



TENANT PARTICIPATION STRATEGY

CONTENTS

Foreword.....	2
Summary	Error! Bookmark not defined.
What is Tenant Participation?.....	3
Why is Tenant Participation Important?.....	5
Involving All – Equalities statement	7
What tenant groups do ng homes have?	Error! Bookmark not defined.
What Resources do ng homes need?.....	14
How do we ensure ng homes are engaging with tenants? – Suggestion for just now?.....	14
Useful Contacts	15
Appendix 1. ng Homes Tenant Participation Strategy Action Plan	16
Appendix 2.....	24
Starting a tenant and residents’ group or RTOs	24

FOREWORD

ng homes are delighted to bring you this new updated Tenant Participation Strategy. Our Board and staff are absolutely committed to ensuring that our tenants influence our decision making processes. We want our customers to be involved in designing the services they receive so that we create and deliver services that meet their needs, and our performance continually improves.

Our Board are a mixture of volunteers from many walks of life and experiences. Tenants serve on our Board to make sure that their “front-line” knowledge of our housing services influences our most important strategic decisions. Our Board’s commitment to tenant participation is a fundamental part of how we function as an organisation.

All our staff work in a customer-focussed, person-centred way. Our tenants and customers acknowledge that their opinions can have a significant influence on the service they receive.

Our tenant satisfaction survey carried out in 2020 included questions about tenant participation. Our tenants told us that:

- 87% of them were happy with how we kept them informed about our services and decisions, and
- 90% were satisfied with the opportunities given to them to participate in our decision making process.

We are delighted to endorse this Tenant Participation Strategy and look forward to working with our tenants to make sure it is implemented in the most effective way possible over the next few years.

John Thorburn ng homes Chairperson

CONTEXT

Our Strategy has been developed in consultation with tenants of ng homes to ensure that they are fully informed of our activities and have a genuine opportunity to participate in the development of our services, the review of our policies and procedures and the monitoring of our service delivery. This review was supported by Tenant Participation Advisory Service Scotland (TPAS Scotland).

Our strategy is a practical document and explains how we plan to deliver our legal duties and regulatory responsibilities, and to place participation at the centre of everything we do. Our strategy is complemented with our Action Plan which will be reviewed annually.

As part of the Strategy’s review, it was identified that ng homes are very successful in community development and should utilise this success to access a wider range of tenants and customers and involve more staff. This strategy will reflect ng homes vision of ‘**a community where people can flourish and prosper**’ and will stand by ng homes values.

WHAT IS TENANT PARTICIPATION?

Tenant participation is the name given to the way social landlords like ng homes involve tenants in decisions about housing services. It is important to provide the level of service tenants want, so we know how to invest our resources in ways that give our tenants value for money.

Participation is at the heart of what we do and all of our staff are fully committed to working together with our tenants. Our Strategy is aimed at tenants who wish to take a more independent role in the review and development of our services.

We are always looking for new ways for tenants to participate and get involved. Your opinions matter to us and can influence the decisions we make. Although some of this is set out in law, the most important thing for us is to hear our tenants' views and provide the best service we can.

LAW AND BEST PRACTICE

Our approach to managing participation and engagement with our tenants is determined by our statutory and contractual obligations.

The Housing (Scotland) Act 2001 is the Act that sets out the main requirements. The specific parts of this legislation that are most relevant to participation and engagement are our obligation to:

- Consult with tenants and any Registered Tenant Organisations (RTOs) on any decisions that are likely to have an impact on them;
- To prepare a tenant participation strategy in consultation with tenants and any registered tenant organisations, containing the following information;
- How tenants and registered tenant organisations will be consulted;
- Assessment of resources required to effectively implement the strategy;
- Maintain a register of tenant organisations, setting out the criteria for tenant organisations to become registered, or removed from the register and arrangements for appealing any decisions.

