

## **Partnership Agreement**

### **Langstane Housing Association and Charlotte Gardens / John Street tenant group**

#### **1. Introduction**

- 1.1. The Partnership Agreement sets out guidance regarding the role, principles, working practices and reporting procedures of Langstane Housing Association's 'Charlotte Gardens / John Street tenant group' (the group).
- 1.2. Although informal, the group, is independent and tenant-led and will work with Langstane Housing Association to improve schemes at Charlotte Gardens and John Street.
- 1.3. The Housing (Scotland) Act 2010 set out the requirements for a Scottish Social Housing Charter (SSHC) which came into effect in 2013 and was updated in 2023. The Charter sets out 16 outcomes which measure performance. The group will, become part of how Langstane achieve landlord performance against these outcomes, which form part of the Annual Report on the Charter (ARC) to the Scottish Housing Regulator (SHR).
- 1.4. This partnership agreement was developed in discussion with staff and tenants.

#### **2. Purpose**

- 2.1. To work with Langstane Housing Association to advance forward improvements.
- 2.2. To form an integral part of self-assessment by developing an effective working partnership with Langstane Housing Association's staff, senior management, and Board of Management.
- 2.3. To increase tenant involvement and influence business planning and the operational delivery of services.

#### **3. Role of the group**

- 3.1. To work with staff to tackle on-going issues on their scheme, such as, anti-social behaviour and improving the overall safety and security of individual blocks and the scheme as a whole.
- 3.2. To act as tenant activists, working towards visible change within their neighbourhood and community.
- 3.3. To collaborate with other residents and support each other to be part of the group and creation of a safe space where everyone can have a voice.
- 3.4. Have a say in decisions made about the management of the scheme.
- 3.5. To raise the profile of the group and to promote opportunities for other residents to get involved.

#### **4. Selection and Membership of the group**

- 4.1. The selection process is open to those Langstane Housing Association tenants or members of their household residing in either Charlotte Gardens or John Street.
- 4.2. The group will consider the impact of equality and diversity issues in all their work. It will do this by assessing support needs of members and make reasonable adjustments to remove any barriers to participation, where reasonable.
- 4.3. Carers can accompany a member and can reasonably participate in discussions within the meeting.
- 4.4. Any group member elected or co-opted to Langstane Housing Association's Board of Management must resign from the group immediately, to make sure there is no conflict of interest.
- 4.5. Members do not represent registered tenant organisations but act as individuals covering a specific geographic area.

#### **5. Work plan and Meetings**

- 5.1. Planning for the year will take place at first annual meeting. Meetings will be held every quarter therefore they will be held in January, April, July and October.
- 5.2. The group will consider their digital access in case of bad weather during winter.
- 5.3. Facilitation and administrative support are provided by the Tenant Participation Officer and Housing Officer. More information on support is provided in section 8.

## **6. Reporting, governance and fit to performance management structure**

- 6.1. All relevant stakeholders (Manager, Director, Board) will be identified at the start of the group being developed and the group will receive information on the relevant staff contacts by the Tenant Participation Officer.
- 6.2. Staff will be informed of planned activities by the Tenant Participation Officer, Customer Service Manager or Housing Officer.
- 6.3. Action plans created from the group's activities, such as, neighbourhood walkabout action plans will be shared with relevant staff and published on the Associations website. The progress of the actions will be monitored by staff until completion.
- 6.4. The group will develop communication and feedback methods to keep tenants informed of activity, to promote and raise the profile of the group's work.

## **7. Support, expenses, and training resources**

- 7.1. Administration and development support including
  - Printing any written materials, such as, posters for promotion
  - Minute taking, issuing meeting papers and booking events
  - Provide suitable venue for meetings
  - Provide refreshments at meetings
  - Provide structure to meetings by liaising with members and staff to the preferred formats for each group member
  - Act as a line of communication between the group and the Association
  - Provide one-to-one support to group and / or individual members
- 7.2. Training to develop skills is provided.
- 7.3. Group members may claim travel and child care expenses and are provided with refreshments or lunch depending on meeting duration. Proof of travel and child care required before payment.
- 7.4. An annual training and support review to identify training needs will be carried out at the first annual planning meeting.
- 7.5. As volunteers, group members are covered by Langstane Housing Association's liability insurance when carrying out their activities.

## **8. Openness, transparency, and access to information**

- 8.1. The group may request information from Langstane Housing Association to plan and carry out group activities, for example, neighbourhood walkabouts. Where information is not readily available, the group may commission reports, and / or invite officers to the group to present information.
- 8.2. Information requested should be in place no later than 10 working days after the request is received by Langstane Housing Association. If out with this timescale, reasons, and new deadlines to be agreed with the group.
- 8.3. Use of personal information will be kept within the terms of *the* General Data Protection Regulation (GDPR).

## **9. Evaluation and review**

- 9.1. The activities and operations of the group will be reviewed annually.
- 9.2. The draft Partnership Agreement will be reviewed every three years.

## **10. Group members induction**

- 10.1. Induction will cover:
  - Identify any specific training needs
  - Langstane Housing Association's structure and function
  - The history of the tenant group – circumstances of the group being formed
  - Information on tenant groups
  - Aims and Objectives of the tenant group if already decided

- 10.2. New employee induction will include the groups role within Langstane Housing Association and the employees role with the group.

## **11. Code of Conduct**

- 11.1. If any difficulties develop within the group, for example, disrespectfulness, confrontation, or a lack of tolerance then a Code of Conduct will be introduced with all members expected to agree and sign. Refusal to do this will result in the member being asked to leave the group.

## **Appendix 1**

### **Person Profile**

Below is a list of the qualities and skills that are desirable to be able to fulfil the role of group member. Training will be provided. Members must show an ability and willingness to develop their skills.

Person must be a current Langstane Housing Association tenant or household member aged 18 or over, not a Board of Management member, a family member, living at the same address, of a board member, and not an employee of the organisation – living in either Charlotte Gardens or John Street.

#### **Commitment and motivation**

- Willing and able to participate in induction and training sessions.
- Time commitment for this role is quarterly meetings per year plus participation in other activities such as, scheme walkabouts and meeting preparation time e.g., reading, meetings, papers.
- Ability and willingness to participate and make appropriate contributions and able to act independently.

#### **Group competencies**

- Good listening skills
- Respect the views of others
- Show and communicate enthusiasm for the purpose of the group
- Good communication skills

#### **General skills**

- Working as part of a team
- Adhere to the Code of Conduct (if and when it is introduced)
- Integrity and an open and honest approach
- Group competencies will be developed in training – key things for the group to work effectively with each other and with staff. Computer skills not essential.

If member has any conflict of interest – this needs to be disclosed.