



## **PERTH AND KINROSS Tenant and Resident Participation Strategy 2018 – 21**



## **PROGRESS REPORT 2018/2019**

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## Introduction

Housing and Environment recognises the pivotal and essential role that tenants and residents **must** play in helping to shape the services we deliver. Working in partnership with tenants, residents and communities, we aim to design and deliver services through their eyes.

When working well, tenant and resident participation delivers clear benefits for tenants, staff and landlords, including:

- better service delivery and improved value for money;
- opportunities to develop new knowledge and skills;
- better communication between staff and tenants;
- informed and knowledgeable tenants with the skills and confidence to influence decisions;
- the development of a strong relationship between the landlord, tenant and wider community built on mutual trust, respect and understanding
- increased tenant satisfaction with their home and neighbourhood and the services they receive

These benefits and improvements evolve over time, underpinned by a strong structure and a commitment and culture that embraces tenant participation. Our [Tenant and Resident Participation \(TRP\) Strategy 2018-2021](#) is the building block for many of our successes both locally and nationally. Most importantly the commitment and culture towards true tenant and resident participation is key to success.

The TRP Strategy was approved by Housing and Communities Committee on 24 January 2018 ([Report 18/18](#)). This is the first annual update on progress. Since its approval, the Council's housing team has been working with tenants, residents and communities to deliver its outcomes.

## Legislation

Section 53 (1) of the Housing (Scotland) Act 2001 places a duty on local authorities and Registered Social Landlords (RSLs) to produce a Tenant Participation Strategy. The strategy must include an assessment of resources required and a statement of the resources to be made available. In addition, the strategy should demonstrate how, as a landlord, the Council intends to communicate with, and listen to, tenants and residents.

The Housing (Scotland) Acts 2001 and 2010 give tenants legal rights in relation to tenant participation, placing a duty on Local Authorities and Registered Social Landlords (RSLs) to consult with tenants and service users on a range of housing issues.

The strategy has been developed around the specific outcomes within the [Scottish Social Housing Charter](#) under the umbrella of "The Tenant Landlord Relationship". These state that social landlords must perform all aspects of their housing service or manage their businesses so that:

## **Charter Outcome 1: Equalities**

*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*

## **Charter Outcome 2: Communication**

*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*

## **Charter Outcome 3: Participation**

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

### **Development and Monitoring of the Strategy**

In 2014, the Housing Community Engagement Team followed an external accreditation process through the Tenant Participation Advisory Service (TPAS). This examined how tenant participation activities measured against a series of standards and competencies. The outcomes from this exercise helped to shape the direction and key activities for the Strategy for 2014-2017. The current 2018–2021 Strategy continues to build on these recommendations.

During 2017/18, in order to enhance the Strategy and ensure that tenants are leading and determining our approach, the Service User Review and Evaluation (SURE) Team scrutinised progress towards the delivery of effective tenant engagement and participation. Working in partnership with an Independent Tenant Advisor, they delivered a comprehensive report outlining the outcomes and their recommendations to build on the progress to date.

For the first time, our TRP Strategy 2018-21 was developed and written by our tenants, truly embodying a culture whereby tenants are influencing how services are delivered.

Progress towards delivery of the Strategy outcomes is monitored by our newly formed TRP Monitoring Group, through an agreed Implementation Plan.

### **Delivering Tenant and Resident Participation and our Key Outcomes**

The involvement of tenants and other customers is central to the achievement of all the Scottish Social Housing Charter Outcomes. The TRP Strategy 2018-21 focuses

on Charter Outcomes 2 and 3, the building blocks for effective tenant and resident participation.

***“Communication: 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” (Charter Outcome 2)***



In 2016 our tenant satisfaction results for ***“keeping tenants informed about services and decision making”*** were 82.5%. Our latest tenant feedback is 96.8% against a Scottish average of 90.6%. This performance sees us as one of the **sector leading** Local Authorities in Scotland.

***“Participation: Tenants and other customers find it easy to participate in and influence their landlord’s decisions at a level they feel comfortable with” (Charter Outcome 3)***

Our successful approach to tenant participation can be evidenced by very high levels of tenant satisfaction, placing us as one of the top performing authorities in Scotland.



