



RESIDENT PARTICIPATION STRATEGY

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Resident Participation Strategy

Contents

- 1.0 Introduction**
- 2.0 Legislation & Regulation**
- 3.0 Resident Satisfaction Survey**
- 4.0 Opportunities for Residents Participation**
- 5.0 Information & How it is to be Provided**
- 6.0 Methods of Consultation**
- 7.0 Registration Process for Resident Organisations**
- 8.0 Assessment of Resources**
- 9.0 Monitoring & Review**

1.0 Introduction

1.1 Cadder Housing Association is a registered social landlord (RSL), which took ownership of its first stock transfer in 1994 to improve the living conditions for tenants and owner occupiers in the Cadder estate in the north of Glasgow. It operates on a 'not for profit' basis and is run by a Management Committee consisting mainly of local residents who employ a staff team to manage the Association on a day-to-day basis.

1.2 This document outlines the Association's strategy on resident participation, which is integral to each area of the Association. This Resident Participation Strategy will be the basis for discussion between with the Association and residents and the registered resident group, Cadder Community Council and will develop a platform on which successful and meaningful resident participation can be built. It will clearly set out: -

- Our legal obligations as your landlord and your legal rights as tenants in relation to resident participation
- The findings from the Association's Resident Satisfaction Survey
- The opportunities for resident participation
- How and what information is to be provided
- The methods of consultation to be utilised
- The registration process for resident organisations
- The assessment of resources
- The processes for review & monitoring
- The Action Plan

1.3 Consultation with the community and resident participation has always been one of the key aspects of the way the Association operates. We therefore welcome the statutory provisions within the Housing (Scotland) Acts 2001 and 2010, which requires Cadder HA to have a strategy for tenant participation to ensure tenants and tenant / residents associations' views are taken into account in areas that affect them. It reflects the Association's commitment to developing effective tenant, customer and community engagement. By doing so, it also takes into account **the introduction** of the Scottish Social Housing Charter and the achievement of its outcomes to ensure that tenants and other customers **of housing who receive services from the Association** are at the heart of what we do. This builds on the principles and standards that inform and support best practice in tenant participation and we will continue to work towards them.

1.3.1 Although the Association is fully committed to resident and service user participation, we will only consult with relevant stakeholders on specific policy and service areas. For example, we will only: -

- consult with our tenants on rent issues
- consult with owners on factoring issues.

The Association will consider the stakeholder group(s) (tenants, owners, service users, politicians, support and campaigning agencies and professional organisations) for the consultation process and our participation methods to ensure we effectively consult on the review of policy and service areas of the Association.

1.4 The Association's aim is to work in partnership with residents towards a common goal of improved housing conditions, quality of life and better services in the Cadder area. This will be achieved by residents and service users having their views taken into account in relevant policy and service areas, as well as being involved in developing and monitoring the services provided by the Association.

1.5 The Association will observe the key principles of the Scottish Government's National Strategy on Tenant Participation – entitled 'Partners in Participation' - in the creation, development and deployment of its strategy. These are listed as follows: -

- Tenant Participation requires a culture of mutual trust, respect and partnership between tenants, elected committee members, and housing officers at all levels, working together towards a common goal of better housing conditions, quality of life and housing services.
- Tenant participation practice should be seen as a continuous process where information, ideas and power are shared, common understandings of problems are strived for and a consensus on solutions is worked out.
- Good tenant participation allows all parties to contribute to the agenda. All participants require to have all the information needed to consider issues properly. That information requires to be clear, timely and accessible and to take account of equal opportunity concerns.
- Processes of decision making should be open, clear and accountable.
- Adequate time should be given to tenant representatives to consider the issues properly. Tenants should have the opportunity to work out a common view in advance of meeting landlord's representatives.
- Good tenant participation requires the landlord to recognise the independence of tenant organisations.
- Good working relationships evolve gradually and are flexible to adapt to local circumstances.
- Tenants' organisations require adequate resources for organisation, training and support.
- Tenant participation must meet the requirements of the legislation surrounding equal opportunities. Good practice in participation

removes barriers to effective participation arising from ethnicity, geographical location, special needs, language difficulties, learning difficulties, age, sexual orientation or disability.

