



# Customer involvement strategy 2024-2027



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# Part one - regulation

**Welcome to our customer involvement strategy 2024-2027** which sets out how we will involve and consult with our customers, stakeholders, colleagues, and others to ensure that our services are delivered to the highest standards. We're committed to building homes. independence and aspirations.

Our strategic goals in Scotland are:

- Delivering for our customers and communities
- Providing the right homes in the right places
- Creating a vibrant, customer-focused organisation

Adopting a customer led approach is the tried and tested method for shaping services. Our customer involvement opportunities are diverse and accessible, there are many ways you can take part, see part two for details

## **Robyn Inglis, Home in Scotland customer Board member**

*It's so important to provide great opportunities for customers to become involved and listen to their ideas and perspectives. Customers have clear insights, and it is vital their views are heard.*

## **Susan Deacon, Chair of Home in Scotland Board**

*At Home in Scotland, customers are at the heart of all we do. Having the people who live in our homes involved in shaping our services, and scrutinising our performance, helps us achieve the excellence we strive for. There are so many diverse and accessible opportunities to get involved - and we would love for you to join us.*

## **1. Introduction**

Our customer involvement strategy demonstrates how we will work with customers to improve services and meet our statutory and regulatory customer involvement requirements. It sets out a range of involvement opportunities, the ways in which we consult our customers and how we will provide customers with feedback. We also work with customers to develop a customer involvement action plan to help us deliver our aims and objectives and capture our priorities each year.

Our viewpoint team is a group of customers from across Scotland who monitor performance, scrutinise services and make recommendations for change. They monitor and review the strategy to ensure that it meets the needs of our customers and Home in Scotland.

We aim to engage with and involve as many customers as possible in delivering our services effectively and evaluating our performance.

Changes to the world we work in and shifting priorities mean we need to be more creative with our involvement offer including virtual meetings, consultations, and webinars in addition to face to face opportunities.

We are committed to working in partnership and involving our customers in a meaningful and effective way. Our strategy aims are to:

- provide a range of customer involvement, engagement, and consultation opportunities to examine the services we deliver focusing on customers' key issues
- offer decision-making opportunities to all our customers
- deliver two-way communications and quality information using a range of formats to provide access for all our customers
- increase levels of customer satisfaction
- increase our culture of customer involvement, engagement, and participation throughout Home in Scotland
- increase mutual trust, respect and partnership working between colleagues, customers, and other stakeholders
- maximise customer involvement activities for all our customers, tackling discrimination and ensuring inclusion and equality
- offer affordability and value for money for our customers

## 2. Background

Home in Scotland Ltd (Home Group Scotland) is part of Home Group and provides affordable housing to communities throughout Scotland. We currently manage 5,500 homes for social rent, mid-market rent and provide factoring services to owner occupiers from Dundee to Dumfries.

Working with customers is vital to delivering improved services and ensuring that customers feel able to influence the decisions we take. We understand that customer involvement must be at the heart of our culture and be embedded in the working practices of every colleague. This strategy sets out how we will work with customers to ensure opportunities are provided to influence the decisions made about our homes and communities wherever they live.

## 3. Scottish Social Housing Charter

The Scottish Social Housing Charter, first published in 2012, was developed by tenants for tenants as part of the Housing (Scotland) Act 2010 and was updated in 2017 and again in 2022. It sets out the outcomes and standards that Home Group and all landlords in Scotland are expected to meet, and the levels of services customers can expect from Home in Scotland.