In 2016 our tenant satisfaction results for ***“opportunities for tenants to participate”*** sat at 74.4%. Our latest tenant feedback place us as the **top performing** Local Authority in Scotland, with 99% satisfaction, against a Scottish Average of 83.8%

To achieve the aspirations highlighted by tenants, staff, and all other people who use our services, the key outcomes of the strategy were identified by tenants as:

- Outcome 1:** Deliver a Menu of Opportunities, reflecting local and personal circumstances, enabling all people to be involved effectively, and at a level they feel comfortable with.
- Outcome 2:** Undertake an agreed programme of strategic consultation and scrutiny activities with people who use our services.
- Outcome 3:** Ensure all tenants, staff and all other people who use our services, will be given access to adequate levels of training and support, that will enable them to participate more effectively.
- Outcome 4:** Continuously develop ways of improving communication and information sharing to meet the needs of all.

The Strategy supports the involvement of tenants, residents and communities and focuses on these at a number of levels including:

**Locality** – through drop in sessions, community events or participation in Estate Based Initiatives walkabouts.

**Service** – through our range of working group opportunities, focussed on specific areas of service delivery, at both an individual and service wide level.

**Strategic** – through our approach to Service Priorities, Rent Setting, our Service User Review and Evaluation Team and representation at Housing and Communities Committee.

## Supporting and Resourcing Tenant Participation

### Budget

Perth and Kinross Council recognises the need to adequately fund tenant participation and is committed to doing so.

The TRP budget for 2018/19 is £100,655, which equates to around £13.42 per tenant household. This is funded directly from the Housing Revenue Account.

We reviewed the support for our Registered Tenant Organisations and introduced a new tenant participation grant process. All our registered and non-registered tenant organisations can apply for grants up to £1,000 per year to achieve the aims of their constitutions.

### Staffing

In order to support the outcomes of the Strategy, a review of the Customer and Community Engagement Team was undertaken in 2018. The aims of this review were to ensure that the team was able to fully support the ambitions of the new strategy, and enhance and embed tenant participation within our localities. The team, of 1 Senior TRP Worker and 3 TRP Workers were aligned to individual localities to support frontline Locality Housing Teams and ensure tenant participation activities reflected the individual needs of each locality.

The TRP Team work in close partnership with Locality Co-ordinators and Housing Officers at all levels of participation, including attending community council and Registered Tenant Organisation meetings, estate based walkabouts and locality events.

Alongside this is a much wider engagement with colleagues from Housing and Environment, Education and Children Services, the Health and Social Care Partnership and Community Learning and Development. This ensures tenants, and other people who use our services, are actively involved in service developments in their local neighbourhood.

The approach enables local knowledge to influence the work of the TRP team and ensure Locality Housing teams fully consider local issues, and support localised community decision-making.

It is recognised that not one size fits all and tenants, residents and communities have differing needs and priorities. The approach is, therefore, tailored to suit individual communities to respond to changing needs.

## Removing Barriers

In order to remove barriers to participation, help is available in the following ways:

- travel expenses and transport provision
- carers' allowance
- information in alternative formats or languages
- accessible venues for events and a variety of meeting times
- a hearing loop system at meetings and events
- video of meetings, such as the tenant conference, for those who cannot attend

**Outcome 1: *Deliver a menu of participation opportunities, reflecting local and personal circumstances enabling all people at be involved effectively and at a level they feel comfortable with***

Encouraging tenants and residents to be involved and influence decision making can be challenging due to the complexity of the services we deliver, time commitments and confidence. Tenants were keen, therefore, that we offer a range of opportunities to enable them to become involved at a level that suits them. Many tenants are comfortable participating through the completion of surveys, whereas others have a specific interest in the way we deliver services and want to become more involved on a regular basis. Our menu of opportunities supports this approach and enables tenants to progress from the “light touch” to “getting involved” as their confidence and knowledge builds. This can develop over time and with support from the TRP Team and tenants with participation experience.





