



**TENANT PARTICIPATION STRATEGY 2020 – 2023**

Stirling Council Housing Services

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# TENANT PARTICIPATION STRATEGY 2020 - 2023

## Foreword

It gives me great pleasure as Chief Officer, Housing to introduce our Tenant Participation Strategy 2020-2023.

Since the introduction of our first Tenant Participation Strategy in 2003 and subsequent strategies, we have made great progress in developing a service that involves and consults customers in a range of different ways.

By listening to, working in partnership with, and providing good information for our customers, we can provide excellent Housing Services.

The Scottish Social Housing Charter also gives tenants and customers more opportunities to have an active and meaningful role in the performance and management of Housing services.

We look forward to working in partnership with tenants and other service users to continue to improve our services.



Stephen Clark

Chief Officer, Housing

## Introduction

Stirling Council Housing Services work in conjunction with tenants. This Strategy has been developed using various methods of gathering information from tenants to support the Tenant Participation Strategy going forward.

Information from tenants was gathered from a wide range of sources, including Open Days, online and postal surveys as well as contacting traditionally hard to reach groups. Information was also taken from the 3- year tenant Satisfaction Survey which was completed in September 2019. A copy of the Tenant Satisfaction Survey Report can be found in the Appendices of this Strategy. From the surveys completed it was evident that most tenants were satisfied with the services they received from Stirling Council Housing Service. 59% of tenants who completed the survey were also satisfied that the opportunities given to tenants to participate were adequate. However, despite this, many tenants highlighted that they were not aware of how tenants they could participate and most were not familiar with the Stirling Tenants Assembly. An Action Plan has therefore been put in place in response to these survey results and to improve tenant satisfaction.

Monitoring of the actions within the plan will be carried out monthly at the Housing



Management Team Meeting and the Chief Officer for Housing will have overall responsibility to deliver the plan. Progress will be communicated to tenants through various Working Groups such as the Repairs Group, the Allocations Working Group, Tenant Led Inspections (TLIs) and the Charter Sub-group and Communications Sub-group where appropriate.

## **Background**

Tenant participation is a legal requirement which was introduced by the Housing (Scotland) Act 2001. It is an evolving two-way process of communication between tenants and their landlord. Landlords are required to have a strategy in place to enable continuous improvement in performance and to support and empower tenants to participate.

Under this legislation landlords are required to consult with Registered Tenant Organisations as well as individual tenants on a range of housing related issues which may affect them, including;

- its Tenant Participation Strategy
- changes to rent and service charges
- its policy in relation to housing management, repairs or services
- standards of service in relation to housing services, repairs and maintenance

The Housing (Scotland) Act 2010 created two fundamental influences in the Social Housing Sector in Scotland, namely the Scottish Housing Regulator (SHR) and the Scottish Social Housing Charter (SSHC). This created a new environment in which Council landlords and Registered Social Landlords (RSLs) and their customers work together to achieve positive outcomes for communities.

The SHR is an independent regulator, directly accountable to the Scottish Parliament. The Regulator assesses and reports on how social landlords are performing through the SSHC. The Charter sets out standards and outcomes that all social landlords should aim to achieve. Tenant scrutiny and landlord self-assessment are key priorities on the national agenda for customer engagement. The SHR encourage all landlords to work with their tenants and support Registered Tenant Organisations in order to ensure that all tenants can become involved in decision-making processes.



Landlords provide assurance of engagement with tenants and complete Annual Returns to

report progress in achieving Charter outcomes to the SHR. Tenants are advised on our performance at least once a year. This is usually reported through Stirling Council's "Open-Door" Newsletter which is published online and posted to tenants.

The Scottish Social Housing Charter has 3 outcomes that are linked to this Strategy. These being:

Outcome 1 – Equalities

Outcome 2 – Communication

Outcome 3 – Participation.

Outcome 14 and 15 - Rents and Service Charges

### **Equal Opportunities**

As a local authority Stirling Council has a duty under the Equality Act 2010 to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

The Scottish Social Housing Charter also states that a landlord should ensure 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.”

### **Aims & Objectives**

Our main objective for tenant participation is to ensure we continue to improve engagement with all tenants, Tenants’ Groups and the Stirling Tenants Assembly.

