



Tenant Participation Strategy 2021 – 2024

June 2021

COVID-19 Generic Policy Statement:

Although we will always endeavour to abide by our policies and procedures we may be unable to do so due to the COVID-19 global pandemic. The organisation will follow all Government guidance implemented to mitigate transmission of the COVID-19 virus. This could effect over service delivery and protocols contained within this policy.

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TENANT PARTICIPATION STRATEGY

1. INTRODUCTION

- 1.1 Forgewood Housing Co-operative Ltd (FHC) is committed to tenant participation. We aim to meet the needs and aspirations of tenants by providing good quality information and opportunities. We are committed to placing our tenants at the heart of service delivery and we believe by listening to tenant's views we can ensure our policies and services are more responsive to changing needs and rising aspirations.

We would encourage tenants to be involved in the decision making process at whatever level they feel comfortable. Our approach to tenant participation will be about making sure there are a variety of ways for tenants to get involved.

- 1.2 The Co-operative recognises the importance of effective tenant participation both for the organisation and for individual tenants. In developing our strategy we believe the benefits of effective tenant participation for everyone include:
- Improved service delivery and demonstrating value for money;
 - Opportunities to develop new knowledge and skills for tenants;
 - Improved communication between staff and tenants and ensure they feel we are listening;
 - Improved links between the Co-operative and tenants for them to feel a sense of community;
 - Ensure appropriate resources are in place to meet our objectives;
 - Provide training and support for tenants who are committed to engaging with the Co-operative;
 - Building on mutual respect and understanding between the Co-operative and tenant.
- 1.3 We recognise there is no single means or best method of consulting with our tenants and will attempt to use methods of participation which best suit the identified needs and aspirations of our tenants and service users and their lifestyle.

- 1.4 This strategy is intended to be an evolving document. The development and continuous review of this strategy will recognise the crucial roles tenants and service users have to play in the future development of the Co-operative's activities.
- 1.5 We acknowledge that owners/residents are not covered by the Tenant Participation provisions of the Housing (Scotland) Act 2001 but we regard them as being an integral part of our community.
- 1.6 We recognise that participation can range from the basic provision of information provided to tenants to that of being in control. We also respect the right of tenants not to become involved in the Co-operative's affairs should they choose not to do so.

2. AIMS AND OBJECTIVES OF THE STRATEGY

Our strategy aims to:

- Offer tenants a diversity of opportunities for them to engage and become involved in our decision making process;
- Ensure tenants know we are listening and encouraging them to feel a sense of community;
- Offer a range of options for becoming involved through long term and short term methods on an individual and collective basis;
- Work in partnership with others, supporting our tenants and other service users to maximise opportunities;
- Ensure local decision making and community control, encouraging tenants to influence our policy and participate in decisions, which may affect them;
- Comply fully with all legal, regulatory and good practice requirements with regard to tenant participation;
- Ensure tenants and community groups are adequately resourced and supported in order to enable them to fully take part in the participation process;
- Continuously develop ways of improving communication and feedback information processes to meet the needs of all our tenants;
- Ensure that tenant participation and consultation is subject to regular review and improvement.

3. LEGAL REQUIREMENTS, REGULATORY FRAMEWORK AND GOOD PRACTICE GUIDANCE

3.1 Section 53 of the Housing (Scotland) Act 2001

The Housing (Scotland) Act 2001 places a legal requirement to develop and support tenant participation in Scotland. The Co-operative has compiled this tenant participation strategy and is committed to continually review and improve our performance in supporting and enabling tenants to participate across the whole range of housing and housing related services.

We will continue to identify and develop opportunities via partnership working with existing groups and networks.

3.2 The Scottish Social Housing Charter

The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter (SSHC), effective from 1st April 2012. The Charter sets out the standards and outcomes for all social landlords when performing their wide range of activities. The Scottish Housing Regulator monitors the Co-operative's performance against the Charter through their regulatory assessments. We will comply with the following Charter requirements most relevant to tenant participation.

The Charter requires us to provide a report about our performance against these and other measures to the Scottish Housing Regulator every year through Annual Return on the Charter, as well as reporting on this to our tenants and other service users.

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.

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 14 & 15 - Rents and Service Charges – a balance is struck between the level of services provided, the cost of the services and how far current and prospective tenants and service users can afford them. Tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.