## Registered Tenant Organisations (RTO)

RTOs are central to the tenancy participation process, and are independent organisations set up primarily to represent tenants' housing and related interests. To achieve registration, a tenant organisation must meet a range of criteria set out in The Housing (Scotland) Act 2001 (Registration of Tenant Organisations) Order 2002. Currently the following are registered and non-registered tenant organisations are active across Perth and Kinross:

**Letham Residents' Association, Making Where We Live Better (was Us and the Housing), Perth Homeless Voice Association, Perth & Kinross Tenants' & Residents' Federation and Tulloch Community Group.**

## Working Groups

Working groups offer opportunities for tenants and residents to become involved in the monitoring and delivery of the Housing service. Groups are often established in response to the introduction of new legislation, tenant feedback about a particular aspect of service delivery or as a result of scrutiny recommendations.

Each group determines its own role and remit, and is supported by the TRP Team and lead officers.



The TRP **Monitoring Group** was established in September 2018, with responsibility for supporting and monitoring the implementation of the TRP Strategy Action Plan and identifying ongoing improvement activities.

During 18/19, the group have been progressing work to increase on-line engagement from rural communities and the establishment of mini locality tenant conferences/events.

Proposals also include the creation of an informal “**Tenant and Resident Voices**” Group network, supported by the Tenant and Residents' Federation. This will ensure local voices can better shape and influence the way we deliver services locally.



The **Tenant Committee Report Panel** includes 2 representatives from each tenant and resident group and tenants involved in working groups or scrutiny activities. Prior to Housing and Communities Committee, they meet with the Head of Housing and Service Managers to provide feedback and comments on housing committee papers.

Their comments are included within the final report presented to committee and representatives from the Panel attend Committee. Their attendance can range from answering questions to providing an overview presentation on the reports being considered.



## Short Life Focus Groups

Thematic **short life focus groups** meet 2 or 3 times to review a specific single piece of work.



During 2018/19, the following groups were established:

- Anti-Social Behaviour: Housing (Scotland) Act 2014 – targets and definitions
- Revising Housing Options for Older People information and designing new leaflets
- Reviewing and providing feedback on our “Passport to Housing” support module

This approach encourages individuals who have a particular interest to **get involved** over a short period of time, without the need for a long term commitment.

## Thematic Groups

Since 2018, two of our thematic groups, homelessness and learning disabilities, have continued to grow. Both have become formalised, constituted organisations and are now actively involved in contributing to improvements and influencing how services are delivered.

**The Homeless Voice Association** was established through working with people who have experienced, or are experiencing homelessness, it works closely with staff within Greyfriars House and our Homeless Service. They hold regular meetings, have developed an action plan and host Homeless Voice Drop-in sessions in the community flat at St Catherine’s Square and TullochNet in Perth. They regularly visit other organisations such as CATH, Salvation Army and Anchor House. The association also has a leading role in representing people who have or are experiencing homelessness, or are interested in providing support.

Changes in their membership in early 2019 created an opportunity for them to review their approach. As a result, they will actively be working with agencies to create opportunities for co-opted practitioners to join their Committee. The Association were also involved in reviewing and providing feedback on our Passport to Housing module.



**Making Where We Live Better (was Us and the Housing)**– works with tenants in Perth and Kinross who have a learning disability. The group have delivered a tenant conference, created a DVD to raise awareness about disability harassment in communities and are a constituted group. They peer review policies and publications about living with disabilities in conjunction with the Centre for Inclusive Living and contribute to Scottish Government Inspections.

## Estate Based Initiatives (EBI)

Now in its 4<sup>th</sup> year, our EBI programme continues to deliver a range of projects throughout Perth and Kinross. Through a range of communication channels including estate walkabouts, tenants are supported to identify and then prioritise projects in their localities. In 18/19, 63 projects were completed ranging from the provision of additional car parking, improving open spaces and enhanced lighting.

EBIs are an ideal opportunity for tenants to directly influence local decision making and see and benefit from the tangible impact this has in their communities. We understand that not all tenants are able to participate in the walkabouts and enhanced the approach to support better access during this year. We have introduced on-line voting, email participation and supported face to face voting panels. This has broadened the scope of participation, especially in rural communities.



