

Tenant Participation and Community Engagement Strategy

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Next Review: 2021/22*



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TENANT PARTICIPATION STRATEGY

STATEMENT ON TENANT PARTICIPATION

Rosehill Housing Co-operative Limited (Rosehill) is committed to involving tenants in all aspects of its work and ensuring that tenants are included, informed and consulted about decisions that have an impact on the way their homes are managed.

The strategy reflects Rosehill's commitment and demonstrates that it places tenant involvement at the heart of its activities, ensuring that Rosehill strives for the highest possible levels of customer satisfaction.

1. INTRODUCTION

- 1.1 Rosehill recognises the value of working in partnership with tenants and the local community towards a common goal of better housing and community services in Pollok.
- 1.2 Rosehill aims to effectively involve tenants, service users and stakeholders in the process of developing and monitoring the service it provides.
- 1.3 The Housing (Scotland) Act 2001 introduced a legal requirement for registered social landlords to prepare a Tenant participation strategy which sets out meaningful, achievable and measurable targets.
- 1.4 **Our Vision, Strategic Objectives and Values**

Our Vision:

"We will provide excellent quality affordable and efficient homes in neighbourhoods that are well managed and maintained; we will contribute to sustaining communities where people feel safe and want to live by providing housing and other services and working with our voluntary and statutory partners."

The key to realising our Vision is through the delivery of our seven Strategic Objectives:

- Provide high quality and affordable homes through the maintenance and improvement of and investment in our housing and, the building of new houses that are well designed and efficient and meet identified needs
- Engage effectively with tenants and service users so that our service delivery meets their requirements
- Provide houses and services that are Value for Money for people who want to live in our communities
- Be innovative in developing services and activities that support our communities
- Build and contribute to effective partnerships to support the delivery of our vision and values
- Use our financial, human and other resources efficiently and effectively to achieve maximum benefit and full potential

- Demonstrate the highest standards of governance, accountability and compliance

Our Values

The delivery of our Vision and Strategic Objectives is underpinned by our Core Values which are:

We Will

- Invest and Support

We will be

- Engaged and Responsive
- Accountable and Compliant
- Fair and Approachable
- Efficient and Responsible
- Excellent and Committed

2. AIM OF THE STRATEGY

2.1 The central aim of this Strategy is to create opportunities for tenants to shape the housing services Rosehill provides.

2.2 This Strategy is intended to help tenants take an active part in the development of high quality housing services and community engagement.

2.3 To reflect the multi-agency nature of neighbourhood management Rosehill's approach to tenant participation will have a broad remit. There will be a commitment to involve other agencies as appropriate (for example the Police, local schools, GCC Neighbourhoods and Sustainability Department etc.).

2.4 Rosehill's properties are part of a wider multi-tenure community. The aim of this strategy is to ensure that we engage with the wider community to improve opportunities within the local area.

2.5 The purpose of our 2 year Strategy is to:

- Develop structures that facilitate effective customer engagement.
- Improve the services we offer.
- Increase customer satisfaction.
- To enable customers to have a positive impact in our work.

- To raise customer expectations enabling us to improve across all service areas.
- Share our tenant participation strategy with our tenants to provide them with the details of our commitment to tenant participation.

3. LEGAL AND REGULATORY FRAMEWORK

3.1 Whilst this strategy sets out to explain Rosehill's approach to tenant participation and community involvement it must do so in the context of legal and regulatory requirements. Therefore the following relevant legislation has been taken into account in the development of this Policy:

- The Housing (Scotland) Act 2001

3.2 The Scottish Social Housing Charter

3.2.1 The Social Housing Charter came into effect in April 2012 and was revised in 2017 and this sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Charter replaces the Performance Standards and the outcomes relevant to this strategy are:

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.

2 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.

3. 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.

3.2.2 Social landlords are responsible for meeting the standards and outcomes set out in the Charter. The Scottish Housing Regulator is

responsible for monitoring, assessing and reporting on how well social landlords, individually and collectively, achieve the outcomes.

