

## Tenant Participation Procedure

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<b>Owner:</b>	Fiona Ross	<b>Job Title:</b>	Head of Housing & Customer Experience
<b>To be issued to: (check as needed)</b>			
<input checked="" type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input checked="" type="checkbox"/> Housing <input checked="" type="checkbox"/> Asset <input type="checkbox"/> ICT		<input checked="" type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input checked="" type="checkbox"/> C&S Managers (RM, OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	
<b>Method of Delivery (check as needed)</b>			
<input type="checkbox"/> Learn Pro <input type="checkbox"/> Board Portal <input type="checkbox"/> Line Manager to Share (e.g. Agencies)		<input checked="" type="checkbox"/> Policy Owner to Notify (e.g. Contractors) <input type="checkbox"/> Other: _____	
<b>Stakeholder Consultation Completed (check as needed)</b>			
<input checked="" type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input checked="" type="checkbox"/> Housing <input checked="" type="checkbox"/> Asset <input type="checkbox"/> ICT		<input checked="" type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input type="checkbox"/> C&S Managers (RM,OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	

## Version Control

Date	Owner	Version	Reason for Change
Nov 24	Fiona Ross	V1.0	Following review of the Policy a new procedure has been put in place to capture any procedural information.

## Summary of Changes

Section	Change
General	New Procedure



## Tenant Participation Procedure

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## 1.0 Introduction

The aim of this procedure is to describe how we will engage with tenants and promote tenant involvement. We will foster open communication with tenants, allowing them where possible to influence decisions related to housing policies and services. This will involve sharing information, ideas, and plans, thus empowering tenants while holding Ark accountable for its actions.

## 2.0 Aims and Objectives

### 2.1 Main principles

The main principles that we will adopt are as follows:

- We will be keeping tenants informed – through good quality, accurate, up to date and easily understood information;
- We will provide a variety of ways for tenants to make their views known to us – including tenant satisfaction surveys, regular service feedback questionnaires, individual meetings and discussions;
- We will consult with tenants, by using a variety of techniques, on a range of relevant issues and allowing them sufficient time to respond;
- We will raise awareness of the various opportunities for tenants to participate in our activities;
- We will encourage the setting up of groups focussing on specific issues and supporting them in practical ways;
- We will explore ways of developing joint working on tenant participation issues with other housing providers in specific areas we operate in;
- We will provide training opportunities for tenants interested in becoming more involved in our activities;
- We will promote membership of the Association and encouraging tenants to attend our Annual General Meeting.
- We will follow the same principles in developing our tenant participation arrangements for both mainstream and supported tenants.
- We recognise however that we may need to adopt different practical approaches when providing information or consulting with each group, to ensure that all tenants are able to participate fully in our activities, to the extent that they wish to.
- We will involve our Tenant

### 2.2 Main Objectives

The main objectives of adopting these principles are as follows:

- To assess overall how the Charter outcomes are being met;
- To see an improvement in housing services and standards;

- To see an increase in tenant involvement in decision making;
- To see tenant satisfaction with housing services, standards and living conditions;
- To promote TP among all groups of tenants;
- To improve communication and better working relationships between tenants, staff, elected members and committee members.

### 3.0 Best Practice

Through our membership of the Tenant Information Service (TIS) and involvement with the Scottish Tenant Engagement Network (STEN) we will seek to:

- Remain up to date with current 'best practice' in tenant participation;
- Incorporate current best practice when implementing the Tenant Participation Policy and Procedure;
- Contribute to the ongoing development of good practice both nationally and locally.

We will use the following publications to assist us in our approach to tenant participation and scrutiny:

- Guide to Successful Tenant Participation, Scottish Government, 2019  
ISBN: 978-1-83960-278-8

### 4.0 Resources

As part of the annual budget-setting process, we will identify a budget to support the Tenant Participation Policy and Procedures. This will include the following:

- An annual budget to allow a representative of TIS to act as external facilitator to the Ark Rainbow Scrutiny Group;
- An annual budget to allow Scrutiny members to travel to Ark developments as part of scrutiny activities;
- An annual budget to allow booking of meeting rooms within developments in which to hold tenant meetings;
- An annual budget for tenant and/or staff training relating to tenant participation.

On an annual basis, we will set a tenant participation plan for the year and will commit dedicated staff time to promote this and involve tenants.

## 5.0 Participation Calendar

An annual calendar will be produced in Quarter 4 each year for the following financial year. This will include as a minimum the following:

- As a minimum, 4 Scrutiny Meetings, facilitated by TIS and attended by the Head of Housing & Customer Experience;
- As a minimum, 1 Scrutiny Activity within the financial year;
- Follow up reports to all tenants on previous scrutiny activities;
- Annual Report to Tenants on Performance against the Scottish Social Housing Charter;
- Follow up report to tenants which details the plan to address areas of underperformance within the Annual Report;
- Tenant involvement in scrutinising performance against the Charter;
- Annual rent consultation for Ark Housing Association Tenants;
- Consultation on any key policies that are due for review;
- Feedback on results of consultation exercises;
- All tenants invited to two estate management walkabouts each year;
- Consultation on planned investment to allow tenants choices where available;
- 2 newsletters within the year;
- Quarterly reports on Complaints and Lessons Learned/Improvements made.

## 6.0 Annual Review

An annual review will be undertaken in the first quarter of the financial year after the reporting year and a detailed report will be produced and shared with all tenants. The review will consider the following:

- Progress against the annual action plan;
- Tenant and staff training (what training they have had and what they need);
- Reviewing minutes from tenants' meetings to monitor progress;
- Feedback and follow up on surveys;
- The number of events held and the numbers attending;
- Overall performance against the Participation activity within the Scottish Social Housing Charter.

## 7.0 Performance Standards

We will develop, introduce and examine performance indicators under the following categories:

We will measure **inputs** by examining:

- Staff time;
- Budget to support TP;
- Office facilities available to tenant groups, for instance, photocopying, mail, and IT;
- Support to attend meetings
- Provision of information, including leaflets and newsletters;
- Training for staff, tenants and governing body;
- Type of training available to tenants, staff and governing body;
- Access to independent advice or dedicated in house support.

We will measure **outputs** by examining:

- Areas that tenants have influenced, such as policies or service standards;
- Range of decisions in which tenants are involved;
- Variety of TP structures and mechanisms;
- Actual and committed expenditure on TP compared with budget provision;
- Representation of tenant group membership, for instance, area coverage, age, gender, ethnicity, and how this has changed over time;
- Number of registered and non-registered groups as a proportion of housing stock and how this has changed over time;
- Number of individuals participating as a proportion of housing stock;
- Number, variety and frequency of different methods of communication and engagement;
- Number of tenants and staff receiving training;
- Percentage of tenants responding to consultations.

We will measure **outcomes** by examining:

- The influence tenants have had in decision making;
- Increase in tenants' ability to get involved;
- Improvements in housing services due to more effective contribution by tenants;
- Increases in representation of tenants in the local community;
- Views of tenants, staff and governing body members about the difference TP has made; and
- Success in reaching new people.

## 8.0 Implementation and Review

### 8.1 Implementation

Ark's Head of Housing & Customer Experience will monitor implementation of this procedure on an ongoing basis.

## 8.2 Review

This procedure will be reviewed within 3 years from the date of approval in accordance with Ark's procedure review framework and approval process, or more frequently if required to meet changes in legislation, address any weaknesses identified and/or to implement new/good practices or lessons learned.