



CUNNINGHAME
HOUSING ASSOCIATION

More than just a landlord

Tenant Participation Strategy 2019 - 2024



MAKING OUR COMMUNITIES
BETTER PLACES

Contents

	Page
1 Foreword	2
2 Introduction	3
3 Our commitment	4
4 Background laws	5 - 7
5 Equal opportunities	8
6 How this strategy was developed	9
7 Aims and objectives	10
8 Benefits of tenant participation	11
9 Communication	12
10 Information	13
11 Ways tenants can get involved	14 - 20
12 Making decisions that affect tenants	21
13 Resources for tenant participation	22 - 24
14 Training	25
15 Reviewing and monitoring this strategy	26
16 Tenant Participation Achievements	27 - 29

Appendices

Appendix 1 Action Plan

Appendix 2 Tenant involvement service standards

Appendix 3 Criteria for becoming a registered tenants' organisation

Appendix 4 List of registered tenants' organisations

Appendix 5 Understanding What We Say

Appendix 6 Useful Cunninghame Housing Association contact numbers

Appendix 7 Useful contact numbers for other organisations

Appendix 8 Comments and suggestions

1 Foreword



Welcome to our 2019/2024 tenant participation strategy. Our new revised Strategy has been developed with full and active participation of our Communication and Events Working Group (CEWG), Cunninghame Scrutiny Group (CSG), our 6 tenants and residents groups, individual tenants, Association Staff and service users of Cunninghame Housing Association.

Much has been achieved by working together and this Strategy aims to drive tenant participation forward. We are committed to providing opportunities for tenants and service users to be involved and influence decisions at all levels in relation to the development, monitoring and improvement of housing services.

In this document we set out a wide range of measures and support which is available to all our tenants to get involved and help shape the services that are important to them. We are grateful for the valuable contribution our tenants make and are confident that this strategy will help to make sure that we continue to have a clear focus on improving our services further.

Our aim is to make sure that everyone can contribute, if, when and how they want.

Janet Strang
Chairperson, Board Of Management
Cunninghame Housing Association Ltd

2 Introduction

What is Tenant Participation?

‘Tenant participation is about tenants taking part in decision making processes and influencing decisions about housing policies, housing conditions and housing and related services. It is a two way process which involves the sharing of information, ideas and power. Its aim is to improve the standards of housing, conditions and services.’

National Strategy for Participation – Partners in Participation

We want to encourage more of our tenants to be involved in further improving our policies and services. We realise that people’s lives, circumstances and communities are all different, and there is no single ‘right’ way of involving people.

We have developed a ‘menu’ of options so that tenants can choose what type of involvement they are happy with. This includes, joining or forming a tenants’ group, joining our register of interested tenants, joining our Cunninghame Scrutiny Group, taking part in one of our surveys, or attending one of our informal events.

What is a Tenant Participation Strategy?

The introduction of the Housing (Scotland) Act 2001 created a legal requirement for social landlords to actively develop and support tenant participation. All Registered Social Landlords (RSLs) must have a Tenant Participation Strategy which ultimately will enable “continuous improvement in Landlords’ performance in supporting and enabling tenants to participate”.

This strategy sets out the resources we will provide to make sure we meet our objectives for tenant participation, and how we will monitor and report our progress. It also details how we will work with you and other customers. We will make sure there are several ways for you to influence our decisions.



3 Our commitment

As a top-performing organisation, we are committed to consulting our tenants and reporting how their views have guided service improvements. We will continue to keep our tenants informed of:

- how they can influence our services and help improve communities;
- what they have told us during our consultations; and
- how their views have improved services and helped to improve communities.

We will try to remove any barriers that may prevent good communication between us and our tenants. We will communicate in ways which our tenants find useful.

Our tenants are at the heart of our business and tenant participation is a continuous process which is constantly reviewed and developed.

This was demonstrated following our 2018 Tenant Satisfaction Survey. Our Cunninghame Scrutiny Group consisting of tenants and other service users helped construct the question set, then devised an action plan to address the results and views obtained. They worked independently with an external consultant. The Scrutiny groups' commitment and effort is recognised and valued by the Association.

We will report our performance to you in our full Annual Report and in our Annual Performance Report which has been designed by our tenant's communication group. We will also identify how tenants' views have improved our services.



Frank Sweeney
Group Chief Executive Officer
Cunninghame Housing Association Ltd

4 Background

The Housing (Scotland) Act 2001

This introduced the first legal framework for tenant participation in Scotland. It places a duty on Registered Social Landlords (RSLs) to consult with tenants and service users on a range of housing issues including:

- The Tenant Participation Strategy;
- Changes to rents and service charges;
- Housing management, repairs and maintenance;
- Standards of service to be provided;
- And any proposal to change landlord.

All RSLs are required to produce a Tenant Participation Strategy in consultation with tenants to set out:

- how tenants will be kept informed;
- how tenants and tenants' groups can take part in decisions;
- what resources will be devoted to tenant participation;
- how tenants' groups can get registered, and how tenants can view the register; and
- which tenants and groups will be consulted.

The Scottish Social Housing Charter (SSHC)

The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter (SHCC). The first Charter came into effect on 1 April 2012 and it was reviewed during 2016, with a new Charter being effective from 1 April 2017.

The purpose of the Charter is to help improve the quality and value of the services that social landlords should aim to achieve when performing their housing activities.

The Charter sets out the outcomes and standards in the form of 16 objectives, three of which directly relate to tenant participation.



Outcome 2 – Communication

Social landlords manage their business so that:

“Tenants and other customers find it easy to communicate with their landlord and get information they need about their landlord, how and why it makes decisions about the services it provides”

Outcome 3 – Participation

Social landlords manage their business 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”

Outcome 14 and 15 – Rents and Service Charges

Social Landlords set rents and service charges in consultation with their tenants and other customers so that:

“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”

Further information on the Scottish Social Housing Charter can be obtained on the Scottish Government Website at: <http://housingcharterscotland.gov.uk/>

The Scottish Housing Regulator (SHR)

The SHR is an independent regulator, directly accountable to the Scottish Parliament. Its statutory objective is to safeguard and promote the interests of current and future tenants and others who use the services provided by social landlords. The Regulator assesses and reports on how social landlords are performing their housing services through the SSHC.



