Telephone: 0141 636 3636
- Email: checkin@govanhillha.org
- Contribute to our newsletters (3 per year)
- Request a home visit
- Via tenants’ / residents’ groups
- Attend meetings
- Website: www.govanhillha.org
- Write to: Samaritan House, 79 Coplaw Street, Glasgow G42 7JG

- *Come into the office at the above address or 53 Ashmore Road in Merrylee*

Govanhill Housing Association aims to ensure that tenants and other service users have access to information on our services and policies using the following methods:

<i>Tenants handbook</i>	<i>Website</i>
<i>Regular newsletter</i>	<i>One off leaflets</i>
<i>Mail shots</i>	<i>Meetings</i>
<i>Tenants conference</i>	<i>Subscribing to Happy to Translate</i>
<i>LCD screen at reception in Samaritan House</i>	<i>Regular liaison with tenants' and residents' groups</i>

- *We can provide information in different formats and other languages on request.*
- *We will undertake to develop opportunities for tenants to develop skills and knowledge to take best advantage of the Association's new website and tenant / factored owner portal.*

“Participation

Social landlords manage their businesses so that:

Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with.”

There are many ways for tenants and other residents to be involved in Govanhill Housing Association, as individuals or in groups, for example:

- *Become a shareholder in Govanhill Housing Association*
- *Take part in a one off focus group*
- *Join a short life working group (with staff)*
- *Join a tenants' / residents' group*
- *Respond to a survey or questionnaire*
- *Join an estate walkabout*
- *Join in our social activities*
- *Attend events or public meetings*
- *Serve on the management committee of Govanhill Housing Association*

- 5.5 Indirectly relevant to this strategy is also:
The Community Empowerment (Scotland) Act 2015, which has a specific focus on promoting effective engagement and participation to help communities achieve greater control and influence in the decisions and circumstances that affect their lives;

and

The National Standards for Community Engagement, which are good-practice principles designed to support and inform the process of community engagement, and improve what happens as a result. While they are not designed to replace existing community engagement or participation frameworks, they are intended to act as a central benchmark and reference point for best practice. They are designed to reflect the developing policy relating to participation, engagement and community empowerment in Scotland and we would endeavour to reference them to ensure best practice.

6. How we developed the tenant & other resident participation strategy

- 6.1 In order to develop this strategy we first reviewed our previous one (2014 – 2016), including how we responded to what tenants had told us, and how we delivered our action plan – see appendix one.
- 6.2 We encouraged feedback from a wide range of tenants and residents on how we further develop tenant participation opportunities over the next 3 years. We invited involvement through articles in the newsletter; on the website, where we posted the current strategy for comment; a tenant participation survey emailed to over 30 tenants; discussions with the three registered tenants' organisations (RTOs); two coffee mornings; the tenants conference, and informal chats with tenants visiting our office. We have also encompassed feedback from staff. See appendix two.
- 6.3 Tenant respondents are generally satisfied with the information and opportunities to participate that we offer already: although one missing element was identified as social media; another issue raised was a lack of awareness of the training, advice and support available to tenants who wish to become more involved.

7. Consultation on policy reviews

- 7.1 There will be a number of policies under review each year and Govanhill Housing Association will engage with a range of tenants, potential tenants,

and other residents (as appropriate) in the following areas of work, which the Scottish Social Housing Charter requires us to consult on:

- Annual rent review
- Equal opportunities
- Openness, accountability and confidentiality
- Communication strategy
- Procurement strategy

7.2 As part of our procurement strategy, the Association is required to develop consultation and engagement prior to individual procurements, where relevant and proportionate, in order to allow the views of those affected to be expressed and taken into account.

7.3 In any consultation the Association will undertake to give feedback in a clear and honest manner on how tenant and other resident opinions have helped to shape a policy or service development, or if they have not, why this is the case.

8. Registered Tenants Organisations

8.1 The Housing (Scotland) Act 2001 introduced the idea of registered tenants' organisations (RTOs). It means that any tenants' group can apply to become an RTO. Govanhill Housing Association must keep a register of such tenant organisations, which is open to inspection by the public at any time. Groups can appeal to the Scottish Government if they are refused registration.

