



TENANT PARTICIPATION STRATEGY

POLICY IMPLEMENTATION CHECKLIST	
Policy Guardian:	Operations Director
Author:	TP Officer
Version number:	2.0
Approved by Chief Executive on:	
Approved by Management Board on:	25 Aug 2015
Approved by Cordale Management Committee on:	N/A
Effective from:	Aug 2015
Due for review on:	Aug 2018
Diversity compliant:	Yes
Equality Impact Assessment required:	No
Data Protection compliant:	Yes
Health & Safety compliant:	Yes
Procedure implemented:	In place
QL system changes made:	N/A
KPIs / reporting arrangements implemented:	In place
Training Completed:	N/A
Posted on intranet:	27/08/15
Posted on Caledonia website:	
Posted on Cordale website:	N/A
Publicity material issued:	
Audit Committee – Implementation Review:	

This document can also be provided in large print, braille, audio or other non-written format,
and in a variety of languages

Tenant Participation Strategy -

Caledonia Housing Association provides homes to nearly 4000 customers. We have different types of housing including sheltered and very sheltered housing, residential care, amenity, general needs and shared ownership developments situated throughout Dundee, Angus, Fife, Perthshire and Inverness. We want to deliver excellent services that meet our customer's needs and provide value for money.

We think tenant participation is an important part of achieving this.

The Legislation involved -

- Housing Scotland Act 2001

The Housing (Scotland) Act 2001 created a legal framework for tenants who have a Scottish secure tenancy or short Scottish secure tenancy to take part in the way their housing is managed. Landlords must develop a tenant participation strategy and put it into practice. Landlords must also support and consult with Registered Tenants Associations and hold a register of Associations, which must be available for inspection during working hours.

The Housing (Scotland) Act 2010 - Scottish Social Housing Charter

The Scottish Social Housing Charter was introduced through the Housing (Scotland) Act 2010. It sets out standards and outcomes that all social landlords should try to achieve when delivering their services to tenants/customers.

The Charter consists of six sections, with each section having a set of specific outcomes and standards relating to it. Outcome 3 refers to participation and states: -

“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.”

Working in conjunction with these policies -

- Equality and Diversity policy

Caledonia will work hard to ensure equality of opportunity and that all individuals are treated fairly regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Caledonia will not tolerate any form of unlawful discrimination, harassment and victimisation.

We will actively promote our activities and services throughout the communities where we work; and work to identify and engage with traditionally excluded groups.

We will aim to take part in joint working and partnerships which enable the promotion of Caledonia and its services, particularly amongst minority groups; and further the wider community's knowledge and understanding of these.

- Community engagement strategy

Many of the issues or problems facing our tenants/customers maybe impacting on the community they live in as well. In order to try and resolve these issues it is important that discussions and agreements take place with all of the partners and residents working and living in that area. This Strategy provides opportunities for our residents to discuss local issues and our Community Engagement Strategy ensures that all stakeholders are encouraged and supported to get involved.

- Membership policy -

Caledonia will continue to promote membership of the Association to tenants/customers by issuing leaflets, providing articles in the newsletters and discussing this issue at tenant group meetings.

Further to this, tenants/customers who are members of the Association will be entitled to and actively encouraged to stand for election to the Board in their own right.

- Tenant Participation Budget

	2015/16	2016/17	2017/18
Tenant rep. expenses	3000	3060	3121
Tenant rep. training	5000	5100	5202
Tenant welcome packs	2060	2101	2143
Tenant participation expenses	3000	3060	3121
Tenants publications	1000	1020	1040
Customer conference AGM	1000	1020	1040
Tenant welcome events	1000	1020	1040

The provision of good quality information is essential to ensure tenants/customers are able to participate. We understand that customers need accurate and accessible information, in plain English and in a range of further formats, in line with our Equality and Diversity policy. Information regarding tenant participation is available to all customers by leaflet, newsletter and on Caledonia's website. All of this information is also available to the staff on Caledonia's intranet.

