



Next Steps

A support programme for landlords and tenants

What does the Next Steps programme involve?

Aimed at housing organisations across Scotland, **Next Steps**, will help landlords and their tenants who want to **review, improve, or develop** their current tenant participation and scrutiny arrangements and develop an action plan for doing so.

This is a **free support programme funded by the Scottish Government** and delivered by **TIS** and **TPAS Scotland** which will be tailored to suit the needs of participating organisations.

The programme is based on a series of workshops for tenants, staff and governing body members. It is designed to build on current good practice, and support landlords to meet their legislative obligations on tenant participation and improve their performance against the **Scottish Social Housing Charter** outcomes and standards.

The programme includes a desktop assessment of your current activities, and a participative programme of workshops which will **identify the strengths and weaknesses of your current approach** - leading to a jointly agreed action plan to improve participation. A six-month review session is also included in the programme to help you assess progress and outcomes against the plan.

Review

Your existing approaches to tenant participation and scrutiny.

Expand

Your knowledge of how tenants and staff can work together.

Consider

How improvements can be achieved and implemented.

Identify

Gaps and increase opportunities to get involved.

Involve

Tenants at the heart of decisions and key priorities.

Ensure

The appropriate resources are in place to achieve targets.

Shape

An action plan for the future.

Agree

How to monitor change and deliver achievements.

How to apply for the programme

An online application can be accessed at www.tinyurl.com/yagczl8m and will close on **Monday 24th September 2018**.

Places are limited and will be assessed based on a range of criteria including your current Charter performance on communication and participation, and your supporting statement.



What will the programme cover?

Participating organisations will receive a **bespoke six-day support programme for your organisation**:

- Four and a half days on site with staff, tenants, and governing body members.
- An audit of your current tenant participation and scrutiny activities.
- Workshops for staff, tenants, and governing body members to...



Identify challenges and opportunities.

Explore ideas that could be adopted by your organisation.

Learn about good practice within the sector.

- An opportunity to reflect on your participation activities and what can be achieved or improved.
- A report making suggestions on steps for improving tenant participation and scrutiny within your organisation, and how to raise your performance against the Scottish Social Housing Charter.
- The development of a new, jointly agreed participation action plan.
- A review visit after 6-months to assess progress against your action plan.



Initial meeting with the landlord

(One half day)

- Discussion and information gathering on current activities including the existing participation strategy and action plan, participation structures, ARC reports, tenants newsletters, any recent consultation exercises and scrutiny activities, and the outcomes from these activities.
- Explore and agree the outcomes the organisation wants to achieve from the programme.
- Agree who will be involved and collect contact information for the key participants in the programme.
- Agree how tenants will be identified to be part of the programme, and if there are currently difficulties getting them involved, what the landlord needs to do prior to the programme commencing.
- Set dates and timescales for each step of the programme.

Throughout the process, TIS/TPAS will use the evidence from the audit and workshops to feed into a draft action plan.

Desktop review

(One day)

A desktop review and assessment will be undertaken of the current tenant participation/scrutiny activities based on the organisation's tenant participation strategy, action plans, targets, current participation structures and arrangements, and any other relevant supporting information provided by the organisation.

A report will be produced setting out areas to focus on in the workshops, identifying strengths, weaknesses, and opportunities for improvement.

Step 1

Step 2



Tenant participation workshop for staff and councillors/governing body members

(One day with a maximum of 20 participants)

This workshop is for staff and governing body members. It will raise knowledge, understanding and awareness of:

- Landlords legal obligations and tenants' rights.
- The Scottish Social Housing Charter requirements and Regulatory expectations.
- Review current participation options and activities.
- Cover key findings of the desktop audit what you do well and where you need to improve.
- Identify what outcomes or actions are being achieved from current tenant participation arrangements.
- Identify ideas and actions that could be implemented.
- Highlight good practice that is working elsewhere.
- Develop key areas for the action plan.

A short report will be produced on the workshop by TIS/TPAS.

Step 3

Tenant priorities

(One day with a maximum of 20 participants)

This workshop is for involved or interested tenants and will be tailored to suit the knowledge of participants. This workshop will follow the same format as the staff/governing body workshop. It will help develop the action plan and raise knowledge understanding and awareness of:

- Landlords legal obligations and tenants' rights.
- The Scottish Social Housing Charter requirements and Regulatory expectations.
- Highlight good practice that is working elsewhere.
- Review current participation options and activities.
- Identify ideas and actions that could be implemented.

Step 4

Developing the action plan

(One day)

The focus of this workshop is to bring together tenants, staff and councillors/governing body members who have been involved in the programme to consider the key findings of the desktop audit and the workshops and develop the draft Action Plan prepared by TIS/TPAS Scotland. It will cover:

- What are our priorities.
- Key areas to be address for the future.
- Developing a calendar of activities, and events.
- Roles, responsibilities and actions.
- Addressing the challenges.
- Promoting what we do.
- Complying with equalities legislation.
- Resources and support for staff and tenants.
- How will we monitor progress.

Step 5



The action plan draft

(One day)

A draft action plan will be developed and provided based on the desk top assessment and the outcomes and findings from the workshops. This will be sent to the organisation/all those involved in advance for its consideration. It will include:

- Organisational culture and commitment.
- Senior Officer responsibility.
- Participation structures and activities.
- What will be kept and what will be developed and introduced.
- Staffing, staff training and resources.
- Ways to involve tenants.
- Tenant training and support.
- The participation strategy – updates to include?
- Monitoring the action plan.

Step 6

Presenting the action plan

(One half day)

This session will bring together everyone involved in the process and any other key players within the organisation.

The draft action plan will be presented and discussed, and the action plan finalised and approved.

Step 7

Action plan progress review session

(One half day)

This session will take place a minimum of 6 months after the programme is completed to allow the action plan to be implemented.

It will review progress, targets met, achievements, areas still to be addressed, and any additional issues arising.

This will involve everyone involved in the process so far and will focus on assessing progress against the action plan. It will include:

- An assessment of how actions and targets are being met.
- Identify achievements and successes.
- Identify issues or challenges.
- Identify further actions to be taken.

Step 8