8.2 RTO status gives groups the statutory right to be provided with information and consulted about important decisions relating to our housing services.

8.3 To be registered, Govanhill Housing Association requires that any tenants' group adopts a formal constitution, works in a fair, open and democratic manner and does not discriminate on such grounds as race, colour, gender, sexuality, disability, religion or culture. The Association also requires the tenants' group to keep tenants and other residents informed of its work on a regular basis.

8.4 Govanhill Housing Association must consult with RTOs before making or changing any policies that will have a significant impact on members of the group. Following any consultation Govanhill Housing Association must also demonstrate that it has taken account of any comments made by RTOs.

8.5 Registered Tenant Organisations are independent. They have their own written constitutions, their own management committees and records of their accounts that are available to the public.

9. Resources and training

9.1 Govanhill Housing Association will ensure that sufficient funds to support our Tenant & Other Resident Participation Strategy are set aside within our annual budget. Tenants / residents should not be out of pocket for participating. We will provide assistance with the following:

- Development / organisational support to new and existing tenants' / residents groups
- Start up and top –up grants to constituted groups that meet specific criteria
- Provide practical support e.g. stationery, photocopying, premises for meetings, publicity (newsletters, flyers etc)
- Information about our structures, policies and procedures
- Staff to attend meetings if requested
- Training
- Events (e.g. Tenants conference)
- Care costs, travel and subsistence (e.g. for focus group or training event)

9.2 Tenants' / residents' groups that are not registered as an RTO with us may be supported or funded at a reduced rate, at our discretion.

9.3 To build the skills and knowledge of our tenants and residents we will offer to arrange training on aspects of our organisation, any new development in housing law or practice, and will respond to requests where possible. A start up handbook for tenants' groups is available on request.

10. Current participation structures and activity

10.1 In 2013 the Association employed a Tenant & Resident Participation Officer to develop resident involvement. Currently (at March 2017) the following groups and initiatives are supported by various staff:

The Association's voluntary management committee and sub-committees

Jamieson Court Residents Group (RTO)

Merrylee Residents & Tenants Organisation (RTO)

MERGE welfare group (RTO)

BHAC Court Group (informal)

Govanhill Festival Committee

Factored Owners Forum

Sooside Bloomers (gardening group)

Govanhill Community Garden Residents & Tenants Association (RTO)

The Coplaw Community
Various one off events
GCDT activities (volunteering and ESOL projects)

11. Monitoring & review

11.1 Tenant and other resident involvement is key to all of our activities, and so our management committee, which is made up of tenants and other shareholders who are elected by the Association's members, is responsible for the monitoring and review of the Tenant Participation Strategy. Reports are received and considered on an annual basis, or as required. Quarterly updates are received by the Housing Services sub-committee.

11.2 An annual review will consider:

How are we meeting the tenant participation provisions of the Housing (Scotland) Act 2001?

Is the strategy helping us to meet the Charter outcomes in terms of tenant and resident participation?

Is there evidence of success?

Do tenants and residents have the opportunity to participate?

How can we show that tenant participation is achieving tenant influence?

Is the monitoring and review framework effective?

Tenant participation action plan 2017 – 19

Outcomes

Outcomes are the results that landlords and tenants / residents want to happen.

The Scottish Social Housing Charter outcome on participation:

Social landlords should manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with

Govanhill Housing Association's Tenant & Other Resident Participation outcomes:

1. Tenants and other residents are aware of the range of opportunities available to participate in and influence Govanhill Housing Association's decision-making processes on service planning and delivery
2. Tenants and other residents are satisfied with how Govanhill Housing Association keeps them informed about our services and decisions
3. Tenants and other residents have access to support, training and resources to enable them to participate effectively
4. Tenants and other residents are participating in the work of Govanhill Housing Association at a level that they are comfortable with
5. Tenants and other residents are reviewing our tenant participation strategy.

Outcome 1: Tenants and other residents are aware of the range of opportunities available to participate in and influence Govanhill Housing Association's decision-making processes on service planning and delivery.