Caledonia accepts that It is also necessary to provide financial support to our tenant participation volunteers and they will be supported to claim reasonable expenses; for example travel arrangements, meals, child care, and telephone/postage costs (with proof of purchase). We will adopt the policy for Board members expenses for this purpose. (Further details are available on request)

Independent training or advice may also be requested by our tenant participation volunteers – organisations such as Tenants Participation Advisory Service and Tenants Information Service can be used for this purpose.

- Staffing

We will ensure that all staff receive induction training and regular updates and information regarding tenant participation. Our staff also have access to the Tenant Participation intranet site that holds up to date minutes/action plans from meetings, Scrutiny Panel information and procedures for all types of consultation exercises. Staff will also be given the opportunity to discuss tenant participation issues at team meetings and 1:1s. The Tenant Participation Officer will actively encourage and support customers to get involved if and when they want to – at a level they feel comfortable.

- **The Consultation Process-**

We have worked closely with staff, our Scrutiny Panel members, registered tenants association and survey panel members to ensure that this strategy reflects the following outcome –

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

All of our tenants/residents are regularly asked if they are satisfied with/would like to comment on our tenant participation strategy – using our ‘Tenant Participation Feedback Survey’. The strategy and our participation processes are also discussed with new tenants/customers, at meetings/events and is also part of Caledonia’s Social Housing Charter self-assessment protocols.

Caledonia uses a standard satisfaction question in line with Social Housing Charter guidelines, which asks:

“Satisfaction with opportunities to participate

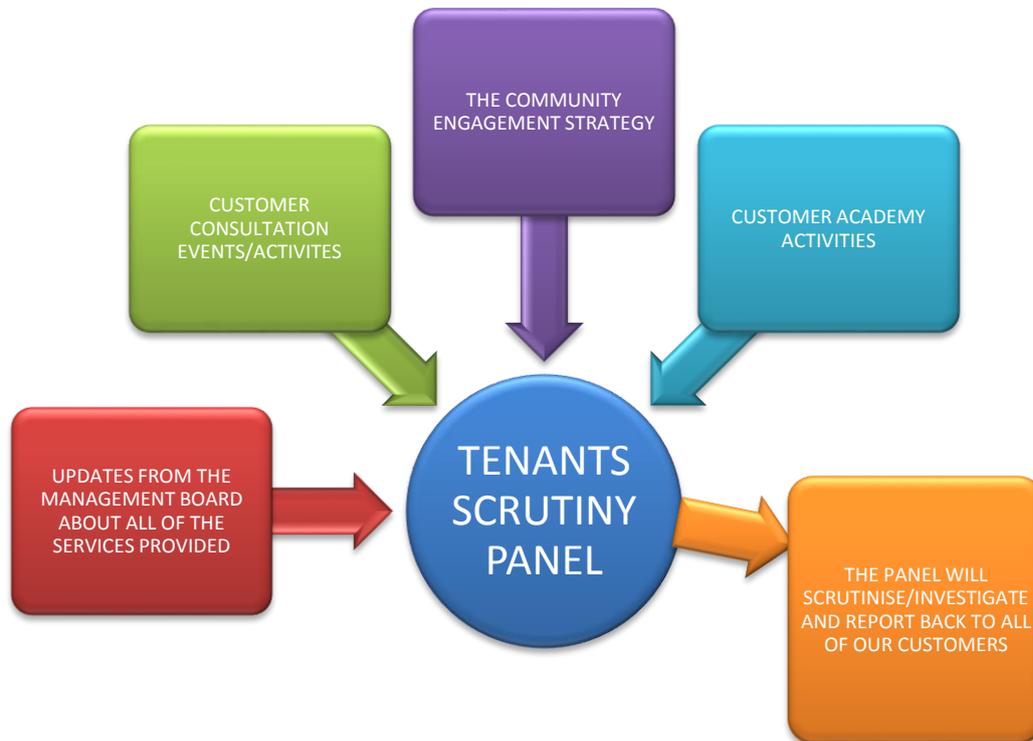
How satisfied or dissatisfied are you with opportunities given to you to participate in Caledonia’s decision making process?