Stirling Council’s Housing Services will achieve this by:-

- ensuring that all methods of engagement (as set out in the Scottish Government’s Guide to Successful Tenant Participation) are used, including face to face conversations, emails, telephone surveys, online surveys using “Survey Monkey”, Open Days and via the Council’s website and social media.
- ensuring that tenancy engagement is made available to everyone and barriers for non-engagement are reduced
- encouraging involvement and by continuing to build relationships with hard to reach groups, for example, Gypsy/Travellers, homeless people, tenants with support needs, young people, older tenants in supported accommodation and tenants with disabilities.
- encouraging tenants and staff to promote tenant engagement and see this as a priority to improving service delivery
- continuing to support and promote Tenants’ Groups and RTOs and support them with any training needs.

### **Strategy Development**

This Strategy 2020-2023 will build on previous Tenant Participation Strategies. A review was carried out in conjunction with a range of stakeholders and tenants and involved the following:

- We reviewed the legislation and guidance available from the Scottish Government and from the Tenant Participation Advisory Service (TPAS) to ensure that the Strategy was based on these foundations.

- We researched TPAS ‘Gold Accreditations’ Strategies to determine examples of good practice. These are organisations that have been recognised by TPAS as having excellent tenant involvement practices in place.
- We consulted with various stakeholders including tenants from the Council’s four RTOs, tenants who attended Open Days in various areas in Stirling, tenants who responded to the Newsletter article via telephone, tenants who completed email surveys, tenants with disabilities/those who requested house visits and tenants from the Council’s Travellers Site.
- We analysed the survey returns to determine what could be improved.
- We analysed Stirling Tenants Assembly’s survey which was carried out at various locations during Open Days and Fun Days throughout the year
- We engaged with other Stirling Council Organisations, including the Community Engagement Team, Youth Engagement Team, Sheltered Housing Complexes, Digital Inclusion Team and Social Services to encourage joint working.
- We developed strategy and formed an Action Plan to be incorporated in the Strategy.
- We considered the 3-year tenants’ satisfaction survey responses with regards to tenant participation and discussed with tenants and staff how we could improve communication and participation within Stirling.
- We shall ensure that this Strategy links with other Council strategies such as Allocations, Rents and Repairs to ensure that service is improved, and tenants have their say in all services provided by Stirling Council Housing Services.

### **Tenant Involvement**

Housing Services welcome Tenant Scrutiny Panels and currently have the following Tenant Groups;

**The Stirling Tenants Assembly (STA)** – this is a Registered Tenant Organisation made up of tenants from all over Stirlingshire. It represents Stirling Council tenants and Stirling Council Tenant Organisations throughout the Stirling Council area.



The STA are registered with Housing Services under the provisions of the Housing (Scotland) Act 2001 and regularly discusses housing and related issues with the Council.

The STA’s purpose is to safeguard and promote the interests of Stirling Council’s tenants on all matters concerning housing, the environment and community. They

actively encourage membership from other tenants by attending community events throughout Stirling. They also advertise their monthly meetings on their website as well as displaying posters on Community Notice Boards and offices. These meetings are held within different areas of Stirling every month (apart from July). The STA also have their own Facebook

page where they post up-to-date events and information. The STA have produced a YouTube video to promote what they do and encourage new membership.

They are supported by the Independent TPAS worker.

The Stirling Tenants Assembly has won awards from TPAS for their commitment to tenant participation in 2008, and again in 2018. The STA have also conducted a “Repairs Quality Call Back” (telephone survey) and reported their findings to Stirling Council. Stirling Council held a Ceremony of Recognition for the tenants involved in the STA to congratulate them on the excellent work they do.

### **Tenant Led Inspectors (TLIs)**



Tenant Led Inspectors (TLIs) carry out scrutiny into Housing Services. The tenants decide what part of the service they want to investigate in greater detail, establishing if there are any gaps in the service and ensuring value for money is provided. The TLI Group scrutinises performance and challenges the service on any areas of concern. The Group has regular meetings and look at examples from other landlords to ensure good practice, Housing staff attend these meetings to ensure officers are on hand to answer any queries the tenants ask. The TPAS worker oversees these meetings and helps gather examples of good practice. The TLI present their report and recommendation firstly to the Stirling Tenants Assembly (STA) and then to the Housing Advisory Group (HAG) with their recommendations; if these cannot be implemented, an explanation must be given to the Group. It is followed up in about 6 months to see if the recommendations have been implemented and what effect they have had.