The charter covers 16 key areas including participation and communication. For more information or to compare landlord performance, why not visit the Scottish Housing Regulator (SHR) website at [www.housingregulator.gov.scot](http://www.housingregulator.gov.scot)

In engaging with customers, the charter seeks to ensure that customers:

- can participate in the decision-making process
- are satisfied that their views and priorities are reflected in their landlord's services
- are given opportunities to be involved in developing, monitoring, assessing, and reporting on the quality of the housing services the landlord provides
- have a range of methods of getting involved - including ways suitable for those hard to reach or seldom heard
- can get involved, if and when they want to, at levels they feel comfortable with
- get support to build their capacity for more effective involvement
- can take part in reviewing opportunities for involvement to ensure that they work

## 4. Our customer promise and the charter

Our customer promise sets out the services our customers can expect us to deliver. We use the customer promise and the charter as a measurable framework to improve the services we deliver. We invite customers to be involved in measuring and monitoring our customer promise performance, making recommendations for improvement.

### Our customer promise



#### ...to provide a safe place to live

- We'll guarantee your home meets all fire safety standards and contains a working smoke alarm
- We'll make sure gas and electric safety checks are carried out in the required timeframe – it's your responsibility to allow us access to carry out these checks
- We'll make sure your home is secure and all external doors fully meet the relevant British Standards



#### ...to deliver a reliable repairs service

- We'll aim to attend emergency repairs in six hours and make sure any damage is made safe
- We'll aim to resolve all standard repairs in 14 days
- We'll keep you updated on the status of your repairs and maintenance work and share all relevant information



#### ...to care about you

- We'll make our complaints process easy to access and simple to understand
- We'll make sure our colleagues have the relevant up to date skills and training
- We'll recruit caring colleagues who understand their customers' individual needs and can offer the support needed



#### ...to help communities grow

- We'll make local investment to support communities to thrive
- We'll carry out inspections to make sure your neighbourhood or service is clean and tidy
- We'll take strong action where anti-social behaviour happens and work closely with partners to tackle incidents



#### ...to tell you where your money goes







- We'll tell you how your rent and service charges are calculated each year
- We'll tell you how and why we make decisions on large projects and spend from head office
- We'll tell you how and why we spend money on your home and community



#### ...to work together with customers and partners

- We'll help you contact agencies who can offer specialist advice, such as the police, charities and your council
- We'll work with partner organisations to offer you full support
- We'll work with you to receive feedback and improve our services

## Matching our customer promise to the Scottish Social Housing Charter outcomes

Customer promise	Scottish Social Housing Charter outcome(s)
 to provide a <b>safe place to live</b>	4 - Quality of housing 5 - Repairs, maintenance and improvements 6 - Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes
 to deliver a <b>reliable repairs service</b>	2 - Communication 4 - Quality of housing 5 - Repairs, maintenance and improvements 7, 8 and 9 - Housing options 10 - Access to social housing
 to <b>care about you</b>	1 - Equalities 2 - Communication 11 - Tenancy Sustainment
 to <b>help communities grow</b>	6 - Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes 13 - Value for money
 to tell you <b>where your money goes</b>	2 - Communication 3 - Participation 13 - Value for money 14 and 15 - Rents and service charges
 to <b>work together</b> with customers and partners	2 - Communication 3 - Participation

### 5. Housing (Scotland) Act 2014

This Act has the objectives of "...safeguarding the interests of consumers, supporting improved quality and delivering better outcomes for communities."

Under The Act, landlords must consult with customers, applicants, Registered Tenant Organisations (RTOs) and anyone else they want, if changes are to be made to the way we let our homes (allocation policy).

### 6. The legal framework – Housing (Scotland) Act 2001

The Housing (Scotland) Act 2001 gave customers and customer groups the right to be involved and to take part in decisions that affect them. Other laws have strengthened customers' rights. The Act also places duties on landlords to ensure there are ways for customers to get involved in decisions and to support and resource customer involvement (also referred to as tenant participation). For additional information go to [www.scot.gov](http://www.scot.gov). All social landlords must develop a participation strategy with customers and put it into practice. At Home in Scotland we refer to this as a customer involvement strategy.

