

Note of meeting held 16 May 2023

Subject: Tenant Scrutiny Group – meeting one

Venue: Aberdeen Office

People present: Samantha Hough (SH) – Customer Participation Officer (CPO)

KP – tenant, Stonehaven

KH – tenant, Stonehaven

RB – tenant, Aberdeen

CN – tenant, Aberdeen

SC – tenant, Aberdeen

KR – tenant, Aberdeen

Background

The purpose of the meeting was to discuss the level of commitment required from tenants and staff as we work towards forming the Association's first scrutiny group. We went on to review what being a permanent tenant group would include in terms of time commitment required from members and next steps if everyone can commit.

The tenants were provided with an overview of what scrutiny means along with how the Association plans to prepare tenant volunteers to undertake scrutiny projects.

Tenants were asked to complete a questionnaire and provide personal preferences so meetings can be planned to suit their needs as much as possible. The group also discussed group photographs for the purpose of promotion through our publications, website, and social media.

In terms of a name, the group discussed and voted on what their preference was from a number of options. The decision was made, and the group is now known as 'My Voice Counts tenants scrutiny group'. We will use the 'My Voice Counts' logo, which the Association has historically used to promote, publicise, and thank tenants for engaging with us in our involvement activities.

Item discussed	Notes
Refreshments and seating	<p>Group decided on refreshment preferences and feel time should be given before the meeting to digest food.</p> <p>Held discussion about preferred seating options and group feel that sitting round one long table and not separate ones is better to make everyone feel included.</p> <p>There also needs to be no one with their back to the screen so that those attending virtually can interact fully with those in the room.</p>
Overview of meeting	<p>Although tenants were aware of why the meeting had been arranged we discussed what outcome was required, in terms of their commitment.</p> <p>Meeting was to discuss tenants forming a scrutiny group and get their thoughts on this. These tenants were invited because they had previously shown an interest in joining a scrutiny group.</p> <p>Therefore, the next step was to get everyone together and move towards the official formation of the group and for the CPO to provide more information on what their commitment means long term.</p>
The group dynamic	<p>This discussion was to lay the ground work about how the group needs to work as a team and the level of respect team members need to show each other.</p> <p>There needs to be relationship building not only between tenant volunteers but with staff as this will be key when working on scrutiny projects.</p> <p>Training will be provided so that tenants are aware of what scrutiny is and what it means to be in a tenant group.</p> <p>During the meeting all tenants agreed with this, and the group get on well. Many of them are familiar with each other as they've attended previous Langstane focus groups.</p>
Training and development	<p>This is an important part of the development of the group. Discussion included the CPO informing tenants of the available training for all members, to assist in their progress.</p> <p>This will develop their knowledge and skills, preparing them for the next level.</p>
Function of the group	<p>To train, learn, work together, show respect to fellow members, scrutinise the Association's policies, procedures, and processes in order to have a direct level of involvement to help make sure services are the best they can be.</p>
What is scrutiny?	<p>Discussion with the group about what scrutiny means taking the lead from the Scottish Government Tenant Participation Handbook.</p>

Item discussed	Notes
Roles and responsibilities	<p>At the moment their role is to attend as many meetings as possible to be involved in training and progressing the group, ready for the first scrutiny exercise.</p> <p>It was discussed that if this scrutiny group is successful then it could lead to registration as a Registered Tenant Organisation (RTO).</p> <p>This would in turn mean that the group would have to take on responsibility of certain 'roles'. These would include chairperson, treasurer, and secretary. There could be a budget assigned to the group and minutes would need to be taken at meetings. A constitution would be devised and there would be rules about attendance and communication.</p> <p>All tenants were happy about this and understand what is included.</p>
Commitment – are you in!	<p>The group discussed the commitment needed from the tenants at this stage so we can move forward and organise not just the next meeting but also a programme of training.</p> <p>With this commitment agreed by all in attendance the next step is to speak to those who were not able to attend and then move to training and engagement as a newly formed group.</p> <p>Agreement was received from each member.</p> <p>Members made fully aware that the CPO will be on hand to support them in all their activities as detailed in our Tenant Participation Strategy.</p>
Questionnaire and promotion	<p>A questionnaire was handed to all tenants so they can communicate their preferences and opinions on a number of factors. These include meeting times and dietary requirements. This survey also allows the Association to understand why they want to join the group, if they are involved in other volunteering and what they want to achieve. All of this information will be collected from all interested tenants including those not able to attend the meeting, it will be anonymised so it can be shared and discussed at the next meeting.</p> <p>Tenants were enthusiastic about other tenants knowing about the groups existence and what they are working to achieve.</p>
Questions, closing comments and queries	<p>If we are to continue and work towards registration as an RTO, it may mean tenants using digital equipment. However, some tenants do not have broadband in their properties.</p>

Item discussed	Notes
	<p>Looking forward the group are interested in having their own webpage and personalised merchandise which the CPO fully supports.</p> <p>Merchandise discussed could include pin badges, pads with group logo, ribbon lanyards and t-shirts with all tenants happy with these suggestions.</p> <p>There was a query regarding accountability. This will be discussed at the next meeting.</p>

Outcome

The meeting was very positive as all tenants are enthusiastic and happy to work alongside each other as a group.

They all understand the commitment involved and that if the group went on to register as an RTO they would need to decide who will take on various roles and responsibilities associated with maintaining their RTO status.

Next steps

CPO to catch up with tenants who were not able to attend this meeting. Once their commitment is received, another meeting will be arranged.

Once all questionnaire forms have been returned the feedback will be collated into a report so the feedback can be discussed at the next meeting.

CPO to create an information pack for the group to start their training and development.