



INTERIM TENANT PARTICIPATION STRATEGY

Approved/last reviewed by Management Committee : October 2022

**Date Due for Review: October 2023
(under review as at March 2024)**

The information in this document is available in other languages or on tape/CD, in large print and also in Braille.

For details contact the Association on 0141 578 0200 or e-mail: admin@hillheadhousing.org

本文件所載資料備有中文(廣東話)版本，也可以製成錄音帶/光碟，以及利用特大字體和凸字印製，以供索取。
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admin@hillheadhousing.org

Tha am fiosrachadh anns an sgrìobhainn seo ri fhaotainn ann an Gàidhlig no air teip/CD, sa chlà mhòr agus cuideachd ann an Clò nan Dall.
Airson tuilleadh fiosrachaidh, cuiribh fios dhan Chomann air 0141 578 0200 no cuiribh post-dealain gu: admin@hillheadhousing.org

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INTERIM TENANT PARTICIPATION STRATEGY

Commitment to Tenant Participation

We have an ongoing commitment to effective tenant participation. The organisation was born out of the desire of the local community to make a difference to the Hillhead area. Honouring that desire and continuing to understand the needs, wishes and aspirations of Hillhead residents is fundamental to our ongoing service delivery and associated activities.

We currently have 8 Strategic Objectives, the following 3 are directly relevant to this strategy;

- To strengthen local decision-making.
- To encourage wider community engagement.
- To maximise our use of digital technologies.

Purpose of this Interim Strategy

This strategy is intended to set out our current position and provide a baseline to improve from. It outlines the strong framework on which we will develop a more detailed strategy to cover October 2023 to October 2026.

Hillhead HA currently has a Tenant Participation & Consultation Policy, this includes a Tenant Participation Strategy & Action Plan. This document was last formally reviewed by Committee in April 2016. The document remains valid but is clearly overdue for review.

This version of the strategy is designed as an interim position. This will give us a foundation to work with tenants on over the coming 12 months to develop a more detailed and longer term TP Strategy.

This interim approach has been agreed with tenants in recent meetings, engagement opportunities and conversations.

Current Position

Overview

We want tenants and customers to have the opportunity to comment on and influence decisions that may affect their tenancy or the services we deliver.

Traditionally we have used the following methods to disseminate information and seek input and feedback;

- Tenant newsletters
- Website
- Facebook
- Written surveys
- Text or email surveys

- Face to face meetings
- Focus Groups
- Estate walkabouts
- Pop-up events in the Community centre
- Events at the Community garden

Customer Care Working Group

Our Customer Care Working Group (CCWG) is one of our primary engagement methods. This meets regularly in the office in person with an agenda set jointly between Group members and staff. Often the Group would invite guests for example, the Community wardens, our grounds maintenance contractors, to discuss their work and take questions. These meetings worked informally (as preferred by the Group) with no assigned roles and staff would take a note of any actions and decisions. The invitation list for the Group is open and is based on those who have indicated an interest in attending. There is no expectation on anyone to attend. Tenants can be added or removed from the invitation list as they choose.

Obviously, this group was not able to meet face to face in the usual fashion when Covid restrictions took effect. We did seek to organise online meetings of the group but many stated that they did not like joining in this way and would prefer to wait until face to face meetings could resume. Our first online meeting had one attendee thereafter we had no attendees, as a result the meetings were temporarily suspended.

Face to face meetings of the CCWG restarted in August 2022 and a further meeting is scheduled for October 2022, to which Police Scotland have been invited at the request of the Group. Meetings will continue bi-monthly thereafter.

More generally, over the course of the pandemic we contacted tenants on an individual basis. Much of these contacts centred around tenant welfare and wellbeing. But we also took the opportunity at times to ask people how they wished to receive information and what participation options they would like to see. Many indicated that for short, sharp surveys digital methods were very convenient. However, many tenants also stated that they found face to face meetings the most productive. This ties in with the feedback from the Customer Care Group members.

The feedback also indicated that tenants did not wish to participate in overly formal ways and that events badged as social and interactive were more appealing than “engagement” events.

Summary of TP Activities in the last 12 months

Tenant Satisfaction Survey (TSS) – September 2021
Allocations Policy Consultation – October 2021

TSS follow up focus groups facilitated by Knowledge Partnership – December 2021
Rent Review Consultation – January 2022
Further follow up meetings with tenants who attended TSS Focus Groups to discuss resulting actions – March & May 2022
Welfare Rights Newsletter Group – August 2022
Customer Care Working Group – August 2022

Topics
Equalities / barriers to accessing services
Layout and content of Annual Report
Rising costs and what that means for rents
Future engagement opportunities

Wider Role Activities

We have an active wider role programme and this is now ramping up again post-Covid. We have a Wider Role & Community Regeneration Sub-Committee within our governance structure. This last met in 2020 but was suspended due to Covid until recently. An update of our Wider Role Strategy has been commissioned. This will commence with a Place Standard Workshop in October 2022 involving front-line staff and active community members. There are obvious links between the two strategy documents.

The following projects are currently live within our wider role activities;

Community Garden
Mural Project
Orchard at Friars Croft
Dolly Parton Imagination Library
Active Travel Initiatives
Utilita Community Fund

Estate Management

This is a particular area of concern for many tenants, who rightly want the Hillhead environment to be safe, clean and attractive. As a result of tenant feedback we reconfigured our staffing structure to create the post of Estates Coordinator in 2021. This is very much a customer facing field role with responsibility for monitoring the safety and appearance of the general estate and taking corrective and remedial action where required. The post has been well received by tenants and continues to be developed. We will commence tenant led walkabouts of defined areas of the estate, and understand and act upon tenant concerns raised during the walkabouts.

We will seek to support small local initiatives identified and driven by local tenants wherever possible, for example, improving the small areas of ground at Crossgates.

Targets / Action Plan for Year Ahead

At all times we will seek to engage with tenants in as wide a range of ways as possible to make it straightforward for people to participate in the way that suits them best. The targets and actions below will all be delivered in consultation with tenants.

General

- Seek to find ways to engage with some of the large group of tenants who traditionally have not participated in TP activities at any level.
- Go to people rather than expect them to come to us.
- Review all current methods of engagement and consider new ones, this includes both physical and digital methods.
- Seek to minimise barriers to engagement.
- Actively participate in and promote the engagement activities of other local agencies, including East Dunbartonshire Council and East Dunbartonshire Health & Social Care Partnership.

Specific

- Develop the Estates Co-ordinator role to allow for Tenant Participation opportunities in the management of the estate. Move to tenant led Estate Walkabouts and develop robust feedback loops to ensure tenant priorities are at the heart of our Estate Management activities.
- Continue with the Customer Care Working Group bi-monthly with a tenant-led agenda.
- Continue with the Welfare Rights Newsletter Group three times per year or more frequently as required.
- Extend the use of digital satisfaction surveys across repairs and housing management.
- Create a Tenant Participation Strategy to cover the period October 2023 to October 2026.
- Assess the resources required to underpin an updated Tenant Participation Strategy, including training and support, and agree those with tenants.
- Conduct an Equalities Impact Assessment of our TP activities.
- Conduct a membership drive to attract more tenants to become members of the Association.