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DELIVERING ON TENANT PARTICIPATION

The Supported Living Perspective

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choice 

Outline

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- My role/Housing Perspective – Working in partnership
- How Choice have successfully been implementing a menu of Tenant Involvement (sheltered/General Needs)
- Who are the hard to reach groups within Choice? (those with complex housing needs)
- Why are they seen to be hard to reach?
- What Choice have been doing to address this?
- What we hope to achieve?

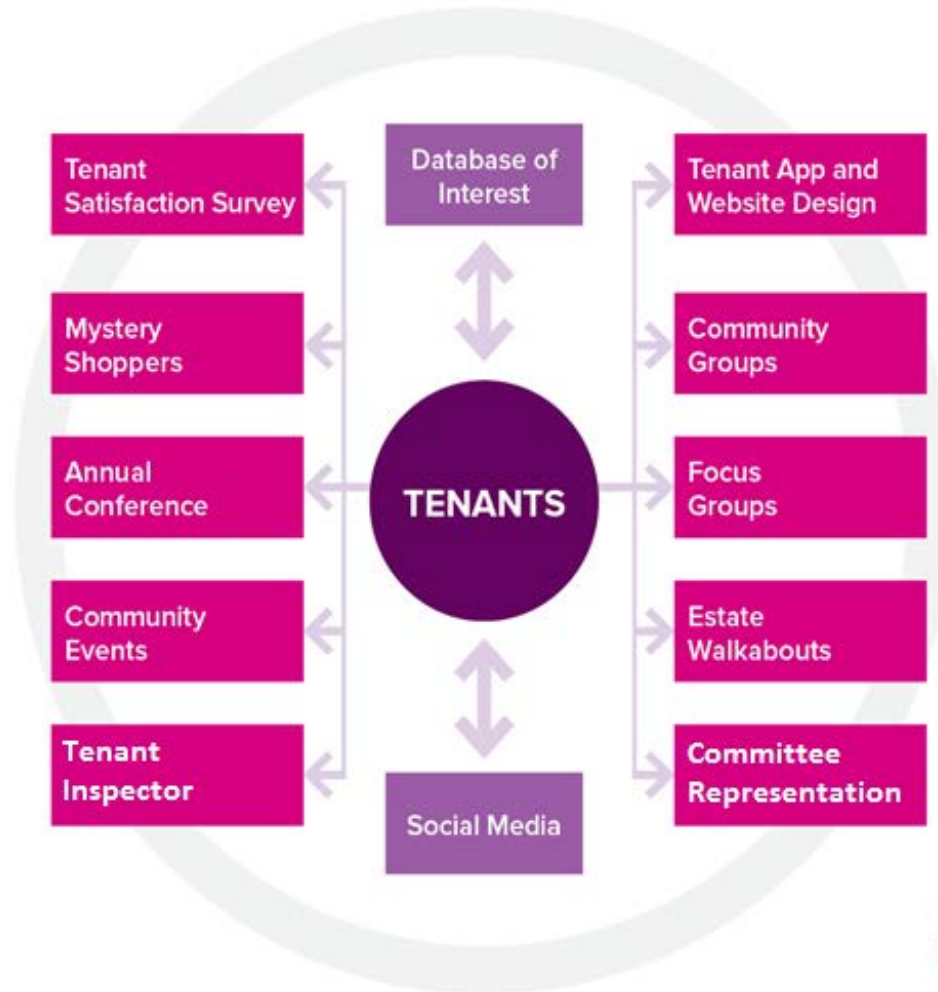
Outline

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- My Role
- 43 external partners
- Approx 1800 Choice Supported Housing Tenants/Licensees (excl. another 2200 sheltered tenants)
- Housing Association role
- DSD Tenant Involvement Regulatory Standard

