

# Tenant Participation Strategy and Action Plan

## Getting Involved with Spire View



**2024-2027**

## **Welcome to the Strategy – involving you**

We have a long history involving tenants in the decisions we take, we value your involvement with us and want to keep working with tenants to improve your homes and our services. At the same time, we want our services to meet tenants' expectations and provide value for money. Active and meaningful tenant participation contributes towards us achieving this.

This Strategy will:

- ✓ Support you to get involved at a level that suits you
- ✓ Give you a range of opportunities to get involved
- ✓ Provide a range of customer involvement, engagement and consultation opportunities to examine the services we deliver, focusing on tenant's key issues
- ✓ Offer decision-making opportunities to all tenants
- ✓ Have good two-way communications and quality information using a range of formats to provide access for all our customers
- ✓ Increase levels of Tenants satisfaction

In law we must involve you, in practice we are committed to working with you to improve your homes and our services.

## **Developing the strategy**

The Strategy was jointly developed between the Committee, staff and tenants. The Strategy has an action plan – Appendix 1

## **Tenants’ Rights, Landlords Duties**

Tenants in Scotland have had a legal right to participate since 2001, other legislation has strengthened tenants’ rights and given landlords duties, for example landlords must:

- Consult tenants on any proposed changes to rents
- Give tenants information on their tenancy and performance
- Publish a Tenant Participation Strategy, involve tenants in developing the Strategy and say how they will resource the Strategy – money, staff, support etc.
- Consult you over any changes to your housing service
- Consult you on our Standards of Service in housing management, repairs and maintenance and work with you to improve what we do

## **The Scottish Housing Regulator (SHR)**

Is an independent organisation, it reports to the Scottish Parliament. Its role is to protect the interests of tenants and others who use landlords’ services.

The Regulator expects tenants to be at the heart of their organisation and working in partnership with their landlord driving forward improvements to services and performance.

How landlords perform is monitored every year against the Scottish Social Housing Charter. The Regulator expects arrangements to be in place to make sure tenants can scrutinise and help improve performance and influence decisions about policies and services. To find out more about the Regulator go to [www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)

## **The Scottish Social Housing Charter**

The Charter was created by tenants for tenants, it is about improving the quality of services to tenants. The Charter has 16 standards that landlords will be measured against, such as quality of homes, repairs and maintenance and tenant participation.

The Charter allows us to better understand what is working in Spire View and what isn't. We take these responsibilities seriously; this Strategy is about making sure tenants have the opportunity and skills to exercise real influence on our services and performance.

All Councils and Housing Association landlords must meet the standards set out in the Scottish Social Housing Charter.

The Charter aims to:

- State clearly the services tenants and other customers can expect, and help tenants hold their landlord to account
- Encourage social landlords to focus on improving the services that matter most to their customers
- Provide a basis for the Scottish Housing Regulator to assess and report on how well landlords are performing

The Charter places a real importance on tenants being able to assess the quality of their landlords' services and performance

To find out more about the Scottish Social Housing Charter go <https://www.gov.scot/publications/scottish-social-housing-charter-november-2022/>

## **Equalities**

In everything we do Spire View aims to ensure that everyone is treated fairly and with respect. We aim to ensure that no individual or group is unfairly treated or discriminated against because of race, colour, culture, ethnic or national origin, religion, orientation, marital status, sexuality or any other factor.

We will not tolerate discrimination, harassment or victimisation.

We want to support tenants to get involved with us.

- When organising events or meetings we will:
  - Hold meeting in places that are accessible, convenient, and easy to get to
  - Cover reasonable care costs of a registered carer/child-minder - to help if you cannot attend a meeting or event because you have care responsibilities
  - We will provide a digital hearing system for meetings
  - Use interpreters, signers, tapes and Braille if appropriate
  - Ensure meetings are appropriately timed so that the maximum number of people can attend
  - Meet 'Out of Pocket' expenses where necessary
  - Provide documents in for example large print, and other languages on request.
- Tenants can contact us at the office, by phone, or through our website <https://spireview.org.uk/>, by email, through our Facebook page and through your housing officer

## **Our Aims and Objectives**

We want to ensure tenants can participate with us in a variety of different ways and at different levels. We want to work in partnership with tenants to improve our services.

