



## Phase #2

### Tenant participation support programme



Aimed at housing organisations across Scotland, **Next Steps** will help landlords and tenants who want to **review, improve or develop** their current tenant participation and scrutiny arrangements and develop an action plan for doing so.

This is a **free support programme** funded by the Scottish Government and delivered by **TIS** and **TPAS Scotland** which will be tailored to suit the needs of participating organisations.



Next Steps comprises a series of interactive workshop sessions delivered over an eight month period, which build on good practice and support for landlords to improve performance against the **Scottish Social Housing Charter** outcomes and standards. Organisations who are successful in their application **must commit** to completing Next Steps within eight months of starting the programme.

## How it works

Next Steps comprises a series of participative workshops for tenants, staff and governing body members which build on good practice and support for landlords to improve performance against the Scottish Social Housing Charter outcomes and standards.

The programme also includes a desktop assessment of current tenant participation and scrutiny activities. A jointly agreed action plan to improve participation will be produced at the conclusion of the workshops. A six-month review session is also included in the programme to help landlords to review key targets and assess progress and outcomes against the plan.

The workshops will be delivered in house, over non-consecutive days, and will be designed to reflect the needs of your organisation to create a bespoke experience.

**Review** your existing approaches to tenant participation and scrutiny.

**Expand** your knowledge of how tenants and staff can work together.

**Consider** how improvements can be achieved and implemented.

**Identify** gaps and increase opportunities to get involved.

**Involve** tenants at the heart of decisions and key priorities.

**Ensure** the appropriate resources are in place to achieve targets.

**Shape** an action plan for the future.

**Agree** how to monitor change and deliver achievements.



## How to get involved

An application form is available at [www.insert-here.com](http://www.insert-here.com). The deadline for applications is **Friday 31st May at 5pm**. Applications received after this time will not be considered. Please note that places are limited.

## What will the programme cover?

Participating organisations will receive a bespoke support programme, tailored to their organisation and delivered by a dedicated staff member from either TIS or TPAS Scotland, including:

- Six on-site workshops with staff, tenants and councillors/ governing body members designed to:
  - **Identify** challenges and opportunities;
  - **Explore** ideas and suggestions;
  - **Learn** about good practice within the sector.
- An off-site desktop audit of current tenant participation and scrutiny activities;
- An opportunity to reflect on current participation activities and what could be improved and achieved;
- A report outlining suggestions and tips for improving approaches to tenant participation and scrutiny and raising performance against the Scottish Social Housing Charter;
- A new, jointly agreed action plan for tenant participation and scrutiny;
- A review visit after 6 months to assess progress against the new action plan.



## Inception

### Initial meeting with the landlord, including:

- Discussion and information gathering on current activities including the existing participation strategy and action plan, participation structures, ARC reports, tenants newsletters, any recent consultation exercises and scrutiny activities and the outcomes from these activities;
- Explore and agree the outcomes the organisation wants to achieve from the programme;
- Agree who will be involved and collect contact information for the key participants in the programme;
- Agree how tenants will be identified to be part of the programme, and if there are currently difficulties getting them involved, what the landlord needs to do prior to the programme commencing;
- Set dates and timescales for each step of the programme.

### Desktop review, including:

- Review and assessment of current tenant participation/ scrutiny activities based on the organisation's TP strategy, action plans, targets, current participation structures and arrangements and any other relevant supporting information provided by the organisation.



### Outcomes:

A report will be produced, setting out areas for focus during the workshop sessions identifying strengths, weaknesses and opportunities for improvement.

Step 1

# Stock take workshop

This workshop is for staff and councillors/ governing body members and will:

- Raise knowledge, understanding and awareness of landlords' legal obligations, tenants' rights, The Scottish Social Housing Charter requirements and regulatory expectations;
- Review current participation options and activities;
- Cover key findings from the desktop audit and identify areas of strength and areas for improvement;
- Identify the outcomes being achieved through current tenant participation arrangements;
- Highlight good practice elsewhere, and identify ideas and actions which may be usefully implemented;
- Identify key areas for action to begin the process of developing the action plan.

Step 2

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**Outcomes:**

A short report will be produced on the workshop session by TPAS Scotland or TIS.



# Tenant priorities workshop

This workshop is for involved and interested tenants and will be tailored to suit the knowledge of participants.

This workshop will follow the same format as the stock take workshop and will:

- Raise knowledge, understanding and awareness of landlords' legal obligations, tenants' rights, The Scottish Social Housing Charter requirements and regulatory expectations;
- Highlight good practice that is working elsewhere;
- Review current participation options and activities;
- Identify key ideas and actions which may be usefully implemented.

Step 3



# Developing the action plan

The focus of this workshop is to bring together tenants, staff and councillors/ governing body members who have been involved in the programme to consider the key findings of the desktop audit and the workshops to develop the draft action plan.

**The workshop will cover:**

- What are the key priorities for tenant participation?
- What are the areas to be addressed in the future?
- Developing a calendar of activities and events;
- Roles, responsibilities and actions;
- Addressing the challenges;
- Promoting tenant participation;
- What about equalities?
- Resources and support for staff and tenants;
- Recording and monitoring.

Step 4



**Outcomes:**

A draft action plan will be developed based on the desktop assessment and the findings from each of the workshops. This will be sent to the organisation and all workshop participants for consideration and will include details on:

- Organisational culture and commitment to tenant participation;
- Senior Officer responsibility;
- Tenant participation structures and activities;
- What can be retained, and what can be developed and introduced;
- Staffing, including training and resources;
- Ways to involve tenants;
- Tenant training and support;
- The Participation Strategy;
- Monitoring the action plan.

# The action plan: the reality

This workshop will be an interactive session with the organisation's key staff members to discuss the practicalities of implementing and achieving the action plan. **This will cover:**

- Agreement on the actions that must be in the plan to comply with legislation and good practice;
- What actions are realistic, achievable and affordable;
- Timescales for actions- both short and longer term;
- Responsibilities;
- Removal of any draft actions, and the reason/s for this.

Step 5

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**Outcomes:**

Following this session, a revised draft of the action plan will be developed to be circulated to the organisation and all workshop participants for consideration.

# Presenting the action plan

This session will bring together all workshop participants and any other key players within the organisation. The draft will be presented and discussed, and the action plan finalised and approved.

Step 6



# Action plan progress review

This session will take place a minimum of 6 months after the Next Steps programme is complete to allow the action plan to be implemented and to begin to bed in.

The session will involve all workshop participants and key players within the organisation and will include an assessment of how actions and targets are being met. **It will also help to identify:**

- Achievements and successes;
- New opportunities, issues or challenges;
- Any further actions to be taken.

Step 7