The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter in 2012. The Charter sets out standards and outcomes which our tenants can expect to receive, among which are:

- quality and value for money of the services they receive, the standard of their homes, and opportunities for communication and participation in the decisions that affect them.
- Owners can expect from the property management services they receive from social landlords.
- Homeless people can expect from social landlords in terms of access to help and advice, the quality of temporary accommodation, and continuing support to help homeless people access and keep a home.

The Charter outcomes that relate specifically to tenant and customer engagement are:

Outcome 1 - Equalities

Social landlords perform all aspects of their housing services so that:

“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.”

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.

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.

Outcome 13 - Value for money

“tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay”

Our tenancy agreement also confirms our contractual responsibilities to consult with our tenants. The relevant section is:

- **Section 8: Information and consultation**

Scottish Housing Regulator

The Scottish Housing Regulator (SHR) regulates landlords in the interests of tenants and has powers to take actions to improve services if landlords fail to meet the Charter’s standards and outcomes. You can compare how ng homes is performing against other landlords in Scotland at the SHR website www.housingregulator.gov.scot

The most recent Housing law that has been brought in is the Housing (Scotland) Act 2014. The 2014 Act introduced the following duties:

- To consult tenants, RTOs, and applicants on changes to priorities within allocation policies to publish a report on the consultation. This also includes consulting tenants on changes to the Tenant Participation Strategy, changes to rent and changes to other policies within ng homes.
- Ballot tenants on any proposal for ng homes to join a group structure.

Our Strategy takes account of the tenant participation provisions of all of these Acts as important secondary legislation, including:

Equalities Act 2010

Public Service Reform (Scotland) Act 2010

Community Empowerment (Scotland) Act 2015

BEST PRACTICE

The Scottish Community Development Centre has produced a set of good practice standards called “The National Standards for Community Engagement” that can be used by organisations when working with communities. We will have regard to these principles in the design and implementation of this Strategy.

During 2015/2016, the National Standards for Community Engagement were reviewed and updated. The aim of the review was to reflect the developing policy and legislation relating to community empowerment in Scotland, and to build on the growing range of practice.

When working in partnership with tenants, residents and the community we will ensure that we adopt the standards as our own.

The 7 standards are:

Inclusion: We will identify and involve the people and organisations that are affected by the focus of the engagement.

Support: We will identify and overcome any barriers to participation.

Communication: We will communicate clearly and regularly with the people, organisations and communities affected by the engagement.

Methods: We will use methods of engagement that are fit for purpose.

Planning: There is a clear purpose for the engagement, which is based on a shared understanding of community needs and ambitions.

Working Together: We will work effectively together to achieve the aims of the engagement.

Impact: We will assess the impact of the engagement and use what we have learned to improve our future community engagement.

AIMS AND OBJECTIVES

The aims and objectives of our Tenant Participation Strategy are influenced by our vision and core values, ng homes vision is:

'A community where people can flourish and prosper'

In delivering our vision and in every aspect of our business our core values will guide our behaviour:

Our values:

- ✓ we are a quality organisation delivering excellence
- ✓ we act with integrity
- ✓ we are friendly and treat people with respect
- ✓ we are customer focused and put the customer first
- ✓ we are trusted and trusting
- ✓ we are accountable

The aim of our Strategy is to ensure that our tenants have the opportunity to engage effectively and help us to challenge, change and improve how we operate and deliver services.

We encourage participation and engagement through taking part in decision making processes and influencing decisions about:

- Our housing policies

- Our housing conditions and standards
- All of our housing services.

Our participation is a two way process which involves the sharing of information, ideas and power. Through our strategy we aim to meet and exceed the legal requirement expected of social landlords.

COMMUNICATION AND INFORMATION

We want our tenants and customers to find it easy to communicate with us when looking for the information they need. Tenants and customers are encouraged to contact ng homes in a variety of ways including;

- face to face visit to the office
- open days and events
- telephone
- email
- post
- social media, Facebook or Twitter
- ng homes mobile APP
- website

Information will be updated on a regular basis to social media sites and our webpage. Our TV screens in reception areas will also provide up to date information.