We will:

- Improve how we engage with tenants to ensure people can be involved in a way that suits them
- Promote and provide a wide range of options for tenants to get involved with us and take part in decisions
- Provide opportunities for tenants to build confidence, capacity, knowledge and skills
- Train and support our staff to ensure tenants voices are heard

- Work in partnership with tenants to improve our performance and services through a range of informal and formal methods such as scrutiny and working groups
- Give you information in a variety of ways such as through newsletters and our website
- Give you a range of ways you can communicate with us
- Encourage participation from as diverse a range of tenants as possible i.e. various ages, ethnicities, people with disabilities etc.
- Involve tenants in the scrutiny of the Associations performance.

## **Getting Involved with Spire View Housing Association**

### **Why bother getting involved?**

By getting involved with us you can:

- ✓ Help us to improve services
- ✓ Attend conferences and other events
- ✓ Meet new people

### **Information and feedback for you**

To get involved you need information. It is important that we provide you with a range of clear easy to understand good quality information.

We will feedback to you when we have asked for your views and on results of consultations etc.

We can give information in alternative formats such as large print and in other languages. Spire View Housing Association are members of Happy to Translate – a support organisation which provides information in other languages.

We will give you information such as:

- ✓ An easy to understand Scottish Secure Tenancy agreement
- ✓ A Tenant Handbook

- ✓ Leaflets on a range of topics
- ✓ Regular newsletters
- ✓ Our Annual Report
- ✓ Topics we want to consult you on or ask your views such as annual rent setting, or satisfaction survey
- ✓ Policies and procedures
- ✓ Any events or meetings

We will provide information and feedback to you in a variety of ways such as:

- ✓ Through our website <https://spireview.org.uk/>
- ✓ Our Calendar of events – update in our newsletter, at the Hub & on our website
- ✓ Face to face
- ✓ By phone, email, post and text
- ✓ At meetings and events
- ✓ Through your Housing Officer
- ✓ At Roystonhill Community Hub

## **Asking for your views**

Your views are very important to help us improve our service and performance.

When we are consulting you on, for example rents, we will give you 3 weeks to respond. We will give feedback to you on what tenants have said.

We might at times ask your views on local issues and your views will feed into our decision, it's a less formal process than consulting you but no less important to us.

We will seek your views in a range of different ways such as:

- ✓ Face to face
- ✓ New tenants survey
- ✓ Repairs satisfaction
- ✓ End of tenancy surveys

- ✓ Tenant satisfaction surveys - We have an action plan from the satisfaction survey based on tenant's comments
- ✓ Through your complaints, comments and compliments
- ✓ Focus groups and working groups
- ✓ Topical meetings
- ✓ Texts
- ✓ Through the newsletter

We will ask your view on a range of issues such as;

- ✓ Any changes to housing law proposed by the Scottish Government
- ✓ Your rents every year
- ✓ Any proposed changes to our services
- ✓ Our performance
- ✓ Specific service reviews such as our repairs service, or how we communicate with you
- ✓ Policy development and reviews

## **Getting involved**

There are lots of ways you can get involved with us.

To find out more contact Donna Richardson Housing Manager - [DonnaRichardson@spireview.org.uk](mailto:DonnaRichardson@spireview.org.uk), speak to your Housing Officer or staff at the Hub

**From your Armchair** – you can take part in surveys, use our website, join our reading group, or comment on our Facebook page

**Membership of Spire View Housing Association** – you can become a member of Spire View Housing Association for £1, this means you can attend and vote at our AGM and are eligible to become a Committee member

**Facebook** – you can chat to us on our Facebook page, we will give you information on what's on such as tenants gatherings, events, consultations, walkabouts etc.

**Pop in events in the Hub** – we will hold informal coffee and cake events a couple of times a year to gather your views on your home and environment.



**Community Events** – We will encourage tenants to take part in our regular community events.

**Satisfaction Surveys / Questionnaires** - Satisfaction Surveys are used to find out what tenants think of any part of our service. The results are monitored and reported to better understand tenant satisfaction levels to help us improve our performance and will be used to form our Action Plan. We also carry out a full Tenant Satisfaction Survey every 3 years and a Tenant Participation Survey. The Tenants Participation Survey will help us to monitor what we do

**Public Meetings** - we will hold public meetings if we intend to make significant changes to the way we deliver a service. We will organise public meetings to seek tenants' views on our proposals.

**Walkabouts** – we will let you know when there is a walkabout in your area and invite you to come along

**Tenant Focus Group** – you can join the Tenant Focus Group, and actively discuss and scrutinise what we do and influence decisions. This group will monitor our Tenant Participation Strategy Action Plan.

