




# Cassiltoun

## Housing Association

### TENANT PARTICIPATION STRATEGY & ACTION PLAN

Date Approved	Proposed Review Date
June 2018	June 2021
Chair Person/Office Bearers Signature: 	

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## 1. Introduction and Background to the Strategy

Cassiltoun Housing Association aims to provide excellent standards across our services that meet tenants' expectations and provide value for money. Active and meaningful tenant participation contributes towards us achieving this.

The National Strategy for Tenant Participation, 'Partners in Participation (1999)' defines tenant participation as *"-about tenants taking part in decision-making processes and influencing decisions about housing policies, housing conditions and housing and related services. It is a two way process which involves the sharing of information, ideas and power. Its aim is to improve the standard of housing conditions and service."*

Using this definition, this strategy has been developed in accordance with the Housing (Scotland) Act 2001, which requires all registered social landlords to involve their tenants in decision-making processes and recognises this as a tenant's right. It demonstrates our ongoing commitment to develop tenant participation and details an Action Plan to ensure this strategy is delivered, monitored, and reviewed.

This Strategy is a living document that will evolve through ongoing review. It will set out the ways in which tenants can participate in the Association and the ways in which the Association will ensure opportunities to participate and influence decision making.

This Strategy complies with the Scottish Social Housing Charter (2012) Outcome Standards:

1. Equalities
2. Communication
3. Participation

## **2. The Reasons for this Strategy and the Benefits of Participation**

2.1 CHA aims to provide excellent standards across our services that meet tenants' expectations and provide value for money. Active and meaningful tenant participation contributes towards us achieving this and ensure we meet standards set by the Scottish Housing Charter.

2.2 Specific benefits for tenants include:

- Increased control over living conditions.
- Services from Cassiltoun that are better targeted and offer greater satisfaction.
- Greater ability to influence the decisions and direction of the Association.
- More direct avenues to inform Cassiltoun of the issues that matter most to them and their areas
- The opportunity to develop new skills and access training, which can be applied to other circumstances and to the benefit of communities.

2.3 Specific benefits for Cassiltoun include:

- Better community knowledge and experience, leading to more efficient and cost effective management.
- Services are targeted to needs.
- Cassiltoun is better equipped to respond to changing needs and circumstances.

2.4 Specific mutual benefits include:

- Increased communication between tenants, residents, and the Association
- The Association and tenants being more aware of each other's perspectives, responsibilities, and limitations.

- Better links between the community and the Association

### **3. Aims: what we will do**

3.1 CHA's guiding principle is that all tenants and residents should have the maximum opportunity that is practically possible to be directly involved in, to be consulted on and to comment on decision-making within CHA. The specific aims below detail what CHA propose to achieve this. We will:

- Promote and increase tenant awareness of their rights to participate and the ways in which they can get involved
- Seek to understand any real or perceived barriers that serve to discourage, limit and/or prevent involvement and respond to these
- Develop and expand avenues of participation, alongside tenants and residents
- Maximise and highlight the mutual benefits of participation
- Ensure that consultation and feedback methods reflect the diverse needs of our tenants including the use of multi-media techniques, cultural and community events and the internet.
- Ensure that we have tenant members as the largest single constituency on CHA's Board of Management.
- Encourage and support the establishment of tenant groups and/or issue-based groups

3.2 Current avenues for participation are set out below.

#### **3.2.1 Share Members**

Tenants, residents, and people or organisations who support what the Association does can become share members. Members can stand for election on our Board of Management, attend our Annual General Meeting, social event, and vote on who joins the Board.

#### **3.2.2 Estate Action Group**

This is a group of tenants and owners who raise any issues that they may have within the estate. Our Service Providers also attend, including; close cleaners, grounds maintenance, Community Police and Fire Services.

Occasionally this group will go on outings to learn about things that may benefit the estate, with past outings being to a Recycling Centre and Community Safety Glasgow's CCTV Control Room. They meet every 6-8 weeks for approximately 1 hour.

### 3.2.3 Tenant Scrutiny Panel

Looking at all aspects of the organisation, this group makes sure that we're doing things right. Examples might be looking at our policies to see if we've missed anything, giving ideas on how to improve services, and reviewing the information we give to the Scottish Housing Regulator. They meet every 8 weeks for approximately 1 hour.