***“The new parking area has made all the difference and I am so glad that we had the chance to be involved in designing this”.***

In many cases, it is often the smallest projects which make the biggest difference to the lives of our tenants and residents, as outlined in the comment below:

***“Putting that bench outside the flats where a lot of older people live has helped me sit and meet my grandchildren coming home from school”***

**Our priorities for 2019/20 include:**

- support the creation of Tenant and Resident Voices networks
- continue to work in partnership and support colleagues within Community Learning and Development (CLD) to maximise the collective impact of tenant and resident engagement
- support the development and formation of new RTO groups
- increase the number of tenants participating in our EBI projects
- targeted engagement with young tenants via the Inbetweeners group in Letham, and working with CLD colleagues and the youth facility, Scott Street, SCYD in Blairgowrie and Aberfeldy Campus.

## Outcome 2: Undertake an agreed programme of strategic consultation & scrutiny activities with people who use our services

Through scrutiny, tenants and other customers can make a substantial and central contribution to the assessment of their landlord's performance and influence change and improvement. Scrutiny is a critical examination of services through the eyes of those using them. It involves a two way dialogue built on trust and the provision of clear information.

### Service User Review and Evaluation (SURE) Team



We have been working in partnership with tenants to scrutinise the standard and delivery of housing services since 2012. To strengthen the approach, the **SURE** Team was established in 2014. Consisting of tenants and services users, the Team's role is to:

- take an independent view of Perth and Kinross Council housing performance
- prioritise and oversee the development and implementation of our scrutiny framework
- monitor and review agreed annual action plans
- approve and validate the annual performance report on the Charter.

The team was established through a robust application and recruitment process. To support them with the skills and knowledge necessary to fulfil their role, some members completed a Chartered Institute of Housing Residents training programme. The team are recognised as having a high level of understanding of the needs of tenants, the wider community and a strategic knowledge of housing. The scrutiny activity is in-depth with evidence based reports and recommendations, whilst recognising the challenges and opportunities to improve service delivery.

Our approach to tenant led scrutiny, particularly through the work undertaken by the SURE Team, is regarded as sector leading. This was endorsed in feedback from Education Scotland following the recent inspection of Community Learning and Development.

*"I have graded this Very Good, because there is a strong sense of Place, with representative's knowledge of their communities being excellent and therefore they are able to represent their localities very well, in an inclusive way. The **SURE Team** demonstrated productive relationships with services and council staff, which in turn influenced and made real changes for policy and best practice. I am really impressed with the TRP Strategy"*

For the fourth year, the **SURE Team** assessed and graded the performance of Housing Services in line with all 16 of the Charter Outcomes. Their assessment is based on an agreed performance framework. Team Leaders over the course of a full day present the SURE Team with an overview of "You Said, We Did" based on the previous year's assessment. Each area of service delivery then focusses on their improvement activities for the year ahead. The SURE Team



consider this and present a report which includes a national and peer group comparison and an individual assessment of our performance based on achievement of outcomes and service improvements. The outcome of their assessment is included within our [Annual Performance Report for Tenants 2017/18](#).

Our performance for Communication (Charter Outcome 2) and Participation (Charter Outcome 3) received the second highest level of grading:

“A **Very Good Service Level** standard has now been reached. Very good progress has been made in 2017/18 and the action plans for 2018/19 show how further improvement will be achieved.”

Areas for scrutiny are determined jointly through discussion between the Housing Management Team (HMT) and the SURE team, often influenced by performance, customer feedback or where a need for improvement has been identified.

Once an area for scrutiny has been agreed, key activities within each scrutiny exercise are as follows:

- presentation by the Service Manager/Lead Officer to SURE Team providing an overview of the area of service delivery
- SURE Team meet to discuss area for scrutiny, performance, explore and agree scope
- series of interviews with Lead Officers and key staff within Housing and other relevant partners (Legal Services, Safer Communities etc)
- analysis of background documentation, performance and relevant documentation
- SURE Team meeting to discuss findings, initial conclusions and recommendations
- Presentation to Housing Management Team (HMT) of the scrutiny report, findings and recommendations
- Overview discussion at Convenor's meeting
- Report presented to Housing and Communities Committee

HMT then meet with the SURE Team, within 6 – 8 weeks, to provide feedback on the report and the recommendations and present an action plan and timescales for implementation. On a regular basis, the SURE Team request updates on progress.