2.0 Legislation & Regulation

2.1 Cadder Housing Association has since its foundation been committed on a voluntary basis to the principles of resident participation. Although, the statutory duty on the Association is to consult with tenants and registered tenant organisations, the Association will exceed these statutory conditions with our commitment to consult with all Cadder residents, registered residents groups and service users.

2.2 Housing (Scotland) Act 2001

2.2.1 The housing legislation, Housing (Scotland) Act 2001 outlines the Scottish Government and Ministers commitment to Tenant Participation, where it places a statutory duty on Cadder HA to: -

- Have a tenant participation strategy
- Maintain a register of registered tenant organisations meeting certain criteria.
- Register all tenant organisation who meet qualifying criteria
- Consult with tenants and registered tenant organisations on issues affecting them
- Observe equal opportunity requirements

2.3 Housing (Scotland) Act 2010

2.3.1 The introduction of the Scottish Social Housing Charter through the Housing (Scotland) Act requires Cadder Housing Association to report to the Scottish Regulator annually on the achievement of the Charter Outcomes. The Resident Participation Strategy will support this across a number of outcomes, especially Equalities, Communication and Participation.

2.4 The Scottish Social Housing Charter

2.4.1 The Scottish Government's Social Housing Charter came into effect on 1 April 2012. The Charter sets standards and outcomes that tenants and other customers who use their services can expect from social landlords. There are 16 Social Housing Charter Outcomes (See Appendix 1) and a range of indicators which social landlords are required to report back on to the Scottish Housing Regulator. This will help tenants and others to understand their landlord's performance, enabling them to hold their landlord to account.

2.4.2 The involvement of tenants and others are central to the achievement of all the Charter Outcomes but this strategy focuses on the achievement of Charter Outcome 3 Participation:

'Social landlords manage their businesses 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. The outcome describes what landlords should achieve by meeting their statutory duties on tenant participation. It covers how social landlords gather and take into account the views and priorities of their tenants, how they shape their services to reflect these views and how they help tenants and other customers to become more capable of involvement'.

2.4.3 The Association's **next** resident satisfaction survey will be informed by the Charter's outcomes / indicators. This will help inform the Association's Annual Return on the Charter to the Scottish Housing Regulator.

2.5 Scottish Housing Regulator (SHR)

2.5.1 At the same time that the Charter was introduced, a new Scottish Housing Regulator was established. The Regulator is an independent body responsible for monitoring, reporting and assessing how well social landlords, like Cadder Housing Association, are achieving the Charter's outcomes and standards. The Association is required to gather evidence to demonstrate to the Regulator, tenants and service users that it is meeting the outcomes.

2.5.2 In addition to the annual submission of information to the Regulator, the Association is required to report its performance against the Charter to its tenants and other customers, who will play a key role in determining the look and content of our report (Annual Charter Performance Report) and will be involved in assessing our performance.

2.6 Equality Act 2010

2.6.1 The Equality Act 2010 applies to everyone who provides a service to the public and is based on all persons having the right to be treated with dignity and respect.

2.6.2 Landlords must encourage and promote active measures to ensure that all tenants and other customers have equal access to participation and that where relevant, no tenant or customer is excluded from the participation process.

2.6.3 The Association will ensure that the Equality Act 2010 is adhered to during its consultation / participation activities.

2.7 Tenant Participation

2.7.1 Section 53 of the 2001 Act covers two main areas: -

1. Tenant Participation Strategy

There is a requirement for Cadder HA to have a tenant participation strategy, which has been drawn up in consultation with tenants and is

meaningful, achievable and has measurable targets set out in an action plan. It is important to note that the strategy is a 'working document' to facilitate the development of consultation and participation and is subject to on-going review.

2. Registration of Tenant Organisations

The Act gives tenant organisations, which meet the qualifying criteria, a recognised role in the tenant participation process. It places a duty on Cadder HA to maintain a register of tenant organisations that meet the qualifying criteria. The procedure for registration and removal from the register, as well as the appeal process are outlined in section 7.0 of the strategy.