3.2.3 In line with the regulatory principles, the Regulator's approach to monitoring landlords' achievement of the outcomes and standards in the Charter will be based on the landlords' performance information and their own assessment of their performance. Therefore, for each year ending on 30th September, we will be expected to:

- Measure and assess our performance in progressing towards or achieving the Charter outcomes and standards
- Provide the Regulator with some key performance information on our achievement of the outcomes and standards
- Report our performance to tenants and other service users who use our services.

4. NATIONAL STANDARD IN CUSTOMER ENGAGEMENT

4.1 Rosehill has a commitment to uphold the UK National Standards for Community engagement.

4.2 The National Standards for Community Engagement are good-practice principles designed to improve and guide the process of community engagement.

4.3 Community engagement is a way to build and sustain relationships between public services and community groups - helping them both to understand and take action on the needs or issues that communities experiences.

5. METHODS OF ENGAGEMENT

5.1 We will use various methods of engagement throughout the course of the strategy. We will use existing methods of engagement as well as trying new ways to engage. Below is a list of methods, however each idea will be tried and evaluated and if not working a new method of achieving outcomes will be attempted. The list below is not exhaustive:

- Rosehill will survey tenants on matters of housing management, maintenance and service delivery;
- Establish a youth committee;
- New tenants workshops;
- Community events/projects;
- Fun days;
- Continue to run our youth employability group;
- Establish an intergenerational group;

- Establish a virtual panel
- Re-establish the Tenants Voice tenants scrutiny panel
- Digital engagement strategy

5.2 Appendix 1 of this strategy is an action plan for the following 2 years. This clearly shows what outcomes we want to achieve and how we plan to achieve them. As previously stated this list is not set in stone or exhaustive, if a certain method is proving ineffectual a different approach will be sought.

Surveys

Rosehill will carry out opinion surveys of the tenant base. A large scale customer satisfaction survey will take place in the summer of 2019 as required by the Scottish Housing Regulator every 3 years. However smaller scale surveys will be undertaken as and when required throughout the year.

Youth Committee

We want to ensure that the views of our younger customers are taken into account. In January 2019 a youth group was established at Rosehill. This group has been flourishing and the plan is to extend this group to ensure that we get regular feedback on issues such as changes to service, policy changes and their effect and newly planned services.

New tenants workshops

Over the course of 2019 the Housing Services Team are looking at ways to make tenancies more sustainable. This is to prepare for the effects welfare reforms may have on our tenants and also to ensure that the performance levels remain unaffected. To help in this work it is planned that twice a year all new tenants are asked to attend a workshop to look at the moving in experience and how Rosehill could have assisted to make the experience better.

Community Events/projects

Over the two years of the strategy, Rosehill staff will ensure that any community events or projects in the local area are promoted and wherever possible attended by staff. We are active members of the Thriving Places initiative and the aim of this is to establish a more coherent and joined up approach to community projects.

Fun Days

In August 2018, to celebrate the 30th Anniversary, a community fun day was held. This day was such a success the Management Committee committed to a further fun day in 2019. This event is being planned and will be held in early August 2019.

Youth Employability Group

In January 2019 in partnership with Aberlour children's charity a youth employability group was established. This group is open to young people from the local community. Funding of £17,000 has been secured for the group through the Participatory Budgeting Fund. The young people increase their employability skills by receiving one to one support to create CV's, apply for jobs/college courses and access training and volunteering opportunities.

Intergenerational Group

A group will be established where experience and skills can be shared between the younger and older generations. The initial plan is to establish a group of young people who can support older people in digital skills and the use of various digital media.

Virtual Panel

Rosehill want the opinion and views on service delivery from as many people as possible. We are aware however that not many people are either able or willing to take part in either formal meetings or traditional forms of engagement. A group will be established of people who are willing to feedback their thoughts to us without leaving home. This can be done in a variety of ways, email, letter, by telephone, face to face or via the website.

Tenants Voice Scrutiny Panel

Rosehill has a scrutiny panel of people who look at the services we offer and recommend improvement. The membership of this group has dwindled over recent years and currently there are only two members who haven't met for a while. Over the first six months of this strategy attempts will be made to increase the membership and to work with the group to look at new ways of appraising services. A scrutiny strategy has been written which will look at plans to increase scrutiny of services.