We will ask tenants and customers views about services that are important to them in ways they find easy to use. Where face to face meetings are not possible options to take part in digital online meetings will be made available. This method initially introduced during Covid restrictions, will continue to be used for those tenants and customers who prefer it to save on travel or in circumstances where tenants are housebound. Training and guidance will be made available to those who need it.

A survey will be carried out to ensure ng homes are providing a way to engage with tenants and customers that suits them best.

PARTICIPATION AND DECISION MAKING

We want our tenants and customers to find it easy to see how their engagement directly influences the decisions we take and to participate at a level they feel comfortable with. Therefore, outcomes of consultations will be published in our newsletter, 'North News' and advertised on our website www.nghomes.net We will have a regular feature of 'You said, We did' in our newsletter and advertised on our reception tv screens in our offices as well as on our website.

FEEDBACK

We aim to provide good quality, accurate, up to date and easily understood information. In all our communications we encourage feedback so that we can improve and meet the expectations of our tenants.

We recognise that feedback is a two way process. We are committed to making sure that we listen to the opinions and ideas of our tenants and they know how their contribution has shaped policy and service delivery, and where it has not, we explain the reasons for this.

By keeping participants informed of the outcome of their contribution, we are potentially encouraging a willingness to continue to be involved or get involved in future consultation.

We will give feedback through the following methods:

- Individual letters
- Meetings and focus groups
- Newsletters and information leaflets
- Text messages and emails
- Website
- Social media platforms

We want to report our performance to tenants and other customers in the way that suits them best. We want tenants and customers to challenge us if we are not performing as well as expected and we will provide opportunities for tenants and customers to investigate and evaluate how we are performing. We want tenants and customers to use evidence to make recommendations to improve our service standards and targets for tenants and customers.

INVOLVING ALL – EQUALITIES STATEMENT

It is important that we reflect our diverse and varied communities, that we involve local people from all backgrounds and take account of your views when taking decisions about housing services.

When we consult with customers formally or informally through the techniques outlined in this strategy, we will aim to encourage involvement from all sections of the community and to be as representative as possible. We will support you to overcome any barriers to engaging in what and how you desire. This will include ensuring you receive publications in different languages.

We will use our satisfaction survey and information gathered from housing application forms to understand which groups are under-represented in our participation structures and target involvement of those groups. In addition, we will target other groups that are known to be under-represented in tenant participation such as those with young children, those providing care and those working during the daytime.

We will protect characteristics outlined in the Equalities Act 2010:

Age
Disability
Gender reassignment
Marriage and civil partnership
Pregnancy and maternity
Race
Religion or belief
Sex and sexual orientation

Our strategy will be flexible and where possible, consider the individual needs of our tenants and their households. We will ensure that the relevant arrangements are made for communicating with our

tenants with particular needs. This may include those with sight, hearing or learning difficulties, or those who find it difficult speaking or understanding English.

COMPLAINTS HANDLING PROCEDURE

We use a complaint handling procedure that was developed for housing associations throughout Scotland. This complaint system was developed by the Scottish Public Services Ombudsman.

In line with housing law, we provide all tenants with detailed information about our complaint policy when they become tenants. We also advise all service users about their right to complain.

A complaint is defined as being:

“An expression of dissatisfaction by one or more members of the public about the housing association’s action or lack of action, or about the standard of service provided by or on behalf of the housing association.”

We use data from complaints to improve services where appropriate.

Our complaint handling procedure, including advice on how to make a complaint, is available from our offices or via our website.

Involving under-represented groups

Some of the things we have been doing to engage more representatively are listed below.

Involving Under-represented groups

The community regeneration team carry out substantial community engagement and capacity building activities across the community. The team work closely with local community organisations to ensure that information is distributed in the format that is required to consider any disabilities, language barriers and digital exclusion. Some of areas that focus work to engage more representatively are listed below.