## 7. Scottish Housing Regulator (SHR)

The regulator safeguards and promotes the interests of all customers of social landlords in Scotland and uses the charter to assess how all landlords perform. The regulator expects landlords to put customers at the heart of their organisations. How Home in Scotland performs will be monitored every year by the regulator. You can view our performance and compare it to other landlords at [www.housingregulator.gov.scot/landlord-performance/](http://www.housingregulator.gov.scot/landlord-performance/). The charter and regulator require that Home in Scotland has arrangements in place for customers to scrutinise and help improve our performance, and influence decisions about policies and services.

The charter gives customers more power to hold landlords, including Home in Scotland, to account. Every year we provide evidence to the regulator on how we have achieved the charter outcomes. This report is known as the Annual Return on the Charter (ARC). The regulator publishes an annual report on landlord performance. The regulator's approach highlights the importance of our customers being involved in assessing and monitoring performance standards.

The regulator requires Home in Scotland to:

- agree our approach to self-assessment with customers
- ensure this approach is effective and meaningful and publicised to our customers
- demonstrate how self-assessment is being implemented
- provide a statement of how we will involve customers in self-assessment activities

We have involved customers in identifying approaches which will work best for them in Scotland and learned from the experiences of customers in other areas within Home Group. Our customers continue to be involved in setting their priorities and agreeing the scrutiny methods.

We are always looking for new and inventive ways to get customers more involved and give their views. Customers' views are crucial in making sure that we deliver the services customers want.

## 8. Our commitment to equal opportunity

The Scottish Social Housing Charter states that landlords should ensure that every customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

In compliance with the Equality Act 2010, Home in Scotland has a duty to:

- protect against direct and indirect discrimination, harassment, and victimisation
- develop equal opportunities between those who share relevant protected characteristics and those who do not
- adopt good relations between those who share relevant protected characteristics and those who do not

We are committed to provision of services to customers in an environment free of discrimination, harassment, stigma, and victimisation and are determined to ensure that all customers feel able to participate and have their views heard. In order to achieve this we will:

- develop creative ways of including customers from hard-to-reach groups and those usually less likely to participate
- ensure that meetings, consultations, and other events are hosted in barrier free, accessible venues

- offer customers access to materials in a variety of formats and languages on request
- provide free, appropriate transport to meetings where required
- ensure that all customers are treated, and treat others, with respect and dignity

## **9. How this strategy was developed and who was involved**

Home in Scotland has been working with the Scotland viewpoint team to build tailored engagement opportunities which customers can participate in at levels that they are comfortable with.

The viewpoint team reviews and monitors the customer involvement strategy and action plan, supported by colleagues. This is a working document and is continually reviewed. This strategy also sets out the processes we have in place, and available resources to support the strategy to make sure it is successful.

Additional information has been included from customer consultations and satisfaction surveys regarding preferred methods of engagement, barriers customers face when trying to participate, and feedback on satisfaction with opportunities to participate.

We have listened to what customers tell us is important to them, offering preferred, effective methods of delivering meaningful information and ways to communicate with us.

This strategy builds on the successes of earlier customer involvement strategies, recognising the need to work with all tenures of customers including (but not limited to) customers in mid-market rent properties, factored owners, homeless people, and applicants for housing. It also extends to people who are affected by our estate management services or share common areas with our customers and those people affected by anti-social behaviour.

This strategy will be published on our website [www.homegroup.org.uk/getinvolved](http://www.homegroup.org.uk/getinvolved).

## **10. Benefits Home in Scotland aims to achieve through customer involvement**

- giving customers a voice
- empowering customers to hold Home in Scotland to account
- increased customer engagement with Home in Scotland
- reassurance that we make customers feel comfortable about getting involved
- increased levels of customer scrutiny to support improvements

We create 'you said, we did' reports to record outcomes and impacts from involvement activities and will feature them in the charter performance customer report, rent consultation newsletter and other performance publications.

## **11. Timescales for completion of actions set out in the strategy**

Our annual action plan sets out our target timescales for all agreed actions.

## **12. Monitoring our customer involvement activity**

Our customer involvement strategy will be reviewed every three years and as a working document will continue to evolve.