Community Empowerment (Scotland) Act 2015



Research has shown that when communities feel empowered there is, greater participation in local democracy, increased confidence and skills amongst local people, more people volunteering in their communities, greater satisfaction with quality of life in the neighbourhood. Better community engagement and participation leads to the delivery of better, more responsive services and better outcomes for communities.

In 2015 Parliament passed the Community Empowerment (Scotland) Act 2015 to give new rights to community bodies and new duties to public sector authorities.

Contained within the Act are 11 topics which will help to empower community bodies through the ownership of land and buildings. More details can be found at: www.gov.scot/publications/community-empowerment-scotland-act-summary

Over the years, tenants have directly influenced improvements in our services:-

- Following our extensive rent restructure consultation in 2017, tenant's views and recommendations on how rents should be calculated were taken fully into account. This enabled the Association to commence its rent restructure programme from April 2019 based on property type and property size.



- Through a review of complaints and expressions of dissatisfaction received from our tenants, significant service improvements actions were agreed. This has led to an ongoing review of all complaints and suggestions from our tenants to help continually improve our services to tenants and other users.



5 Equal Opportunities and Diversity

Cunninghame Housing Association places equality at the heart of everything it does and is committed to ensuring equality of opportunity and social inclusion for all services users, visitors and employees.

All landlords have a duty under the Equality Act 2010 to eliminate discrimination, harassment and victimisation.

The Charter also states that “every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housings and Housing Services”.

We therefore encourage all sections of our communities to get involved in decision-making. In particular, we will try to involve hard-to-reach groups who are often under-represented, such as young people and people whose first language may not be English.

In order to do this, we will make sure that all our activities are in line with our equal opportunities policy and will offer training on equality to tenants and residents. We offer a translation service and can provide information in other formats, such as large print and Braille.

We will also do the following:

- Always hold meetings in premises which everyone can get into.
- Hold meetings at times suited to the needs and preference of local groups and communities.
- Hold single-sex meetings, if appropriate.
- Contact existing community groups.
- Work with other appropriate agencies to encourage involvement.
- Provide a hearing loop (at our head office and the Michael Lynch Centre) for people wearing hearing aids.
- Provide translation services if necessary.
- Offer free, accessible transportation to meetings where required.
- Offer childminding allowances or organise crèche facilities, if necessary.
- Overcome barriers for people who care for dependants.
- Ensure all meetings adhere to the Code of Conduct and that all tenants treat each other with respect.

We will make sure no tenant is out of pocket so the cost of getting involved is not a barrier.

6 How this strategy was developed

This 2019 – 2024 Strategy builds on our previous tenant engagement strategy. It has been developed in line with the National Standards for Community Engagement and in consultation with a range of stakeholders including: our tenants, tenant groups, our Communication & Events Working Group, our Cunninghame Forum and our Cunninghame Scrutiny Group.

The following key stages formed our review process:

- We reviewed the previous Tenant Participation Strategy, considering how we developed our objectives, what we achieved, and what areas were still relevant to take forward
- We researched other landlords Tenant Participation and Customer involvement Strategies, to determine good practice, and learn from their objectives and achievements
- We reviewed the legislation and guidance available from the Scottish Government and other tenant participation organisations, to ensure our strategy was built round these foundations
- We consulted with stakeholders, including our tenants and residents, staff and partner organisations through meetings and events and desktop research to finalise the draft strategy.
- The new Tenant Participation Strategy was then launched at our 2019 Annual Tenants Conference.



7 Aims and objectives

It is very important that our tenants are involved in helping to shape and influence the services they receive from us. We believe that this involvement will help us to further improve our services and communities.

We believe that tenant participation is a continuous process of sharing information and improving communication. We want our tenants to be able to play a full and active part in developing our future.

The aims and objectives of this strategy are based on comments and views we received during the consultation process. We believe that these aims and objectives ensure we put tenants and service users at the heart of our business.

Our aims and objectives for the period from 2019 to 2024 are as follows:

1. Equality

We are committed to being inclusive, free from discrimination and prejudice, and treating everyone equally. Wherever possible, we will remove barriers that prevent people from taking part. We will develop ways of encouraging everyone in our communities to become involved. We will take account of equal opportunities and good practice.

2. Culture of community participation

We will actively encourage community participation by building mutual trust, respect and partnership between us, tenants, tenant groups and the community. We will provide an environment of openness and honesty, where differences of opinion can be used positively in a culture of mutual respect.

3. Information, communication and feedback

We will make sure that we communicate with tenants and the community effectively by providing good-quality, easy-to-understand information, listening to what we are told, and providing feedback on how we have used the views we've gathered.

4. Involvement

We will offer tenants different options for getting involved, so they can choose the level and type of involvement that suits them best. This allows tenants to be involved individually or as part of a tenants' group. We will recognise the independence and autonomy of tenant groups and actively encourage and support new groups or individuals to get involved. We will promote and increase tenant and customer awareness of their rights to participate and to get involved in housing issues.

5. Decision-making

We will make sure that tenants have the opportunity to influence our main housing services taking their views into account before decisions are made. We will encourage tenants to have an input into local and community issues, as well as providing opportunities to shape our services and housing policies that provide good value for money.

6. Continuous improvement

We will continually review our strategy to make sure it meets the changing needs and circumstances of all our tenants. We will meet the standards set out in the Scottish Social Housing Charter. We will involve tenants and service users in the self-assessment of housing services.

8 Benefits of tenant participation

In our experience, involving tenants delivers clear benefits for tenants, service users, staff and landlords alike.

The benefits for you:

- Our services are improved and targeted to your needs providing better value for money.
- There is improved communication between you and us (see section 9 for details).
- You have the information and knowledge you need to influence our decisions.
- You have a better understanding of how we work, our finances, our abilities and our limitations.
- You are part of the decision-making process.
- Increased satisfaction with your home and neighbourhood.
- You have opportunities to develop new knowledge and skills.
- Ensures we are open, honest and accountable.