Digital Engagement Strategy

Over the first six months of this strategy a digital engagement strategy will be written. This strategy will compliment this engagement strategy as it will offer more ways to engage with our local community. More and more people are being expected to engage digitally with service providers, however not everyone has the skills, equipment or can afford to pay for the internet. This strategy will look at how Rosehill can assist staff, Committee, tenants and the wider community to have the capability to engage digitally.

Registered Tenants Organisations (RTO)

Currently Rosehill has no officially registered tenant organisations. However should a group of tenants wish to set up an RTO we would offer our full support in this process. Details of how to set up an RTO are at App 2.

6. INFORMATION

Written Information

6.1 Rosehill is committed to providing written information in the following way:-

- all written information to tenants will use plain language it will be presented in manner that is easy to read.

6.2 Rosehill is committed to providing its tenants with as much relevant information as possible and is committed to the following:-

- publishing a newsletter no less than 4 times per year.
- publishing an Annual Report once per year.
- publishing Information Leaflets on various services provided by Rosehill.

Alternative Formats

6.3 Rosehill is committed to providing written information in other formats so as not to discriminate against tenants who have difficulty reading (whether through literacy difficulties or visual difficulties).

Other Languages

6.4 Where English is not the first language of the household, Rosehill will provide on request written information in the first language.

Other Media

- 6.5 Rosehill will investigate the use of alternative forms of media to consult and inform tenants.

Website

- 6.6 Rosehill's website will also be used to provide information to tenants about opportunities to participate.

7. MONITORING AND EVALUATION

Objectives

- 7.1 Rosehill will evaluate the success of its consultation against its Objectives and Action Plan.

Surveys

- 7.2 Rosehill will measure the success of consultation through tenant satisfaction surveys, comparators against previous performance and, where appropriate, against the services provided by other Registered Social Landlords.

Resources

- 7.3 Rosehill will monitor the use of resources, money, equipment and staff time. The object of this exercise will be to ensure that participation is adequately funded, that accommodation and equipment is being used and that staff time is being used most effectively.

Reporting

- 7.4 Management Committee will receive the following:-
- six monthly reports on progress against the Action Plan.
 - reports on the outcome results of Surveys and a report on variances with previous survey.
 - six monthly reports on the level of resources spent on Tenant Participation.

8. EQUALITY AND DIVERSITY

- 8.1 We are committed to providing fair and equal treatment for all our staff and customers including tenants and will not discriminate against anyone on the grounds of race, colour, ethnic or national origin,

language, religion, belief, age, gender, sexual orientation, marital status, family circumstances, employment status, physical ability and mental health. In implementing this policy we will positively endeavour to achieve fair outcomes for all.

- 8.2 We are committed to removing any barriers to communication. Therefore, if required, this strategy and any other related information can be produced in another format e.g. Braille, large print, etc or another language.

9. RISK MANAGEMENT

- 9.1 In all the key areas of our business we need to consider any risks which may arise. To this end we have in place a robust Risk Management Policy and from this flows our Risk Register. We have identified our Material Risks which are regularly monitored by our Management Team and Audit Sub-Committee.
- 9.2 Key to the mitigation of the risks associated with tenant participation and community engagement is having a comprehensive strategy in place to ensure we meet our legal and regulatory requirements and have customer input into all our services.
- 9.3 To ensure we continue to manage the associated risks we will periodically review this strategy to ensure compliance with all legislative requirements and regulatory and best practice guidance.

10. COMPLAINTS

- 10.1 We aim to get things right first time and provide a good quality service to our tenants. However, we acknowledge that things can go wrong and that some tenants may be unhappy with the service provided. We have a Complaints Policy and procedure. The procedure can be used where there is dissatisfaction with this Policy or its operation. Our Complaints Policy is available in our office or online at www.rosehillhousing.co.uk.