BAME groups

ng homes currently employ a Housing Integration Officer to improve communication and involvement mainly with our Chinese customers, and they also link in with other cultural groups. The wider regeneration department has strong links with organisations such as African Challenge Scotland, Stronger Together Enterprises, Faith in the Community, Glasgow Afghan United and Glasgow Chinese Recreation Centre.

Work across these areas involve; informal events and activities to improve engagement with these groups leading to greater integration into the wider community, targeted consultation events over housing, community and public safety issues and ongoing capacity building of the individuals and groups. Information is provided in relevant languages, and we provide both online and face to face support to groups.

Young People

ng homes community regeneration department have a long standing and strong partnership with local schools, after school services and youth groups. They work across primary and secondary schools and

have delivered programmes such as intergenerational activities, environmental programmes, summer school activities, sports, dance, and art projects.

A significant area of work with young people is an ongoing partnership with schools and Winning Scotland Foundation – ‘On Our Marks’ project’ which adopts a circular focus on Health and Wellbeing and incorporates physical activity and improves links with the school and families within North Glasgow.

A few our young people have undertaken a community development course (Activate) with Glasgow University. We are currently developing our Youth Board and continue to focus on the use of social media to encourage involvement.

Older People

There has been a strong focus on developing specific activities for our older people to reduce areas of social isolation and loneliness. Examples of these activities are Song Shimmy events, Afternoon Safe Tea (with SFRS and Police providing vital safety messages), Welcome to the Community Events, Health and Wellbeing activities such as Tai Chi, Relaxation, weekly get togethers. Throughout all our activities we have worked within the National guidelines for Community Engagement to ensure that there is transport, support etc in place.

We have also carried out several community consultations to clearly identify barriers and their needs and as a result designed additional services.

Those with disabilities

Our meeting rooms are wheelchair accessible. We have hearing loops available and printed information can be translated and provided alternative formats such as audio tape or Braille.

Local events

We know that our customers do not always like, or are sometime unable, to travel out of their local area to attend events. So, we try to hold events in different areas. If tenants are unable to travel, then they will also be given the option to join in via video link or telephone link, and training and support to allow tenants to do this will be provided. Again, this has been used more frequently recently due to Covid restrictions.

Providing a range of options

Whilst attending formal meetings may suit some people, we are aware that not all people can attend meetings or feel comfortable doing so. We have tried to develop a range of formal and informal ways for you to give us your views and for us to provide feedback to you. Sometimes this is as simple as holding events in the daytime and in the evening.

ng2

Our subsidiary organisation ng2, provides a wide range of opportunities for local people. While appreciating that not all these people are ng homes’ tenants or customers many are, and we will seek to work with ng2. When and in appropriate ways we will seek the views of those involved with ng2 and encourage them to engage with us.

ng homes will liaise to maximise and support activities.

We want everyone to participate. Whilst we respect your wishes to not get involved, we will make efforts to involve individuals from under-represented groups. Any expenses accrued by tenants attending meetings will be reimbursed by ng homes, and any events will be arranged in a suitable accessible venue and at a time that suits participants. An invitation to get involved will be detailed in your 'Tenants Handbook' when you first sign up for your tenancy and regular articles will be highlighted in the North News newsletter, but tenants can choose to get involved whenever they want and as often as they want to.

You can get involved by;

Attending meetings face to face or digitally

Joining our Resident's Improvement Group

Joining area focus groups

Attending events, fun days etc

Attending estate walkabouts

Completing surveys online or through the post

Giving us your feedback

Speaking to a member of staff

Joining our Board

ng homes will consult with tenants before decisions are made, in time for tenants and customers to consider the options available and for responses to be gathered, reported to, and considered by decision makers. We will consult on:

Any changes to housing policies and practices that will affect tenants

Setting rent and service charge levels

Service standards

The Tenant Participation Strategy

We will not limit the range of activities we will use to consult. We will use activities tenants and customers tell us they prefer and seek to widen our range. We are interested in hearing from all our tenants and customers and the entire north Glasgow community.