The Regulatory Standards of Governance and Financial Management that were published by the Scottish Housing Regulator in 2012 place great importance on tenant and service user evaluation. In particular, Standard Two states:

“The RSL is open and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities”.

3.3 Good Practice

In addition, this strategy complements the priorities of good practice guidance such as the National Strategy for Tenant Participation “Partners in Participation” and the Scottish Government’s Guide to Successful Tenant Participation.

3.4 Equal Opportunities Act 2010

Forgewood Housing Co-operative is an equal opportunities organisation and will conform to the terms of the Equality Act 2010 and the Equality, Diversity and Inclusion Policy 2019. We are committed to treating our tenants respectfully, fair and equally and ensure our activities are accessible to all, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

As part of the Equality Act 2010 we are committed to ensure that all tenants are given equal opportunities to get involved and any barriers that may prevent them doing so are removed where possible.

Facilities will be made available on request for those who have either a visual or hearing impairment or require translation services. All assistance will be tailored to customer’s needs interest and lifestyles.

4. INFORMATION, CONSULTATION AND PARTICIPATION

The Co-operative recognises that good communication is crucial to the effectiveness of our participation strategy.

We are aware that not everyone uses digital technology by choice, and will respect this by offering other means of communication.

We are committed to ensuring that all literature and communication with tenants should be clear, concise and easy to understand. Printed material must be in plain language, jargon free, clear and attractive in format and accessible to all.

4.1 Information and Consultation

We ensure our services and published information is fully accessible and we use a variety of communication methods in the way that suits them best.

These methods include:

+ Telephone Surveys

From our 2019/20 tenant satisfaction survey, information flyers and leaflets is the most popular method used and was preferred by 57% of tenants surveyed.

Other means of communication/publications:

+ Information Flyers/Leaflets

+ Quarterly Newsletters

+ Email

+ Telephone/Telephone Surveys

+ Text Messaging

+ Face to Face

+ Open Events

+ Annual Report

+ Home Visits/Door Knocking/Leaflet Drop

+ Social Media e.g. Facebook/Twitter

+ Flyers to tenants/service users

+ Flyers displayed in closes

+ Information Leaflets

+ Rent Consultation Document

We provide information leaflets to new and existing tenants to allow them to be informed about key policies and useful information. These are available at sign up stage, reception, online or can be sent upon request:

- Ways to pay Rent;
- A Guide to Managing Rent Arrears ;
- A Guide To Dealing with Anti-Social Behaviour & Neighbour Nuisance;
- A Guide to operate heating systems;
- Code of Conduct – Being a good neighbour;
- Right To Repair;
- Right To Compensation for Improvements;
- Waste & Recycling Guide;
- Furniture Reuse;
- Local Amenity Information Leaflet;
- Avoiding Fires in Closes;
- Safety Within Homes and Close Area;
- Share Membership and promotional advert for Management Committee Members;
- Complaints procedure information;
- Most recent newsletters;
- Tenant Participation Strategy.

We will develop new summary leaflets as new or updated policies are approved or as legislation changes.

FHC Quarterly Newsletter

We issue newsletters on a quarterly basis to give a summary of key issues/proposed changes, performance and information specific to their area. We also encourage feedback from tenants and ask them to contact us with suggestions and ideas on what they would like to see in future issues.

From our 2019/2020 tenant satisfaction survey communication by newsletters was rated within the top 3 preferred options of contact. This illustrates that tenants rate this method of communication highly.

Forgewood Community Centre - Quarterly Flyer

Articles on community activities/events held within Forgewood Community Centre or any forthcoming events are compiled by our Community Development Officer and included within FHC quarterly newsletter to all tenants and service users.

These are also advertised via Facebook, posters are displayed within our closes and flyers are delivered to all residents within the community. They are also displayed within the reception area at Forgewood Community Centre.

Forgewood has an active Social Media Account on Facebook

This enables our tenants and service users to access up-to-date/instant information on events and services and the ability to make comments or express feedback online.

FHC Website

We have an informative, user friendly website full of useful information and opportunities to feedback on our service: www.forgewoodcoop.org.uk

Tenants Handbook

The tenants handbook provides up to date information on our services and functions. It also provides specific information for new tenants on participation opportunities.