11. DATA PROTECTION

- 11.1 On the 25th May 2018 the legislation governing data protection changed with the introduction of the General Data Protection Regulation (GDPR).
- 11.2 We hold a variety of Personal Data relating to individuals including tenants, waiting list applicants, factored owners, other service users, employees and Committee Members. Our Privacy Policy sets out the basis on which we can process and share such data with third parties, it also sets out how we will securely store individuals' data, whether

electronically or in paper format. It also provides information on individuals' rights under GDPR including: to view personal data held about them by us; to request a restriction of processing of their data; the right to be forgotten and a right to object to us processing their data. In terms of the rights to be forgotten and to restrict or object to processing of Personal Data, any such requests will require to be considered on their own merits and legal advice will need to be obtained in some circumstances. We have the responsibility for accepting or refusing such requests and will do so in writing.

- 11.3 Under GDPR we are required to provide all customers whose Personal Data we hold with a Fair Processing Notice (also known as a Privacy Notice). The Notice sets out the Personal Data we process and the basis for doing so.
- 11.4 We will only keep and process Personal Data for the original purpose we gathered it for and we will not keep it for any longer than necessary. Attached to our Privacy Policy is a table of Retention Periods for Personal Data held and processed by us. We recognise that not all Personal Data can be processed and kept for the same period of time, and this will vary depending on the individual circumstances of each person whose Personal Data we hold.
- 11.5 The Privacy Policy sets out what should happen in the event of a Data breach e.g. does the breach require reporting to the Information Commissioner's Office and whether the individual affected should be notified. Timescales are set out for dealing with data breaches.
- 11.6 Full copies of our Privacy Policy are available upon request at our office or from our website www.rosehillhousing.co.uk

Appendix 1

Activity Plan 2019 - 2021

For the lifetime of the strategy two years) Rosehill will actively promote tenant involvement in the delivery of housing and housing related services. Where appropriate Rosehill will encourage involvement in other community issues that have a link to the general well being of the community.

Consultation/Participation

Activity	Outcome	Indicator	Timescale	Officer
Establish Focus group(s) for reviews of policies. Report outcomes to Management Committee	Greater tenant involvement and decision making	Focus group established and operating	On going	Housing Services Manager
Continue to run our employability group	Support local young people to achieve positive destinations	Numbers and positive destinations achieved	Ongoing	Community engagement officer
Establish dance and football workshops	Encourage local young people to have fun and live healthier lives	Numbers and names. Reduction in youth crime in the area	Funding ends in April 2020 but we hope secure permanent funding	Community engagement officer
Establish a youth committee	Greater tenant involvement and decision making	Numbers and names . Input to service improvement from younger people	Apr 2020	Community engagement officer/Housing Services Manager
Organise a community fun day	Encourage local young people to have fun and take	Numbers and feedback from attendees.	August 8 th 2019	Community engagement officer/ all staff

	part in new activities.			
Establish an intergeneratio n/community project group.	Greater tenant involvement and the completion of intergenerational community projects.	Numbers, feedback and the amount of completed community projects	Apr 2020	Community engagement officer
Establish new tenant workshops	Support new tenants to look at ways to make their tenancies more sustainable.	Numbers and feedback from new tenants.	Apr 2020	Community engagement officer/ Housing Services Manager
Community events/projects	Support tenants to take part and organise community projects.	Numbers and feedback from tenants. Impact of community projects	Ongoing	Community engagement officer/all staff
Virtual Panel	Support tenants to have a voice and share their opinions without leaving their homes.	Numbers and feedback from tenants.	Apr 2020	Community engagement officer
Tenants Voice Scrutiny Panel	Increase the membership numbers.	Numbers and feedback	Dec 2019	Community engagement officer/Housing Services Manager
Digital Engagement Strategy	Write a digital strategy, support tenants to take part.	Comprehensive strategy with tangible outcomes	Strategy will be written in the next 6 months.	Housing Services Manager
Registered Tenant Organisations	Support any tenants who wish to establish a RTO	N.A	Ongoing	Community engagement officer.