Consultation register

ng homes are currently developing a consultation register. This is a list of interested tenants that have provided contact details and asked to be contacted personally when ng homes are consulting on policies or changes to services. Consultations will be advertised in all North News and highlighted at New Tenants Visits. Members of the consultation register will be invited to attend Group meetings or events. These meetings or groups will be informal and training will be provided. If you would like to know more or If you would like your name to be added to this list, please contact us.

The Associations Board

ng homes currently has its Management Board which oversees all the work of the Association and all performance is reported to the Board. This is a formal group and you must be voted on to join this group at the Association's Annual General Meeting.

Area Committee

The Area Committee is the main tenant and customer group that ng homes reports performance to. It receives neighbourhood reports, factoring reports, sheltered housing reports and reports on housing operations. Members of the Area Committee discuss performance, ask questions, and challenge performance that is not meeting agreed targets. The Area Committee also provides input when ng homes is producing the Landlord Performance Report that is sent to all tenants on an annual basis. (The Area Committee will be changing to The Housing Services Committee in October 2021)

Scrutiny Group – Resident Improvement Group

Scrutiny groups are groups of tenants (and owners) who will concentrate on an area of service that needs reviewed. In ng homes, this group is called the Resident Improvement Group. Services needing reviewed by this group can often be identified by the outcome of the tenant satisfaction survey where satisfaction levels are low. Tenants will get together to inspect these services and investigate ways of improving this service, then recommendations will be made to the Committee for changes. The scrutiny group will then review the changes made again in 6 months to see what improvements (if any) the changes have made to the service.

Focus Groups

Our Focus Groups are chaired by a Tenant (Chairperson). They will be to ensure suggestions for improving services are put in place as soon as possible, discussions are kept to time, held in good order, and needed technical staff / contractors / other agencies attend as required. The Focus Groups are set up in each of the areas that ng Homes manage, these being; Possilpark, Springburn and the Multi-Storey Flat area.

Focus group meetings are open to all our customers, whether tenants, factored homeowners, or other local people. There is also an Owners Forum exclusively for owners. This is chaired by an owner. You can come along as it suits you. Typically, a meeting will start with a progress update on things discussed at the previous meeting and then we will discuss other local issues. Often the issues that we discuss need us to work with other agencies to get them resolved, so we invite police, Glasgow City Council, and other agencies to speak at our meetings and answer your questions.

Each meeting and agenda will be issued to the Consultation Register and advertised (through text and email, in North News, on social media and eventually on our website (this is currently being developed)). Meetings are kept relaxed and informal and customers are welcomed with a cup of tea and a biscuit. Tenants requiring transport will be assisted.

Registered Tenant Organisations (RTOs)

North Glasgow HA Ltd - Charity No: SCO30635

Tenant Participation Strategy

Last Review: Next Review:

Many tenants have their say and influence housing services by joining or setting up a tenants' group. Tenants groups can register with the Association and may receive an annual grant to cover administration costs such as posting letters to their members, if they meet some basic standards. The advantage of registering is that the Association has a legal duty to consult with registered tenant organisations over proposed changes to housing services and annual rent setting.

Registered tenant organisations are independent, meaning that they:

- are responsible to their members
- undertake tasks set by their members.
- decide their own rules
- appoint their own committee members
- plan their meetings and activities,
- have written constitutions and
- keep records of their activities and accounts that are publicly available.

Tenant organisations registered with ng homes

We keep a register of all tenant organisations that:

- are supported by and represent ng homes tenants and customers
- adhere to simple criteria set out in the Housing (Scotland) Act 2001 (see below)
- have chosen to become registered with us.

ng homes currently have no RTOs.