Tenant Inspectors will:

- demonstrate partnership working between tenants and the Housing Service and its officers



- allow tenants to investigate and analyse the Housing Service's performance and establish if value for money is being achieved
- identify any gaps in the Housing Service
- carry out inspections annually
- be fully supported by the Stirling Tenants Assembly and the Housing Service

### **Repairs Group**

A group of tenants who meet quarterly with Repairs & Maintenance Officers to discuss policy and strategy, as well as any ongoing projects or concerns they have with regards to the Repairs Service. The aim of these meetings is to improve communication between staff and tenants with regards to repairs, void turnover and performance.

### **Communications Group**

Tenants and staff meet on a regular basis to discuss any publications sent to tenants. This includes the Stirling Housing Service Newsletter 'Open Door'. Tenants discuss the format of the newsletter and how they think it should be improved. The Council's compliance with the provisions of the Equality Act and an understanding of how the newsletter and publications can be easily accessible to everyone is very important. Again, this is attended by the TPAS worker as an independent advisor.



### **Tenants Voice**

Tenants Voice is a group of tenants who do not necessarily want to attend meetings but still want to have a say in their community. Therefore, the Tenant Voice acts as a go-between their community and the Housing Service. Anyone can be a Tenant's Voice and any tenant recognised as a Tenant Voice would be asked to speak to other tenants to find out their views and help make sure other tenants know what's going on with the Council's Housing Services. The Tenant Voice regularly meets with the TPAS worker to highlight any complaints or issues which need addressed within their community.

Tenants can also be a Tenant Voices member via email or telephone.

### **Housing Advisory Group**

The Housing Advisory Group (HAG) provides one route for tenants to be consulted and make their views known. This group comprises of Tenant Representatives for their own Community or on behalf of the STA, Elected Members and Council Officers. The group was established in 2007 and tenant membership was increased to 15 which was approved in 2012.

The Council Officers are present to give reports and recommendations on any new policies or strategies presented at HAG.

HAG makes a substantial contribution to decision making for Housing Services. The Tenant Representatives on the group also help the service to publicise and communicate information and performance to tenants.

HAG is an interactive group, where tenants, Elected Members and staff are asked to set future agendas, based on current tenant issues and queries, as well as policies. Tenant Representatives will be contacted in advance of each meeting and advised on the forthcoming agenda, so they can establish their local tenants' views on issues relating to the agenda items. Each Tenant Representative will be given the opportunity at HAG to feedback views and opinions from their community on each agenda item.

The Housing Portfolio Holder chairs this meeting, approves the agenda and gives feedback on relevant discussions and views to the Administration.

To join HAG, Tenant Representatives must be current tenants of Stirling Council and apply via an application form to the Housing Portfolio Holder. Training and support is provided for those who are interested in joining.

**How can you get involved?**

There are a range of options available to tenants to get involved which will suit all levels of time commitment tenants are able to provide, as shown below.

<b>Low level Involvement</b>	Postal and online surveys, Rent Consultation Survey, Tenant Satisfaction Survey, Repairs Quality Call-back, reading Open Door newsletter, participate in Council posts on social media e.g Facebook and Twitter attend Housing Open-Days.
<b>Medium level Involvement</b>	Estate walkabouts, Communications Group, Tenants Voice, Repairs Meetings, contribute to Open Door Newsletter, attend a Registered Tenant Organisation (RTO) meeting as a visitor
<b>High level Involvement</b>	RTO member, Tenant Inspector, Housing Advisory Group member

All Tenant Groups and meetings are fully inclusive. Tenants do not need to be a member of the STA to join any of these groups or to get involved.

Tenants can learn more about how to get involved by contacting the TPAS worker who is based in Stirling Council Housing Services.

**Tenant Participation Outcomes**

The Housing Service in conjunction with tenants agreed to the following outcomes;

The service will:

- provide information in a variety of formats
- communicate in a timely and easy to understand manner, publish organisational objectives and priorities based on tenant's individual needs

- offer a variety of methods of involvement to tenants ensuring the widest range of tenants' views are considered
- use digital inclusion to enable others to get involved whether this be to keep the STA Facebook page updated, or via video meetings and posts on the Council website.