The benefits for us:

- We can deal better with your changing needs and circumstances.
- Communication is improved.
- We are more aware of your issues, views and concerns.
- Helps to improve our services and tenants' satisfaction with us.
- Increased job satisfaction for staff.
- Helps to make best use of our resources.

The aims of this strategy can only be achieved if tenants get involved effectively, so we will make sure that our communication and information processes are clear and easy to understand.

It also helps to break down misunderstanding and mistrust between landlord and tenants, building mutual respect and understanding

9 Communication

Good communication is essential for involving tenants.

We want to make sure that we communicate openly and effectively with all our tenants and communities.

To make sure that this takes place we will:

- provide information in plain language;
- design our information so that it is easy to read;
- provide information in a range of formats and languages that meets your requirements, for example Braille, large print, audio or in different languages;
- give you clear information, in good time, so you can make informed comments or decisions; and
- have a named member of staff for you to contact.

You can communicate with us:

- by visiting our local offices and speaking to your housing officer;
- by phoning us;
- by visiting our website at www.cunninghame-housing.org;
- by writing to us;
- by sending us an email;
- by taking part in our regular surveys;
- by coming along to an event (for example, our tenant's conference);
- through your local tenants' and residents' groups; or
- at a local meeting or event;
- text.



10 Information

It is essential that we provide relevant and accurate information to keep tenants well informed. For example, when we are asking tenants to take part in any consultations or decisions, we will make sure they have the right information, that is easily understood and well laid out. We will provide this information in good time for them to take part in the process.

We will use various methods to keep tenants informed and up to date, including the following:

- Individual letters
- Information leaflets
- Tenant Participation Leaflet
- Tenant Participation Strategy Summary
- Newsletters
- A dedicated part of our website
- Email
- Text message
- Tenants' handbook
- Tenants Conference
- Through local tenants' and residents' groups
- Focus Groups
- Local meetings
- Road shows
- Other events

We will make sure that the information we provide explains:

- how to get our services;
- our service standards;
- how well we are performing against performance targets and the Scottish Social Housing Charter; and
- how you can contribute comments and suggestions to help us continually improve our services.

11 Ways tenants can get involved

There are many ways tenants can get involved with us. It is your choice whether or not to get involved, but we will always give you the opportunity and be ready to listen to your ideas and suggestions.

If we have any plans to change our policies or services which will affect tenants or their community, we will consult tenants and relevant groups at a very early stage. This means you will be able to take part in the beginning of the process.

We will consult tenants on the following:

- Our policies – if we plan to change existing policies, or create new policies, that affect tenants
- Our standards of service or the way we manage, repair and maintain our housing
- Any proposed change to rents or service charges
- Our planned improvements, major repairs or programme of maintenance work
- How satisfied tenants are with their home and with us as a landlord
- Our new-build developments
- Our social and economic development programme – for example, creating local employment

Our consultations will last at least four weeks, during which time tenants and groups can get advice and information, gather views, consider all the information and give us their views.

Every year we will publish a list of what we have done and the outcomes of our consultations with tenants.

Our tenant participation options menu

This menu offers a significant range of choices as to the most convenient and effective way to get involved with us.

A. Individual tenants

There are a number of ways in which individual tenants can let us know what they think and have their say.

- Through our newsletter
- Through our website at www.cunninghame-housing.org
- By letter, phone, email or text
- By speaking to a member of staff
- By attending local meetings
- By taking part in a survey

- By visiting our office
- By asking for a home visit if you cannot get involved in any other way.

B. Register of interested tenants

We will keep a list of tenants who may not be members of a tenant's group but who are keen to be kept informed of and consulted on key issues. Tenants on our register can let us know which topics or issues they are interested in (for example, repairs, rents) or can register an interest in all our services. They can also indicate their preferred methods of how they want to communicate with us. When we are planning changes or consultations, we will contact everyone on our register of interested tenants, give them relevant information, and ask them for their views. We may invite them to attend meetings, such as our 'Cunninghame forum', and will pay their travel expenses.

C. Tenants' and residents' groups

These are groups of tenants and residents who organise themselves to form independent groups to help improve their homes and communities. We will help and encourage new groups to set up, and support existing groups.

When tenants and residents are setting up a group, we can provide a member of staff to help. When groups are set up we will attend meetings which we are invited to, if we have been given reasonable notice.

As well as making various resources available, we will also provide opportunities for training and a chance for groups to meet up and share information.

We will make sure that groups have access to information and training so that they can make informed decisions

Our list of current Tenants' and Residents' Groups is set out in appendix 4.

D. Registered tenants' organisations (RTOs)

Registered tenants' organisations were introduced by the Housing (Scotland) Act 2001. RTOs are independent organisations that are set up to represent tenants' interests relating to housing. Registration gives groups a recognised role in our decision-making process.

RTOs may also be contacted by the Scottish Government to give their views on issues or proposals which may affect all tenants.

A tenants' group has to meet a number of criteria before it can be registered with us. These criteria are set out in appendix 3. We will help groups register with us, and we will continue to work with and support groups if they decide against registering.

To monitor and support existing/new registered tenants' organisations and non-registered groups, our Cunninghame Forum developed a simple self-assessment traffic light system. This allows each group to identify what extra support or resources they require to help them develop. This forms part of their annual review helps set objectives that each group should aim to achieve. It also highlights their strengths and achievements over the past year.

Some benefits of being registered are as follows:

- It gives groups a recognised role in the decision-making process.
- It provides access to our resources and expertise.
- It provides access to wider networks and forums (for example, Scottish Government Regional Networks and consultations on the Housing Charter).

RTO Register

Under the 2001 (Housing) Scotland Act, all housing associations and local authorities must keep a public register of recognised tenants' groups.

Our register holds details of registered tenants' and residents' groups. In line with data protection laws, we publish:

- the group's name;
- the area they cover; and
- a contact address.

If the group on our register has tenants from other landlords (for example East Ayrshire Council or North Ayrshire Council), they can apply to register with them too.

