

Nomination Form

Outstanding Contribution to

Tenant Participation **Frances Nelson MBE**



TIS National Excellence Awards 2024

The **TIS National Excellence awards** recognise and celebrate housing organisations, staff, volunteers, tenants, residents, and community groups **who are leading the way and making positive change in the Scottish social housing sector.**

Categories honour excellence in everything **from partnership working, tenant participation and scrutiny practice, to digital creativity and innovation.** Hotly anticipated, the awards offer a seal of approval for the most outstanding work.

Finalists are selected by an expert and independent judging panel, and **winners announced at an awards ceremony on Thursday 7th November 2024 at the Grand Central Hotel in Glasgow.**

The closing date for applications is 5:00pm on Thursday 11th July 2024. TIS accepts submissions in more than one award category.

Category Overview

The **Outstanding Contribution to Tenant Participation** award recognises an inspiring, individual tenant who has demonstrated an exceptional commitment to driving tenant participation practices forward to achieve great practice that others can learn from.

Submissions must evidence how **the individual has demonstrated an exceptional commitment to adding value to their local area and improving community spirit,** empowered other tenants, residents, and communities to influence housing policies, services, and standards, explored innovative new ways to get people involved, strengthened relationships and communication, and **championed tenant participation practices.**

Who you can nominate

This award is open to an individual tenant.

About you

Please note information about the individual, organisation, or group submitting the application:

Name	Evelyn Mathershaw / June Anderson
Position	Housing Manager /
Organisation	Paragon HA / Clacks Tenants & Residents Federation
Email address	Emathershaw@paragonha.org.uk
Telephone number	01324 664966

About the nominee

Please note information about the individual you are nominating:

Name	John Young
Position	Tenant
Organisation	PHA / Member of CTRF
Email address	"John Young" <johnyoung@vital-spark.org>
Telephone number	

Background

Maximum 250 words

Please outline background information about the individual that you are nominating.

For example, detail:

- The background of the individual.
- The specific role they undertake.
- When and why the individual first got involved in tenant participation.

John has been a tenant of Paragon Housing Association for nearly 20 years and is also a member of the CTRF. John is an active participant in a range of tenant participation activities and is a committed member of the Association's Tenant scrutiny panel. From attending TIS and other events John became increasingly aware that tenant participation varied significantly from organisation to organisation and for the reason he became increasingly interested in the work of the Clackmannanshire Tenants & Residents Federation.

As a dedicated member of our Executive board at Clackmannanshire Tenants & Residents Federation (CTRF) John has consistently demonstrated outstanding, tenant participation to the highest level giving total commitment, understanding and excellence.

John has supported tenants throughout The County by attending each and every tenant participation events held by The Federation or by Council in order to support the recently appointed Council Tenant Participation Officer and provided tremendous support to our tenants, giving empathy, understanding and encouragement.

Both organisations feel he is a great ambassador for them and wanted to make this nomination in recognition of his contribution to tenant participation.

Actions

Maximum 500 words

Please outline specific actions of the individual that demonstrate an exceptional commitment to driving tenant participation practices forward.

For example, outline:

- How the individual has gone above and beyond in championing tenant participation practices.
- How the individual empowered other tenants, residents, and communities to influence housing policies, services, and standards.
- How the individual explored innovative new ways to get people involved.
- How the individual has championed tenant participation practices.
- The work involved and their overall aim.

PHA

John has played an active part in Tenant Participation since becoming a tenant of the Association. He has been involved in policy reviews and was an active contributor to the Next Steps Programme the Association undertook facilitated by TIS.

Although Paragon's Tenant Scrutiny Panel has chosen not to adopt a formal structure John has quickly taken on the role of mentor and supporter for new members. Not afraid to call out poor performance when he sees it John has become something of a critical friend to the Association. Although always quick to give his views and opinions he is equally quick to encourage less confident tenants to put their own views forward.

John has on two occasions now delivered presentations on Tenant Engagement, one at the TIS Rent setting conference and one at the SFHA Housing Management Conference. John would be the first to tell you that he is not a polished public speaker but he felt that the opportunity to put works into action in terms of promoting both Association and the Tenant was too good to miss. He is extremely proud to be a tenant of Paragon Housing Association and considers it to be very much as case of 'We' rather than 'them and us'.

Recent activity has seen John take an active role in the setting up of Clackmannanshire's first Community Carnival and having a tenant's perspective on how the event should look has been invaluable. Paragon is currently piloting a mystery shopper exercise and John played a key role in setting up the pilot and getting fellow Scrutiny Panel members on board

John firmly believes that the tenant should be at the heart of any social housing organisation and he has made it his mission to make sure the tenant's voice is heard loud and clear. However he is also very conscious that there are other stakeholders whose views should be taken into account. For this reason he has opted to attend our Owners Group meetings bringing a much welcome balance to discussions.