Annual Report

Each year by 31st October we will issue an Annual Report to all our tenants, shareholders and other interested parties. This draws together a tenant report on charter performance and activities from the previous financial year.

This will highlight our performance in complying with the requirements of the Scottish Housing Charter.

Tenant Satisfaction Surveys

We regularly ask our tenants and other service users what they think about us and act on their feedback. In addition we carry out a comprehensive Tenants Satisfaction Survey every 3 years with all our tenants. They were last surveyed between November and December 2019 by an independent company who spoke face to face with 144 tenants about their views on our services. We issued the results of the survey to all our tenants in our newsletter and Annual Report.

The survey results from tenants in respect of satisfaction with participation opportunities shows 90.9% are satisfied; 4.9% neither satisfied nor dissatisfied; 4.2% were dissatisfied.

We are due to carry out a further Tenant Satisfaction Survey which will allow us to ascertain valuable up to date information on the level of satisfaction across all the areas of our business. This will allow the Co-operative to review our action plan and allow for improvement on any areas where we can do better and focus on suggestions for improvements.

Regular ongoing satisfaction surveys are carried out with tenants to gauge satisfaction levels as follows:

- All new tenants are asked for feedback of the sign up and allocations process and the condition of their home;
- Tenants who have reported a neighbour complaint ;
- Upon completion of routine, planned, cyclical or major repair work;
- On completion of medical adaptations.

📌 Interviews

Tenants often meet our staff face to face. Staff will be encouraged to use these opportunities to get feedback on our performance or policies and to highlight opportunities for tenant involvement.

📌 Satisfaction Calls - Repairs

Feedback is sought on all repair work regarding quality of work, attitude of tradesmen, timescale to carry out work and any comments. A phone call is made to each tenant following a repair/maintenance visit inviting feedback.

📌 Satisfaction Calls – As The Need Arises

Feedback is sought from tenants as and when required on various issues for example we consulted with tenants by telephone on our service delivery performance during the Covid-19 pandemic.

This can be used to help us understand the huge effect of Covid-19 has had, and continues to have on tenants and their families. This information will be used to help improve and enhance our services so our services can best meet tenant's needs.

4.2 Participation – How can tenants become involved?

We want to encourage as many tenants as possible to have their say, become engaged and participate in our business.

This strategy outlines a range of mechanisms to enable effective participation to take place. This range of options will offer choice to tenants and the opportunity to participate at a time, level and method which suits them best.

We will continue to be a proactive member of the local community, seeking out new, innovative ways to address issues that impact our residents and consult our tenants on this.

Details of various engagement methods are listed below:

Membership of the Co-operative

We wish to encourage as many tenants as possible to join.

This will be done in two ways:

Existing Tenants Not Already Members

We will provide regular information within our newsletter and website promoting membership and encouraging tenants to join the Co-operative.

New Tenants

All new tenants will be given information on membership when signing their Tenancy Agreement. This will be further promoted at the "settling-in" visit along with other volunteering opportunities available within the community.

When a tenant signs their tenancy agreement we actively encourage them to become a shareholder of the Co-operative by purchasing a £1.00 lifetime share. Shareholders can attend and vote at our Annual General Meeting (AGM) and if elected they can join our voluntary Management Committee.

Members will be encouraged to stand for election to the Management Committee.

Tenants/Resident Groups

Forge Ahead – Community Group

Tenants are encouraged to represent their local community on a wide range of issues by being part of an informal Residents Group in their area. The formation of the group will be supported by the Co-operative.

We actively encourage tenants to engage with us and help shape the delivery in terms of quality and range. We appreciate the value of local people and their input into what they would like to see into their area.

This has been evidenced through our close working relationship with the local community group Forge Ahead, who have been operational since 2015 and currently has 11 members of which 4 are FHC's tenants. The group work directly with our Community Development Officer who supports them with governance, volunteer support, funding and project management.

Some typical examples of the range of activities/events are:

- Tea Dances;
- Social Isolation Trips;
- Family Fun Days

Forge Ahead advertise these events via Facebook, display posters in closes and deliver flyers to all residents within the community and display information leaflets within the reception area at Forgewood.

In addition to these events Forgewood Holdings who are an independent community based charity operating in the Forgewood area of Motherwell and offer a wide range of financial support to residents in the area through new or established organisations.