	Who is responsible?	Timescale	Evidence of success
Promote membership of the Association in the public areas of our offices, at public events, in our publications, on our website and when new tenants move in	All staff	Ongoing	Annual increase in no. of shareholders
Promote participation opportunities at the 6 week settling in visit	Housing services staff	Ongoing	No. of tenants referred
Promote participation opportunities in the newsletter and on the website	Appropriate staff	Ongoing	No. of articles in the newsletters and on website and responses

Promote participation opportunities in the community shop (on duty one half day per week) & via GOCA	TPO	Weekly 2 monthly	No. of enquiries
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Outcome 2: Tenants and other residents are satisfied with how Govanhill Housing Association keeps them informed about our services and decisions

Action.....	Who's Responsible?	Timescale	Evidence of success
Provide information in plain language	All staff	Ongoing	The materials produced
Establish tenants' preferred range of communication methods and use them appropriately	All staff	Ongoing	Examples of communication forms used
Provide feedback to tenants on the impact and results of their participation	Appropriate staff	Ongoing	Record of our feedback to tenants on specific consultation exercises.

Outcome 3: Tenants and other residents have access to support, training and resources to enable them to participate effectively

Action.....	Who is Responsible?	Timescale	Evidence of success
Offer developmental support to tenants & residents who want to organise a back court group, themed group or tenants' / residents association	TPO	Ongoing	Participant feedback No. of groups
Assess training needs of tenants' / residents' groups, and organise relevant training e.g. committee skills, equalities etc	TPO	Ongoing	No. of sessions delivered

Provide a transparent funding and support system for RTOs	TPO		Feedback & application forms
Offer support to tenants and residents who want to be involved at management committee level	Director / Corporate Services	Ongoing	Prog. Of MC training Full complement of MC members
Provide barrier free environments for tenant / resident involvement	All staff	ongoing	Equality impact assessment

Outcome 4: Tenants and other residents are participating in the work of Govanhill Housing Association at a level that they are comfortable with

Action.....	Who is Responsible?	Timescale	Evidence of success
Keep a register of individual tenants / residents who wish to participate in the activity of their choice (e.g. respond to survey, tenants' panel, scrutiny activities) and support their involvement.	TPO	Ongoing	Inc'd no. of tenants & other residents participating
Support the development of tenants' & other residents' groups / activities across the area (as per those listed in TP strategy)	TPO	Ongoing	Groups' annual reports and action plans
Involve tenants / residents and RTOs effectively in policy consultation a) Annual rent review b) Equal opportunities c) Openness, accountability and confidentiality d) Communication strategy e) Procurement strategy f) Other Charter related issues	Corporate services /TPO	2017 / 2018	Tenant involvement in policy reviews Feedback to tenants
Invite new tenants to a 'Welcome' session after 3 months	TPO	Quarterly	Record of meetings
Hold a monthly tenants' coffee evening drop in in Govanhill	TPO	Monthly	Record of meetings
Hold a register of RTOs	Nicki / TPO	Ongoing	No. of RTOs
Continue prioritisation of disabled tenants, older tenants and younger tenants	TPO	Ongoing	Record of events and meetings
Develop a strategy on consulting and engaging with those affected by HA procurements	TPO / Corporate	Dec 2017	Strategy document

Organise a tenants' conference, in liaison with colleagues and tenants	TPO / Managers	Spring 2018	Record of event
Maintain working relationship with and offer support to GCDT & GOSIP to ensure BME tenants & other residents are engaged and involved	TPO		No of BME tenants & other residents engaged
Maintain support to Govanhill Festival Committee to enable wider community activity to be promoted	TPO	Bi-monthly	Record of events
Provide governance support to management committee	Director / Corporate services	ongoing	Record of training

Outcome 5: Tenants and other residents are reviewing our tenant participation strategy.

