



Next Steps Programme: Tenant Participation & Engagement Action Plan

Develop 2020 – 2023 Tenant Participation Strategy			
What we will do:	When we will do it:	Who will be responsible:	What will it achieve:
1.			
Invite tenants to sub - group meeting to conduct a review of the TP Strategy	Dec 2020 Completed	Senior Housing Services Officer	<ul style="list-style-type: none">• Agreement of TP Strategy stakeholders
2.			
Establish joint tenant / staff sub - group to review	Jan 2021 Completed	Senior Housing Services Officer	<ul style="list-style-type: none">• Review of Next Steps reports and current TP Strategy• Development of draft TP Strategy 2020 - 2023
3.			
Develop draft new TP Strategy	Feb / Mar 2021 Completed	Working Group w/ Senior Housing Services Officer as lead	<ul style="list-style-type: none">• New draft strategy developed for consultation
4.			
Consult stakeholders on new draft strategy	April 2021 Completed	Working Group w/ Management Team as lead	<ul style="list-style-type: none">• Feedback collated and included in new TP Strategy• New Strategy developed and launched

NOTE:

The following is based on some of the objectives outlined in the current TPS as discussed at the joint Next Steps session.

Objective 1: To ensure compliance with the outcomes of the Scottish Social Housing Charter			
What we will do:	When we will do it:	Who will be responsible:	What will it achieve:
1.			
Ensure all staff, tenants and committee are familiar with the SSHC	<ul style="list-style-type: none">• Staff briefings / meetings• Tenant drop - in days• Publications / articles<ul style="list-style-type: none">◦ Website◦ Newsletters◦ Email◦ Social media◦ Letters	All staff	<ul style="list-style-type: none">• Increased awareness that YHA is working to achieve the Charter outcomes• Realistic expectations• Customer satisfaction
	Completed		

Objective 2: To achieve an improvement in housing services and standards			
What we will do:	When we will do it:	Who will be responsible:	What will it achieve:
1.			
Review our repair response targets	Annually Completed / Ongoing	Senior Property Services Officer	<ul style="list-style-type: none"> Improved and more responsive repairs service Increased tenant awareness of targets & achievements via newsletter, website, performance reports
2.			
Establish a tenant / customer scrutiny group	2021 Ongoing	Senior Housing Services Officer	<ul style="list-style-type: none"> Tenant involvement in scrutinising services and standards Joint tenant / staff / board
3.			
Develop and implement a YHA Scrutiny Framework	2021 Ongoing – subject to development of scrutiny group (Objective 2.2)	Senior Housing Services Officer	<ul style="list-style-type: none"> Scrutiny Framework agreed by all parties Scrutiny embedded into YHA's performance management framework
4.			
Publish YHA's Annual Report to Tenants and Annual Performance Data	Annually - October Completed	Director Committee	<ul style="list-style-type: none"> Tenants aware of YHA performance achievements and challenges Improvement plans developed and implemented

Objective 3: To increase tenant involvement in decision making			
What we will do:	When we will do it:	Who will be responsible:	What will it achieve:
1.			
Increase tenant representation on Management Committee	Annual General Meeting Completed / Ongoing	Director	<ul style="list-style-type: none"> Increased number of tenants on Committee
	Open committee meetings (tenants invited as observers to promote further involvement) Completed	Committee Staff	<ul style="list-style-type: none"> Improved awareness and understanding of role of committee and committee members Increased tenant involvement in Committee
2.			
Hold Tenant Open Days	Annually (as minimum) commence 2021 Completed 1 August 2024 Completed 5 August 2025	Housing Staff	<ul style="list-style-type: none"> Tenants kept informed Tenants views sought, collated and included in YHA action plans
3.			
Gather tenant views on tenant participation priorities and actions via the large - scale tenant satisfaction survey	Jan / Feb 2021 Completed (2021 & 2024 Tenant Satisfaction Survey)	Committee and staff	<ul style="list-style-type: none"> Participation priorities agreed Improved and increased participation Improved engagement between tenants, staff and committee to develop future relationships
4.			
Publish Board agendas and minutes	Monthly (after approval)	Director	<ul style="list-style-type: none"> Transparency in decision making