Our list of current registered tenants' organisations is set out in appendix 4.

Registering with us

Before a group can be registered with us, it must have a constitution (a written set of rules that govern it). We have a standard constitution which a group can use, alter and adopt. This is available to any new groups. Our Management Committee will decide if a group meets the criteria to become a registered tenants' organisation.

The group registration will last for three years, and we will review the organisations once a year.

If we do not allow a group to register

We can refuse to register a group if they do not meet the criteria or if there is already a registered group in the area.

In these circumstances, we will explain why we can't register the group and offer advice and support to make any necessary changes.

If we want to remove a group from the register

We can remove a group from the register if it behaves in an inappropriate way (for example, uses racist language), if it folds, or if tenants in the area no longer support the group. If we have concerns, we will try to speak with the group and work with them to solve any problems. If this isn't possible, and we remove a group from the register, we will tell the group members. If the group disagree with this decision, they can appeal, in writing, to our Chief Executive.

If the group are still not satisfied, they can appeal to our Board of Management. If they are not satisfied with the committee's decision, they can appeal to the Scottish Housing Regulator.

E. Cunninghame Scrutiny Group (CSG)

This is a group consisting of volunteer tenants and residents from across North and East Ayrshire. It is responsible for independently reviewing how good we are at delivering housing services, recommends and implements agreed improvements to our policies and procedures. It works to ensure that tenants and service users interests are at the heart of how housing is delivered across all of our geographical areas. It produces reports with recommendations after each scrutiny exercise which are presented to the Associations Board of Management. It meets 4 weekly and is funded and supported by the Association.

F. Surveys

Every three months we will carry out telephone or face-to-face surveys on various topics. These will be backed up with a comprehensive tenant satisfaction survey every two years. What you tell us in these and other surveys helps us to make sure you are satisfied with us, and to identify areas that need improving. We will carry out surveys on topics such as your satisfaction levels with our new-build homes, repairs services and our policy on rent arrears. We will use the feedback from surveys to form action plans to address any areas for improvement in conjunction with our tenant Scrutiny Group.

G. Working groups

When appropriate we may set up a working group for a specific period to do a particular piece of work (for example, looking at reporting repairs or our response to antisocial behaviour, or to organise events).

When setting up working groups we will contact anyone who has contacted us about the issue, tenants from groups, and tenants from our register of interested tenants. We will also advertise the opportunity to join a working group to all tenants through our newsletter.

Once formed, the working group will agree a work plan, including a completion date. The results of the working group will then be reported to our Management Committee and in our newsletter.

H. Communication and Events Working Group (CEWG)

This is a group consisting of volunteer tenants and residents who review and design our tenant publications. These include our Cunninghame 4U newsletter, our Annual Performance Report for Tenants and our Tenant Participation Strategy.

The group is also responsible for planning and arranging tenant's events such our Annual Tenants Conference and assisting our tenant groups with any major tenant events such Community Fun Days.

I. Local meetings and events

If we are planning work in a local area, or if there is an issue which will affect tenants and their neighbours, we may use a local meeting or event to give information and ask for views.

If there is a local tenants' group in your area we will arrange the meeting or event with that group.

J. Tenants' conference

We will hold a tenants' conference each year so that tenants can express their views and speak with tenants and residents from other areas. Tenants and our staff are involved in planning the conference to make sure a good range of relevant topics and issues are presented and discussed. The Information Village at the conference, consisting of a large range of partner organisations, will offer tenants advice and support on a wide range of topics.

K. Cunninghame forum

We will continue to develop and support what we call the 'Cunninghame Forum'. This is an opportunity for tenants' groups and individual tenants to come together to:

- meet our senior staff;
- comment on our performance;
- review policy and procedures;
- plan and organise community events;
- plan, develop and monitor the activities we carry out to involve tenants; and
- share experiences and good practice.

The Cunninghame forum will meet at least 3 times a year, and a report on the outcomes of each meeting will be published in our newsletter and any recommendations will be reported to our Board of Management.

L. Newsletters

Every four months we send our tenants a newsletter to make sure they are kept informed of issues and events.

We also use these newsletters to make sure all tenants know about any proposed new or updated policies. The newsletters will give brief summaries of any proposed changes to policies or services and ask tenants to give us their comments in writing or online. We will provide feedback on tenants' comments in the following newsletter.

We also understand the need to include articles that directly relate to local areas. So, we will continue to produce separate newsletters for our tenants divided into specific community areas.

M. Share membership

If you want to become a member of the Association, our £1 share membership is open to:

- any tenant of the Association aged 16 or over
- Other persons who supports the objects of the Association
- Services users of the Association
- Organisations sympathetic to the objects of the Association

A share membership will entitle you to:

- stand for election to the Board of Management, which is our governing body;
- receive share membership newsletters at least twice a year;
- attend and take part in our annual general meeting at which our Board of Management is elected and reports on our activities are received; and
- receive copies of our annual reports.

You can get more information from our secretary or on our website at www.cunninghame-housing.org.

N. The Board of Management

We are governed by a Board of Management which sets our aims and makes the final decisions on our policies. To become a member of our Board you must be a share member. As part of our constitution there are 15 places available on the board with one third of committee members being re-elected every year. These places consist of:

- one reserved for a North Ayrshire Council Board Member
- one reserved for an East Ayrshire Council Board Member
- two reserved for Tenant Board Members
- all remaining places for Board Members elected to fill any vacancies at the annual general meeting

We encourage tenants and service users who are share members to attend our Annual General Meeting and to stand for election to become a board member.

O. Other ways

If we are planning to carry out work such as repairs or improvements to tenants' homes, or major work within the community, we may create other ways of keeping tenants involved and up to date with information. This could include:

- setting up focus groups (where tenants chosen at random are invited to attend workshop-style meetings to consider a particular issue);
- open days (for example, to consider development initiatives, major improvement programmes and so on) at accessible venues within local communities; or

- estate-based inspections where interested tenants can join housing staff during their inspections of the estate.
- Mystery shopping exercises where tenants will test specific areas of our service

We will also work with tenants to develop community spirit and promote good community relations. We will support a range of activities, like garden competitions, community events, fun days, outings, fund-raising and so on.