**Reading Group** – if you are interested in our newsletters or other things we publish, you can join our reading group and either comment and make suggestions from the comfort of your own home or by coming along to a meeting.

**Consultation Register** – if you want to get involved in an area that interests you, you can join our register and let us know what things you are interested in.

**Tenants Sign Up Packs** - Every tenant is provided with a comprehensive information pack at the start of their tenancy.

**Tenants and Residents Associations** – we are keen to support tenants who wish to form a local group, we will support any group to set up with a grant and other support such as training and support from staff. Groups can be informal or formal. Groups who wish to become Registered Tenant Organisations (RTOs) must follow procedures laid down by the Scottish Government to become registered, such as having a constitution, an area of operation etc. We can give you information on how to become an RTO.

**Complaints, Comments and Compliments** – we take your views very seriously and want to learn from them. If you want to give a compliment, comment or make a complaint please phone the office or go to our web site.

## **Support and resources to get involved with Spire View Housing Association**

We really want tenants to get involved with us and want to make it as easy as possible. We will offer support and resources such as:

- ✓ reasonable care costs – to help if you cannot attend a meeting or event because you have care responsibilities.
- ✓ training and information – from Spire View Housing Association or from other organisations such as the Tenant Participation Advisory Service (TPAS)
- ✓ staff support – our staff are trained in participation
- ✓ grants for tenants and residents' groups
- ✓ attending conferences and events (with out of pocket expenses paid)

## **Timescales and process to decisions**

We will always give you reasonable timescales to respond to us, where possible a minimum of 3 weeks, if we are consulting you. We will give you a range of ways to respond to a consultation, for example by post, by phone, by email, our website etc.

Route to decisions - when we have gathered your views, the staff will write a report for the Committee of Management, the report includes tenant's views and staff recommendations on decisions, the final decision lies with the Committee of Management.

This is a formal process laid down by the Scottish Housing Regulator.

## **Our staff**

To achieve involvement that is meaningful and capable of influencing the Association's decisions, we will ensure that:

- ✓ All staff will be trained in Tenant Participation and developing and supporting tenants to get involved, it will form part of the induction for new staff
- ✓ A demonstrable commitment to tenant and resident involvement will be included in all person specifications when recruiting staff. For some posts, this will be an essential requirement e.g. Managers, Housing Officers etc.
- ✓ Skills and knowledge in techniques for assisting and developing participation will be part of ongoing staff training and development
- ✓ Staff are well informed and supported when involved in consultation and dialogue with individuals and groups.
- ✓ We will consult with tenants on any training needs and facilitate these opportunities internally or through an external organisation.

## **Resources**

We recognise that sufficient resources are required to implement the Strategy effectively.

Resources include:

- ✓ A member of staff - Donna Richardson is the key person for Tenant Participation
- ✓ Budgets for consultation exercises

We also provide 'in kind' resources for all of our tenant-led groups by providing:

- Hire of meeting rooms
- Photocopying
- Provision of any special requirements
- Attendance at conferences
- 'Out of Pocket' expenses
- Staff time

## Monitoring our Strategy and Action Plan

Our Strategy will be reviewed every three years. We have a working group of tenants and officers to review and update the Action Plan regularly. The Action plan is at Appendix 1

The impact of this Strategy will be monitored through recording the following:

- Representation of tenant group membership by area coverage, age, gender, ethnicity, and how this has changed over time
- Percentage of tenants responding to consultation
- Number of tenant group memberships and how this has changed over time
- How we have engaged with tenants
- Number of focus groups, topical groups and other group meetings

To find our more, speak to your Housing Officer or Contact Donna Richardson the Housing Manager [DonnaRichardson@spireview.org.uk](mailto:DonnaRichardson@spireview.org.uk) or phone on 552 7928