Action.....	Who is Responsible?	Timescale	Evidence of success
Use this action plan as the framework for monitoring and reviewing tenant participation	TPO		Outcomes being achieved
Provide quarterly updates for Housing Services committee	TPO		
Take feedback from tenants and other residents through the current participation structures	TPO		

Appendix one



Review of Tenant & resident participation strategy

2014 - 2016

Aims of the strategy

- To consolidate progress made by previous strategies
- To continue to develop opportunities for effective and inclusive tenant and resident participation
- To ensure the Association effectively responds to tenants and residents interested in influencing service delivery standards and outcomes

Background

The Housing (Scotland) Act 2001 introduced **a legal framework for tenant participation**. The Act introduced new rights for tenants and placed new duties on landlords. Landlords are required to:

- provide a range of information for tenants
- have a Tenant Participation Strategy in place
- have a registration scheme for tenant organisations
- keep a publicly available register of these registered tenant organisations
- consult with tenants and registered tenant organisations on a range of housing and related services

The Housing (Scotland) Act 2010 included provision for a **Scottish Social Housing Charter**, setting out what social landlords should aim to achieve in performing housing activities for their tenants and service users. This included outcomes relating to communication and participation.

What tenants and residents told us in 2013/14

Tenants and residents valued the local service that Govanhill Housing Association provides. They appreciated having a local office where they can meet staff face to face. They liked the regular newsletter and the information it contains, but underlined the importance of having it presented in an easy to understand format, with lots of pictures, especially for people whose first language is not English. Feedback from RTOs told us that they would like the opportunity to contribute to the website and newsletter to keep the wider community up to date with their activities. For

participation to be successful, tenants said it had to be interesting and relevant. Tenants needed to feel their contribution was genuinely useful, and that there was clarity about the benefits that their participation would bring.

So, how have we done?

😊 Our local offices in Govanhill and Merrylee are still open. We are very much 'on the doorstep' and very accessible. Opening hours of the Merrylee office were revised, but only to enable the Administrator to be out and about in the estate

😊 We redesigned our newsletter – it now has bigger print and bolder images, and contains lots of information about local groups and activities.

;) The Association website is currently being redesigned, to make it more accessible to tenants and residents.

😊 We took on the challenge to make participation 'interesting, relevant and useful' – examples of successes include supporting the Jamieson Court residents group to lobby successfully for the introduction of a handyperson scheme; helping the MERGE group engage with residents through sewing classes and cookery; supporting Merrylee RTO to engage with local people through coffee morning, clean ups and community gardening; in Govanhill, engaging with local residents through the arts at a weekly craft café and through gardening in the community garden; holding focus groups on our ASB locally agreed target, allocation policy review, grounds maintenance contract spec., and annual rent reviews. We have initiated estate walkabouts, held Open Days and Fun Days and are now planning a tenants' conference in partnership with tenants.

Priorities for tenant / resident involvement for 2014/16

During consultation, tenants and residents identified the following priorities:

- Consult on proposed rent increase
- Update the welcome pack / Tenants Handbook for new tenants
- Review Anti-social behaviour policy (due for review in 2016)
- Review Maintenance policy
- Review Allocations Policy
- Involve residents in local event planning (e.g. the festival fun day)
- Create a tenant participation page in the newsletter and on the website

So, how have we done?

😊 We have carried out an annual rent increase consultation, both in writing with individuals and with a group of RTO members. We have tried to respond to tenants' wishes to keep any increase as low as possible.

:< We have updated our Tenants' Handbook information but it has not been redesigned and issued as a booklet

:{ Both ASB and Maintenance policies are due for review in 2016.

☺ Our Allocations Policy was reviewed with a focus group and in consultation with all tenants

☺ Local event planning took place largely via Govanhill festival committee – the annual fun days and the craft café. Merrylee RTO has organised an annual Open Day. Jamieson Court and MERGE RTOs have arranged a variety of community activities. We have also supported informal tenants' groups to hold back court events.

☺ There has been lots of tenant participation news in the newsletter and we look forward to seeing how we can contribute to the newly designed website when it is ready.

Registered Tenants Organisations

☹ We now have 3 RTOs – the Batson St group dissolved after the completion of the new window programme.