We are keen to make sure that we hear from all our tenants and so will tailor our activities to be relevant, open and responsive to all. This will include specifically targeting information and activities to under-represented groups.



12 Making decisions that affect tenants

When making decisions on policies and services that affect tenants we will take account of the views of tenants, registered tenants' organisations, active tenant and resident groups, Cunningham Forum group, Cunningham Scrutiny Group, Communication/Events Working Group and other relevant people and groups.

We will let you know the following:

- What our proposals are and how they will affect tenants and their communities
- When and how we will make our final decision
- How you can get information on our proposals
- The best person to contact if you need more information or advice
- How you can make your views known
- How long you have to let us know what you or your group thinks about our proposals
- The results of the consultation process
- What happens next
- Progression updates



Our Communication and Events Working Group (CEWG)

Making Decisions



13 Resources for tenant participation

It is important we help tenants and tenants' groups get involved with us. So we have committed significant resources to helping us achieve the aims and objectives set out in this strategy. These resources are set out below.

Dedicated staff support

We have a Community Participation and Engagement Officer who, along with other staff, will support tenant involvement.

The officer's main responsibilities are as follows:

- Develop involvement with all our tenants and throughout the community
- Further develop and promote this strategy and our processes
- Help set up tenants' and residents' groups, and focus groups, and provide support to help them develop
- Encourage, develop and support registered tenants' organisations to work with us and make sure all members of their local communities have the opportunity to become involved
- Gather feedback on the full range of our services and service standards

Communication resources

To make sure that tenants can take part and get involved without having to pay any costs we have provided a free post service and access through our website.

Resources are in place to prepare, print and post newsletters for tenants. We also provide funds to host an annual tenants' conference, open days, consultation events, focus groups and services, and tenant satisfaction surveys.

Resources to support tenants' and residents' groups

We will provide funding to tenants' groups for expenses such as hiring meeting rooms, phone calls and so on. We can also pay transport costs and other reasonable expenses for tenants attending meetings or consultations.

Funding for new groups

We will pay reasonable expenses to support tenants wanting to set up and run new groups. The amount paid will normally be based on the actual costs of setting up the group (for example, hiring a meeting room and publicity), up to a maximum of £250 a year.

Annual funding

We provide funding of up to £500 a year to existing groups to help with their day-to-day running costs. We encourage groups to form their own expenses policy. Our Community Participation and Engagement Officer can help with this.

If a group's running costs go over their annual funding, they can apply to our Community Participation and Engagement Officer for 'top up' funding of up to £200.

Special funding

Groups can apply to our Community Participation and Engagement Officer for special funding to help run and organise special projects, community activities, fun days and fund-raising events, or to get some equipment. The limit for special funding will normally be £250 a year.

Funding for training

Our Community Participation and Engagement Office can offer in-house training to groups. However, registered groups can also apply to our Community Participation and Engagement Officer for funds to help with the costs of training courses, seminars, attending conferences or official visits to other tenants' groups. The limit for training funding will normally be £400 a year.

Other resources

We can make other resources available. Our Community Participation and Engagement Officer will be happy to discuss the extra help we can offer.

Expenses

We encourage all registered tenants' organisations to develop their own policy to support tenants who want to take part in their activities and events. We can also pay an individual tenant's out-of-pocket expenses for attending forums or working groups, or of representing us at any external event or organised conference. We use an independently set expenses policy for board members, and we offer the same expenses to individual tenants. These include travel, subsistence, creche and care costs.

Budget Summary

A dedicated annual Tenant Participation budget will ensure that there is sufficient funding to support all Tenant Participation activities carried out as detailed within the Strategy. These include:

- Annual Tenants Conference
- Community Fun Events
- Community Surveys
- Group Meetings
- Consultations
- Working Groups
- Cunninghame Forum Meetings
- Cunninghame Scrutiny Group
- Tenants Newsletters
- Tenants Report on CHA's Annual Performance
- Opportunities for tenants to develop their knowledge and skills. Such as attendance at training events or external conferences such as Tenant Information Service (TIS) and Tenant and Tenant Participation Service Scotland (TPAS) conferences
- Access to independent advice organisations such as TIS or TPAS
- Any other associated costs



14 Training

We recognise that training, and the resources for it, is important to tenants and to staff.

We will help each of our tenants' and residents' groups develop their annual training plans. This will allow our groups to indicate what training and skills they are interested in, such as:

- committee roles and responsibilities;
- chairing meetings;
- new laws;
- consultation methods;
- public speaking; and
- fund-raising.

We also encourage individual tenants to take training that would help them become more actively involved with us. We advertise training opportunities for tenants and groups in our newsletter.

We will also help tenants contribute to the development of national initiatives, such as the Scottish Social Housing Charter and the involvement in the Scottish Housing Regulator's National Panel for interested tenants.

We will provide training for tenants and tenants' groups or, if tenants prefer, we will ask external organisations such as North Ayrshire Council, TPAS or the Tenant Information Service (TIS) to provide training sessions. We have resources available to help and encourage tenants to get appropriate training. For any additional training requirements please contact the Community Participation and Engagement Officer.

All our staff receive training on this tenant participation strategy, and on methods of involving tenants, to make sure they understand the importance and benefits, and that they actively encourage and promote tenant participation.

Our Community Participation and Engagement Officer will be fully trained in how to consult and involve tenants. Staff training will be regularly updated to make sure staff know about any changes in housing law and this strategy. New staff will be given training on involving tenants as part of their induction process.



15 Reviewing and monitoring this strategy

We will work with tenants' groups and other interested tenants to:

- produce an action plan, which our Community Participation and Engagement Officer and CEWG will review each year; and
- develop targets to use when monitoring the development of tenant participation, monitor our performance each year, and report to our Board of Management and to tenants.

We will review this strategy every year to make sure that it is fit for purpose, continues to meet tenants' and residents' needs, and is still in line with the law.

