

Nomination Form

Lifetime Achievement: Tenant



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 **Lifetime Achievement** award recognises an extraordinary, individual tenant who has demonstrated **an exceptional commitment to effecting positive change** across the Scottish social housing sector, during their lifetime.

Submissions must evidence how the individual has made significant contributions, both in the organisation in which they have worked, and across the sector as a whole. **A real ambassador for building strong and resilient communities,** they have championed tenant participation, had a profound impact on the lives of many, 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 inspired those that they have worked with.**

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	Suzanne Hume
Position	Engagement Officer
Organisation	Fife Housing Group
Email address	Suzanne.hume@fifehg.org.uk
Telephone number	07970832656

About the nominee

Please note information about the individual you are nominating:

Name	John Bell
Position	Scrutiny panel member
Organisation	Fife Housing Group
Email address	jack.a.bell62@gmail.com
Telephone number	07956361861

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.

John first attended our Tenant Conference in 2013 after seeing it advertised in our tenant newsletter. Curious about tenant participation, he met with our Engagement Team, who explained the various involvement opportunities. John, having been instrumental in establishing the Forth Area Residents' Association, sought a new challenge to give back to the community. He decided to join our resident scrutiny group and attended their next meeting a few weeks later.

John has now been engaged in resident activities with us for ten years. He was elected Vice Chair and then Chair of the Resident VOICES group (formerly the Resident Scrutiny Group). Despite his full-time job and his commitment to part-time work as an avid gardener, John remains a passionate advocate for tenant participation. He dedicates significant time to promoting resident engagement and has attended numerous training courses, conferences, and workshops to advance the work of Resident VOICES.

John joined Resident VOICES at the end of 2013. As a member, he has collaborated with fellow members to scrutinise Fife Housing Group's services, driving improvements and acting as a critical friend to colleagues. He became Vice Chair in February 2015 and has served as Chair since June 2016.

In his role as Chair, John has devoted considerable time to community projects and personal development. He represents Resident VOICES at various community events and conferences and works tirelessly to enhance the services provided by Fife Housing Group.

Actions

Maximum 500 words

Please outline specific actions of the individual that demonstrate an exceptional commitment to effecting positive change across the Scottish social housing sector, during their lifetime.

For example, outline:

- How the individual has had a profound impact on the lives of many.
- How the individual has become an ambassador for building strong and resilient communities.
- How the individual has gone above and beyond to champion tenant participation practices, and empowered other tenants, residents, and communities to influence housing policies, services, and standards.
- How the individual has inspired those that they have worked with.
- The work involved and their overall aim.

John was involved in the development of Fife Housing Group's Scrutiny Framework and the review of our Engagement Strategy, highlighting the strengths and weaknesses relating to customer facing policies, and making suggestions as to how services may be improved.

John was a key member of the Communications Review Group which worked alongside Resident VOICES to scrutinise how Fife Housing Group communicates with tenants.

John played a major role in the Logo Development Group, identifying the core values of the Resident VOICES group and working alongside a graphic designer to devise a new logo to highlight its independent stance.

John has, with the support and guidance of TIS, taken part in tenant-led inspections, looking at the void re-let standard Fife Housing Group committed to, and giving recommendations as to what standard tenants should be able to expect.

Fife Housing Group has previously organised a series of successful community events, addressing issues like anti-social behaviour, welfare reform, tenancy sustainability, and estate management. John has previously played a significant role in these events, representing Resident VOICES and actively promoting community engagement in the local area.

John has been responsible for conducting annual personal and development reviews for each member of the Resident VOICES group, to ensure that the group is fit for purpose and to demonstrate understanding and acceptance of any regulatory obligations.

John has taken part in various TIS, TPAS, CIH and Scottish Government training sessions, workshops, conferences and seminars, learning about the impact resident engagement can have, and has attended various networking events, bringing the work Fife Housing Group is doing regarding engagement to the spotlight, and building strong relationships with peers to promote best practices.

Outcomes

Maximum 700 words

Please outline positive outcomes the individual has achieved as a result of their commitment to effecting positive change across the Scottish social housing sector, during their lifetime.

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.
- The culture of the organisation and its core values.
- 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 played a pivotal role in several scrutiny exercises undertaken by Resident VOICES, chairing meetings, assisting with report writing, and supporting new and existing members. As a result, most recommendations made by the group were accepted and implemented by Fife Housing Group, enhancing service delivery to tenants.

He has committed significant time to canvassing before community events, boosting local participation. John has also delivered presentations at Fife Housing Group's Annual General Meetings, highlighting the group's work and the importance of tenant-led scrutiny.

John's dedication to running Resident VOICES has allowed other residents to participate and voice their opinions on Fife Housing Group's service delivery. Significant service improvements stemmed from the group's recommendations, in which John played a leading role, such as the improved re-let standard influenced by feedback from tenant-led inspections.

John has actively contributed to Fife Housing Group's popular annual gardening competition, promoting estate management benefits and enhancing the local area's appearance. He has been instrumental in the development and monitoring of the Resident VOICES group, helping to:

- Develop an annual programme for scrutiny work at the beginning of each year, relevant to areas in which Fife Housing Group could improve its services
- Independently scrutinise services and performance in accordance with the Charter to identify areas of Fife Housing Group's services that would benefit from scrutiny.
- Establish performance indicators.
- Make recommendations to Leadership Teams and the Board.
- Report progress to tenants via newsletters.
- Review the Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR).
- Review and monitor the group's performance and learn from report outcomes.
- Promote equality and diversity within the group.

John tirelessly supports the group in promoting service improvement and good

practice. He draws inspiration from networking with other scrutiny groups, using his knowledge and training to promote resident engagement opportunities.

He has been interviewed for articles on scrutiny activities shared through Fife Housing Group's newsletter, website, and social media, and has shared his development journey at conferences and one-on-one to inspire others. John is always willing to write or be interviewed for newsletter articles promoting tenant participation. He monitors the Resident VOICES email address, providing a platform for interested customers to get involved.

Passionate about community engagement, John works hard to promote resident participation. His dedication to the group is evident, often committing several days a week to scrutiny work or planning and canvassing for multi-agency events. He regularly attends community events to engage with residents and recruit new members for Resident VOICES.

John's approachable and friendly personality fosters good relationships with Resident VOICES members and Fife Housing Group colleagues. He is keen to strengthen partnership working and enjoys networking with peer groups and other Registered Social Landlords.

The Resident VOICES group has been recognised for its scrutiny work. Ilene Campbell from TIS invited John and two other members to share their experiences at a conference, where they presented "Our Journey So Far."

His passion for community events has ensured high public attendance at each one. John actively promotes the work of Fife Housing Group and Resident VOICES in local communities, demonstrating a level of dedication and public engagement that serves as an inspirational model for other initiatives, such as Estate Walkabouts or Resident's Associations.

What makes this nominee stand out from the rest?

Maximum 100 words

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

What makes this nominee stand out from the rest?

John truly deserves this award for his outstanding commitment to tenant participation and community engagement. Since 2013, he's been pivotal in Resident VOICES, significantly boosting Fife Housing Group's services. As Chair, he spearheads scrutiny exercises and advocates for tenant-led improvements, leading to higher service standards and vibrant community events. His peers speak highly of him too: Vice Chair Heather Duffin applauds his unwavering dedication and leadership, while Resident VOICES members Bryan Percie and Claire Scade highlight his inclusivity, behind-the-scenes efforts, and overall excellence. John's passion and contributions are truly invaluable, making him a worthy candidate for this award.

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	Suzanne Hume
Signature	Suzanne Hume
Date	11/07/2024

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.