### 3.2.4 Armchair Group

Cassiltoun's 'Armchair Group' gives tenants and residents the opportunity to be consulted, informed and participate on the services we offer without the need to travel. We understand that some people do want to participate, however are unable to attend meetings due to a variety of reasons.

### 3.2.5 Board of Management

This group make decisions on the overall direction of the Association and make sure that Cassiltoun stick to their vision, mission, and values. They meet every month or approximately 2 hours. There are also Board of Management sub committees which look at specific areas of business. These include: Operations, Regeneration, Staffing and Audit and these meet quarterly (Operations and Regeneration) or when required by the business (Staffing and Audit).

### 3.2.6 Individually

Tenants can take part in surveys by letter or online, telephone, email, face-to-face meetings, and are regularly encouraged to voice their ideas and opinions.

### 3.2.7 Registered Tenant's Organisations (RTOs) and local residents and tenants groups

At present, we currently have no RTOs. However, where tenants would like to establish an RTO, we will offer guidance, training, and advice. We will also support with meeting rooms, access to office equipment, start-up grants, and with seeking further funding.

#### **4. Objectives: how we will do this**

Cassiltoun will achieve the above aims through implementing the below. We will:

- Ensure a cross-departmental approach whereby all staff members implement this strategy
- Have an introduction to tenant participation as part of every staff member's induction
  - Have easy-to-read information detailing tenant's rights to participate and the current avenues for participation
  - Ensure the above information is available readily, in both hard copy and as a digital resource
  - Ensure communication on participation is clear, regular, diverse, and creative (see Section 5).
  - Informally build relationships with tenants through engaging at various community events and at tenant events
  - Increase incentives to engage with the Association through widening access to recreational and learning opportunities
  - Continuously seek out and explore innovative strategies to encourage and enable tenant participation for everyone, in particular those who are traditionally under-represented.
  - Seek out and respond to any training needs (tenants and staff) that would facilitate greater participation.
  - Develop strong relationships with external agencies across the wider community, such as; schools, community groups, healthcare partners, and employment and voluntary organisations to achieve mutually beneficial support
  - Promote examples of tenant participation which highlight the positive impact involvement has for tenants

- Review this strategy in consultation with tenants and residents

## **5. How we communicate with tenants**

- 5.1** We strive to communicate in a way that is inclusive, diverse, and far-reaching. Tenants have stated that their preferred method of receiving information is by newsletter. Tenant's preferences, circumstances, and priorities may change over time and so this will be reviewed, as per the Action Plan.
- 5.2** We recognise that communication is a two-way process and so support a range of communication methods to provide information to, and to receive information from, our tenants and residents. These are detailed below:
- every household receives a Newsletter 4 times per year
  - each tenant receives the Tenant's Handbook on their Sign-Up meeting
  - sending letters
  - leafleting and putting posters around the local community
  - updating the website
  - door-to-door engagement
  - one-to-one meetings
  - organising pop-up community events
  - having stalls at wider community events
  - organising open days
  - utilising the telephone and mobile phones
  - arranging public meetings
  - supporting Close and Block Meetings
  - directly informing our Tenant Groups
  - regularly updating Facebook and Twitter
  - creating an 'open door' culture whereby tenants and residents are encouraged to share their ideas, opinions, and views at any time

## **6. How we consult**

- 6.1** CHA recognises its obligation to consult tenants on a range of issues, to consider their views, and to implement them where possible. CHA utilises the 'National Standards for Community Engagement' to ensure high standards of engagement and consultation.
- 6.2** In particular we will consult all tenants on;



- Any issues affecting their tenancy
- Changes to rents and services
- The repairs service
- How we will deal with problems
- How we will communicate with tenants
- How tenants and residents can participate
- Any changes to our tenancy agreement.

6.3 We will conduct community consultations on specific issues, for example use of space in an area or parking solutions. We will use a variety of methods to consult our tenants, through:

- Utilising busy community and tenant events throughout the year for informal engagement to build relationships for further participation
- Extensive door-to-door engagement
- Organising community consultation events
- Consultation road shows
- Conducting surveys, including online surveys

## **7. How we give feedback**

7.1 When tenants take part in a consultation, we will give them, where possible, the option to choose how to directly receive feedback, through for example, email, letter, or over the phone. We will also widely publicise results through, for example, our Newsletters, website, social media, letters, and information leaflets.