To monitor and measure our progress we will consider:

- the number of registered tenants' organisations;
- the number of tenants on our interested tenants' register;
- the number of tenants at our annual tenants' conference;
- the number of consultation exercises involving tenants;
- the percentage of tenants satisfied with our approach to tenant participation;
- the percentage of tenants satisfied with our consultation exercises; and
- the percentage of our tenants served by registered tenants' organisations.

We will regularly report on these in our newsletters.

In consultation with tenants, staff and our Management Committee, we have prepared a set of service standards for our tenant participation service. These are set out in appendix 2. Each year we will report on our performance against these standards.



16

Tenant Participation Achievements

Community Fund Raising



Community Events



TPAS and TIS National Awards – Tenant Group of the Year



Dalry



Longpark

Annual Performance Report



Annual CHA Tenants Conferences



2018 Annual Tenants Conference



Rent Restructure Consultation



2018 Tenant Satisfaction Survey action plan



Cunninghame Forum



Community Surveys



Garden Competition



Scrutiny Group Exercises – Customer Service Standards, Gas Safety and Tenants Satisfaction Survey Action Plan



Successful Tenants Groups (See Appendix 4)

Appendix 1

Action Plan

Aim 1 – Customers are well informed and can communicate easily with us

	Action	Task	Timescale	Who is responsible
1.1	To continue to produce the Association's (CHA) "Cunninghame 4 U" newsletter to share information and seek tenants and other service user's views	<ul style="list-style-type: none"> CHA to produce "Cunninghame 4U" newsletter three times per year <ul style="list-style-type: none"> CHA and the Communication and Events Working Group (CEWG) to review annually the content and format of "Cunninghame 4U" 	<p>Annually</p> <p>Annually</p>	<p>Corporate Services</p> <p>CEWG and Corporate Services</p>
1.2	CHA to produce an Annual Performance Report to tenants	<ul style="list-style-type: none"> CHA to work with the CEWG to agree the content and format of the Annual Performance Report to tenants CHA to produce and distribute Annual Performance Report to all tenants 	<p>Annually</p> <p>Annually</p>	<p>CEWG and Property Services</p> <p>Corporate Services</p>
1.3	To review our range of communication methods to improve how we communicate with customers	<ul style="list-style-type: none"> CHA and CEWG to meet and explore additional communication methods that suit customer's needs Publicise our range of communication methods in CHA's website and Cunninghame 4U newsletter 	<p>Annually</p> <p>Annually</p>	<p>CEWG and Property Services</p> <p>Property Services</p>
1.4	Provide opportunities for customers to tell us types of information they are interested in receiving	<ul style="list-style-type: none"> CHA to hold open meetings encouraging all interested tenants to attend CHA to consult with CEWG, 	<p>2019 - 2024</p> <p>2019 - 2024</p>	<p>Property Services</p> <p>Property Services</p>

		Cunninghame Forum and CSG on all tenant publications		
1.5	To publicise the success of Tenant Participation	<ul style="list-style-type: none"> To include case studies and examples of the positive impact that tenant participation and scrutiny activities are making across CHA in the “Cunninghame 4U” newsletter and in local tenant group newsletters 	2019 - 2024	Property Services

Aim 2 – Provide more opportunities for tenants and service users to get involved and give their views

	Action	Task	Timescale	Who is responsible
2.1	CHA to provide a Calendar of Tenant Participation Events to encourage more tenant and other service user involvement	<ul style="list-style-type: none"> CHA to meet annually with the CEWG to agree a calendar of tenant participation events 	Annually	Property Services and CEWG
		<ul style="list-style-type: none"> Calendar to be published each year in the “Cunninghame 4U” newsletter and on the CHA website 	Annually	Property Services
		<ul style="list-style-type: none"> CHA to continue to hold Annual Tenants Conference 	Annually	Property Services
2.2	CHA to further develop its Interested Tenants List	<ul style="list-style-type: none"> CHA to review the current Interested Tenants list and co-ordinate a recruitment drive to encourage more involvement 	2019 – 2020	Property Services
		<ul style="list-style-type: none"> CHA to update progress with the Cunninghame Forum and SCG 	2019 - 2020	Property Services
2.3	To encourage and support tenant involvement in	<ul style="list-style-type: none"> CHA to identify areas where there is little tenant involvement 	2019 - 2024	Property Services

	areas where there is little or no activity	<ul style="list-style-type: none"> Develop an action plan and methods to get a wider range of tenants and services user involved 		Property Services
2.4	Promote our active tenant and resident groups	<ul style="list-style-type: none"> Provide information on CHA's website and Cunninghame 4U about the community events, local issues and consultations our groups are involved in 	2019 - 2024	Property Services
2.5	Develop a Tenant Participation Leaflet	<ul style="list-style-type: none"> CHA and CEWG to produce a leaflet to encourage more tenants involved Leaflet to be made available to new tenants, community groups/Cunninghame Forum and on CHA's website 	2019 2019	Property Services Property Services
2.6	CHA will encourage more tenant and service user views to improve our housing services and customer satisfaction levels	<ul style="list-style-type: none"> CHA will commission an independent research company to carry out an extensive Tenant and Owners satisfaction survey to look at issues such as: Rents/Value for money, Repairs/Planned maintenance, Estate Management/Local neighbourhood, Communication, Complaints and involvement The CSG will be consulted on the design and content of the survey and in the action plan to address the findings of the survey 	2 Yearly 2 Yearly	Property Services Property Services/CSG
2.7	CHA will continue to remove barriers to encourage opportunities for people to get involved	<ul style="list-style-type: none"> CHA to develop links with other agencies and projects that work with tenants who are harder to reach. 	2019 – 2020	Property Services

		<ul style="list-style-type: none"> CHA to deliver more social events to seek the views of younger tenants and people who don't normally get involved 	2019 – 2024	CEWG/Property Services
		<ul style="list-style-type: none"> CHA to link into other community events being held to widen the cross section of people we communicate with 	2019 – 2024	Property Services
		<ul style="list-style-type: none"> Publicise this work to reach tenants not previously involved, in "Cunninghame 4U" and the CHA Website and report progress to the Cunninghame Forum group 	2019 - 2024	Property Services and Cunninghame Forum