☺ All three RTOs have annual action plans in place and hold regular committee meetings and AGMs. They record their meetings, and keep their own accounts, which the Association checks every year.

☺ There is now an annual application process in place for funding the RTOs, with feedback sheets so they can account for the previous year's money, before applying for more. They receive £500 per year, and this helps them lever in funds from other sources like Glasgow City Council and Foundation Scotland.

☺ New office bearers receive one to one training sessions on their role. The annual planning process enables groups to identify any training needs they have. This year the MERGE group did some basic training with us on 'what is a housing association?'

Participation structures and activity 2014 – 16

In 2013 the Association employed a Tenant & Resident Participation Officer to develop resident involvement. At March 2014 the following groups and initiatives were supported by various staff:

The Association's voluntary management committee and sub-committees

Jamieson Court Residents Group (RTO)

Merrylee Residents & Tenants Organisation (RTO)

MERGE welfare group (RTO)

Wesley Residents Association (200 Butterbiggins Road)
BHAC Court Group (informal)
Batson St block group (RTO)
Govanhill Festival Committee
Samaritan Disability Group
Co-operation with GCDT activities

In 2016:

☺ Jamieson Court, Merrylee and MERGE RTOs are all thriving although the Batson St group fell by the way side, it was because they could not attract people to meetings as there was no big issue in the block to galvanise them.

☹ The Wesley group at 200 Butterbiggins Rd met for a few months, but there were serious personality clashes within the group that made meetings very difficult.

⚠ BHAC court group (Bankhall St) has held several back court events – Halloween being particularly popular with the children on the block.

☺ Govanhill Festival Committee has organised 2 Fun Days and funded the craft café – members are involved with planning for this year’s tenants’ conference.

⚠ The Samaritan Disability Group never formalised but participants are still involved in other activities with us

☺ GCDT – vital links with the ESOL tutors and volunteer organiser are maintained, and GOCA meetings attended

☺ We now have a Factored Owners Forum that meets every 6 months

☺ Sooside Bloomers was set up with our assistance – they are one of the groups active in the community garden.

☺ We hold estate walkabouts with RTOs and other interested tenants throughout Govanhill and Merrylee

Monitoring & review

Quarterly reports have been presented to the Housing Services sub committee, but this is the first time the entire strategy and action plan has been reviewed

☺ Are we meeting the tenant participation provisions of the Housing (Scotland) Act 2001? YES

☺ Is the strategy helping us to meet the Charter outcomes in terms of tenant and resident participation? YES – satisfaction levels with opportunities to participate rose from 79.6% to 85% in our 2015 tenant satisfaction survey

☺ Is there evidence of success? YES – there is evidence in reports, minutes, photographs etc

- ☺ Do tenants and residents have the opportunity to participate? YES
- ☺ How can we show that tenant participation is achieving tenant influence? We can point to examples, particularly from Jamieson Court, that have led to improvements for tenants. We also include Merrylee RTO office bearers in meetings with local elected members, which gives them influence over local service delivery
- ⚠ Is the monitoring and review framework effective? Not sure...there could be some discussion on this.

Tenant participation action plan 2014 – 16

Outcomes

Outcomes are the results that landlords and tenants / residents want to happen.

The Scottish Social Housing Charter outcome on participation:

Social landlords should manage their businesses so that tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with

Govanhill Housing Association's Tenant & Other Resident Participation outcomes:

6. Tenants and residents are aware of the range of opportunities available to participate in and influence Govanhill Housing Association's decision-making processes on service planning and delivery
7. Tenants and residents are satisfied with how Govanhill Housing Association keeps them informed about our services and decisions
8. Tenants and residents have access to support, training and resources to enable them to participate effectively
9. Tenants and residents are participating in the work of Govanhill Housing Association at a level that they are comfortable with
10. Tenants and residents are reviewing our tenant participation strategy.