	Completed / Ongoing		<ul style="list-style-type: none"> Increased access to information on YHA decisions Opportunity for tenant scrutiny of YHA decision making and operation
5.			
Investigate the potential to establish a YHA Tenants Group	2021 Completed / Ongoing	Senior Housing Services Officer Housing Officers Interested tenants	<ul style="list-style-type: none"> YHA awareness of tenant interest in setting up a Tenants Group Tenant awareness opportunity to get involved in a Tenants Group Improved tenant consultation and participation
6.			
Develop a menu of consultation and participation opportunities to include as a minimum:	December 2020 Completed	Director Senior Team Committee	<ul style="list-style-type: none"> Tenant participation and consultation topics agreed and timescales for involvement set Increased tenant involvement
• Annual rent consultation	Nov 2020 – Jan 2021 Completed (January 2021 & January 2022)	Senior Housing Services Officer Committee	<ul style="list-style-type: none"> Tenants views sought, committee decision made and reported to tenants
• Repair Response Times & Categories	Jan – Mar 2021 Completed (March 2021)	Senior Property Services Officer	<ul style="list-style-type: none"> Improved repair response timescales Increased tenant satisfaction
• Alteration & Improvements Policy	Feb – April 2021 Completed (April 2021)	Senior Property Services Officer	<ul style="list-style-type: none"> Increased tenant understanding of policy and procedures

<ul style="list-style-type: none"> • Pest Control Policy 	<p>Mar – May 2021</p> <p>Completed (May 2021)</p>	<p>Senior Property Services Officer</p>	<ul style="list-style-type: none"> • Improved pest control • Increased tenant awareness of policy and procedures
<ul style="list-style-type: none"> • Repair Standards to Unimproved Stock & Decant House Policy 	<p>Mar – May 2021</p> <p>Completed (May 2021)</p>	<p>Senior Property Services Officer</p>	<ul style="list-style-type: none"> • Improved standards • Increased tenant satisfaction

Objective 4: To ensure improved communication and better working relationships between tenants, staff and committee members			
What we will do:	When we will do it:	Who will be responsible:	What will it achieve:
1.			
Review existing communication methods	2021 Completed (2021 Satisfaction Survey)	Tenants, staff, committee members to be involved (lead officer TBA)	<ul style="list-style-type: none"> Improved communication and relationships between all parties
2.			
Promote the development of tenant, staff, committee review group	2021 Ongoing	Agreed named individual from each stakeholder group	<ul style="list-style-type: none"> Review group established
3.			
Present outcomes of review to review group members	2021 Ongoing – subject to development of review group (Objective 4.2)	Review group	<ul style="list-style-type: none"> Review outcomes published
4.			
Consult wider tenants on outcomes of review, amend and finalise new Communication procedures and processes	2021 Ongoing – subject to development of review group (Objective 4.2)	Review group	<ul style="list-style-type: none"> Improved and increased tenant participation YHA compliance with new communication methods
5.			
Update YHA website to ensure ease of use and relevant and up – to – date information as well as YHA history and future plans	Weekly / monthly Completed / Ongoing	Staff	<ul style="list-style-type: none"> Increased and easily accessible information

6.			
Establish contact with wider community, community organisations, schools and other service providers to increase tenant / community involvement	As soon as possible Completed	Staff	<ul style="list-style-type: none"> Increased awareness of YHA within wider community and opportunities to get involved in YHA participation and community activities Incentives provided to assist tenants and wider community improve neighbourhoods such as back court planting

Note:

Participants at the joint session agreed that not all policies and procedures listed for consultation within the current TP Strategy would be a priority for tenants. The following were therefore identified as tenant priorities. It is recommended that these be included in the action plan as part of Objective 3. Timescales for consultation and participation in review of policies to be agreed with tenants, staff, committee.

1. Void Management Policy
2. Abandonment Policy
3. Home Loss and Disturbance Payment Policy
4. Succession Policy
5. Joint Tenancy Policy
6. Sub Letting Policy
7. Residents Handbook
8. Defects Policy
9. Rights to Compensation for Improvements Policy
10. Maintenance Policy
11. Rent Setting Policy
12. Decoration Allowance Policy
13. Development Contract Control Policy

- 14. Reactive Repairs Policy**
- 15. Rechargeable Repairs Policy**
- 16. Annual Gas Safety Service Policy**
- 17. Repair Response Times & Categories**
- 18. Greening Our Workplace Policy**
- 19. Sustainability Policy**
- 20. Alteration & Improvements Policy**
- 21. Pest Control Policy**
- 22. Repair Standards to Unimproved Stock & Decant Policy**