Please give us any further comments you may have...”

There are further opportunities for any customer to comment on/ask questions about this strategy by using our website, social media, Tenant Participation leaflet, newsletters and discussions with any staff member.

We will continuously review our consultation processes to ensure that wherever possible we can connect with residents/customers whom are not actively involved at the moment, particularly younger residents and those with families

Opportunities to Participate -



- Customer Consultation Events/Activities

The most common reason to have a meeting or event is to discuss something face to face. It could be a new idea, a new opportunity, a problem or to reach a decision about something. But it all comes down to communication and ‘face to face’ interaction.

We have an annual timetable of policies to be reconsidered or updated. These policies state what Caledonia does and how they do it. The annual timetable is available on the Caledonia website/intranet or on request. The staff management team and Tenant’s Scrutiny Panel will agree which policies require tenant/customer consultation and agreement, in line with the Scottish Social Housing Charter.

We will consult with all registered tenants organisations and tenant groups. We will also regularly advertise and actively encourage tenants/customers to take part in focus groups or survey panels – using mail, texts, phone or social websites. We will try to hold our focus groups/events/meetings in different locations and times to ensure that as many tenants/customers as possible have the opportunity to take part. The information obtained from these consultation events and surveys will be collated by staff and presented to the Scrutiny Panel.

- Customer Academy

For tenants/customers looking for enhanced engagement opportunities, we will actively encourage and support them to complete Chartered Institute of Housing Level 2/3 Certificate in Housing. Alternatively, a 'Housing Issues' induction course will be supplied which covers the following subjects – an introduction to housing issues, the Scottish Social Housing Charter, an introduction to tenant/customer scrutiny. This course will be delivered by members of our Tenants Scrutiny Panel and staff. After completing either course, tenants/customers will be invited to join our Tenants Scrutiny Panel.

- Tenants Scrutiny Panel

This independent Scrutiny Panel reviews, scrutinises and evaluates the information received from consultation events/activities, updates from the community engagement strategy and also general and performance information received from our Management board and staff. Tenants/residents can contact our Panel directly by using their email address (scrutinypanel@caledoniaha.co.uk) or by writing to the Panel care of our offices in Perth or Dundee. The Panel carry out investigations and actively challenge the information they receive from Caledonia to ensure that it reflects customer priorities and their understanding of service delivery.

The information and reports produced by the Panel should give staff/Board members a clear picture of priorities for service delivery and also ensure that reviewed policies are 'tenant/resident approved'. Any feedback/queries from the Panel regarding policy will be passed on to the Executive Management Team and the Operational Management Team will deal with any service delivery issues. This Panel will also review the annual tenant participation action plan and become part of the editorial panel for the accompanying 'Take Part' newsletter – which will be circulated to all of our tenants/residents.

The Panel meet on a monthly basis and receive support from the Operations Director, Tenant Participation Officer and an independent third party. They also meet quarterly with Board members on the Audit Committee to discuss performance information and annually to review their work plan. Panel members can take part in further resident academy events and training sessions to update their knowledge and skills and may also help to deliver sessions to prospective Panel members etc. Any Panel member can also benefit from gaining professional housing qualifications from the Chartered Institute of Housing if they consider this will aid their understanding of housing issues and further the purpose of the Panel.

Moving Forward -

The strategy will be reviewed every three years. However, each year a tenant participation action plan will be produced involving the Scrutiny Panel, Registered Tenants Organisations, resident's groups and staff.

Along with each new action plan, a 'Take Part' newsletter will be produced and issued to all customers, detailing recent successes and failures, priorities for the coming year, ways to get involved and a 'how to make comments' section/questionnaire. The Scrutiny Panel will be the editorial panel for this newsletter.