Outcome 1: Tenants and residents are aware of the range of opportunities available to participate in and influence Govanhill Housing Association's decision-making processes on service planning and delivery

Action.....	Who is responsible?	Timescale	Evidence of success
Promote membership of the Association in the public areas of our offices, at public events, in	All staff	Ongoing	27 new shareholders since 2014

our publications, on our website and when new tenants move in			
Promote participation opportunities at the 6 week settling in visit	Housing services staff	Ongoing	0 tenants referred (other than those at 200 Butterbiggins Rd) 14 new owners referred from Factoring
Promote participation opportunities in the newsletter and on the website	TPO?	Ongoing	Articles in all the quarterly newsletters TP survey was on website – 0 responses

Outcome 2: Tenants and residents are satisfied with how Govanhill Housing Association keeps them informed about our services and decisions

Action.....	Who's Responsible?	Timescale	Evidence of success
Provide information in plain language	All staff	Ongoing	The materials produced
Establish tenants' preferred range of communication methods and use them appropriately	All staff	Ongoing	Tenants are lettered re consultation events. Face to face focus groups are held. Newsletter is source of information.
Provide feedback to tenants on the impact and results of their participation	TRPO	Ongoing	Record of our feedback to tenants on specific consultation exercises available.

Outcome 3: Tenants and residents have access to support, training and resources to enable them to participate effectively

Action.....	Who is Responsible?	Timescale	Evidence of success
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Offer developmental support to tenants & residents who want to organise a back court group, themed group or tenants' / residents association	TPO	Ongoing	BHAC Court group events Govanhill St back court cleanup 200 BB Rd – Wesley residents group / Samaritan Disability Group – formed and disbanded Sooside Bloomers gardening group 3 RTOs Factored Owners Forum initiated
Assess training needs of tenants' / residents' groups and Tenants Panel volunteers, and organise relevant training e.g. committee skills, equalities etc	TPO	Ongoing	MERGE training programme on the role of the Housing Association Annual needs assessment with RTOs Attendance at free Scottish Government events (eg re Charter and 2014 Housing Act)
Ensure clear criteria and application process for financial resources for tenants' / residents' groups	Housing services sub committee	April 2014	Application and feedback forms developed £500 has been given to each of the 3 RTOs each year
Offer support to tenants and residents who want to be involved at management committee level	Director	Ongoing	Prog. of M.C. training
Provide barrier free environments for tenant / resident involvement	All staff	ongoing	Samaritan House is an accessible venue. Childcare can still be a barrier.

Outcome 4: Tenants and residents are participating in the work of Govanhill Housing Association at a level that they are comfortable with

Action.....	Who is Responsible?	Timescale	Evidence of success
Compile a register of individual tenants / residents who wish to participate in the activity of their choice (e.g. respond to survey, tenants' panel, scrutiny activities) and support their involvement	TPO	Ongoing	HA did not support development of scrutiny panel. Email consultation group – 28 27 factored owners engaged with FOF
Support the development of tenants' & residents' groups across the area	TPO GCDT	Ongoing	RTOs' annual reports available to illustrate
Involve tenants / residents and RTOs effectively in policy consultation g) Maintenance h) Allocations	Housing services /TPO	2014 2015	Maintenance review did not take place yet. Minute of allocations focus group available
Develop an approach to tenant scrutiny	Housing services / TPO	June 2014	No. TPAS input to staff but not well received
Hold a register of RTOs	HS man	Ongoing	Annual review of RTOs to keep up to date register
Develop themed activities for disabled tenants, older tenants and younger tenants	TPO	March 2015	'Samaritan Disability Group' did not sustain itself – did not want responsibility of bank account etc Older tenants – JC Younger

			tenants – priority for next period.
Provide governance support to management committee	Director	ongoing	Record of training

Outcome 5: Tenants and residents are reviewing our tenant participation strategy.

Action.....	Who is Responsible?	Timescale	Evidence of success
Develop and implement a monitoring & review framework	Housing Services sub cttee	June 2014	Quarterly reports submitted to Housing Services sub – no formal review taken place.
Monitor progress		6 monthly	

Appendix 2

Feedback from consultation for 2017 – 2019 TP strategy

Tenants and other residents told us they value the local service that Govanhill Housing Association provides. They still appreciate having a local office in Govanhill and Merrylee where they can meet staff face to face. They like the regular newsletter and the information it contains.