The group support activities and events held within Forgewood Community Centre co-ordinated by our Community Development Officer and Forge Ahead Group.

Some typical examples of the activities/events are:-

- Over 50's fitness class;
- Monday Lunch Club (along with other local RSL);
- Social Isolation Trips (along with other local RSL)
- Christmas Events;
- Summer Projects

FHC Community Development Work

As we are a community anchor organisation who own and operate a community facility at Forgewood and understand the need for a Community Development Officer delivering activities within our local community.

Our housing staff work closely with the Community Development Officer in Tenant Participation activities. This ensures we are working with our tenants and service users to provide a variety of activities from recreational to information services to meet their needs and demands.

The services and activities on offer from the Centre aim to provide a good variety between educational, leisure and improving physical and mental health.

In order to ensure we are delivering effective services we work with a variety of partners/groups/service providers. They can provide a range of activities to the local tenants/residents within the community to participate.

Some typical examples of the range of activities/events are:

- Knitting & Crochet Group;
- Affordable Fruit & Veg stall;
- Irish Dancing;
- ACE's arts & crafts group;
- Tae Kwon Do;
- Church Group;
- Fool On Mental Health Support;
- Over 50's Friends and Fitness Group;
- Youth Group;
- All Stars Community Café (in conjunction with Firpark Secondary School);
- Developing Young Workforce;
- Breastfeeding Friendly Scotland;
- Facilitate Club 365 (along with GOLD group).

Polish Group

We have held several open days and information events within the community over the years. This has had a positive impact and through our involvement and integration of this group we have recruited Polish tenants who have become members of the Management Committee.

AGM

We hold an Annual General Meeting that is open to all our members in September each year. The relevant newsletter issued prior to the AGM will publicise that the AGM is taking place and will actively encourage members to stand for election.

At the AGM we will report on our activities during the year and provide information about our performance and annual accounts.

We will use this forum to promote participation opportunities.

Estate Walkabouts

Estate walkabouts enable tenants who live within our estates and schemes to identify common concerns or areas of improvement. Tenants will have the opportunity to come together and walk schemes with FHC staff to discuss and consider any important housing, environmental or social issues.

Notification of Estate Walkabouts will be provided by flyers and in our newsletters.

From these walkabouts we have identified several areas for improvement and agreed an action plan. Staff have worked along with various volunteer groups i.e. Virgin Media staff on an action plan to improve these areas and will continue to seek out new opportunities.

Focus and Working Groups

Focus Groups provide an opportunity for a panel of tenants to meet in order to scrutinise/give their opinions on a specific issue or a range of subjects to develop or improve services.

For example a Rent Review Focus Group has been set up to assist with the consultation process with the rent review proposals.

Policy Focus Group

To assist with the development and review of policies and procedures as and when required members of the Management Committee will be invited to participate in focus group workshops to discuss and develop specific housing service and policy. This will provide an important conduit from tenants to input into the development of new policies.

Open Days/Evenings

We appreciate that people have busy lives and they are often unable to attend a meeting with a fixed time. The Co-operative will consider holding open days/evenings to allow people to drop in and talk to appropriate staff on issues of concern at a time which suits them.

Fun Days/Community Events

We will support the work of local resident groups in our area of operation and will participate in community events such as fun days, information days and Christmas parties/fayres in partnership with local community groups and through our Community Development Officer.

We will use this to encourage inclusiveness and good relations with our community. Consultation with tenants/service users will be carried out at these events. This can be informal by face to face discussion or by completing a survey. The method of communication will be tailored to suit the individual.

Registered Tenant Organisations

We recognise the right of tenants to organise themselves and to speak to the Co-operative with a collective voice. The creation of "Registered Tenant Organisations" is a central concept to the Housing (Scotland) Act 2001

which aims to give tenants groups a recognised role in the tenant participation process.

We recognise that in order to achieve registration, a Tenant Organisation has to meet a range of criteria as set out in the Housing (Scotland) Act 2001 (Registration of Tenant Organisations) Order 2002.

We would therefore expect tenant groups to:

- Adopt a written constitution;
- Be open to anyone within the constitution's definition of membership irrespective of gender, religion, ethnicity, disability or sexual orientation;
- Have elected as a minimum a Chairperson, Treasurer and Secretary;
- If seeking grant assistance, have established a bank account for the group;
- Agree to hold Annual General Meetings where office bearers are elected.

