

Clydebank Housing Association Ltd

To: Management Committee

From: Sinéad Farrell, Communications Officer

Subject: Tenant Participation Strategy Review 2020

Meeting: 27 October 2020

Date: 23 October 2020

Purpose of Report

The purpose of the report is to accompany the draft Tenant Participation Strategy minor review 2020 being presented the meeting for approval for consultation.

Potential impact on tenants and service users/Tenant Consultation requirements

The Strategy as approved will be used for consultation purposes with our Registered Tenants Organisations, tenants and other customers and staff. Whilst consultation is not required under Section 54 (Consultation with Tenants and Registered Tenant Organisations) of the Housing (Scotland) Act 2001 (no material changes, no adverse effect on tenants/RTOs) it will be undertaken as best practice, particularly given the nature of the document.

Value for Money

CHA considers Value for Money in all aspect of its business including: -

- Managing our resources to provide quality services and homes to meet the needs of customers and the local community.
- Delivering the right service at the right time at the right cost.
- Planning for and delivering year on year improvements on our services based on customer priorities.
- Getting the most out of our assets and staff by operating efficiently and effectively.

Risk

Not having a Tenant Participation Strategy in place would be in breach of Section 53 (Tenant Participation) of the Housing (Scotland) Act 2001.

Legal/constitutional Implications (Reference to Model Rules)

Tenant participation obligations of the Housing (Scotland) Act 2001, Part 2, Section 53 specifically.

Relevant CHA Objectives:

- To provide quality, affordable housing that meets the changing needs of our customers and to ensure fair access to housing within our area.
- To manage the houses provided, in a professional and cost effective manner, for the benefit of our local community and the environment.
- To work in partnership with others, supporting our tenants and other customers, to maximise opportunities for physical and socio-economic regeneration in Clydebank.

- To ensure local decision making and community control, we will encourage our tenants and other customers to influence our policy and participate in decisions, which may affect them.
- To ensure that our resources are adequate to deliver our objectives by investing in our people, increasing digitalisation, demonstrating value for money and through robust procurement practices.
- To promote social inclusion by applying principles of equality and diversity to everything we do.

Relevant Scottish Social Housing Charter outcomes:

- 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.
- Communication - Social landlords manage their businesses so that 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.
- Participation - 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.

Relevant SHR Regulatory Standards of Governance and Financial Management:

- The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.
- The RSL is open about 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.
- The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.
- The RSL conducts its affairs with honesty and integrity.

Equalities

No protected group is adversely affected by the proposals, recommendations or updates within this report. Our commitment to equal opportunities and fairness applies irrespective of factors such as race, sex, disability, age, gender reassignment, marriage & civil partnership, pregnancy & maternity, religion or belief and sexual orientation.

Please find enclosed the above for its minor annual review which will be used for consultation. The Management Committee has reviewed this Strategy annually since 2018 given that the nature of the information (statistics, events etc.) contained in the Strategy can change quite a bit in this time. The Strategy was therefore last approved by the Management Committee in October 2019 and is due its full 3-yearly review in 2021 when any additional good practice from within the Scottish Government's Guide to Successful Tenant Participation 2019 will be adopted.

Background

A Tenant Participation Strategy is required under Section 53 of the Housing (Scotland) Act 2001. The Housing (Scotland) Act 2010 refocussed but does not supersede the Tenant Participation obligations of the Housing (Scotland) Act 2001.

Changes

For your information, the items that have been updated during the review of the 2020 edition are detailed below. None of the changes are material and all simply enhance the Strategy:

- General - Photos and graphics of publications updated throughout. Design freshen up throughout. Publication reduced by 4 pages. Page numbering changes
- Mentions of Coronavirus throughout, for example, the delay of this year's Charter Report, dedicated section on our website and specific 8 page newsletter issued
- Front page - That we are committed to digital engagement and providing support for this during the pandemic and beyond. Introduction signed off by Chief Executive (improvement from the Guide to Successful Participation)
- At a Glance figures updated
- At 5. How we make it easy for you to participate – Providing Information - Added that we commit to promote an option for getting involved on each newsletter front page. Added in 2019 Charter Report Feedback figures. Updated recent direct mailing examples.
- At 5. How we make it easy for you to participate – Knowledge – Added in that that TPAS was invited to our Tenant Conference and held 2 workshops and a stall and that the communications Officer was invited to be a judge of their National Good Practice Awards and host a workshop on tenant participation at their Annual Conference. Added that the next Management Committee training session is scheduled for May 2021.
- At 5. How we make it easy for you to participate – Customer Satisfaction – Added reference to our Owner Occupier Satisfaction Survey and Repairs and Maintenance Satisfaction Surveys and how we fed back results and actions to residents
- At 5. How we make it easy for you to participate – Customer Involvement – Added in that the Management Committee receives monthly reports on all Customer Communication/Consultation activity. Removed reference to sponsored social event after AGM. Referred to utilising virtual viewings during pandemic for applicants. Reference to our Communications Strategy being adopted in May 2020 including a section on communication during emergency situations such as pandemic.

- At 5. How we make it easy for you to participate – Supporting tenants/residents groups – Added in reference to our new residents group and that a welcome pack has been developed for new groups
- At 6. How we help tenants and other customers to become involved – Low Income. At crèche facilities mentioned the free crèche provided at the Tenant Conference
- At 6. How we help tenants and other customers to become involved – Finance and Level of Resources - mentioned that funding was increased for groups in 2019
- At 6. How we help tenants and other customers to become involved – Attitude – Added in that we will plan engagement with specific consideration given to cultural, historical, religious, social and communication issues (improvement from the Guide to Successful Participation)
- At 13. Tenant Federations – contact for WDTR0 has been updated
- At 17. Monitoring and Reviewing our Performance - Added in reference to our tenant involvement and impact being considered as part of the annual self-assurance process to which all tenants are invited to participate in
- At 18. Review of the Strategy – Added in details of how the Strategy was consulted on and that an action plan will be produced thereafter containing a range of SMART (Specific, Measurable, Achievable, Realistic and Time - bound) targets, policies/procedures to be reviewed or developed and their consultation arrangements and also any scrutiny activities (improvements from the Guide to Successful Participation)
- At 19. Contact Details – details of Tenants Voice Scotland (recently set up by TPAS) added
- Appendix 1 – registrations and membership changed to match Annual Report and CHA Power price noted as at 01 April 2020
- Appendix 2 – removal of reference to legislation to provide Right to Buy details to tenants. Added details of the Guide to Successful Tenant Participation and link to the document on our website
- Form – Register of Registered Tenants Organisations – updated to include La Scala Tenants Association (this page was updated and published in December 2019 as it is a requirement that this register is publically available)
- ICO registration number added on back page and on all forms

It is recommended that the enclosed Strategy be adopted by the Management Committee for consultation purposes as presented.