2.8 Consultation

2.8.1 Section 54 of the 2001 Act introduced a provision to enable both individual tenants and registered tenants organisations to be consulted by the Association on issues affecting them. In particular the areas for consultation include: -

- The Association's policies in relation to housing management, repairs or maintenance, where the proposal, if implemented, is likely to significantly affect the tenant;
- The standard of service in relation to housing management, repairs and maintenance which it intends to provide;
- The tenant participation strategy; and
- A disposal which would result in a change of landlord or, if different, of owner of the house which is subject of the tenancy.

2.9 Information

2.9.1 Section 23 of the 2001 Act sets out a tenants' right to a written tenancy agreement and information. The tenant must receive information on the following: -

- Information on the right to buy (RTB) and obligations the tenant is likely to incur if they exercise that right. This information is to be provided before the creation of a new tenancy.
- Changes to the RTB that would affect the tenant's RTB.
- The Association's complaints procedure.

2.9.2 In addition, there is information that the Association must supply on request, these are:-

- The terms of the tenancy;
- The Association's policy and procedures in relation to setting rents and charges;

- The Association's policy and rules in relation to admission to the housing list, priority of allocation of houses, transfers and exchanges, repairs and maintenance;
- How the RTB provisions apply in relation to the tenant, the tenancy and the house;
- The obligations the tenant is likely to incur if the tenant exercises her / his right to buy the house, including any obligation to maintain any building which the house forms part and any common areas;
- The Association's tenant participation strategy
- The Association's arrangements for taking decisions in the exercise of its function in relation to the management of housing accommodation and provision of related services.

2.10 Equal Opportunities

2.10.1 Section 106 of the Act requires RSLs to act in a manner that encourages equal opportunities and in particular the observance of equal opportunity requirements.

2.10.2 This requirement is reflected in the final bullet point of section 1.5 above, which is one of the key principles of the National Strategy of Tenant Participation – 'Partners in Participation'.

2.10.3 The Association will regularly test this strategy for equal opportunity compliance and implications and take the appropriate action. [An equality impact assessment will be carried out to test the policy.](#) To ensure equal access for all to information contained in this strategy, we are happy to provide copies in Braille, large print, translated into other languages or on tape to you or anybody that you know where practicable and upon request

3. Resident Satisfaction Survey

3.1 [The Association carries out an independent resident satisfaction survey every three years. Its purpose is to identify satisfaction levels in respect of our key services, to identify shortcomings, problems and gaps in these services, which will in turn inform how any service deficiencies can be improved for the benefit of our residents and performance areas.](#)

3.2 [The Association aims to gather the views of 50% of residents. This is comprised of tenants and owner occupiers and this figure is in excess of the Scottish Housing Regulator's target of 40%.](#)

3.3 [Appendix 2 provides the main findings from the Association's most recent resident satisfaction survey.](#)

3.1 [The Association commissioned an independent satisfaction survey by Management Information \(Scotland\) Limited, which was last completed in May 2011. The brief for the survey was to assess resident satisfaction against the aims of the Association. These are to provide good quality affordable housing](#)

for rent coupled with the highest possible quality service and our belief that the staff and committee team are achieving these aims.

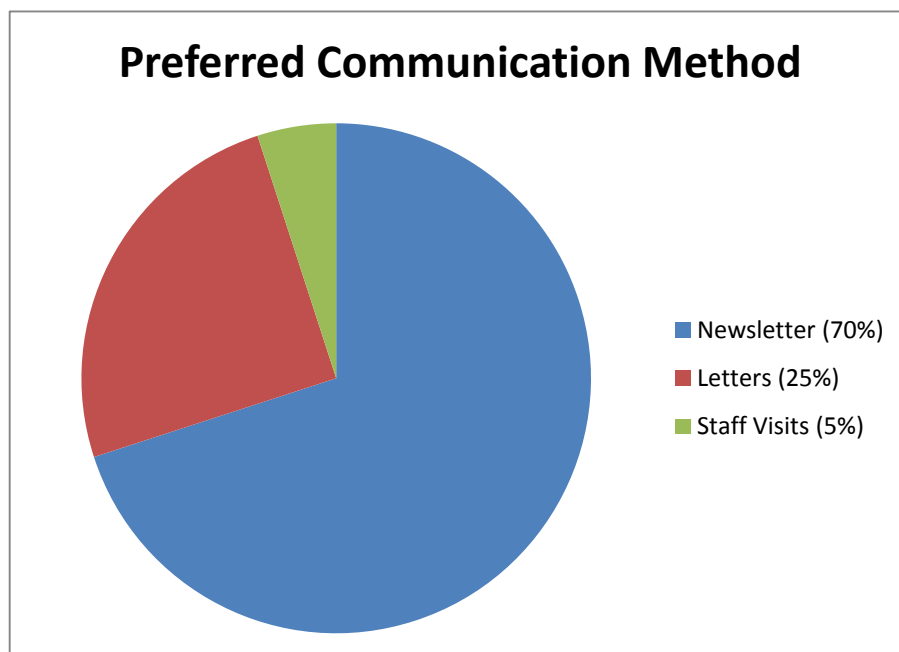
3.2 A total of 500 face to face interviews were conducted, with 300 tenants and 200 owner-occupiers.