Full details of the criteria for Registration are available on request from the Co-operative. We will maintain a Register of Tenant Organisations (RTO's).

Tenant/Public Meetings

Such meetings may be held for a whole area or for street/closes where appropriate or for specific groups should this be appropriate.

This forum would be used as an opportunity to gauge if tenants were interested in being involved in any way with the Co-operative.

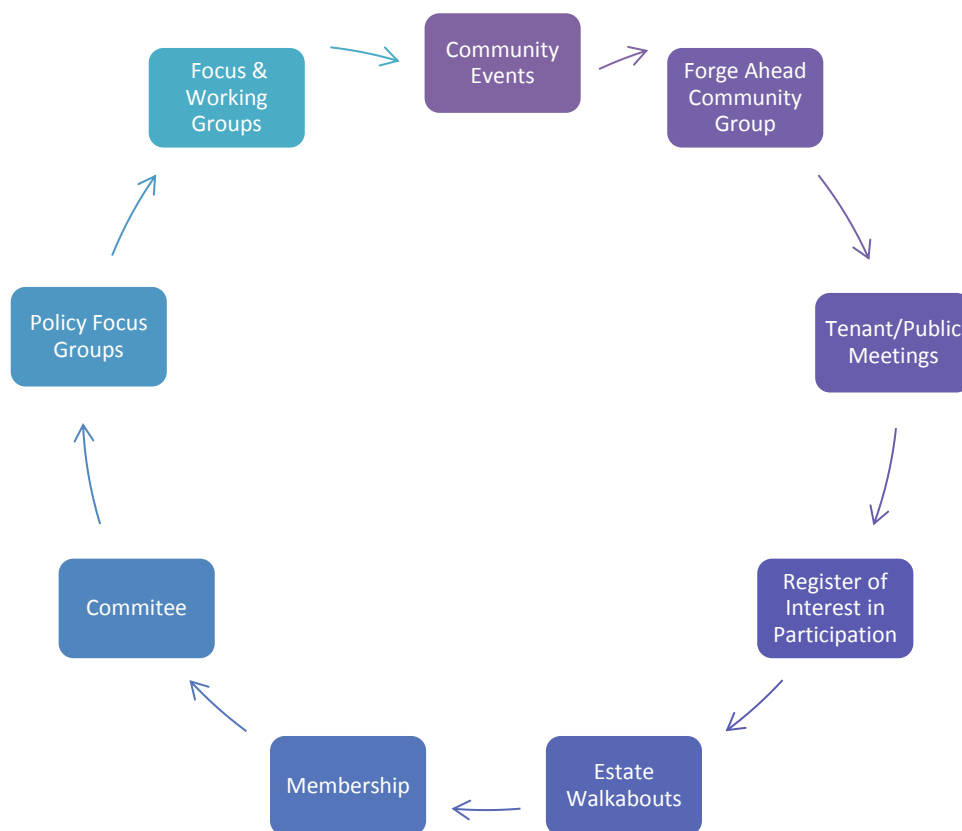
Register of Interest in Participation

Our housing staff work closely with the Community Development Officer in Tenant Participation activities. This ensures we are working with our tenants and service users to provide a variety of activities from recreational to information services to meet their needs and demands.

Should the housing staff identify a tenant who is willing to participate in volunteering a referral is made to the Community Development Officer who will contact them direct.

A register is held by the Community Development Officer listing any tenants/service users who are interested in being involved within the community. This may range from joining the Tenants/Residents group or Focus Group; assist at open events/ fun days; and/or being a volunteer with group activities held within Forgewood Community Centre.

Participation Opportunities:



Services Provided to Tenants via Partnership Working – Wider Role Initiatives

AFTAR (Advice for Tenants and Residents) Project

This project is delivered in partnership with Citizens Advice Scotland and four other RSL's in North Lanarkshire i.e. Garrion People's Housing Co-operative, Abronhill Housing Association, Lanarkshire Housing Association and Wishaw & District Housing Association.