Aim / Objective	What we know	Task / Action	Timescale	Responsible
<p>Improve how we engage with tenants to ensure people can be involved in a way that suits them</p>	<ul style="list-style-type: none"> <li>• Tenants engage with the Association using a wide variety of methods e.g. newsletters, letters, text messaging, email, telephone, website, social media etc.</li> <li>• The TP Focus Group suggested tenants would like to be involved in a Reading Group</li> <li>• Tenants are very proactive in becoming involved by attending community events and consultation events</li> <li>• Our Transfer Promise to Copperworks included the potential introduction of a tenant portal.</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to offer a wide range of methods by which tenants can become involved</li> <li>• Offer alternative means for tenants to become involved if this is what they wish e.g. Reading Group, RTO</li> <li>• Deliver at least 2 community events and at least 2 pop up events each year</li> <li>• Introduce tenant portal</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Summer, Christmas</p> <p>April 2025</p>	<p>SMT/CGO</p> <p>Housing Manager</p> <p>Director/CGO</p> <p>SMT</p>
<p>Promote and provide a wide range of options for tenants to get involved with us and take part in decisions</p>	<ul style="list-style-type: none"> <li>• Membership of the Association currently sits at 300 which is very positive</li> <li>• 1% of tenants expressed an interest in becoming members of the Management Committee</li> <li>• 0.5% of tenants preferred method of involvement was participation in strategy/policy reviews</li> </ul>	<ul style="list-style-type: none"> <li>• Promote and encourage membership of the Association</li> <li>• Promote and encourage membership of the management committee</li> <li>• Offer and encourage participation in focus groups for policy and strategy reviews</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>CGO</p> <p>Director/CGO</p> <p>SMT/CGO</p>

	<ul style="list-style-type: none"> <li>67.4% of tenants prefer to engage with us by reading our Newsletter and 12.3% of tenants prefer to engage with us via our website and social media</li> </ul>	<ul style="list-style-type: none"> <li>Promote all methods of engagement available for tenants including social media and website</li> </ul>	Ongoing	SMT/CGO
Provide opportunities for tenants to build confidence, capacity, knowledge and skills	<ul style="list-style-type: none"> <li>99% of tenants are satisfied with the opportunities given to them to participate in SVHA's decision making opportunities.</li> <li>64 volunteering opportunities have been provided since the programme began. 1.8% of tenants are interested in volunteering</li> <li>20 work experience opportunities have been provided over the past few years.</li> <li>145 tenants engaged in training opportunities over the past year</li> </ul>	<ul style="list-style-type: none"> <li>Ensure adequate budget provision to support TP activities</li> <li>Continue to maximise volunteering opportunities at office and hub</li> <li>Continue to offer work experience opportunities</li> <li>Support tenant training opportunities etc internally and externally</li> </ul>	February 2025, 2026, 2027  Ongoing  Ongoing  As appropriate	SMT  CGO/ VC  SMT/CGO  CGO/VC
Train and support our staff to ensure tenants voices are heard	<ul style="list-style-type: none"> <li>Over 98% of tenants are satisfied with the opportunities given to participate at Spire View. In addition, 97% feel that we treat them fairly. We want this to continue</li> </ul>	<ul style="list-style-type: none"> <li>All staff to receive refresher training on TP</li> <li>Include commitment to TP in person specification/job descriptions</li> <li>TP to be an integral part of the staff induction process</li> </ul>	March 2025	SMT
Work in partnership with tenants to improve performance and services through a range of formal and informal methods such	<ul style="list-style-type: none"> <li>The possibility of estate walkabouts was discussed briefly during the TP Strategy consultation exercise</li> </ul>	<ul style="list-style-type: none"> <li>Explore demand amongst tenants to participate in estate walkabouts</li> </ul>	October 2024	Housing Manager

<p>as scrutiny and working groups</p>	<ul style="list-style-type: none"> <li>• 0.5% of tenants expressed an interest in reviewing Association strategies and policies</li> <li>• 1.3% of tenants expressed an interest in participating in consultation events</li> <li>• 2.1% of tenants would be interested in getting involved in a Tenants or Residents Association</li> </ul>	<ul style="list-style-type: none"> <li>• Establish Focus Groups where relevant and encourage participation</li> <li>• Maintain a Consultation Register</li> <li>• Encourage, promote and support RTOs in line with policy</li> <li>• Establish a Reading Group and encourage participation</li> <li>• Promote and encourage tenants to establish and participate in Scrutiny Panels</li> </ul>	<p>As required</p> <p>Ongoing</p> <p>Ongoing</p> <p>October 2024</p> <p>As required</p>	<p>SMT</p> <p>Housing Manager</p> <p>Housing Manager</p> <p>SMT/CGO</p> <p>SMT/CGO</p>
<p>Give tenants information in a variety of ways such as through newsletters and our website</p>	<ul style="list-style-type: none"> <li>• 84.4% of tenants tell us they prefer to receive information via our newsletter</li> <li>• 40.4% of tenants would prefer we keep them informed by letter</li> <li>• 34.3% of tenants would prefer we keep them informed by text message</li> <li>• 21.4% of tenants would prefer we keep them informed by email</li> <li>• 7.4% of tenants would prefer we keep them informed by telephone</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to send quarterly newsletters</li> <li>• Continue to use letters to inform tenants where appropriate</li> <li>• Continue to make use of text messaging</li> <li>• Continue to make use of email</li> <li>• Continue to make use of phone</li> </ul>	<p>March, July, October, December</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>CGO</p> <p>All Staff</p> <p>All Staff</p> <p>All Staff</p> <p>All Staff</p>