CTRF

The Delivery of Housing Service:-

The attributes John Young has shown has been exemplary by streamlining outdated processes and implementing efficient workflows for tenants enquiries thereby making tenant participation clearly more active and beneficial to our tenants

Tenant Feedback Mechanisms:-

John has organised local focus groups to gather in-depth insights from tenants about their experiences and expectations encouraging and promoting efficient tenant participation ,

Adding Value to the areas and community spirit:-

John has established local community groups/centres where tenants can gather and participate and attended regularly.. Tenants have greatly appreciated this participation, which has been missing for so long.

Communication, Strengthening relationships and Partnership Working:-

This is where John has succeeded and flourished by having transparent communications by keeping tenants informed of any changes, developments etc,

Collaborative Efforts:-

John has worked with local authorities to enhance broader community issues and enhance better tenant participation and service delivery,

Through his efforts of scrutinising accounts such as HRA - John has established and suggested more efficient processes where tenants rent money is being used.

His attributes in doing this worthwhile, timely and valuable effort is commended .

Outcomes

Maximum 700 words

Please outline positive outcomes the individual has achieved as a result of their commitment to empowering tenants, residents, and communities.

For example, detail the impact on:

- The delivery of housing services.
- The improvement of satisfaction levels.
- Adding value to their local area and improving community spirit.
- Communication, strengthening relationships, and partnership working.
- The inclusion and lasting benefits of tenants, residents, and communities.
- The skills and knowledge of other tenants, residents, and communities.
- How others can learn from the individual's good practice now and in the future.

John has been actively involved in a number of policy and strategy reviews, most recently the Association's Estate Management Strategy and Policy. He played an important part in the two Tenant Scrutiny Reviews that the Panel have undertaken. This involved meeting with contractors, staff, other tenants and in the case of the Review of Reactive Repairs with the internal audit team who were undertaking a review of the service at the same time. This was much more than a coincidence with it being John who had suggested the benefits of the two reviews being undertaken in a similar time frame.

The most recent review of the Complaints process saw a number of recommendations that the Association has now adopted and John took the lead in developing those recommendations.

John's involvement in Clacks' first ever community carnival demonstrates his commitment to the wider community.

It was feedback from John regarding tenant satisfaction surveys that saw the Association alter the way it gathered feedback on reactive Repairs as well as changing the way in which full tenant satisfaction survey's are undertaken, switching from 3 yearly postal surveys to monthly (rolling) telephone surveys. This has seen improved satisfaction in all areas.

Like many housing organisations we bring in Scotlands Housing Network to do an annual performance analysis visit. However we don't see this as an 'officer' event and invite both the Management Committee and the Tenant Scrutiny Panel to join in. We also try to include a presentation on the Satisfaction Survey. John is always at those meetings and his knowledge and understanding is equal to anyone else's.

When the Association followed the rest of the country into lock down John took an active role in moving tenant scrutiny on line and ensured that meetings were an opportunity to not only discuss Association business but check in on other colleagues.

Over the years we have seen our tenant scrutiny panel grow in both number and confidence, John has been a driving force in both.

What makes this nominee stand out from the rest?

Maximum 100 words

Please provide a short testimonial on why this individual deserves to win.

John may not be on national panels and boards but what he does have is an outstanding commitment to making sure the tenant perspective is put across where – for John – it matters most. He is as quick to praise as he is to criticise with both being done in an informed positive manner. It doesn't matter how busy he is or what other commitments he has on, if you ask something John he always delivers.

As a member of CTRF's Executive Board, John has stood out from the rest by showing a combination of qualities and achievements that significantly contribute to the success and integrity of our organisation by his strategic thinking ; innovative solutions ; measurable outcomes that lead to tangible results; Advocacy for tenants And his dedication and commitment .

An Executive Board Member such as John Young , who exemplifies these qualities, not only enhances the success of our organisation but benefits our tenants to build a sustainable and impactful future.

Declaration

As the proposer I have completed this nomination form to the best of my knowledge, and the information provided is a true representation of the nominee's achievements.

Name	E Mathershaw
Signature	<i>E Mathershaw</i>
Date	12/07/2024

Thank you for taking the time to complete this nomination form.

Please submit your nomination by **5:00pm on Thursday 11th July 2024** to TIS by email at: **info@tis.org.uk** or by post to: **TIS – Clockwise Offices, 77 Renfrew Street, Glasgow, G2 3BZ.**

Next steps

- **All applications will be acknowledged on receipt by TIS.** If you do not receive acknowledgement within 3 working days, please contact us to ensure your application has been received.
- An **independent judging panel** will rate your application against the award criteria. The panel will consist of representatives from organisations across the Scottish social rented sector.
- Your award submission will provide the basis for both the shortlist and final decision of the winning entry.
- **TIS welcomes applications in more than one award category.**
- Please ensure you answer all questions as fully as possible and keep the content of your nomination focused – avoid exceeding the suggested word count.
- **TIS will inform all proposers of the outcome of their application Thursday 29th August 2024.**
- Finalists will be invited to the **TIS National Excellence Awards Ceremony**, as part of the TIS National Housing Conference and Exhibition, on **Thursday 7th November 2024** at the Grand Central Hotel in Glasgow.