Since its introduction in 2014, the SURE Team have scrutinised the following areas of service delivery:

Scrutiny	Date	No. of Recommendations
Complaints Handling	March 2015	22
Communication around Responsive Repairs	November 2015	24
Preventing and Tackling Anti-Social Behaviour	June 2016	20
Tenant and Resident Participation	February 2017	24
Estate Based Initiatives	March 2018	16
Tenement Management Scheme	November 2018	19

The recommendations from the SURE team are helping drive service improvements and have supported the delivery of high levels of tenant satisfaction. More importantly, they are helping to shape the way we deliver services through listening to people who use or benefit from our services.

Most recently, they completed their sixth scrutiny area which involved the Tenement Management Scheme. Their final report, which was presented to Housing Management Team and [Housing and Communities Committee](#) (Report No 19/44 refers) included 19 recommendations to support ongoing service improvement. The actions from this will be a key priority for us in 2019/20.

During 2018/19, the following improvement actions were introduced as a direct result of the Team's recommendations:

- introduction of tenant led assessors for Estate Based Initiatives projects
- EBI toolkit developed for participants including principles of procurement
- introduction of the TRP Monitoring Group
- new monitoring system for recording anti-social behaviour and neighbour complaints

### **Floating Housing Support Service**

In early 2019, a review of the provision of externally provided floating housing support services was undertaken through the Council's tendering process. An opportunity was identified to include a community benefit clause which could be supported and assessed by those who use the service.



Through the network of TRP engagement activities and working groups, four tenants, with lived experience of the existing support service, were involved in the tendering and contract award process. Through a series of training opportunities and ongoing support by the TRP Team, they developed their own questions, interviewed and scored potential providers.

***“It was good to be included in the interviews, I thought it was very respectful of the Council to ask me due to my experience of the service. You should do this more often!”***

***“The collaborative approach we have followed, working in close partnership with and involving service users has been key to evaluating and procuring a service that will enable some of our most vulnerable residents to live independently in their chosen communities.”***

### **Scrutinising the Housing Revenue Account**

Section 8 of the Scottish Government's Guidance on the [Operation of Housing Revenue Accounts](#) outlines the key principles in relation to “Landlord-Tenant discussions on financial transparency within the HRA”. This is in addition to the Charter Outcomes which state:



***“Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay”  
(Charter Outcome 13)***



In August 2018, the **Housing Revenue Account Monitoring Group** was established. Tenants involved in this group breakdown and analyse the HRA spend, ensuring it is being used appropriately and that it demonstrates value for money.

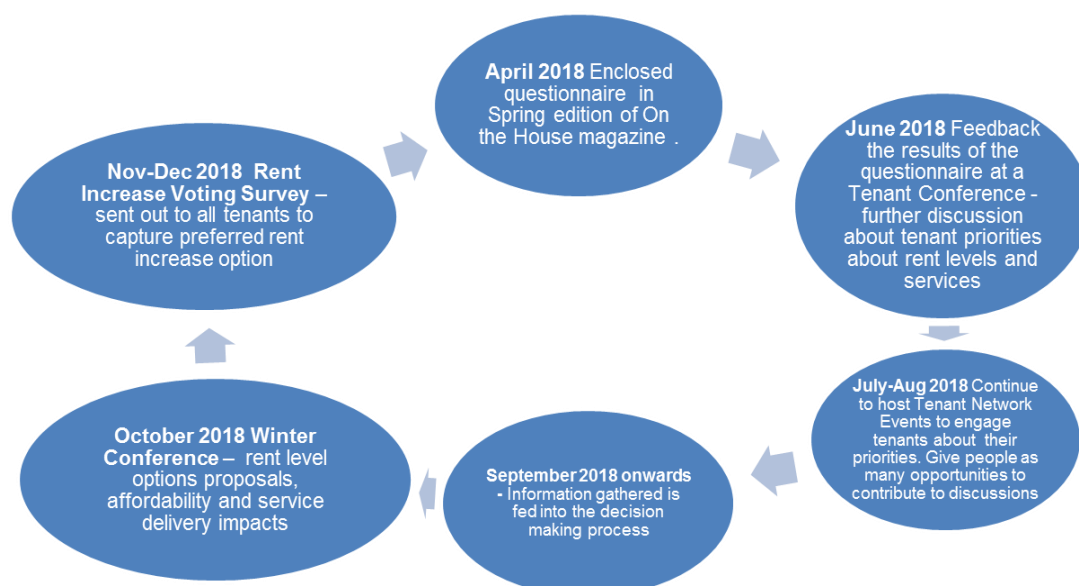
During 2018/19, the group agreed its role and remit and the tenant consultation process on the disposal of assets from the HRA. In addition 3 learning sessions were delivered on “Understanding the HRA Budget”, “Rent Collection and Arrears Management” and “Managing Our Void Properties”