Aim 3 - Support tenant and other service user involvement in the scrutiny of housing services

	Action	Task	Timescale	Who is responsible
3.1	CHA to highlight the work of the Cunninghame Scrutiny Group (CSG) and role of tenant scrutiny	<ul style="list-style-type: none"> CHA will keep staff and the Board of Management updated about the work of the CSG and the Tenant Scrutiny Framework 	2019 – 2024	Property Services
		<ul style="list-style-type: none"> CHA will keep tenants updated about the work of the CSG and tenant scrutiny initiatives on CHA's website and in Cunninghame 4U 	2019 - 2024	Property Services
3.2	CHA to support the work of the CSG	<ul style="list-style-type: none"> CHA will continue to resource and support the CSG 	Annually	Property Services
		<ul style="list-style-type: none"> The CSG will report its findings and recommendations to senior CHA staff and the Board of Management 	Ongoing	CSG

		after each completed scrutiny exercise <ul style="list-style-type: none"> The CSG will liaise with the Cunninghame Forum and all tenant groups to develop its work programme and keep them updated on the work being carried out 	Ongoing	CSG/Property Services
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Aim 4 – Continue to resource and support tenant participation and community engagement

	Action	Task	Timescale	Who is responsible
4.1	CHA to ensure that the Tenant Participation Strategy is understood and implemented	<ul style="list-style-type: none"> Staff and Board Members to be updated on the strategy and its work programme 	2019 – 2024	Property Services
		<ul style="list-style-type: none"> TP Strategy to be circulated to all Tenants and Residents Groups, Cunninghame Forum, CEWG and all interested tenants 	2019	Property Services
		<ul style="list-style-type: none"> Tenant Participation Strategy to be included on CHA's website and publicised in "Cunninghame 4U" 	Ongoing	Property Services
4.2	Annually review the Tenant Participation Strategy and update the Action Plan	<ul style="list-style-type: none"> To review Tenant Participation Strategy against outcomes To review tenant participation budget and identify future budget To develop the Action Plan annually Publish results within the Cunninghame 4U newsletter and on the CHA Website 	Annually	Property Services/CEWG

Appendix 2

Tenant involvement service standards

We have developed the following service standards relating to tenant involvement.

- 1 If you want to set up a new tenants' group, we will provide information on this within five working days of your request.
- 2 If you want to join a tenants' group, we will give your contact details to the group within five working days of you contacting us.
- 3 We will provide, arrange and fund training for the chairperson, secretary, treasurer and committee members of tenants' and residents' groups.
- 4 We will meet with any tenants who are interested in setting up a new tenants' and residents' group within 10 working days and help arrange a first public meeting for all tenants in that area within a further 15 working days.
- 5 We will attend tenants' and residents' group meetings we are invited to as long as we are given 15 working days' notice and a copy of the agenda.
- 6 Within one month after the annual tenants' conference we will send a report on it to everyone who attended.
- 7 Within 20 working days after focus groups, working groups or Cunninghame Forum we will send a report of the conclusions to all tenants who took part.
- 8 We will provide feedback to individual tenants who respond to consultations or provide their views or comments on our services. We will do this within 20 working days.
- 9 We will publish results and outcomes of all important consultations in newsletters to all tenants.
- 10 Our Community Participation and Engagement Officer will provide written responses to tenants' groups requests for funding within 5 working days.
- 11 We will respond to requests from new tenant groups to become registered with Cunninghame within 5 working days.
- 12 We will provide written confirmation to tenants that have requested to join the interested tenants register within 5 working days.
- 13 We will monitor and report on these service standards to make sure we are meeting them. We will publish details of how we are doing in our newsletters and our annual performance report.

Appendix 3

Criteria for becoming a registered tenants' organisation

If you want to be a registered tenants' organisation, you must have a constitution that states the following.

- That anyone who is 16 or over, and lives in the area you cover, can join your organisation.
- The area or streets you cover
- Details about your committee (the number of members, how it is elected, and how it will operate).
- The numbers of public and committee meetings which will be held in the year.
- What month the AGM will be held in.
- That your group has a bank account, and how funds will be spent and managed.
- How you represent the people in your area and act to prevent discrimination.
- Your aims and objectives
- How your group will reach decisions and how you can identify tenants' views on issues like rent levels and services only offered to tenants.
- How to change the constitution.
- What happens to the bank accounts and any assets if your organisation folds.

Once the group has been formed, you would need to give us the following.

- Notice of all committee members, and their contact details
- A copy of the minutes of all meetings
- A copy of the minutes of the AGM
- Your annual accounts
- Notice of changes to your constitution

Our Community Participation and Engagement Officer is happy to work with local people to make sure your constitution meets these requirements.

Appendix 4

List of registered tenants' organisations



Ardrossan Tenants Association, Ardrossan



Longpark and Gladstone Tenants & Residents Association, Kilmarnock



Mount Pleasant and Putyan, Tenants Association, Dalry

List of Active Tenant & Resident Groups



Vineburgh Tenants' & Residents' Association, Irvine



Kilbirnie Tenants & Residents Association, Kilbirnie



Stevenston & Saltcoats Community Panel

Appendix 5

Understanding What We Say

Accountable	Required to justify actions or decisions.
Action Plan	A list of things a landlord or tenant's organisation must do in order to achieve an objective.
Aims	Things an organisation wants to achieve.
Allocation	Preparing and offering a house to a prospective tenant.
Antisocial Behaviour	A person acting in a manner that causes or is likely to cause alarm or distress.
Budget	An estimate of all income and expenditure over a set period.
Community	Any group of people living or working in co-operation.
Communication & Events Working Group (CEWG)	This is a group consisting of volunteer tenants and residents who review and design our tenant publications. The group is also responsible for planning and arranging tenant's events
Community Participation & Engagement Officer	Someone employed by a landlord to promote tenant participation and community engagement.
Consultation	A landlord produces draft proposals, talks and listens to people affected before taking a decision.
Cunninghame Scrutiny Group (CSG)	Cunninghame Scrutiny Group is responsible for independently reviewing how well Cunninghame Housing Association is delivering housing services.
Focus Group	A method of gaining opinion from a group of people that may have an issue in common.
Forum	Tenant representatives joining together to form one organisation, that will promote things of common interest to influence service providers.
Framework	An outline of a process, not including the detail.
Housing (Scotland) Act	A document written in legal language agreed by the Scottish Parliament. It sets out the law regarding specific aspects of future housing.
Housing Management	A wide term meaning anything to do with a landlord providing a housing service.