TENANT INVOLVEMENT IN CHOICE

Let's see
the menu



TENANT INVOLVEMENT CHAMPION

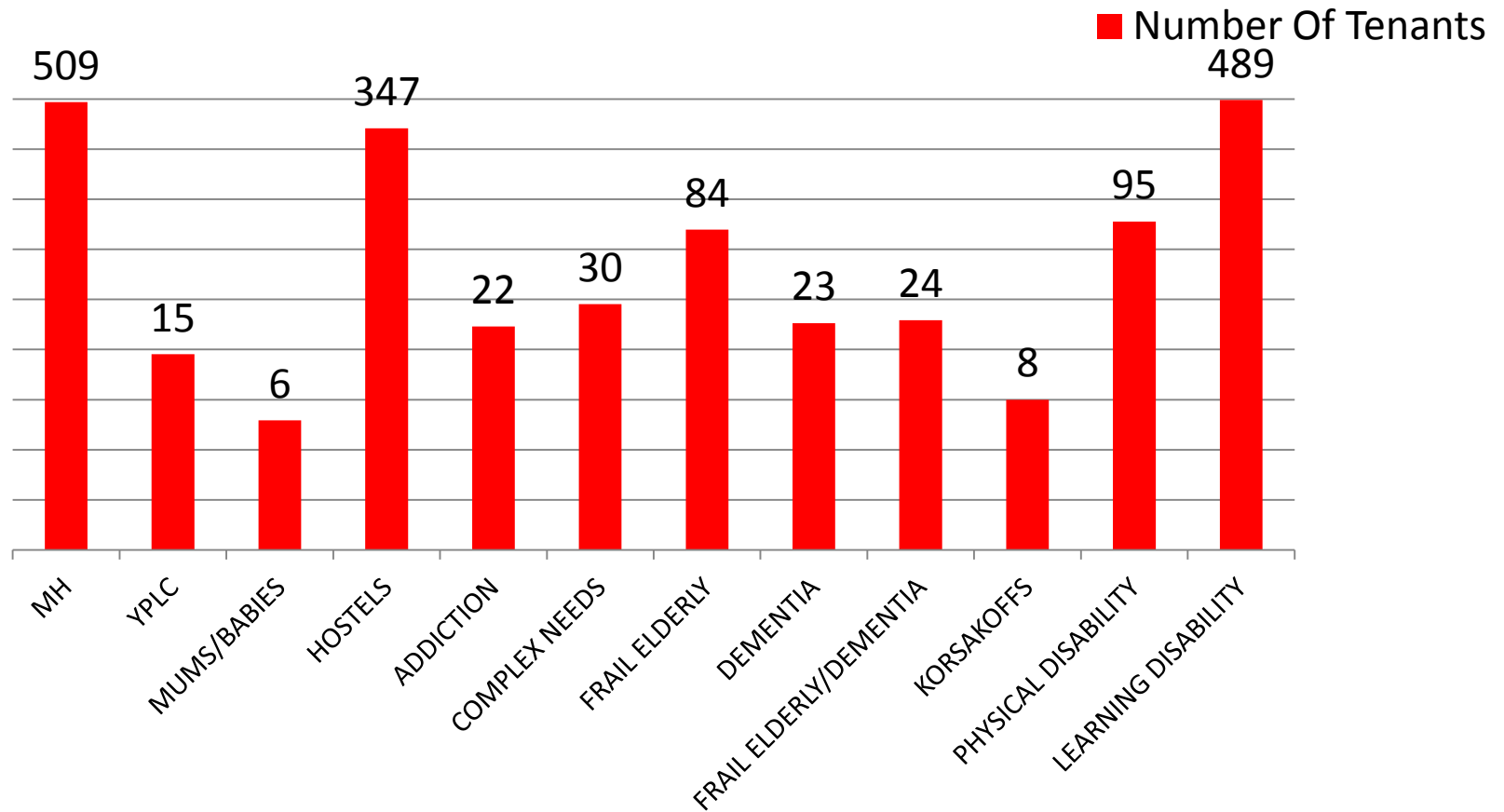
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Who are the Associations hard to reach groups?

Supported Housing Tenants (excl. Sheltered)



Why are they Hard to Reach/Easy to Ignore?

- Many tenants are supported via 3rd Party
- External Organisations already engage with tenants
- Barriers to involvement/Diverse group
- Dispersed schemes

Why do it when its already being done?

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- First and foremost – they are still Choice Tenants
- They have the right to be involved with their landlord in the same way as the sheltered and general needs tenant groups
- So what barriers are we faced with..?

Barriers to Success

- ❖ Methodological Barriers
- ❖ Physical Barriers
- ❖ Attitudinal Barriers
- ❖ Financial & Resource Problems
- ❖ Timing

So what next..?