The Scotland viewpoint team will review progress with the customer involvement action plan twice a year. The action plan will be updated on an annual basis and communicated to all customers via our website [www.homegroup.org.uk](http://www.homegroup.org.uk) and our performance report.

A review of progress will be published in the annual Customer Charter Report.

The action plan has been developed in consultation with our viewpoint team, other involved customers and feedback from the rent consultation and customer satisfaction survey. It will be reviewed regularly to ensure it reflects best practice and to give our customers the opportunity to assess whether the involvement strategy is working effectively.

### **13. Links to other strategies/policies relevant to customer involvement**

Below is a list of strategies and policies with specific involvement elements which you may be interested in learning more about. Summary policies can be provided on request at [involvement@homegroup.org.uk](mailto:involvement@homegroup.org.uk)

- allocations policy
- anti-social behaviour policy
- communications policy
- complaints, compliments, and comments policy
- equality, diversity inclusion and belonging policy
- factoring policy
- communities and neighbourhood management policy
- safeguarding policy
- recruitment and resourcing policy
- volunteering policy

## **Part two - Getting involved and communication**

### **14. How to get involved**

Our customers' views are vital in ensuring that we are consistently providing and monitoring quality services. We want to deliver services that meet and exceed the expectations of our customers. We have a wide range of involvement opportunities to encourage customers to participate in a way that suits them.

### **15. Involvement opportunities**

#### **Working with you to shape our services**

To find out more about any of the activities listed below, or to ask about how you can get involved contact [involvement@homegroup.org.uk](mailto:involvement@homegroup.org.uk)

#### **Home in Scotland Board**

You can have a say on how Home in Scotland is run. We have up to three customer members on the Home in Scotland Board, who are selected through a recruitment process, ensuring that customer involvement runs right through the heart of our decision-making. Home in Scotland Board is responsible for agreeing strategy, policy, and financial decisions, but also delegates management of the business to our director of Scotland.

#### **Viewpoint team**

You can get involved in helping us review policy, monitor our services and check that

we're doing what we say we do. Meeting every quarter, the Scotland viewpoint team scrutinises our services and monitors our performance against the Scottish Social Housing Charter, our peers, and our customer promise.

### **Customer forum**

You can be involved nationally; our forum meets four times a year and includes involved customers from across Home Group to drive improvements with senior leaders and Board members.

### **Customer promise assessments**

You can become a customer promise assessor and measure how well we're doing at delivering our customer promise at a local level. Assessors score neighbourhoods gold, silver or bronze based on customer feedback. This generates an improvement plan, and actions are tracked by the viewpoint team.

### **Estate walkabouts**

You can join our housing managers, maintenance surveyors, other colleagues, and agencies (local council, police, and contractors) on estate walkabouts. We look at the overall appearance of your surroundings, including communal areas and open spaces. Customers can make recommendations for improvement. Housing managers will write to let you know the dates and times for estate walkabouts in your neighbourhoods and how you can get involved.

### **Equality and diversity**

You can hear Life Swap members telling their stories, inviting others to ask questions to reduce stigma, challenge stereotypes and break down barriers between different groups.

### **Digital involvement**

You can give your views and opinions digitally via regular short surveys and quick consultations by joining **anyone@home**, to sign up email [involvement@homegroup.org.uk](mailto:involvement@homegroup.org.uk)

### **Communication**

You can ensure that written communication is informative, relevant, and easy to read by taking part in KISS (keep it short and simple) consultations via anyone@home

### **Editorial panels**

You can influence the design and content of Homelife and other publications including the annual rent and service charge consultation newsletter and Customer Charter Report by attending viewpoint and responding to surveys on anyone@home

### **Recruitment and induction**

You can be trained to be part of a panel to help to recruit new colleagues and be involved in the induction of new starters.