### **Strategic Tenant Engagement around Rent Setting (STEARS)**

Each year, decisions around our service priorities and rent setting and rent level proposals are the most important decisions that affect all tenants. Because of this, we have developed a strong partnership approach with our tenants to ensure that they have a number of opportunities to influence this process and the decisions made.

The Charter outlines clear expectations in relation to rent setting and we must demonstrate that these have been achieved. Charter Outcomes 14 and 15 state that we must ***“set rents and service charges in consultation with our tenants and other customers”***.

In 2014 we agreed our STEARS approach with our tenants and this was further enhanced during 17/18, following a thematic enquiry by the Scottish Housing Regular into [“How social landlords consult tenants about rent increases”](#). Enhancements included widening consultation to include future tenants and providing a range of genuine rent level proposals for tenants to vote on. Each proposal details what this would mean in terms of the services provided to tenants, and the level of investment in their homes.





## Rent Setting Tenant Priorities Survey 18/19



In 2018/19, 182 tenants voted on their priorities in relation to how they felt their rent money should be spent. This represented 2.5% of our overall tenant population and was a key area for improvement during the consultation process in 2019/20. Our proactive approach to consultation means that updated figures are now available for the current year. **Figures for 19/20 show a 366% increase to 849 votes, or 11.25% of tenants.**

## Voting on Rent Increase Options

The responses from our rent setting priorities survey are used to help shape and inform our rent increase options proposals. In October each year, our tenants are presented with a range of options based on their priorities. Each option details what this would mean in terms of investment in their home, service delivery and average rent levels. Between October and December tenants are asked to vote on their preferred option. In December 2018, Locality Teams and the TRP Team focussed on improving the number of tenants returning a vote on proposed rent levels. **This approach meant that our return rate increased by 298% to 1,064 responses from 2017/18.**



## Annual Tenant Conferences

On an annual basis, we hold two main tenant conference events in June and October. The events form part of our STEAR's process but have also included individual workshops around rent restructure, a new approach to tenant conferences and affordability of rent levels.

Our **priorities** for 2019/20 include:

- increase the number of tenants participating in our Rent Setting Surveys
- work in partnership with the SURE Team to identify areas for scrutiny
- introduce mini tenant conferences on a locality basis

**Outcome 3: *Ensure all tenants, staff and all other people who use our services will be given access to adequate levels of training and support that will enable them to participate more effectively***

## Learning Opportunities

Accredited Learning: the development of the Activate course has increased learning opportunities for people who want to get involved in effective participation. In the past year we have delivered two cohorts, in Perth and in Crieff, with a total of 22 participants, a mix of staff and community members. Activate is a bespoke course for tenants, community representatives and housing staff working in the community. The keys concepts are:

- what is community work?
- values and principles of community work/CLD
- power and participation (including influencing decision makers)
- local – global issues



4 community representatives and 4 staff from the TRP Team have worked towards an HNC in “**Working with Communities**” designed by Glasgow University. This uses a portfolio approach, with assessments based on projects they were engaged in as part of their work. Theory and practical work contributed to their pass rates, and **8 projects** were developed and fostered throughout the course, which will continue after the course has ended.



One example, **Outside the Box**, is based in Highland Perthshire, working with older volunteers and tenants to develop a new community engagement project to help older people living in rural areas to receive support. As a result, there is an increased knowledge within the community which helps others to hear about what is possible for them. A new shared-transport group and networks for overcoming social isolation, through community conversation gatherings, are also being developed.