- Benchmarking through Supporting Communities
- Flexible & Tailored approach to reflect the diverse needs of tenants
- Agreed a methodology for research
- Choice have ambition to involve All tenants despite difficulties this might pose
- **Needs to be meaningful and not tokenistic!**

Methodology in partnership with Supporting Communities

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STAGE 1 – Desktop Research

STAGE 2 – Consultation with Joint Management Partners

STAGE 3 – Consultation and Engagement with Tenants &
Licensees

STAGE 4 – Engagement with Choice Supported Housing
Staff

STAGE 5 – Completion of Report

Key features to emerge from Tenant Focus Groups

- There is a clear desire for tenants to ‘Have a Say’ and get involved.
- Tenants want Choice Housing Ltd to listen to them and value their input.
- Tenants said face to face contact continues to be really important.
- Suggestion made to establish a province wide 'Tenant Voice' Forum for tenants in Supported Housing and Care schemes.
- Information provided for tenants needs to be ‘User friendly’ and jargon free
- Tenants expressed a readiness to participate in focus groups to look at specific service areas.

Key features to emerge from Partner Focus Group

- Recognition at all levels that client engagement is desirable
- Need for better 'joined up working'
- Develop a 'Menu of Involvement'
- Huge opportunity for Choice Housing Ltd to tap into existing groups e.g. the resident committees already operating within each of the schemes
- Greater clarity of roles between landlord and service provider
- Get to know your tenants better

Key features to emerge from Staff Focus Group

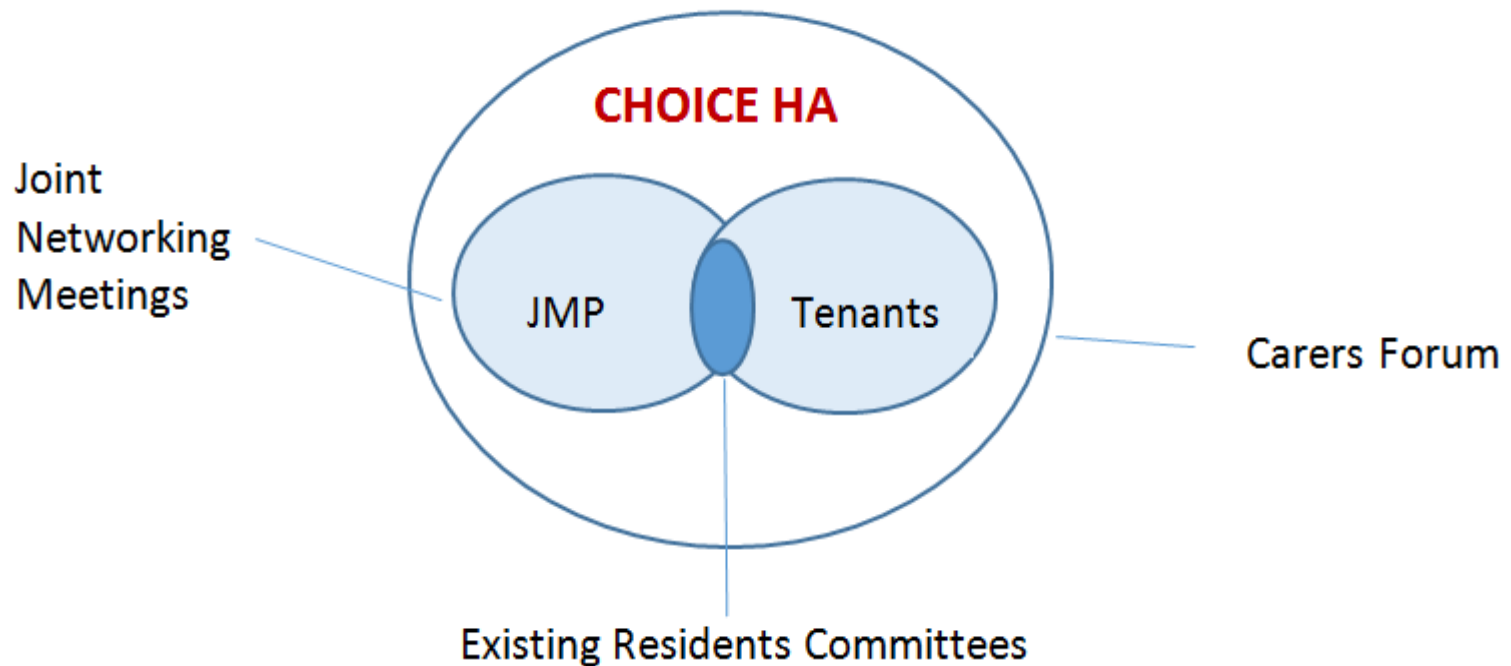
- Each client group has their own specific individual needs so it is important that tenants, advocates and support staff all work in partnership to enable effective involvement
- There is logistical difficulty of the widespread geographical spread of tenants and supported housing schemes
- A lot of tenants attend day centres so this has an impact on the time available to meet
- Develop an editorial team to 'tenant proof' information being distributed for tenants e.g. produce a separate magazine for tenants in Supported Housing and Care
- Long term goal, establishment of Supported Housing & Care Forum
- Develop a Menu of Involvement