The project through the Welfare Rights Advisors will help and encourage tenants to improve their financial situation, through looking at ways to maximise their income, deal with their debt and help them improve their budget skills. This service is offered within a private interview room within Forgewood Community Centre or if they are unable to call at the office a home visit can be made. (During Covid-19 pandemic this crucial service was still available by telephone or by online video meeting).

This service is well utilised by our tenants and is available for prospective tenants to ensure they are given the appropriate advice to enable them to make an informed decision in accepting the offer of tenancy.

Energy Advice.....as more and more people are struggling with increased fuel costs. Again through the AFTAR Project and Citizens Advice Scotland's CARES project they can help our tenants maximise energy efficiency within their homes and secure more affordable energy costs. They can assist with changing supplier, making tenant homes more energy efficient and make better use of their heating systems.

➤ **Digital Working/Computer Learning**

This project is delivered in partnership with Citizens Advice Scotland to all ages and levels. It is a drop in class and can be provided as part of a group with other tenants or can be deliver on an individual learning/one to one sessions.

This project can assist with cv or job searching skills, browsing the internet or help with benefit/universal credit forms.

Forgewood hosts an IT suite to enable tenants/service users to drop in and use the free wi-fi services available. This can assist with universal credit claims, job applications or volunteers with their course work or volunteer work.

➤ **ESOL (English for Speakers of other Languages) classes**

This service is delivered in partnership with North Lanarkshire Council, Community Learning and Development.

This class is available to teach English to speakers of other languages and is free for tenants /service users to use.

➤ **Routes To Work**

This is a local charity who work with unemployed North Lanarkshire residents to help them move into sustainable jobs. Key Workers provide an outreach service from Forgewood.

➤ **Local Partnership Agreement with Local Schools –
Forgewood Nursery, Muir Street Primary,
Our Lady’s High School and Braidhurst High School**

We work in partnership with the local schools to provide a mutually beneficial partnership. The intent of this Enterprise in Education is to assist the schools in improving pupil achievement levels, opportunities to support the Co-operative in our regeneration projects, community events and competitions.

Housing and Community staff have worked with the schools over the years on various projects i.e. Christmas events; Easter events, attending various open events; involved in competitions, etc.

The Co-operative has supported school placements and also offered students temporary employment opportunities. The Centre is also used to facilitate a school campus week and works in partnership with Braidhurst High School in operating a soup kitchen from the Centre.

5.0 SUPPORTING LOCAL COMMUNITY GROUPS AND INITIATIVES

We will support local community groups that meet the needs and demands of our community.

Our support will be driven by the views of our tenants and service users and to ensure the success of the projects may seek their help by volunteering to ensure the success of the projects.

We may provide financial support or may be through the provision of resources such as staff time/expertise or free use of Forgewood Community Centre.

Support could be offered in a variety of forms, for example;

✚ Use of Facilities and Equipment

The Management Committee will consider each request individually and may give permission.

✚ Providing a Donation

We may also provide a donation. Groups should contact the Co-operative if they wish to ask for a donation for a specific purpose. This would be at the discretion of the Management Committee.

6.0 PROMOTION AND SUPPORT OF TENANT GROUPS AND REGISTERED TENANTS ORGANISATIONS

We recognise the creation of groups can be both time consuming and difficult to achieve. To assist in the development of local groups where these are desired, the Co-operative commits itself to the following:

- Make available practical guidance to individuals seeking to form such a group;
- Provide on request a model constitution for groups to use;
- Make premises available for group meetings;
- Provide information and support to tenants/residents group;
- Assist in the production of flyers and posters to publicise their meetings;
- Assist in photocopying of minutes, etc;
- Attend meetings when invited, subject to notice;
- Award an annual grant to each group, subject to the group meeting the registration criteria;
- Identifying clear points of contact for liaison between the group and Co-operative;
- Provide opportunities for training and development;
- Provide information on the Co-operative's structures policies and procedures on request;
- Provide information on Standards of Service and Code of Conduct.

7.0 RESOURCES AND SUPPORT NEEDED FOR TENANT PARTICIPATION

We will ensure that adequate funds are available for tenant participation, which will cover:

- Printing and stationery;
- Publicity/advertising;
- Administrative and organisational support to tenants and residents groups;
- Meeting room available within Forgewood Community Centre with refreshments;
- Advice and assistance on setting up and running a tenants/residents group including accessing funding;
- Affiliation/membership;
- Training and information;
- Translation/interpreting;
- Carer and child care costs;
- Miscellaneous activities to encourage tenant and other customer involvement;
- Staff involved in tenant participation activities.