If you and your neighbours would like help to set up a tenants and residents association in your area speak to your housing officer, ask at either of our offices or online. More information on how to set up an RTO is attached to this strategy as Appendix 2.

The creation of a new group can be time consuming and daunting for customers. To assist in developing local groups, the Association will:-

- Provide practical assistance to groups setting up
- Provide reasonable start up grants to assist with associated costs of set up
- Identify specific staff for liaison between groups and Association
- Provide training and/or funding for training
- Provide premises for meetings
- Assist with Newsletters
- Assist with photocopying
- Provide information on the Association
- Provide information on standards of service
- Attend meetings as requested

In addition, groups who are formally registered with the Association can expect the following:

Payment of an annual grant of £750, subject to meeting the criteria

Provision of an auditing service for annual accounts

Payment of TPAS annual membership for tenants and residents' groups

Estate walkabouts

Estate walkabouts take place with Housing Officers, tenants, and homeowners throughout the year. The walkabouts help the housing team to identify any local estate issues and decide how to invest resources. These have currently been on hold due to covid restrictions but will be restarted as soon as restrictions ease.

During estate walkabouts Housing Officers and tenants record their findings on estate walkabout sheets which were designed by the tenants who carried out a scrutiny inspection of estate management services. These allow tenants to measure how well services are being delivered by giving a score out of 1-4 for specific criteria.

We will advise Consultation Register members and any known tenants' group when estate walkabouts will be held in each area and the time and location of walkabouts will be advertised in advance in North News and eventually in the website's 'Customer Involvement' section on the website (in process of being developed). If local tenants or a tenants group feel an Estate walkabout is required in their area, they should contact their Housing Officer.

Consultation events

From time to time ng homes will hold consultation events in local communities when it is consulting on changes to housing services, for example as part of kitchen or bathroom replacement program. Tenants' comments at these events will help shape how we deliver service and / or projects.

With other agencies ng homes staff will seek to make appropriate use of community events and activities when undertaking consultation.

Tenant Conference

A tenant conferences will be held by ng homes every 2 years. (This was due in 2020 but had to be postponed due to Covid). The conference will be advertised widely and monitor progress of this Strategy, provide service information and celebrate our diverse north Glasgow community. It will be a fun event open to all.

We will advertise all our conferences via our office TVs, North News, social media, and website.

We will seek assistance from members of the community in planning and delivering our Tenants Conference.

Questionnaires and satisfaction surveys

North Glasgow HA Ltd - Charity No: SCO30635

Tenant Participation Strategy

Last Review: Next Review:

We regularly carry out an independent tenant satisfaction surveys to find out what tenants think of our services. We use this information to shape our business plan, make investments and improve services.

We will publish the results of satisfaction surveys in our Performance Report to Tenants, in North News and on our website along with explaining our responses to what you tell us.

From time to time we will send out informal questionnaires to find out what you think of certain parts of the housing service. For example, we might use North News to find out what you think of the ways we consult with tenants, or we may carry out a telephone survey to ask how your repair service was and how satisfied you were.

We will use a variety of formats to undertake questionnaires and surveys; paper (with free post), face to face interviews, online surveys using survey monkey and text messaging surveys i.e, rent survey.

We will advertise all our questionnaires and satisfaction surveys though our office TVs, North News, social media, and website.

There are different levels of getting involved. We have categorised the following into different levels of involvement. Tenants can decide, depending on their circumstances what level of participation you wish to make.

Low level Involvement	Postal and online surveys, consultation surveys or events, tenant satisfaction survey, reading ng homes 'North News' newsletter, speaking to staff, gather information from our TVs in reception areas, attend Housing services open-days, Follow us on Twitter
Medium level Involvement	Estate walkabouts, being included in the 'consultation register', attending Tenants Conferences or Registered Tenant Organisation (RTO) meeting as a visitor. Become a member of our Youth Group.
High level Involvement	RTO member, be part of Focus Group, Residents Improvement Group, or Committee

What Resources do ng homes need?

