

Note of meeting held 3 July 2019

Subject: Tenant Participation Strategy – stage 2 of tenant consultation

Venue: Aberdeen office

People present: Ash Reid – Support Services Manager

Samantha Hough – Customer Participation Officer

RB – tenant, Aberdeen

SC – tenant, Aberdeen

KP – tenant, Stonehaven

KR – tenant, Aberdeen

Background

The purpose of the meeting is to discuss two specific sections of the draft tenant participation strategy in order to agree the content:

- Monitoring the strategy – to make sure that tenants decide what information is collected, and when to monitor progress of the tenant involvement work
- Evaluating the strategy – to decide together how and when the strategy would be reviewed for effectiveness

The discussion was informed by some survey results from tenants that had opted to answer questions from home rather than attend the meetings, and so the group were aware of the opinions of 19 other tenants who took part in stage 2 of the consultation.

(Stage one was the full tenant survey that went out with the winter 2018 newsletter. This got 97 responses and these informed the development of the first draft of the strategy.)

The table shows the response to each of the questions, and also records any ideas and issues that the group discussed in addition to the consultation questions.

Item discussed	Notes
Report on the progress of work in the action plan linked to the strategy to be reported to the Board of Management every three months	The group all agreed that this should be happening. They also requested that updates are put on the website in everyday language for tenants to see (and hard copies upon request).
Customer Participation Quarterly Activity Report – currently published on the website every three months	It was agreed this should continue. In addition the following points were raised: <ul style="list-style-type: none">• Email to support teams at newsletter time so that people in supported accommodation are included and aware of tenant involvement opportunities and news.• That the team should continue to develop different ideas for communicating the existence of performance reports and activity.
Staff and tenant training directly linked to tenant involvement is reported in the activity report	The group agreed this was very important. They thought that tenants need to know they can build their skills and confidence to take part in tenant activities.

Outcome reports of tenant surveys and consultations	The group agreed that these should continue to be published on the website and newsletters (with hard copies available) with as much information as possible being infographics and charts to make it easy to read. The group also wanted to know what decisions tenants were making, and when tenant views were not taken into account, an explanation is made available.
Notes of tenant meetings	The group all agreed that it was important to be transparent about what is discussed at tenant meetings (without releasing private and personal information). It also may encourage others to take part if they see what is spoken about and agreed at meetings.
Report on the number of meetings held, the subjects of them and details of attendance	Agreed this was important to assess what is successful and to learn lessons to improve attendance at future events.
Analyse the people who are involved to look at what groups may not be accessing the opportunity to take part and ensure no one is excluded	Agreed this is very important to be aware of who is taking part and finding the barriers that may exist.
Information on spending related to tenant involvement	The group agreed that this a breakdown of spending should be provided to the evaluation session so that an assessment of value can be made and also allow for tenants to make suggestions for future budget planning.
Strategy design and layout	Three of the four tenants attending have dyslexia and they reported that the document was well laid out and easy for them to read and understand.
Evaluation of the strategy	The group want to have an annual review meeting with tenants and staff invited to attend. All members of the meeting would like to attend if possible (tea party theme?).

Additional idea put forward by the group – an Aberdeen Office open day where tenants/local school/university can come and attend information sessions and have conducted tours of the office so people can see the staff and the building. Discussed possible activities:

- 'Meet the staff' sessions - different staff describing what they do (short 10 minutes)
- A session for local older school kids (St Machar) offering information on tenancy sustainment (what to expect from your first home/how to manage)
- Digital skill building session
- Food of some kind on the top floor
- Some stalls – local groups/Police/Fire etc.
- Maybe activities in the car park area (rear one away from the main road)

Staff and tenants would plan this open day together. Suggested summer 2020 to allow for budget request/consultation with tenants.