### **Customer insight and satisfaction surveys**

We may invite you to complete a survey about how well we perform against our customer promise, repairs and maintenance, or other services we provide. We contact customers from all over Scotland to complete the Scottish regulatory survey which asks questions about the quality of our services. Customers' responses are part of the information we feedback to the regulator every year and publicise through customer performance reports and on our website. The feedback from all of these surveys helps

us to understand what we are doing well and where we need to focus improvements.

### **Value for money**

We will ask you about how affordable your rent and service charges are via our annual rent consultation and customer promise assessments.

### **Scrutiny**

You can be involved in scrutiny activities through viewpoint teams, estate walkabouts and customer promise assessments.

## **16. Communication**

### **How will we communicate with you?**

We asked customers how you prefer us to communicate with you in the latest satisfaction survey, you said your preferred method is

- newsletters
- letter
- email

We will also:

- hold face to face community meetings
- offer a range of digital methods to communicate which are easy to use
- provide training and support for digital meetings
- publish information on the website [www.homegroup.org.uk](http://www.homegroup.org.uk)

### **What will we consult on?**

We will always consult with customers on the following:

- changes to policies and procedures regarding housing management and related services, including rent and service charges, repairs service, allocation of houses, estate management, anti-social behaviour, and tenancy management
- service standards relating to housing management, repairs and maintenance
- customer involvement strategy
- any proposals for a change in landlord in accordance with the Housing (Scotland) Act 2010

### **How will we consult with customers?**

We are adapting and flexing our consultation methods to take into account changes in our customers' lives, technology advances and the increasing need to deliver services remotely. We offer a range of consultation methods including:

- face to face local community meetings
- telephone, online and face to face surveys
- consultations on anyone@home
- feedback via newsletters/publications
- My Home Account
- email
- letters

### **Routes to decision-making and reporting consultation outcomes to Board and managers**

Feedback received from customers is analysed and outcome reports are published for customers, our business management team and Home in Scotland Board. We also publish 'you said, we did' reports which are sent to all relevant customers.

## How we keep you informed

The charter measures how good we are at keeping customers informed about our services and decisions. We will provide you with good quality information that is informative and easy to understand through our:

- Annual customer performance report
- Annual assurance statement
- Homelife magazine
- Involvement news
- You said we did statements
- Complaints performance reports
- Our website [www.homegroup.org.uk](http://www.homegroup.org.uk)
- Social media

## When we consult customers, we aim to:

- Describe the reason for the proposed changes, options being considered and how the changes will affect customers
- Agree a timescale of key events including consultation period, meeting dates and feedback methods
- State clearly how, and within what timescales, customers can make their views known
- Provide contact details of colleagues who are leading the consultation
- State how and by whom the final decisions will be taken
- Provide feedback in the ways you prefer

## Part three - resources

### 17. Expenses

Customer involvement is vital to support us to deliver and design services that are customer focused and promote continuous improvement. We appreciate that our customers give up their time, experience, ideas and share skills - so we cover all reasonable out-of-pocket expenses. Out-of-pocket expenses which are reimbursed against receipts are not generally liable for taxation and should not affect your benefits if being claimed.

The payment of out-of-pocket expenses is set out in Home Group's involvement and volunteering guidelines and is available on request from [involvement@homegroup.org.uk](mailto:involvement@homegroup.org.uk) it includes transport; childcare; taxis; refreshments; training; attendance at conferences etc. If you have specific needs, we will do our best to support you to become involved.

### 18. Registered tenant organisations and local groups

We will work with Registered Tenant Organisations where they are in place, and attend meetings when invited, to consult on any proposals that affect their members.

If you don't have a registered tenant organisation in your area, we can help and support you to develop a local group.

Where there are local tenant and resident groups in our neighbourhoods, groups can apply to become registered, with the following advantages:

- the right to be consulted over any proposed changes to your housing service

- the ability to raise issues that affect your neighbourhood with Home in Scotland
- an administration set up grant
- independent support and advice from Tpas (Scotland)

## **19. Register of tenant organisations**

Home in Scotland will manage a list of any tenant organisations registered with us. The register will be open for public inspection by any member of the public at our local offices and available on our website. The criteria for registration of a tenant organisation are at the end of this document, see **appendix two**.