3.3 The overall assessment was that satisfaction levels were high with 93% (96%) were satisfied with the Association as a landlord and 96% (96%) of respondents having positive views of the Association's communication with them.

3.4 On further analysis of the findings from the survey the following outcomes relate to the Association's Resident Participation Strategy. These are: -

1. Information

- 96% (96%) of respondents stated that the Association was good at keeping them informed about its activities and services.
- Residents mainly held the view that they were well informed because of the frequency and quality of the newsletter, with other responses included contact with staff and meetings held by the Association.
- 80% (87%) of residents felt that the annual report was good, with 19% stating they could not comment as they did not read the annual report.
- Residents were asked about the preferred method of communication, the responses were: -



- 92% (67%) of respondents stated that the Association was good at taking account of residents' views over matters that concern them, with 8% (33%) of respondents felt their views were not taken in to account.

- 90% (80%) felt they had sufficient information about the Association's activities and services. The remaining 10% indicated that they would like more information on relation to the future of the Cadder Community Centre.

In our commitment to equal opportunities we can provide information in a range of formats to suit the needs of our tenants and service user, none of the respondents said they would prefer receiving information in a different format.

**Percentage figures in brackets are the results from the last Residents Satisfaction Survey which was carried out in November 2005.*

3.5 The Association is next due to carry out a resident satisfaction survey in 2014.

4. Opportunities for Tenant and Service User Participation

4.1 This section outlines the opportunities and structures (in place and to be developed in the period of strategy) for tenant and service user participation and how we will take account of the views of tenants and service users.

4.2 Cadder HA

4.2.1 Membership of Cadder Housing Association

4.2.2 Membership of the Association is open to all residents over 18 years of age living in its geographical boundary. Tenants over 16 are eligible for membership.

4.2.3 The Association currently has 83 members has a healthy membership. has a very high membership in comparison to other Housing Associations. The Association currently has members from a stock base of 651 houses. However, We will continue to encourage residents to become members by: -

- Providing information leaflets with applications forms being available in our reception area.
- Explaining benefits of membership in our newsletter
- Promoting membership to all new tenants when carrying out sign-ups.
- Promoting membership through the Associations' website

4.2.4 The Association will explore ways in which training could be used to encourage members to take a more active part in our work. Training enables members to be confident and equipped to fulfil their roles as Committee members of the Association. This training can be expanded to include local Registered Residents Associations.

4.3 Residents Groups / Forums

4.3.1 There is currently one resident organisation in the Cadder area, which is the Cadder Community Council:

The Cadder Community Council (CCC) was formed in 2003, with its aims to co-ordinate and express the wider views of all residents in the Cadder area. Its objectives in the short to medium term are to promote the regeneration of the Cadder area and in particular, the shops, playing fields and community centre, to enhance recreational and educational activities for all Cadder residents.

Its creation has formed a structure to co-ordinate the activities of many groups and the initiatives that are working and on-going in the Cadder area.