We must make sure that we have the correct level of resources to enable wide involvement from all sections of our tenants and customers. To ensure Value for Money it is also important that we know whether we are achieving our participation outcomes.

The Board will annually review our resources and monitor our progress towards achieving our Strategic aim.

How do we ensure ng homes are engaging with tenants?

Updates and progress on tenant participation will be reported to the Director of Housing Services at catch up meetings with the TPAS worker. The outcomes will be provided to our Management Board and The Area Committee.

Activities and performance will be reported in the following ways:

Annual update to the Board on key tenant participation outcomes and achievements and progress of the tenant participation strategy action plan

Quarterly progress updates to The Area Committee

Report annual tenant participation outcomes in North News

A full review of the tenant participation strategy and action plan will take place every three years in consultation with **Tenant Participation Strategy Action Plan.**

Useful Contacts

Housing Officer Team – Possilpark 0141 336 1300

Housing Officer Team – Springburn 0141 560 6000

Housing Officer Team – Multi Storey Flats 0141 560 6000

If you are interested in getting more involved, please contact Leza Lafferty on 07593565183

Websites – www.nghomes.net

www.scottishhousingregulator.gov.scot

www.tpasscotland.org.uk

APPENDIX 1. NG HOMES TENANT PARTICIPATION STRATEGY ACTION PLAN (ensured internal audit recommendations are in action plan – these are highlighted in green)

OUTCOME 1: Communication & Information					
We communicate effectively with our customers and provide good information					
Ref	Action	Monitoring & Measuring Arrangements	Responsibility	Resource	Timescale
1.1	Add a tenant participation section to the website 'Customer Involvement Section'				
1.2	Develop and recruit customers for an editorial panel or similar				
1.3	Introduce a 'tenant approved' logo or 'tenant tick' for publications that will be sent to tenants.				
1.4	Involve customers & staff in developing service standards for communication and information				

1.5	Review information on plasma screens in offices and add comment boxes				
1.6	Produce information leaflet explaining different ways to get involved. Gather testimonials, quotes & photographs from customers for use in leaflet. Ensure info is included in sign up pack or new tenant handbook.				
1.7	Arrange information stall at Springburn shopping centre and tenant volunteers to hand out information leaflet, gather names of interested tenants				
1.8	Set up Facebook page				
1.9	Set up Twitter account				
1.10	Draft a social media strategy				
1.11	Circulate the schedule of planned regeneration events to all housing officers and reception staff				
1.12	Introduce a 'You said, we did' feature in North News explaining how tenants' views, complaints, have been taken account of				

OUTCOME 2: Participation & Decision Making**We consult effectively with our customers and take account of their views when taking decisions**

Ref	Action	Monitoring & Measuring Arrangements	Responsibility	Resource	Timescale
2.1	Plan & pilot an informal housing event (like Big Breakfast as done by regeneration but with a focus on informal housing consultation) Afternoon Tea or Coffee Mornings are popular just now				
2.2	Develop program of Focus Group meetings for the year				
2.3	Hold a Focus Group meeting for new members, without established members in attendance				
2.4	Develop a 'Terms of reference' for Focus Groups that sets out: clarity on purpose of meetings, developing work plans, resources, communication arrangements before, during and after meetings,				

	arrangements for chairing meetings, dealing with non-agenda items				
2.5	Develop an annual work plan for each Focus Group with SMART objectives				
2.6	Survey tenants on how they would like to engage, digitally, online, email, face to face, and to ensure details are up to date, including email addresses				
2.7	Develop a consultation register				
2.8	Investigate ways of improving communication with regeneration				
2.9	Liaise with regeneration to develop short (housing) surveys that could be completed by tenants attending their events.				
<p>OUTCOME 3: Tenant Scrutiny</p> <p>Our customers are involved in how we measure and report our performance</p>					