## **20. Training for involved customers and Board**

We are committed to providing training for involved customers and Home in Scotland Board members. Colleagues will provide training for viewpoint team members, customer promise assessors and other involved customers. Training may also be carried out by external agencies e.g. Tpas Scotland and Scottish Housing Regulator

## **21. Customer involvement budget**

An annual budget is allocated for customer involvement including:

- viewpoint team meetings
- customer promise assessments
- registered tenant organisation set up support grant
- charter performance report
- community and fun days
- performance updates
- customer satisfaction surveys
- customer places at conferences
- customer out-of-pocket expenses

# Appendix 1

## Customer involvement plan



# Scotland customer involvement plan 2024-2027



The following plan is based on feedback from customers via community events, annual rent consultation and three-year satisfaction survey and has been shaped by Scotland viewpoint team. It details how we will involve customers over the next three years and how the plan supports Home Group’s strategy and Home in Scotland business priorities and compliance with our regulators including:

- Scottish Housing Regulator
- Scottish Public Services Ombudsman
- Office of Scottish Charity Regulator

<b>Safe place to live (Charter outcomes 2, 3, 4, 5 and 6)</b>		
<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
<b>Health and safety</b> Building safety plans for Salamander Court and Robertson Gate	<b>Health and safety</b> Damp and mould project	<b>Health and safety</b> <ul style="list-style-type: none"> <li>• Review building safety initiatives</li> <li>• Review damp and mould project</li> </ul>
<b>Design and development</b> Relaunch national development group to: <ul style="list-style-type: none"> <li>• review base line specification</li> <li>• Home Group standard</li> </ul>	<b>Design and development</b> Sustainability	<b>Design and development</b> Review national development group

## Reliable repairs (Charter outcomes 1, 2, 3, 5 and 6)

Year 1	Year 2	Year 3
<b>Scrutiny</b> <ul style="list-style-type: none"> <li>Monitor and challenge repairs, grounds maintenance and communal cleaning performance</li> <li>Remodel customer forum with stronger links to senior leadership and Board</li> <li>Launch customer promise assessments digital option</li> </ul>	<b>Scrutiny</b> <ul style="list-style-type: none"> <li>Monitor and challenge repairs, grounds maintenance and communal cleaning performance</li> <li>Benchmarking of viewpoint with links to senior leadership and Board</li> <li>Increase and improve customer promise assessment activity</li> </ul>	<b>Review</b> <ul style="list-style-type: none"> <li>Remodelled customer forum</li> <li>Customer promise assessments</li> <li>Repairs scrutiny</li> <li>Viewpoint teams</li> </ul>

## Care about you (Charter outcomes 1, 2 and 3)

Year 1	Year 2	Year 3
<b>Complaints</b> Remodel complaints scrutiny group	<b>Complaints</b> Review complaints performance	<b>Complaints</b> Review customer involvement in complaints
<b>Equality and diversity</b> Launch customer diversity action panel to replace diversity groups	<b>Older persons forum (amenities)</b>  <b>Life Swap</b> for contractors and suppliers	<b>Improve customer diversity, visibility and representation</b> <ul style="list-style-type: none"> <li>Videos of customers from different backgrounds and perspectives</li> <li>different types of involvement</li> <li>adjustments for getting involved</li> </ul>

## Help communities grow (Charter outcomes 3 and 6)

Year 1	Year 2	Year 3
<ul style="list-style-type: none"> <li>Support tenant and resident</li> </ul>	<b>Communities</b>	<b>Review</b>