The membership of the group includes representatives from the local residents groups, elderly forums, as well as individual residents who are keen to improve the opportunities and living conditions of all Cadder residents. In recent years it has become the main resident organisation and members from disband groups now form part of the CCC

4.4 Focus Group

4.4.1 Tenants and service users can become involved in focus or working groups which look at a range of housing issues, for example customer service, factoring issues, policy review etc. The Association has in recent years made efforts to establish a focus group and owners forum to discuss relevant issues but there has been a low response. We will make efforts to convene a focus group where members can attend to discuss issues relating to their tenure and services provided by the Association.

4.5 Stakeholder Group

4.5.1 The Association has formed a Stakeholder Group, which was initially established to consider and develop children's play facilities within Cadder. The group's main membership consists of Cadder Housing Association, Cadder Community Council, [North United Communities \(NUC\)](#), [Glasgow Simon Community](#), [Quarriers](#), [Maryhill Job Centre Plus](#), [Police Scotland](#), [Radiant & Brighter](#), Possibilities for Each & Every Kid (PEEK), Glasgow Life, Cadder Primary School and Langa Street Nursery School. The formation of this group allowed for positive and meaningful input from the member organisations and created strong and inclusive partnership working. The input from each organisation ensures wide representation and participation within Association activity areas. .

4.6 Customer Services Working Group (CSWG)

4.6.1 The Housing (Scotland) Act 2010 created two fundamental influences within the Scottish social housing sector, principally the Scottish Social Housing Charter and the Scottish Housing Regulator.

4.6.2 Together, the above has created a new environment in which registered social landlords must achieve positive outcomes in terms of service delivery by working in partnership with its tenants and other customers. The emphasis from the Scottish Government means that landlords must involve its tenants and other customers in assessing the performance of its services. Tenant scrutiny and landlord self assessment are now key requirements for landlords.

4.6.3 The Association has a proven track record of resident involvement and welcomes this framework of partnership working with our tenants and other customers.

4.6.4 The Association **is in the process of forming** **has formed** a Customer Services Working Group (also termed Tenant Scrutiny Panel). The Customer Services Working Group's main remit **will be is** to:

- Improve tenant satisfaction
- Improve performance of day to day services
- Influence our decisions by providing tenant perspectives
- Achieve best value for money
- Hold the Association to account for its performance

The CSWG will assess the performance of the Association in areas such as:

- How we re-let our empty homes
- How we recover rent arrears
- How we look after the Cadder estate
- How we deal with anti-social behaviour
- How we deal with customer complaints
- How we carry out repairs
- **Resident Satisfaction Survey Outcomes**

4.6.5 Reports and recommendations from the Customer Services Working Group will be reported to the Association's Management Committee for information and consideration.

4.7 Continuous Monitoring

4.7.1 **The Association carries out various ongoing resident satisfaction surveys, in areas such as repairs service, allocations process and void works. These outcomes identify service failures / issues, so as to address these matters for improved service delivery. These findings are reported to the Association's Audit & Performance Sub-Committee.**

- 4.7.1 Continuous Monitoring is the process of face to face comprehensive interviews with tenants to complete a questionnaire on key areas of our services. The surveys commenced in June 2013 and are undertaken on a quarterly basis by staff from Management Information (Scotland) (MIS) over a 3 year period. The Association is one of ten Registered Social Landlords that are taking part in the Continuous Monitoring process through MIS.
- 4.7.2 The purpose of the Continuous Monitoring stems from the Scottish Social Housing Charter and also the Association's need to gauge tenants and service user's satisfaction of our services.
- 4.7.3 Within the Scottish Housing Charter there are a number of indicators which require landlords to report on the satisfaction levels of their services from their tenants each year. This can either be done as part of a full survey every two to three years or on a continuous basis, which the Association has chosen to do. We will require to undertake a full survey to gauge tenants and customers satisfaction for others areas of our work and activities. The Continuous Monitoring approach will ensure that we are attending to our tenants' dissatisfaction at the time and fully complying with the Charter.
- 4.7.4 For each quarter 41 tenants will receive a visit from MIS and will be asked 15 questions (see Appendix 3) and over the 3 years (from June 2013) 75% of tenants will have been surveyed.

4.8 Complaints Procedure

4.8.1 The Association encourages tenants and service users who are unhappy with any aspect of the service they receive from the Association to make a complaint.