Feedback from RTOs told us they would like to see the following:

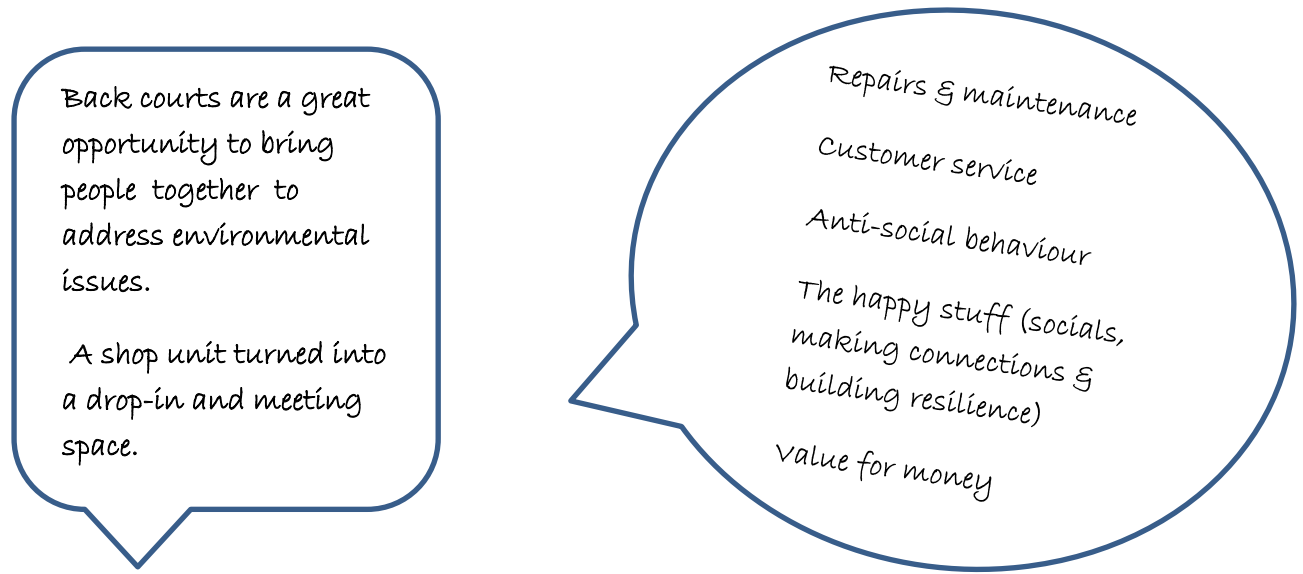
- A pledge to provide more regular statistical performance updates to RTOs
- Support RTOs to develop social media opportunities
- Check that all our standard letters (e.g. rent consultation letter) are translated into 2 or 3 key languages
- Develop more links between RTOs and the management committee
- Provide more participatory activities that don't involve commitment to regular meetings
- Include a training needs analysis in the annual RTO planning process

At the tenants' conference, tenants discussed the need to reach people who work, and to offer events and meetings at different times. The key priority area for involvement for the coming year, it was felt, should be around the back courts, promoting the environment, gardening and health.

Staff were also invited to contribute their views and ideas:-

- Satisfaction cards
- Fun days / children's activities
- Training courses - Activate?
<http://www.gla.ac.uk/schools/education/cpd/activate/> Introduction to community development for local activists / staff
- Partnership work with local youth groups
- Scrutiny activity
- Having a range of formal and informal opportunities for involvement
- Having contact details of interested tenants / residents on a central database that all staff can add to
- ESOL classes targeting HA tenants
- Maybe settling in visit is too soon to be asking tenants re TP – maybe go back also after a year to ask what's been best / worst for folk.

In response to the survey consultation, tenants suggested the following priority areas of service could benefit from tenant involvement:



Other general suggestions to encourage participation were: 'To encourage the participation of younger people, respondents suggest: sports and games day; BBQ; music gigs; youth clubs, quiz nights; 'fun things'.