The service would like tenants to:

- be empowered and have opportunities to build and develop skills
- be confident and have the relevant skills to participate in a range of activities and know they have access to resources and support to enable them to get involved
- be able to review the Tenant Participation Strategy on an annual basis to ensure that Tenants participation is having a positive impact on the service provided
- be involved in the decision-making process, identifying gaps in the service, performance monitoring and ensuring that we provide value for money

### **Support for Tenant Participation**

The Housing Service is committed to encouraging tenant involvement and will:

- provide a budget solely for tenant participation. This will cover all venue hire costs, postage, tenant training costs, catering for tenant meetings, provision of marketing materials, funding for Registered Tenants Organisations, and provision of travel expenses and childcare where necessary.
- employ a dedicated Independent Tenant Participation Officer (TPAS)
- ensure tenant participation remains a key issue for all staff employed within the Housing Service by continuing to promote the importance of tenant engagement and ensuring tenants are involved in joint training with staff and vice versa
- ensure that meetings are held in accessible venues across Stirling and at different times of the day/evening to maximise tenant participation
- provide a training programme available to all new and existing tenants who want to get involved or are involved.



## **Keeping Tenants Involved**

The Housing Service will:

- publish and distribute its Open Door Newsletter three times annually (Spring, Autumn and Winter)
- carry out a detailed annual rent consultation with all our tenants
- publish annually a 'You said, we did' article every year in our Open Door Newsletter, based on the outcome of our 3-year satisfaction survey
- continue to support and provide training to tenants, Tenant Groups and the STA , including publications via their website and Facebook Page on groups activities
- ensure Stirling Council's Facebook page, Twitter account and website are updated regularly on relevant housing and community issues that affect tenants
- consult with tenants on matters relating to housing management, housing repairs or maintenance, using a variety of methods such as Family Fun Days and Open Days
- we will use plain English and our publications



## **Tenant Satisfaction**

Stirling Council also engages with our tenants by means of commissioning a Tenant Satisfaction Survey. The most recent was the Tenant Satisfaction Survey 2019 – 2022 which was conducted by Research Resources. The results have been aligned with this 2020 Tenant Participation Strategy review, and it is intended that the review periods continue to match in this way, which mean the 2023 review will be tied in with the results of the 2022 Tenant Satisfaction survey.

The 2019 survey had a total of 901 interviews which were completed with Stirling Council tenants. The interviews were spread across the Council's stock, with appropriate coverage of geographical area, property type and property size achieved. This provides us with robust and representative data upon which we can be confident in making decisions in relation to service improvement. The improvements identified were considered with our Tenant Representative Groups and included as part of our Action Plan. This approach ensures we are linking service improvement and tenant participation as well as ensuring we link our Tenant Participation Strategy with other relevant strategies.

### **Key Points**

- In the survey we asked those surveyed, taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Stirling Council Housing Service as your landlord? A total of 28.9% said they were very satisfied and 58.3% said they were fairly satisfied; this means our overall satisfaction level of 87.2% is slightly above the Local Authority average of 86%.

We asked those surveyed what they felt were the main priorities, tenants' responses were as follows:

1. Repairs and maintenance (69%)
  2. Making improvements to existing housing stock (65%)
  3. Maintaining the neighbourhood where you live (40%)
  4. Listening to tenants' views and acting upon them (34%)
  5. Keeping tenants informed (28%)
- Repairs and maintenance being a priority is a consistent response, having also been noted as the highest priority in previous surveys in 2013 and 2016. Also, maintaining the neighbourhood increased as a priority to 40% of tenants, compared to 33% in 2016.
  - We asked those surveyed, how good or poor do you feel Stirling Council Housing Services keep you informed about their services and decisions. A total of 92% of tenants were either very or fairly satisfied which is well above the local authority average of 81%. The respondents also said 65% were aware of at least one way of getting involved in tenant participation activities which is a decrease from 75% in 2016. Respondents were most aware of "Taking part in Registered Tenant Organisation Meetings" - (53%), "Becoming a member of the Tenant Panel" (37%), "Taking part in Ad Hoc Focus Groups (28%) and responding to specific surveys postal/ online (28%). Of those surveyed, 85% of tenants said they were very or fairly satisfied with participation opportunities which is above the local authority average of 77% though less than from that reported in 2016 of 91%.
  - In relation to customer contact, telephone is the most commonly used and preferred method of contact, Email is used by 8% currently though 17% would be happy to use in the future. 91% were satisfied with the way Stirling Council Housing Service deals with enquiries which was the same as 2016. All four aspects of the customer experience reported improvements in satisfaction:
    - ease of getting hold of right person 83% up from 79%;
    - helpfulness of staff 87% up from 83%;
    - outcome of the query 82.5% up from 79%; and
    - query answered in reasonable time 87.5% up from 81%.
  - In terms of satisfaction with repairs, 80% were very or fairly satisfied which is a reduction from 83% in 2016 and lower than the local authority average of 87%. The main reasons for this were the speed of completing the work (satisfaction down by 8% since 2016), the repair being done right first time (down 6%), keeping mess to a minimum and the overall quality of work both down 4%.
  - In terms of satisfaction with the quality of the home, 84% of tenants expressed satisfaction but this was less than the 91% of tenants who expressed satisfaction in