4.8.2 Complaints can be made in the following ways:

By letter

By e-mail

By telephone

In person to a staff member

Through the complaints link on the Association's website

Through Management Information (Scotland) staff

Through Cadder Community Council

Through representatives / advocates

Through elected members

4.8.3 Our Complaints Procedure has been publicised through the Association's newsletter, website and a copy is contained within every new tenancy pack.

4.8.4 Staff will also determine if suitable service has not been provided to a tenant and where this occurs, record details on the Association's complaints register (SDM complaints module). We will also monitor complaints and analyse them to ensure we put things right; learn from our mistakes and improve our service by taking action to prevent any recurrence of our service failure.

5.0 Information & How it is to be Provided

5.1 As outlined in section 2.4 of the strategy, the implementation of the Housing (Scotland) Act 2001 and in particular section 23 of the Act, gave tenants the right to a written tenancy agreement and information.

The Association has a legal duty to provide tenants and prospective tenants with information about their **RTB right to buy** entitlement, as well as a copy of the complaints procedure. In addition, the Association must also provide the tenant with information upon request, in the areas outlined at 2.4.2 above.

5.2 Commitment

The Association is committed to ensuring that the residents of Cadder have the opportunity to participate in many aspects of the housing service, and in particular, areas that affect them.

Our commitment is to provide information in the following ways: -

5.2.1 Written Information

We will provide information to ensure that you are fully aware of the Association's services and activities, through: -

- Publishing a newsletter no less than 3 times per year
- Publishing an annual report / review once per year (prior to the Annual General Meeting)
- Providing a Tenants Handbook (which will be reviewed every three years or after a major policy review, whichever comes sooner)
- Publishing information / consultation leaflets on various services provided by the Association.
- Providing an Owners' Handbook
- Providing summary leaflets of our main policies

In all this written information we will ensure:

- There is no jargon
- It is written in plain language, which is easy to understand.
- We will provide written information in 'Arial' format and size '12' font

5.2.2 Alternative Formats

In view of the findings from the satisfaction survey, where some respondents wanted information in larger print, we are committed to providing written information in 'Arial' format and size '12' font on all our correspondence and circulars. We will make every effort to respond to requests to provide copies in much larger print, Braille and audio tape to positively breakdown barriers for effective participation for residents with learning or visual difficulties.

5.2.3 Other Languages

There has been an increase of lets to persons from different ethnic backgrounds. Although, the findings from the satisfaction survey highlighted that there was no demand for information to be translated into other languages. The Association does have the facility to provide this information upon request and a priority within the period of the strategy will be to identify the language requirements of Cadder residents and service users and to provide translated information / services.

5.2.4 Meetings

The Association's staff will carry out public meetings to provide information and consult with residents on the policy and service issues, with the aim to allow residents to air and exchange their views and information. We are also committed to supporting registered resident organisations with their public meetings and events.

5.2.5 Other Formats

The Association will continually investigate and explore innovative ways of providing information and consult with the residents of Cadder, for example

- Information Technology (e-mail and a website)
- Media (newspaper & radio)
- Social media (Facebook, Twitter)

6.0 Methods of Consultation

6.1 Areas

6.1.1 The Association will consult with you on policy and service areas of the organisation as outlined in section 2.3.1 above.

6.1.2 At the review of the Residents Participation Strategy with Area Representatives of the Cadder it was highlighted that the Association will in addition to consultation on policy and service areas, consult residents on the following:-

- Improvements in the area
- Wider Role Initiatives
 - ❖ Regeneration
 - ❖ Recreational Activities
 - ❖ Educational Activities
 - ❖ The use of the Community Centre

6.2 Range

6.2.1 The Association acknowledges that in the spectrum of resident participation, residents will participate in different ways and at different times. These will range from receiving information and periodically responding on topics of interest through to being a resident representative or committee member.

6.2.2 In view of the low number of respondents to recent consultation on policy reviews and service areas, the Association has established a consultation register to allow Cadder residents to confirm if they do wish to be consulted. The details will be registered on a database of persons who clearly state that they do not wish to be consulted.

In addition, some residents have only expressed an interest in being consulted in certain areas of the Association's activities and services. We will take account of this information to ensure they only receive information in their areas of choice.