Our Committee will be responsible for overseeing the development of our Tenant Participation Strategy.

We will also provide funding for Registered Tenant Organisations and various consultation exercises carried out as part of the Strategy.

8.0 STAFF RESPONSIBLE FOR TENANT PARTICIPATION

The size of the Co-operative does not justify employing a dedicated staff member for this purpose but the housing services staff are those mainly involved in tenant participation. They will work along with the Housing Manager and the Community Development Officer. This encourages more effective and efficient use of resources through improved collaboration, learning and sharing across the Co-operative.

The staff and committee are actively committed to this strategy. This strategy is influenced by their expertise and knowledge of their tenants' needs and expectations.

Housing staff will be the main liaison officers between tenants and the Co-operative with regards to implementing and monitoring the Strategy.

The strengthening of staff's connection with tenant will build relationships of trust and confidence and promote our reputation.

This will impact on staff satisfaction as they will feel their opinions and expertise are respected and they can influence the operational and strategic direction of the business.

We will ensure that all staff receive the appropriate training in relation to tenant participation.

9.0 APPEALS

A Tenants' group may appeal against the Co-operative's decision to:

- Not register the group; or
- Remove the group from the Register; or
- Not remove the group from the Register

An appeal can be made in accordance with our Complaints Policy. Contact should be made immediately if an appeal is to be lodged with the process completed within three months.

If the tenant s' group is not satisfied with the outcome, the appeals process will be considered by the Scottish Housing Regulator, on behalf of Scottish Government.

10. MONITORING, EVALUATION AND REVIEW

This Tenant Participation Strategy will be subject to continual review and is intended to grow and evolve over time as circumstances change.

We will collect a range of information and feedback to enable staff, tenants and service users to assess the success of the Strategy in meeting its aims and objectives.

We will formally review our Tenant Participation Strategy and Action Plan, in consultation with registered groups and tenants on a 3 yearly basis.

In light of our Tenant Satisfaction Survey carried out in November and December 2019 we have reviewed our action plan to reflect the views/requirements expressed by tenants.

11.0 IMPACT OF COVID-19 PANDEMIC

Although we will always endeavour to abide by our policies and procedures we may be unable to do so due to the Covid-19 global pandemic.

The Co-operative will follow all Government guidance implemented to mitigate transmission of the Covid-19 virus. This could affect our service delivery and protocols contained within this Policy.

12. ACTION PLAN 2019-20

Aim	Actions	Timescale	Staff responsible
Information & Consultation			
<p>From our 2019/2020 tenant satisfaction survey communication by newsletters was rated within the top 3 preferred options of contact. This illustrates that tenants rate this method of communication highly.</p>	<p>Continue to produce quarterly newsletters to all tenants within mainstream housing; owner occupiers, shareholders or any other interested party.</p> <p>Newsletters detail our activities, new services or schemes, tenant’s rights, what is going on in the area, performance reports, participation opportunities and invite feedback.</p>	<p>Spring, Summer, Autumn Winter Editions</p>	<p>All staff contribute to relevant articles within newsletter including community staff.</p> <p>Housing Manger will collate and prepare newsletter</p>
<p>From our 2019/2020 tenant satisfaction survey 99% of our tenants feel we keep them informed about our services and decisions.</p>	<p>Continue to inform tenants and other service users using various methods :-</p> <ul style="list-style-type: none"> ➤ Information Flyers/Leaflets; ➤ Website; ➤ Face to face (where possible); ➤ Open Meetings or Zoom; ➤ Telephone; ➤ E-mail; ➤ Letter ; ➤ Text Messaging; ➤ Annual Report; ➤ Tenants Handbook; ➤ Devising an App. 	<p>Annual Report - Oct 2021</p> <p>Tenants Handbook – Dec 2021</p> <p>App – Autumn 2021</p>	<p>Housing Manager</p> <p>Housing Manager</p> <p>Community staff assisting with App</p>