2016. It was evident that there was a connection between tenants who were dissatisfied with the quality of the home and dissatisfaction with the repairs service.

- There was a decrease in satisfaction with the Housing Service's contribution to the management of the neighbourhood - 84% of tenants were very or fairly satisfied compared to 92% in 2016. However, more tenants reported that they felt safe when outside in their local neighbourhood after dark, up from 70% in 2016 to 83% in 2019.
- We asked tenants if they think that the rent for this property represents good or poor value for money. The local authority average is 82%, whilst 85% of our tenants thought it was good value for money, down from 90% in 2016.
- The results of the survey have been analysed and an Action Plan for improvement has been developed which ensured tenants have been given the opportunity to have their say about the priority of actions which is intended to improve the house service they receive.

### **Monitoring Tenant Participation**

The Action Plan will highlight how each outcome will be measured, ensuring that tenant participation is effective.

Effective tenant participation should mean happier customers and higher satisfaction rates. This should therefore be reflected in the 3-year satisfaction survey.

The Tenant Participation Strategy and Action Plan will be monitored and reviewed regularly by the Stirling Tenants Assembly and will be reviewed by a dedicated Tenant Participation Review Group.

Tenant Participation Action Plan



Outcome	Action	Measured by	Target	Timescale
<p>Provide information in a variety of formats</p>	<p>All departments to record on Northgate if tenants require larger print, Braille, or in alternative languages</p> <p>Stirling Council staff and the Stirling Tenants Assembly will create a variety of marketing information, posters, leaflets, e-zines, surveys, postcards and other literature.</p>	<p>Increase in Tenant Participation Charter Indicator</p>	<p>To increase Charter Indicator on an annual basis</p>	<p>Continuous</p>

Outcome	Action	Measured by	Target	Timescale
<p><b>We will communicate in a timely and easy to understand manner</b></p>	<p>Ensure that marketing literature format differs dependent on age range of customers (e.g. brighter formats for younger tenants and a higher use of social media to communicate issues)</p>	<p>Increase in Tenant Participation Charter Indicators</p>	<p>Increase Charter Indicator rates on an annual basis</p>	<p>Continuous</p>
	<p>Ensure all literature is in plain English and is suitable for all age groups.</p> <p>Ensure that any proposed changes to policies/procedures are communicated to our Tenants' Panel for consultation as soon as reasonably possible</p> <p>We will increase our use of "Survey Monkey and social media to obtain our tenants views and opinions</p> <p>Increase use of social media, Facebook, Twitter. Facebook polls can also be used.</p> <p>We will publish 3 editions of Open Door at approximately the same time every year.</p> <p>Communications group to meet at least 4 times a year to discuss Open Door Newsletter and other correspondence sent out to tenants and identify any improvements</p>	<p>Increased engagement of tenants via social media – increased likes on Stirling Councils Facebook page, more comments, more followers on Twitter, posts being shared.</p>	<p>To increase responses to surveys created on "Survey Monkey"</p> <p>To improve statistics of tenants reading "Open Door" Newsletter</p>	<p>Continuous</p>



<b>Outcome</b>	<b>Action</b>	<b>Measured by</b>	<b>Target</b>	<b>Timescale</b>
<b>Enable tenants to be empowered and have opportunities to build and develop skills</b>	<p>We will ensure that training opportunities are made available to tenants who are involved or want to become involved (STA programme of training, Community Team training and other relevant free training courses)</p> <p>Housing to provide accredited housing training to tenants</p> <p>Organised and encourage joint training between staff and tenants</p> <p>Fully utilise free training sessions or courses advertised through Eventbrite.</p>	<p>Case studies of participating tenants evidencing benefits of training provided</p> <p>Promote good examples of Tenant Participation via Open Door Newsletter and Council website/Facebook page</p> <p>Training records</p> <p>Course evaluations</p> <p>Group Action Plans</p> <p>Minutes and notes from subgroup meetings</p>	<p>Increase in the number of tenants who attend courses</p> <p>Training records</p> <p>Course evaluations</p> <p>Group Action Plans</p> <p>Good examples being promoted in Open Door newsletter</p>	Annually