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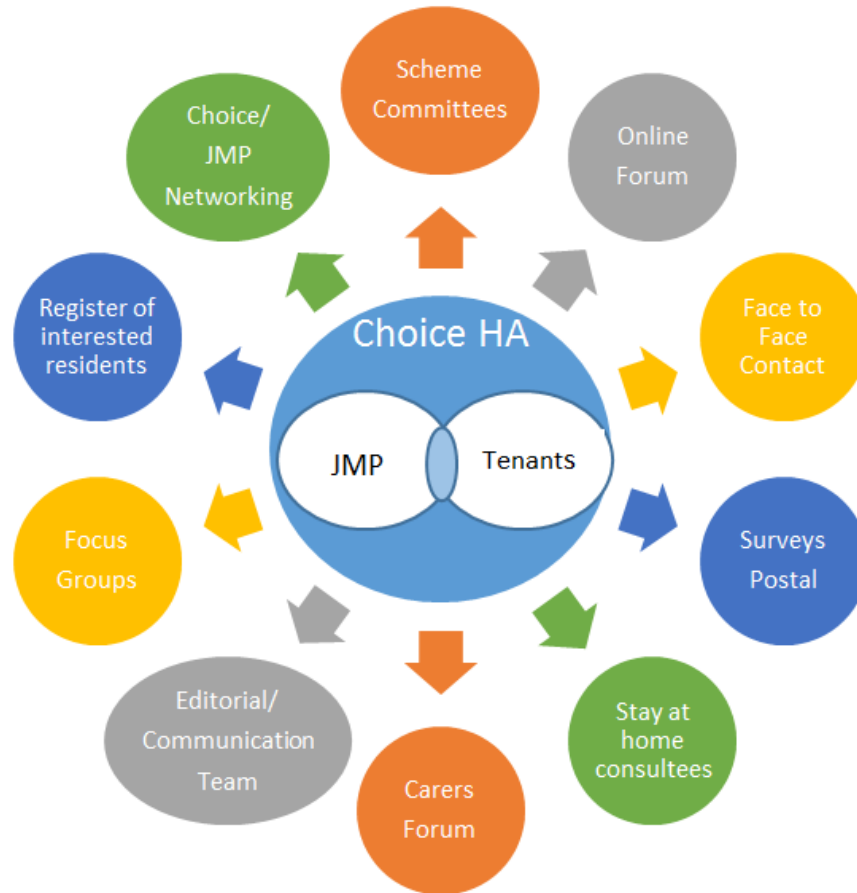
TENANT INVOLVEMENT

**What this could look like for
Choice Supported Housing
Tenants**

Proposed Structure



Getting started...



Where are we now?

- Amalgamation of four organisations complete
- New corporate customer focus
- New DSD Tenant Involvement Regulatory standard
- Customers are at the heart of Choice Housing Management ethos
- New positive culture of change across Departments

Where are we now?

- Recognise the difficulties
- Be flexible!
- Draft menu of Involvement
- Learn from our Joint Management Partners
- Possibly the need for several working groups
- Finalising a Draft Strategy for Supported Housing Tenants
- Resources
- Implement our plan of action

Finally...

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- ‘No business can operate to a high standard if it does not properly understand and engage with its customers. Meaningful engagement with tenants are the essential prerequisites of good governance and good service’

(Scottish Housing Regulator, Sept. 2013)



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