**Locality Drop In Sessions** have been held throughout the area with the purpose of raising awareness of TRP and promoting community spirit. More often than not these have resulted in much wider impacts within the community. **Methven Family Drop In** is a perfect example of what started out as a exactly this, and then developed into health and foobank drop ins and regular craft sessions. Colleagues from TRP and CLD have also secured funding for the group which will now be delivered by the parents.



**Digital Inclusion Programme (DIP)** sessions are designed to suit each participant, delivered with Linking Education and Disability. On average, there are 4 DIP sessions a week with 48 participants having up to 5 sessions. LEAD Scotland work with TRP to continue

support for those in their target groups. Our TRP team identify ongoing prospects via the Learning Curve, Libraries, and the Job Centre, to ensure that the participants can take on fresh learning based on their progress.

Supporting our tenants to become digitally included has many benefits including opening up the potential for tenants to access services, reduce social isolation and many more as outlined in this [Digital Inclusion Outcomes Video](#)

Tenants are also supported to attend annual conferences and regular seminars arranged by TPAS, TIS and the Scottish Housing Regulator together with regional forums. This provides an opportunity for learning, sharing the work we are doing in Perth and Kinross and identifying best practice. In addition, individuals attending provide a report on the event through the TRP forum and local drop in events.

Our **priorities** for 2019/20 are:

- plans include group work with the recruitment of a Modern Apprentice in Digital Inclusion, who works with the communication team and the DIP worker
- deliver a 12 week Activate course based on Tenant and Resident Participation

**Outcome 4:** *Continuously develop ways of improving communication and information sharing to meet the needs of all*

Participation can often be driven by the way in which we communicate. We recognise that not one size fits all and offer a range of communication channels from face to face, telephone, e-mail and social media and include:

- online, face to face, paper and group work consultation exercises on the annual rent review and on major policy areas.
- consulting with the network of registered tenant organisations and with community groups, representatives, thematic groups and local interested parties
- supporting local events and social activities, information sessions and Drop Ins, Conversation cafes and by attending partnership events
- one to one contacts to raise awareness of the opportunities available for participation, through Digital Inclusion sessions, training and support, and follow up from Estate Based Initiatives.
- through bespoke events such as the TRP Forum, annual conferences and Locality fun days.



***96.8% of tenants surveyed told us that they were satisfied with how well we kept them informed about our services. This performance means we are 2<sup>nd</sup> top performing Authority in Scotland***



We have introduced a free texting service and now have 3,560 tenant mobile numbers who receive regular information about our services and opportunities to participate.



Since September 2018 our email contact list has grown from 238 people to 853, representing an increase of 258%. This easy and quick method of being able to share information with tenants helps support increased engagement.



Our social media platform continues to grow. During 2018/19, we have increased the number of likes on Facebook by 26.20% to 2,105; and our followers on Twitter have increased in year by 16.91% to 2,365

Our **Tenant e-Panel** that allows participation by using emails, Skype and texting to provide a tenant perspective of services through taking part in surveys and consultations and becoming Digital Champions to help others with technology.



The **TRP Forum** takes place every 2 months. It is the mechanism for tenants/residents and housing staff to discuss emerging issues, engage in wider consultation on the activities of staff working groups, share information and agree together what action we will undertake. Alongside the Forum, a newsletter is circulated every 2 months.



One of our more traditional communications is our tenant magazine. 'On the House' is delivered to all our tenants twice yearly. It includes information on a wide range of services we provide, offers advice and assistance in relation to any particular issues, for example keeping your home warm at winter and bogus callers.

Feedback from our TRP Forum and other groups has indicated a desire to consider the introduction of a section within the magazine written by tenants on specific subjects and promoting the benefits of participation.

Our **priorities for 2019/20** are:

- pilot rent setting surveys through the Consultation Hub
- increase the number of tenants receiving information through e-mail or text
- develop a stronger cohort of E-panelists together with local E-panels for decision making in our rural communities
- continue to improve the information provided on our web-site
- develop proposals for a review of our tenant magazine On The House