	<ul style="list-style-type: none"> <li>4.2% of tenants would prefer we provide information through our website</li> </ul>	<ul style="list-style-type: none"> <li>Continue to develop and keep website up to date</li> <li>Conduct Public meetings</li> <li>Ensure preferred methods of communication are recorded and implemented and specific to individual tenants' needs.</li> <li>Sign up packs</li> </ul>	<p>As required</p> <p>Ongoing</p> <p>Ongoing</p> <p>At Allocation</p>	<p>CGO</p> <p>Housing Manager</p> <p>All Staff</p> <p>Housing Manager</p>
Give tenants a range of ways to communicate with us	<ul style="list-style-type: none"> <li>Tenants would be happy to communicate with us via the following methods; Telephone (95%) Visit to Office (27.7%) Email (14%) Text Message (10.3%) Online / Web Portal (0.3%) Website (0.8%) Social Media (0.5%)</li> <li>1.3% of tenants prefer to get involved with Consultation Events</li> </ul>	<ul style="list-style-type: none"> <li>Continue to provide the full range of ways for tenants to communicate and consider extending these if demand is demonstrated.</li> <li>Continue to deliver Consultation Events as required eg rent consultation / TP Strategy review etc.</li> <li>Provide at least 2 pop up events at the Community Hub per year</li> </ul>	<p>Ongoing</p> <p>As required</p> <p>Annually</p>	<p>CGO</p> <p>SMT/CGO</p> <p>SMT/CGO</p>



	<ul style="list-style-type: none"> <li>• 3.7% of tenants prefer to get involved with Community events</li> <li>• 3.1% of tenants expressed an interest in reviewing Association strategies and policies</li> <li>• We received 43 complaints in 2023/24, as well as a small number of compliments / positive comments.</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver at least 2 community events per year</li> <li>• Hold public meetings when appropriate</li> <li>• Carry out estate walkabouts if demand is demonstrated</li> <li>• Establish Focus groups where relevant and encourage participation</li> <li>• Establish a Reading Group and encourage participation</li> <li>• Maintain a Consultation Register</li> <li>• Encourage, promote and support RTOs in line with policy</li> <li>• Encourage complaints, comments and compliments</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> <li>As required</li> <li>As requested</li> <li>As required</li> <li>October 2024</li> <li>Ongoing</li> <li>October 2024</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Volunteer Co-ord / CGO</li> <li>SMT/CGO</li> <li>HM / Maint</li> <li>SMT/CGO</li> <li>SMT</li> <li>Housing Manager</li> <li>Housing Manager</li> <li>All Staff</li> </ul>
<p>Encourage participation from as diverse a range of tenants as possible ie various ages, ethnicities, people with disabilities etc.</p>	<ul style="list-style-type: none"> <li>• XX% of tenants responded to our Equalities Data Collection Survey in 2022/2023</li> </ul>	<ul style="list-style-type: none"> <li>• Carry out Equalities Data Collection exercise on a regular basis and use information to develop and design services</li> </ul>	<ul style="list-style-type: none"> <li>March 2026</li> </ul>	<ul style="list-style-type: none"> <li>SMT</li> </ul>

		<ul style="list-style-type: none"> <li>• Conduct Equality Impact Assessments across all Policy and Strategy Reviews</li> <li>• Provide information in preferred method e.g. language, print, braille, audio</li> <li>• Multi-cultural events</li> <li>• Work in partnership with agencies such as Positive Action in Housing</li> </ul>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>SMT/CGO</p> <p>All Staff</p> <p>Volunteer Co-ord / CGO</p> <p>SMT</p>
Involve tenants in the scrutiny of the Associations performance	<ul style="list-style-type: none"> <li>• Almost 10 % of tenants are interested in becoming involved in some way.</li> </ul>	<ul style="list-style-type: none"> <li>• Promote and encourage those tenants participating in other activities to establish and participate in Scrutiny Panels</li> </ul>	As required	SMT/CGO