6.3 Variety

6.3.1 To allow residents tenant and other customers the opportunity to give their views, as well as respecting each residents preferred method of participating, we will use a variety of methods to consult and inform them, these are: -

6.3.2 Newsletters / Circulars

In view of the positive feedback from the satisfaction survey where respondents stated that the newsletter and letters, respectively were their preferred method of communication, we will continue to use these formats and circulars to aid consultation on our services and activities.

6.3.3 Public Meetings

The Association will convene public meetings on policy matters and other activities, although, these will be arranged where there is a positive response to primary consultation methods (newsletters / circulars).

6.3.4 Individual Meetings

All residents of Cadder will be able to meet with officers of the Association on any service related matters. To enhance our responsiveness to tenants we have a Duty Officer available during office opening hours to attend to any customer enquiry. Staff will also take account of views whilst engaging with residents and other customers on a daily basis to inform future policy review and service areas.

6.3.5 Close or Block Meetings

The Association will carry out meetings to provide information, consult or discuss matters pertaining to the close or block.

6.3.6 Surveys

In addition to resident satisfaction surveys, which will be carried out every three years, we will carry out periodic satisfaction surveys on service delivery, housing management and repairs and maintenance matters. This will be carried out in a number of ways: -

- Satisfaction cards
- Phone surveys
- Survey questionnaires
- Independent survey companies

6.3.7 Focus / Stakeholder Groups

The Association may also seek to gather views and suggestions through the formation of a Focus / Stakeholder Group to discuss a specific issue. These are normally short term.

6.3.8 The Association carries out a number of weekly close inspections and we will seek to collect resident views and suggestions regarding our services during these visits.

6.3.9 Website

The Association will also use its website as a communication platform to inform and consult with its tenants and other customers. This will, in many instances, supplement newsletters and tailored leaflets / booklets.

6.3.10 Cadder Community Council

The Association will take account of the views and suggestions from Cadder Community Council and support its aims and objectives through promotion and attendance at meetings.

6.3.11 Cadder Customer Services Working Group

The Association will take account of the views and suggestion of the CCSWG through its scrutiny role. Any recommendations made, may be required to be submitted to the Association's Management Committee for consideration in relevant policy and service areas .

6.3.12 Cadder Stakeholder Group

The CSG is formed of the principal organisations who operate within / provide services to the Cadder community. As such, the Association will also take account of views provided by member organisations.

- 6.4 The Association recognises that sufficient time must be incorporated into the consultation process to ensure that tenants and the registered resident organisation have sufficient time to consider the information and respond with their views.

A minimum consultation period of 1 month from the distribution date of consultation circulars will ensure sufficient time is made available to receive information from tenants and relevant stakeholders in the consultation process. The Association will aim to provide feedback in the newsletter, Cadder Independent scheduled to be issued following the Committee's decision on the review of the policy or service area.

The Association's Resident Participation Action Plan will include details of the dates for review of policy and service areas and the likely date that the consultation period will commence, should there be changes that affect tenants or service users.

6.4 Process

In the process of consulting with **residents** **tenant** and **other customers** on policy and service areas of the Association, our commitment will be to advise residents as to: -

- How and when the final decision on the policy is taken
- How the proposals will affect you
- How you can respond and the timescales involved
- How tenants will receive feedback
- Which staff officers can be contacted regarding the proposals
- Where and how to complain.

7.0 Registration Process for Resident Organisations

- 7.1 The concept of 'Registered Tenants Organisations (RTOs)' comes from the Housing (Scotland) Act 2001. The aim is to give tenant and resident groups, which meet certain criteria, a recognised role in the tenant participation process.

- 7.2 The Association has registration procedures for Residents Groups to become registered with the Association. These procedures for registration include the requirement to have a: -

- Constitution
- Committee

They include information on: -

- the process of registration
- the procedure for removal from the register
- the appeals procedure
- Register of registered resident associations.

7.3 Registered Residents Groups should promote equal opportunities and be open and accessible to all tenants in their area of operation.

Where will the Register of Residents Organisations be held?

7.4 The register will be held in reception area to allow it to be viewed by any tenant or prospective tenant. The Association's Housing Services Manager is responsible for managing and maintaining the register.

How Can Groups Register?