Aim	Actions	Timescale	Staff responsible
To gauge our tenant's views on the service we provide across all areas of our business	Feedback from Tenant Satisfaction Surveys we have reviewed Tenant Participation Action Plan.	March 2020	Depute Director and Housing Manager
To improve our Social Media	Housing and community staff to work together on improving and updating social media for FHC and Forgewood Community Centre to provide more regular updates.	Ongoing	Admin Assistant/ Housing Assistant/ Community Development Officer
Digital Engagement	Consider scope to offer digital engagement as part of tenant participation.	Ongoing	Depute Director / Housing Manager
Refresh Websites	To continually build on and improve the refreshed website ensuring all information is up to date to provide a more informative website.	Ongoing	Depute Director/ Housing Manager/ Housing Admin Assistant/ Community staff
Provide wider range of communication methods/Digital Services	Expand on online services and provision of digital services resulted in setting up text messaging service and app.	Text messaging service set up 2020 App - Autumn 2021	Community Development Officer/ Admin Assistant/ Housing Manager

Aim	Actions	Timescale	Staff responsible
Participation Opportunities			
From our 2019/2020 tenant satisfaction survey 91% of tenants were satisfied with the opportunities given to them to participate in the Co-operative's decision making process	Continue to promote membership of the Co-operative.	Ongoing	Housing staff will continue to reach out to new & existing tenants
Management Committee Recruitment	Promote recruitment of Management Committee.	As required	Housing Officers and Manager will continue to reach out to new members
Promote volunteering opportunities	Continue to reach out to tenants with various opportunities to participate at a time, level and method which suits them best.	Ongoing	All housing staff
Forge Ahead Group	Community Development Officer continue to support local community group with activities & initiatives.	Ongoing	Community Development Officer
Equalities	Further promote TP amongst all tenants but with a specific focus on "non-White Scottish" ethnic groups and younger tenants.	Ongoing	All housing and community staff

Aim	Actions	Timescale	Staff responsible
Housing & Community staff to work together	Continue to identify residents' needs to assist them in sustaining tenancy. Increase service provision in area to meet needs i.e. suicide awareness, mental health, addiction, family support, counselling services. Taking into account the feedback from the Tenant Survey on Service Delivery during Covid-19.	Ongoing	All housing and community staff
Reach out to younger members of the Community	Housing and community staff to encourage a youth committee or younger members onto the Management Committee.	Ongoing	All housing and community staff
Estate Walkabouts	Continue to involve tenants to attend walkabouts – Spring and Autumn. Consult with Estate Management Policy/Guide.	Ongoing/ Policy review during 2021	Housing Officers/ Housing Manager
Rent Review Focus Group	Liaise with group on rent consultation and tenant participation strategy.	November each year	Depute Director/ Housing Manager
Policy Focus Group	Continue to liaise with group on the development and review of policies and procedures and Tenants Handbook.	Ongoing	Housing Manager

Aim	Actions	Timescale	Staff responsible
Tenant Satisfaction Action Plan Group	To set up and liaise with group on areas identified for improvement/consultation feedback from Tenant Satisfaction Survey on Maintenance & Repairs/Housing Quality/Participation/Contact/Environment/Community Activities/Digital Services.	Ongoing	Housing staff and Maintenance Officer
Open Days/Evenings	Contribute, support and attend events within Forgewood Community Centre.	As arranged	All housing and community staff
Fun Days/Community Events	Participate and attend fun days/community events.	As arranged	All housing and community staff/Forge Ahead
Tenant/Public Meetings	Arrange meetings as and when required for a whole area or street/close where appropriate for specific groups if required.	As required	Housing Officer/ Housing Manager

Aim	Actions	Timescale	Staff responsible
Services provided via partnership working – Wider Role			
AFTAR Project	Continue to engage with tenants to address any assistance required from the AFTAR service.	Ongoing	All housing staff
Digital Working/Computer Learning	Continue to ensure when communicating with tenants they are aware of this learning opportunity and to assist with universal credit claims and use of IT suite in Centre.	Ongoing	All housing staff
ESOL classes	All staff be aware of the free service and promote to tenants/service users.	Ongoing	All staff
Routes To Work	Outreach service can assist tenants/service users with employment opportunities.	Ongoing	All housing staff
Local partnership working with schools	To continue the mutually beneficial partnership arrange events/competitions/visits/ educational agreements/visits to the centre.	Ongoing & activities – Spring and December	Housing Officer/ Housing Manager/ Community staff