<ul style="list-style-type: none"> <li>organisations to become registered</li> <li>Deliver community engagement events</li> </ul>	<ul style="list-style-type: none"> <li>Social housing stigma project</li> <li>Deliver community engagement events</li> </ul>	<ul style="list-style-type: none"> <li>Social housing stigma project</li> <li>Community engagement events</li> </ul>
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<b>Tell you where the money goes (Charter outcomes 2, 3, 13, 14 and 15)</b>		
<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
<ul style="list-style-type: none"> <li>Annual rent consultation</li> <li>Customer report with charter return</li> <li>Involvement in procurement</li> </ul>	<ul style="list-style-type: none"> <li>Annual rent consultation</li> <li>Customer report with charter outcomes</li> <li>Monitoring new contractors and suppliers' performance</li> </ul>	<ul style="list-style-type: none"> <li>Annual rent consultation</li> <li>Customer report and charter outcomes</li> <li>Review involvement in procurement</li> </ul>
<b>Social value</b> Investigate social value to measure involvement	<b>Social value</b> <ul style="list-style-type: none"> <li>Agree social value approach</li> <li>Provide training to customers</li> </ul>	<b>Review</b> Impact assessment of three-year involvement plan using social value tools

<b>Work together with customers and partners (all Charter outcomes)</b>		
<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
<b>Digital</b> <ul style="list-style-type: none"> <li>Trial digital customer promise assessments</li> <li>Produce case studies and blogs with communications team</li> <li>Increase membership and use of anyone@home</li> </ul>	<b>Digital</b> <ul style="list-style-type: none"> <li>Explore social media platforms for communicating with customers</li> <li>Involvement app or digital platform</li> <li>Digital customer promise assessments and reports via dashboards</li> </ul>	<b>Digital</b> <ul style="list-style-type: none"> <li>Use of My Home Account</li> <li>Tackle digital exclusion</li> <li>Digital training for customers</li> </ul>
<b>Involvement resources</b> <ul style="list-style-type: none"> <li>Review menu of involvement in line with 2024-27 involvement</li> </ul>	<b>Involvement resources</b> <ul style="list-style-type: none"> <li>Bespoke involvement training for staff at team meetings</li> </ul>	<b>Involvement resources</b> <ul style="list-style-type: none"> <li>Review of involvement plan 2024-2027</li> </ul>



<ul style="list-style-type: none"> <li>plan</li> <li>Consistency of involvement in recruitment and increase of trained customers</li> </ul>	<ul style="list-style-type: none"> <li>Customers involved in induction of new staff</li> </ul>	<ul style="list-style-type: none"> <li>Development of involvement plan 2027-2030</li> <li>Review menu of involvement</li> </ul>
<p><b>Communications campaign</b></p> <ul style="list-style-type: none"> <li>Improve communication with customers including involvement opportunities</li> <li>Link with senior leader messaging</li> <li>Improve the perception and value of involvement</li> </ul>	<ul style="list-style-type: none"> <li>Review communication campaign</li> <li>Colleague involvement leads in maintenance and housing teams</li> </ul>	<ul style="list-style-type: none"> <li>Customer satisfaction survey</li> </ul>

Agreed by Scotland viewpoint team 9<sup>th</sup> July 2024

## Appendix 2

### Criteria for registration of tenant organisations (RTOs)

The Registered Tenant Organisation (RTO) must have a publicly available written constitution that sets out:

- its objectives and area of operation
- how people can become members of the organisation
- the way the committee will operate
- how people can become committee members/office bearers
- how the business of the organisation will be conducted
- how decisions will be reached democratically
- how funds will be managed
- arrangements for public meetings
- arrangements for an annual general meeting (AGM)
- how changes can be made to the constitution
- its commitment to the promotion of equal opportunities
- its commitment to the promotion of the housing and housing related interests of tenants

The aim of this is to ensure that organisations are transparent and have a structure that allows for election of office bearers, gives opportunities for members to express views and ensures that elected officers report to their members. This does not mean that the body has to be a formally incorporated body, such as an Industrial and Provident society. A simple constitution that spells out how the organisation will be accountable to members will suffice in many cases, but where an organisation has access to substantial funds it may be appropriate to look at more formal incorporation.