<b>Outcome</b>	<b>Action</b>	<b>Measured by</b>	<b>Target</b>	<b>Timescale</b>	<b>Measured by</b>
<b>Help tenants who get involved to be confident and know they have access to resources and support to enable them to get involved.</b>	<p>Offer a wide range of involvement activities, including social interactions such as lunch clubs etc.</p> <p>Identify and provide relevant training</p> <p>Have a dedicated TP page in Open door including Tenants' stories</p> <p>Advertise the various involvement opportunities in the Open Door Newsletter and other Council publications, such as newsletters, posters, via</p>	<p>An increase in tenants taking part in any involvement activity</p> <p>Case studies</p> <p>Evaluation of involvement activity (such as a Fun Day)</p>	To increase overall Tenant Participation	Review 6 monthly	

	social media, on office screens at receptions.			
<b>Outcome</b>	<b>Action</b>	<b>Measured by</b>	<b>Target</b>	<b>Timescale</b>
<b>Our organisational objectives and priorities to be based on tenants needs</b>	<p>Base the Service Improvement Plan on the findings from the 3-year Customer Satisfaction Survey</p> <p>Ensure the Action Plan is reviewed on a regular basis (every 6 months) and updated in accordance with any issues raised by comments mentioned by Rent Consultation responses</p>	Each department will have developed their own Action Plan and will monitor progress regularly	<p>An increase in tenant satisfaction, improvement in service delivery and value for money</p> <p>An increase knowledge with staff on the importance of tenant participation and an increase willingness in getting involved</p>	6 months
<b>Outcome</b>	<b>Action</b>	<b>Measured by</b>	<b>Target</b>	<b>Timescale</b>
<b>Tenants &amp; staff to be able to review the Tenant Participation Strategy on an annual basis to ensure that tenant participation is having a positive impact on the service provided</b>	Set up a dedicated Tenant Participation Strategy Review Team, of tenants and staff, who can review the strategy, the rent consultation results and any other satisfaction surveys that have been carried out on the last 12 months.	An increase in tenant satisfaction rates, via repair follow up calls, rent consultation results etc.	An increase in tenant satisfaction, improvement in service delivery and value for money	6 – 12 months

<p><b>Encourage participation from ‘hard to reach groups’ including the travelling community, young people and people with disabilities.</b></p>	<p>Continue to visit and familiarise the independent Tenant Participation Worker and staff with tenants from the Travellers’ site.</p> <p>Staff and independent Tenant Participation Worker to ensure they attend the Travellers’ meeting</p> <p>Continue to work with and identify vulnerable groups of people who can still be involved in TP through Tenants Voice.</p> <p>Tenant Participation worker and STA to continue working together to identify ways in which we can help hard to reach groups get involved i.e. regular visits to Kelly Court, working closely with Youth Engagement Team</p> <p>TP worker to continue to attend Forth Valley Forums to learn new ways of engaging with hard to reach groups.</p>	<p>Increase in diversity of tenants on tenant groups</p>	<p>Increase in tenant satisfaction regarding tenant involvement and opportunities to get involved.</p>	<p>Continuous</p>
<p><b>Outcome</b></p>	<p><b>Action</b></p>	<p><b>Measured by</b></p>	<p><b>Target</b></p>	<p><b>Timescale</b></p>
<p><b>Ensure tenants will receive feedback from any consultations that are held</b></p>	<p>Have ‘You said, we did’ articles in Open Door Newsletter after consultations that tenants have been involved in</p> <p>TP worker/staff to contact tenants directly to ask for individual responses</p>	<p>Tenant satisfaction in feedback received</p>	<p>Increase in survey participation</p>	<p>Continuous</p>