## **8. Equal Opportunities**

8.1 We will encourage and promote measures that ensure all tenants have equitable access to participating, as per the Equalities Act 2010.

## 8.2 We will achieve this by:

- Using interpreters, signers, tapes and Braille if appropriate.
- Facilitating tenants' and residents' attendance at meetings by ensuring premises are accessible.
- Providing childcare or allowances for childcare.
- Ensuring meetings are appropriately timed so that the maximum number of people can attend.
- Meeting 'Out of Pocket' expenses where necessary.

## 8.3 We are aware that for some groups there are additional barriers to participation and are thus at risk of being under-represented across tenant participation. Such groups include:

- people from black and minority ethnic (BME) communities
- lone parents
- people with additional support needs
- people with physical disabilities
- young people
- older people
- people in supported accommodation
- people experiencing mental ill health

We will actively engage with these groups and with the services and agencies that represent and support them. We will listen and learn to ensure we are implementing best practice for encouraging and supporting participation from these groups.

## 9. Training

### 9.1 To achieve involvement that is meaningful and capable of influencing CHA's decisions, we will ensure that:

- Staff receive training in developing and supporting participation.
- 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. Area Managers, Housing Officers.

- New staff will receive induction training on Cassiltoun's approach to tenant participation.
- Skills and knowledge in techniques for assisting and developing participation will be part of ongoing staff training and development
- Staff are adequately informed and supported when involved in consultation and dialogue with individuals and groups.
- We will consult with tenants on their training needs and facilitate these opportunities internally or through various external organisations, for example; Tenant Participation Advisory Service, Tenant Information Service, Chartered Institute of Housing, SFHA and SHARE.

## **10. Resources**

- 10.1 We recognise that sufficient resources are required to implement the strategy effectively. Resources include; a member of staff dedicated to Tenant Participation, budgets for consultation exercises, training for staff and groups, staff time, supporting registered and unregistered groups, and initiating specific projects.

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

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

## **11. Monitoring and Evaluation**

- 11.1 Each year Cassiltoun will produce an Action Plan developed in discussion with tenants and residents. The Action Plan (Appendix A) will set targets and timescales and will be reviewed annually. This Strategy will be monitored and reviewed every three years to ensure that it continues to meet tenants' needs and conforms to best practice.
- 11.2 Cassiltoun will monitor the impact of this Strategy 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

## **12. Involvement in the development of this strategy**

12.1 This strategy was developed in consultation with tenants and residents through:

- Facilitating discussions with groups of tenants around what the strategy should contain
- Issuing the strategy to our Tenant Scrutiny Panel for feedback
- Providing all tenants and residents with an easy-to-read summary of the strategy with an invitation to give feedback.

## **13. Links to other policies and strategies**

13.1 This strategy is part of a broader package of involving tenants and residents in the work of the Association. Other elements include;

- Our Equal Opportunities Policy
- Our Housing Strategy
- Our Tenant Satisfaction Surveys

## 14. Appendix A

### Action Plan, 2018-2021

Proposed Action	Lead Officer(s)	Timescales
Increase the numbers and diversity of tenants in all our tenant groups	All	Ongoing
Update information on our website, leaflets, and in the Tenant's Handbook on tenant's rights to participate and ways to participate across the Association	Community Team	Ongoing
Promote participation to all new tenants through updating the Sign-Up pack	Housing Officers/Community Team	Ongoing.
For staff to refer tenants and residents to the Community Team to learn more about wider involvement.	All	Ongoing
Engage at Community and Tenant Events to promote participation both formally and informally	Community Team/Operations Team/Regeneration Team	Ongoing
Consider staff's training needs on Tenant Participation	Director of Operations/Regeneration Manager	Through appraisal & induction process
Publicise any major changes that affect tenants	Director of Operations	Ongoing
Establish a programme of Estate Walkabouts attended by tenants	Housing Manager/Community Team	Summer 2018 onwards (quarterly)

Work together to respond to recurring tenants issues by supporting the development of issue based tenant groups	All	Ongoing
Monitor representation of tenant group membership by area coverage, age, gender, ethnicity	Corporate and Operations	Ongoing
Monitor number of tenants in tenant groups	Corporate and Operations	Ongoing
Monitor how we have engaged with tenants	Community Team	Ongoing
Visit other Estate Action Groups/Scrutiny Groups to exchange best practice	Community Team	2018/2019