It is essential that Home in Scotland receives a copy of a residents association's constitution as part of the registration process. Home in Scotland has a model which any group can adopt as it is recognised that the constitution is a basis for registration. If the constitution does not fulfil the criteria for registration. Home in Scotland may refuse to register the group. We are committed to working with prospective RTOs to help them meet the criteria for registration.

The organisation must have a committee that:

- (after the first year) is elected at an AGM
- has at least three members
- can co-opt others onto the committee during the course of the year
- has elected office bearers
- can demonstrate that decisions are reached democratically
- promotes equal opportunities

The organisation must operate within:

- Home in Scotland's defined areas of operation
- membership of the organisation and participation in its activities must be open to all eligible tenants within its defined area of operation
- the organisation must have appropriate accounting records and present an audited financial statement to the AGM.
- the organisation must demonstrate that it is committed to representing the interests of its members and that when consulted by Home in Scotland it can represent the views of its members who are tenants in our defined areas of operation

Application material to be submitted by the tenant organisation to Home in Scotland:

- a description of the area of operation
- the written constitution
- names and contact details of group/organisation/committee members (identifying the office bearers)

An RTO can be removed from the register in any of the following circumstances:

- the tenant organisation no longer meets the criteria
- the tenant organisation ceases to exist or does not operate
- there is a mutual agreement between Home in Scotland and the tenant organisation

Removal from the register should take place only after an agreed period of notice. A tenant organisation may appeal against Home in Scotland's decision to not register the organisation; or remove the organisation from the register. Any appeal will be dealt with under the Home in Scotland complaints policy. Where internal complaints procedures have been exhausted, a further appeal will be considered by the Scottish Government's Tenant Priorities Team and should be completed within three months of the appeal being made.

## Appendix 3

### Glossary

We use key phrases and words in this document and have provided some explanation below. This is not a definitive list. but we hope it might help.

#### A

**Action plan** a proposal of what we will do, how we will do it, what the benefits are by doing it, and when it will be completed

#### C

**Charter (the)** a contract, agreement or deed set out by the Scottish Government which all registered landlords in Scotland must follow

**CIH** Chartered Institute of Housing - professional organisation for social housing

**Constitution** the composition or structure of something - in social housing this is the structure of groups

**Consultation** discussions, talks and/or surveys - often with customers about proposals for change

**Customer involvement strategy** a document that sets out how we will involve customers in a way that increases customer influence, promotes best practice, and meets all our monitoring and regulatory requirements

#### E

**Engagement** involving or working with others

#### F

**Forum** meeting

#### I

**Involvement** seeking input, participation and contributions from others and acting on what we hear

#### O

**Outcome** a measurable result - the charter has 16 of these

#### P

**Policy** our policies set standards for practice across the organisation and set the boundaries we must work within in line with regulation and law

#### R

**Regulatory** monitored requirements - the rules, what we must do

**Registered tenant organisation** a group set up by tenants to work together towards mutually agreed goals

#### S

**Scottish Housing Regulator (SHR)** an independent organisation created by the

Scottish Government to look after the interests of people who or are or may become homeless.

**Scottish Social Housing Charter (the charter)** sets out results which social landlords need to achieve for its customers - it's not about what the landlord does, it's about customer's experience of using landlords' services

**Scrutiny** examine, inspect or investigate in depth - a process expected in social housing to confirm or make recommendation for improved services

**Social housing** housing provided by a registered social landlord and regulated by the Scottish Housing Regulator

**Stakeholder** a person or organisation with an interest in social housing and/or the way it is regulated. e.g. customers, the regulator, homeless people, police, and other service users

**Standard** a level of quality that every social landlord should achieve

**Strategic objectives** long-term goals - everything landlords do should be contributing towards achieving these

**Strategy** a document that sets out what we are going to do

## **T**

**Tenure** tenancy, lease, occupancy

**Tpas (Scotland)** tenant participation advisory service - a national independent tenant and landlord advisory service for Scotland