Landlord	An individual or organisation who lets a property to someone on the basis of a legal agreement.
Objectives	Targets a landlord or tenant's organisation wants to achieve.
Partnership	Organisations working together towards a common aim.
Performance Indicator	A measurement used to show how well a housing service is being delivered. For example the number of repairs carried out within a set timescale.
Registered Tenants	RTOs were introduced in Scotland as part of the Housing (Scotland)
Organisations (RTOs)	Act 2001. A tenants' organisation can apply to their landlord for registration if it meets certain criteria.
Satisfaction Survey	A survey of a number of tenants by the landlord to see what they think of the housing management service.
Social Housing	Housing at an affordable rent provided by registered social landlords.
Standard	A measure to which a landlord should seek to reach for delivering its service to tenants.
Scottish Housing Regulator (SHR)	The SHR regulates registered social landlords and has the responsibility to monitor, report and assess how well landlords are doing to achieve The Charter's outcomes and standards.
Scottish Social Housing Charter (SSHC)	The Charter took effect in 2012 and sets outcomes and standards which landlords have to meet to be more proactive in self-regulation and to involve tenants in the scrutiny process.
Strategy	An organisation assesses its work and decides how to change this over a period of time. The strategy is the means of going from the current to the future desirable position.
Tenant Participation	A process providing ongoing opportunities for tenants to influences the decisions taken by their landlords before the decisions are made.
Tenant Participation Strategy	Tenant Participation Strategies promote the influence of tenants in landlords' services and show how the landlord will obtain and take account of tenants' views.
Tenant Scrutiny	Tenant Scrutiny aims to give tenants more power in holding their landlord to account for their decisions, performance and conduct.
Tenants Information Service (TIS)	The leading independent organisation, managed by tenants, that provides information, training, development support and advice to tenants throughout Scotland.

Appendix 6

Useful Cunninghame Housing Association contact numbers

Community Participation and Engagement Officer

Cunninghame Housing Association Ltd
Quayside Offices, Marina Quay
Dock Road
Ardrossan
KA22 8DA

Phone: 01294 606012
Mobile: 07867510329
Email: enquiries@chaltd.org

Head office

Cunninghame Housing Association Limited
Quayside Offices, Marina Quay
Dock Road
Ardrossan
KA22 8DA

Phone: 01294 468360
Email: enquiries@chaltd.org

Emergency contact (repairs)

Phone: 08000681466

Kilmarnock office

Cunninghame Housing Association Ltd
42 Campbeltown Drive
Longpark
Kilmarnock
KA3 1YF

Phone: 01294 607550

The Michael Lynch Centre For Enterprise

Cunninghame Housing Association LTD
71 Princes Street
Ardrossan
KA22 8DN

Phone: 01294 475600

Frank Sweeney Centre For Enterprise

82-84 Glasgow Street
Ardrossan
KA22 8EH

Phone: 01294 608162

Victoria House

Cunninghame Housing Association Limited
6 Boyle Street
Irvine
KA12 8PG

Phone: 01294 607540

Cunninghame Furniture Recycling Company

Unit 68, Third Avenue
Heatherhouse Industrial State
Irvine
KA12 8LT

Phone: 01294 475650

Dumfries Office

24 Nith Place
Dumfries
DG1 2PN

Phone: 0800 049 6528

Appendix 7

Useful contact numbers for other organisations

Tenant Participation Advisory Service (TPAS) Scotland

74 – 78 Saltmarket
Glasgow
G1 5LD

Phone: 0141 552 3633
Email: enquiries@tpasscotland.org.uk
Website: www.tpasscotland.org.uk

Tenants Information Service (TIS)

77 Renfrew Street
Glasgow
G2 3BZ

Phone: 0141 248 1242
Email: Info@tis.org.uk
Website: www.tis.org.uk

Tenant Priorities Team

Scottish Government
Victoria Quay
Edinburgh
EH6 6QQ

Phone: 0131 244 0643

Scottish Housing Regulator

Buchanan House
58 Port Dundas Road
Glasgow
G4 0HF

Phone: 0141 242 5642
Email: shr@scottishhousingregulator.gsi.gov.uk
Website: www.scottishhousingregulator.gov.uk

Scottish Public Services Ombudsman

Freepost SPSO
Bridgeside House
99 McDonald Road
Edinburgh
EH7 4NS

Phone: 0800 277 7330
Email: ask@spso.org.uk
Website: [www. Spso.org.uk](http://www.Spso.org.uk)

Equal Opportunities Commission (Scotland)

151 West George Street
Glasgow
G2 2JJ

Phone: 0141 228 5910
Email: Scotland@equalityhumanrights.com
Website: www.equalityhumanrights.com

Appendix 8

Interested in getting involved?

We hope this Tenant Participation Strategy has given you useful information about the way **YOU** can influence housing services in Cunninghame HA. For more information please contact our Tenant Participation Officer or give your details below.

Comments and suggestions

Please use the form below to let us know your views on tenant involvement in Cunninghame Housing Association. Please tell us how we can improve tenant involvement or how we can involve more tenants.

Return your form to:

Community Participation and Engagement Officer
Cunninghame Housing Association Ltd
Quayside Offices, Marina Quay
Dock Road
Ardrossan
KA22 8DA
Tel: 01294 606012
Email: enquiries@chaltd.org

Name:

Address:

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Phone (daytime):

Phone (evening):

Mobile:

Email:

Your comments:

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