**Tenant Satisfaction Survey Action Plan**

**Appendix 2**

<b>Outcome</b>	<b>Action</b>	<b>Measured by</b>	<b>Target</b>	<b>Timescale</b>
<b>Increase satisfaction with responsive repairs</b>	<p>Improve repair reporting process to ensure repairs are dealt with faster and more efficiently. Done by implementing software (Repairs Finder) which helps the contact centre and tenants identify the repair which will help complete more repairs in one visit.</p> <p>Implement automated satisfaction surveys to be complete by tenants at end of repair</p> <p>Provide repair history dashboard to tradespersons to improve repair diagnostics on site</p> <p>Improve responsive repair timescales</p> <p>Improve quality of day to day repairs</p>	<p>Increase “Right First Time” from 73% to 90%</p> <p>Reduce completion times of responsive repair appointments from 6.81 days to 5 days</p> <p>Decrease emergency repairs by 10%</p> <p>Increase post inspection of responsive repairs from 1% to 5%</p>	To increase Charter Indicator	March 2021
<b>Increase satisfaction with cyclical maintenance</b>	<p>Publish cyclical maintenance 7-year programme including the process and scope on web and open door</p> <p>Introduce automated satisfaction survey at end of each cyclical maintenance phase</p> <p>Communicate completed cyclical maintenance works to each address/tenant by email, text, information card through door</p>	Increase satisfaction from 72% to 85%.	To increase 3 year tenant satisfaction survey	September 2023

<b>Outcome</b>	<b>Action</b>	<b>Measured by</b>	<b>Target</b>	<b>Timescale</b>
<b>Increase satisfaction of neighbourhood management</b>	<p>Increase awareness of Estate Wardens</p> <p>Increase methods to report estate maintenance requests</p> <p>Publicise completed estate management work/environmental impact projects</p>	Increase satisfaction from 84% to 90%	To increase 3 year Tenant Satisfaction Survey	September 2023
<b>Increase satisfaction with overall service provided</b>	<p>Provide information relating to actions relating to tenants views through standing item on web and open door on "you said we did"</p> <p>Issue statements on service improvements directly linked with complaints</p> <p>Complete complaints within corporate timescales</p>	<p>Increase satisfaction from 72% to 80% in tenants feeling their landlord listens to their views or deal with issues promptly</p> <p>Complete 95% Stage 1 and Stage 2 complaints within timescale</p>	<p>To increase 3 year satisfaction survey</p> <p>To increase satisfaction from Rent setting survey</p> <p>To increase Charter Indicator</p>	<p>September 2023</p> <p>February 2021</p>
<b>Increase satisfaction with Housing Services website</b>	<p>Implement self-service platforms</p> <p>Inform/support tenants in paying rent online</p> <p>Dedicate an employee to communications including refresh of website information</p>	Increase in use of online repair reporting from 14% to 30% and paying rent online from 14% to 30%	To increase 3 year satisfaction survey	September 2023
<b>Maximise the income of tenants</b>	<p>Publicise and offer Income Maximisation Service at events</p> <p>Advertise on Income Maximisation Officer service on screen at various council and non-council locations</p> <p>Promote Income Maximisation Service including the publishing</p>	Increase from 43% aware of the Income maximisation service to 60%	To increase 3 year satisfaction survey	September 2023

Outcome	Action	Measured by	Target	Timescale
	of user statistics and claim successes in Open Door Newsletter			
<b>Increase satisfaction with tenant participation opportunities</b>	<p>Tenant participation awareness sessions by TP Officer with Staff and Operatives</p> <p>Contact centre to increase checks on contact details to improve e-communication</p> <p>Staff ask tenants during service delivery contact how they would prefer to participate</p>	Increase from 65% aware how to participate in the decision making of the service to 80%	To increase 3 year satisfaction survey	September 2023
<b>Increase satisfaction with major works</b>	<p>Major investment programme to be available to tenants of our website</p> <p>Major work process, scope, timescales to be communicated on our website, open door, open days, through development officers, email/letter</p> <p>Pre, post and onsite inspection process to be reviewed including snagging process to increase completed works being right first time</p>	Increase in satisfaction with major work from 94% to 97%	To increase 3 year satisfaction survey	September 2023

**Registered Tenant Organisations**

<b><u>Tenant Organisation</u></b>	<b><u>Contact Person</u></b>	<b><u>Position</u></b>
Cornton Action Planning Partnership (CAPP)	Hamish Wishart	Chairperson
Cultenhove Opportunities Partnership (COP)	Thomas Brown	Vice-Chairperson
Stirling Tenants Assembly (STA)	William Derrick	Chairperson
Strathfillan Housing Group	Moira Robertson	Secretary