Information

Activity	Outcome	Indicator	Timescale	Officer
Produce 4 newsletters per year	Tenants kept informed	Production of 4 newsletters	Every three months	Housing Services Manager
Produce Annual Report	Provide performance information	Production of Annual Report	One per year	Director/Management Team

Promotion

Activity	Outcome	Indicator	Timescale	Officer
Raise staff awareness/ encourage their involvement in tenant participation as a key activity of Rosehill's work	Integration of tenant participation as part of staff's day to day work.	Staff working with tenants more effectively and feeding back information gathered.	Ongoing	Housing Services Manager
Promote greater tenant participation, (at meetings, fun day etc)	Raise profile of tenant participation	Greater interest in tenant involvement	On going	Housing Services Manager

Appendix 2 - Mechanism for the Registration of Tenant Organisations

Introduction

- 1 Sections 53 and 54 of the Housing (Scotland) Act 2001 place a statutory duty on the Co-operative to consult with its tenants on policy changes, especially when these relate to the services we provide (for example, when these relate to housing management or repairs and maintenance).
2. In addition to consultation with individuals, the Co-operative would also like to consult with those who represent tenants - i.e Registered Tenant Organisations (RTOs).
3. This appendix outlines the mechanism for the registration of RTOs.

What is a Registered Tenant Organisation?

4. The basic principle of having of a tenant's organisation, i.e existing to represent the interests of tenants living in the area, is well established. This principle remains, but there are some important changes. For example:
 - RTOs becoming active in the area will have formal structures, with elected office bearers and a requirement to show that decisions are reached democratically
 - RTOs will have an Annual General Meeting at which tenants will be able to ask any questions/make any points they may have
 - RTOs may be eligible to receive funding from the Co-operative because of the above, RTOs are expected to have a high profile in the area
5. Another key difference is the Register (hence **R**TOs). Under Section 53(3) of the Act, the Co-operative is required to maintain a Register of all RTOs operating in the area and to have this available for public inspection at any time.

How Will RTO's Become Registered?

6. The Act makes reference to registration criteria that should be met in order for RTO status to be granted (and maintained), and these are outlined in the Scottish Executive guidance issued in February 2002.

7. These are:

- The RTO must have a publicly available written constitution that sets out:
 - its objectives and area of operation
 - how people can become members of the organisation
 - the way the Committee will operate
 - how the business of the organisation will be conducted
 - how decisions will be reached democratically
 - how funds will be managed
 - arrangements for public meetings
 - arrangements for an annual general meeting (AGM), including consideration of financial records
 - how changes can be made to the constitution
- The RTO must have a Committee that:
 - (after the first year) is elected at an Annual General Meeting
 - has at least five members
 - can co-opt others on to the Committee during the course of the year
 - has elected office bearers
 - holds meetings that re open to any member of the organisation
 - can demonstrate that decisions are reached democratically
 - promotes equal opportunities

8. It will also be a requirement that the RTO operates within one of the Co-operative's areas of operation and be able to demonstrate that it is committed to representing the interests of its members.

The Mechanism for Becoming an RTO with Rosehill Housing Co-operative

9. The Co-operative will assess each bid from potential RTOs in a fair and open manner, using the above criteria. Groups who may be interested in forming an RTO will be asked to contact the Co-operative's Housing Services Manager who will meet all or some of their members so that the concept of RTOs can be discussed informally. This will also give the Co-operative an opportunity to outline the type of support available.

10. Once this initial stage has been completed, the Group will be asked to submit the following information:

- the written constitution;

- names and contact addresses of Committee members (identifying the office bearers)
 - a map and description of the area of operation (the Co-operative can easily provide this;
 - a statement outlining how the Group plans to engage with its members and how it will represent their views.
11. The Co-operative will be happy to provide assistance with the above, either in-house or via an independent expert (such as TIS or TPAS) if this is required.

Funding and Other Resources

12. The Co-operative has set aside a specific budget in 2006/07 to fund tenant participation and will do so annually.
13. We will continue to consult with tenants groups on participation in the future and will use a range of consultation methods to gather information from tenants and tenant groups.
14. Although the Tenant Participation Strategy has been agreed and is now in place, we believe that this will continue to evolve and it is hoped that we will identify further interest from potential RTO's in the course of ongoing contact with tenants.