7.5 An application form has been prepared to allow groups to apply to become a Register Resident Organisation. The form should be returned to the Association along with any supporting documentation. In some situations a group may require assistance to meet the criteria for registration. The Association's Housing Services Manager will be responsible for advising and supporting any group who may wish to register.

8.0 Assessment of Resources

8.1 The Act requires our resident participation strategy to include an assessment of the resources that will be required to implement the strategy. This assessment of resources will take account of both direct and indirect costs to facilitate effective participation and consultation with residents of Cadder. The Association will only provide grant monies to Registered Resident Organisations [and our scrutiny panel](#), with the exception being the award of Start-up grants as outlined in section 8.8 of this strategy.

8.2 It is important to note that the Scottish Government are not committing any grant monies to facilitate tenant participation, therefore any resources for tenant participation will be funded from the Association's income, which is mainly funded through tenant's rents

The

8.3 The Association will in conjunction with registered resident organisations, exercise prudence to ensure that there is value for money in all areas of activity

8.4 There are many areas of cost in the delivery of resident participation. These have been highlighted under two main sections: -

- Resources for Residents
- Resources for Landlords

8.4.1. Resources for Residents

- Training
- Communication
 - Newsletters
 - Printing
 - Posting
- Administration
 - Meetings
 - Minute Taker
 - Premises
 - Photo-copying
 - Posting
 - Storage / filing
 - General Support
- Expenses
 - Telephone
 - PC / Equipment Hire
 - Attending Conferences
 - Travelling Expenses
 - Child Care / Family Needs

8.4.2 Landlord Resources

- Staffing
 - Specialist staff
 - Staff Training
 - Assessment of Staff time – All levels
- Communications
 - Variety of Methods
 - Frequency
 - Level of Information
 - Newsletters
 - Printing / Posting
- Administration
 - Arrange meetings, Minute Taker
 - Organise Premises
 - Typing / Copying / Posting
- Funding

- Level of Grants
- Monitoring Budgets
- Rent loss on Community Facilities
- Travel Costs
- Payment for Overtime for evening meetings

8.5 The Association will **be assessing** **assess** the resources that are required in conjunction with **the any** registered resident organisations at the time of agreeing the action plan for the forthcoming financial year and each year thereafter for the period of the strategy.

8.6 Training Methods and Groups to be involved

The Association will arrange for a comprehensive assessment of the training needs of registered resident organisations and implement a training programme to ensure that residents have the appropriate skills and knowledge to participate and represent their community.

8.7 Estimate of Resources

Historically, the Association has allocated £1 per residents to resident organisations and has committed indirect costs i.e. staff time and office facilities to support participation. The Association is committed to liaising closely with the residents groups within Cadder to agreeing the direct and indirect costs associated with participation and consultation and to introduce a formula for distribution of resources.

8.8 Start-Up Grants

The Association, in consultation with local Residents Groups, recognise the need for Start-up Grants to allow organisations interested in being registered as a Registered Resident Organisation to provide information and consult on the process with the residents in their geographical boundary of operation. A Start-up Grant of £200 will be awarded to groups that apply for registration status to allow them to undertake tasks as outlined in section 8.4.1 (Resources for Tenants) of this strategy.

9.0 Monitoring & Review

9.1 The Association will evaluate the success of the strategy against the performance and outcomes of its Action Plan (Appendix 3). The Action Plan will include meaningful, achievable and measurable targets, which reflect the objectives and commitments of the strategy. It will also include quantitative and qualitative indicators that will allow the Association to measure the effectiveness of the strategy. An equality impact assessment will be carried out to complement this (Appendix 4).

- 9.2 The Association will closely monitor progress against the activities of the Action Plan and provide regular progress reports (every 6 months) to registered resident organisations and the Management Committee, these progress reports will include: -
- Expenditure on Resident Participation
 - Exception report on activities of the Action Plan
 - Review of the Action Plan
- 9.3 This Strategy will be reviewed in line with the Association's Risk Management Strategy.
- 9.4 This Strategy will be reviewed in **May 2017** **June 2018** or earlier to take account of: -
- Legislative, regulatory and good practice requirements
 - Association performance
 - The views of tenants and staff