Ref	Action	Monitoring & Measuring Arrangements	Responsibility	Resource	Timescale
3.1	Clarify the arrangements between the Housing Services Committee and Scrutiny Panel (Residents Improvement Group), in particular the arrangements for reporting scrutiny findings and selecting scrutiny topics				
3.2	Develop and agree a 'Terms of Reference' with the Scrutiny Panel Have attached Terms of Reference Code of Conduct and draft Scrutiny Panel Report				
3.3	Develop annual work plan for Scrutiny Panel				
<p>OUTCOME 4: Involving All</p> <p>We engage with our customers inclusively and representatively</p>					
Ref	Action	Monitoring & Measuring Arrangements	Responsibility	Resource	Timescale

4.1	Assess satisfaction across all geographic areas.				
4.2	Considering above, agree actions to recruit to participation structures where satisfaction is low or hold engagement events in those areas				
4.3	Set up / offer a mentoring or buddying system for customers that are attending meetings for the first time to encourage them to come back				
4.4	Introduce online video meetings; and provide support and training for anyone wanting to take part.				
4.5	Review the procedure for taxis, out of pockets expenses, to ensure there are no barriers for customers attending meetings or other events				

OUTCOME 5: Resources

We provide a range of resources to engage effectively with our customers

Ref	Action	Monitoring & Measuring Arrangements	Responsibility	Resource	Timescale
5.1	Agree a clear tenant participation remit for housing officers, circulate and print in the TP strategy				
5.2	Review the process for completing mid-year meetings so that tenant participation roles, aims, targets and responsibilities are clearly explained to housing officers, with any targets and outcomes agreed				
5.3	Review the induction process for new officers so that it includes information about tenant participation role, aims, targets and responsibilities				
5.4	Provide training on TP & the importance of scrutiny to staff				
5.5	Enrol staff in TPAS Scotland's TP Certificate to build knowledge and experience with regards to TP				

Appendix 2

Starting a tenant and residents' group or RTOs

Starting a tenants' organisation can be daunting. To assist in developing new local tenants and residents' associations we will:

Provide advice and practical assistance

Provide reasonable start up grants to help with costs

Attend your meetings when invited

Provide premises for meeting

Assist with producing member's information

Assist with photocopying

Criteria for becoming a Registered Tenant Organisation (RTO)

To become registered with ng homes a group must:

Hold an inaugural general meeting (IGM) or an annual general meeting (AGM)

Appoint a committee with at least three members

Appoint office holders, including Chairperson, Treasurer and Secretary

Have a written constitution

Keep a record (minute) of committee meetings and AGM

Open a bank account

Have annual finances audited independently

Registered groups should update ng homes after their AGM to confirm that they still meet this criterion.

In order to provide groups with funding, ng homes require documentation to demonstrate that the criteria to become an RTO have been fulfilled. A group meeting the RTO criteria but decided not to register may still be supported by ng homes.

All groups should have a constitution. The constitution should contain the following information:

The name of the group

The geographical area your group covers

Rules of membership

A statement on how the committee will conduct its business

An explanation of procedures at meetings and how decisions will be taken

A statement of how funds will be managed and audited

The procedure for making changes to the constitution

A statement supporting equal opportunities

A statement setting out arrangements for the dissolution of the group

We will assist you to form, devise your constitution and benefit your community.

Removing a group from the register

A registered tenants' organisation (RTO) will be removed from the register in any of the following circumstances:

The group no longer meets the registration criteria

The group no longer exists or operates

By mutual agreement between the group and ng homes

Removal from the register will only take place after an agreed period of notice.

Appeals

Groups can appeal an ng homes decision not to register a group, or to remove them from the register. The appeal will be dealt with under our complaints handling procedure. If the group is not satisfied with this decision it may appeal to the Scottish Public Services Ombudsman.

ng homes will make public a list of RTOs, with their chosen contact details.