

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	Gavin Wiffen
Position	Customer & Community Engagement Officer
Organisation	Riverside Scotland
Email address	Gavin.wiffen@riverside.org.uk
Telephone number	07970348724

About the nominee

Please note information about the individual you are nominating:

Name	Janice Murray
Position	Tenant Member – Service Improvement Group
Organisation	Riverside Scotland
Email address	kerysann@yahoo.co.uk
Telephone number	07765045201

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.

Janice has been involved with Housing Associations in one form or another for over 20 years. Janice first got involved with her landlord, ANCHO in 2003, as she had recently moved into a property and wasn't happy with the conditions her and other tenants were living in. Wanting to help improve living conditions for her and the local community, she got involved. She later joined the Board at ANCHO as a tenant member in 2004 and served for 8 years before leaving the Board in 2012 when she moved to a Riverside Scotland property.

Janice joined our Scrutiny Group in 2014 – achieving a Gold Accreditation for Tenant Scrutiny from TIS in 2016 and achieved a CIH Level 3 qualification in Tenant Scrutiny. Janice then went on to join the Riverside Scotland Board from 2015 to 2021, serving as a tenant member.

Janice juggled her voluntary roles with a full-time job. However, now retired and with the impact of the pandemic, she left the Board in 2021. However, Janice recently got involved with our re-established Service Improvement Group.

Janice has also volunteered for over 20 years – being a pillar of her local community, running a Lunch Club, providing hot meals to people, tackling food poverty and social isolation. She has also been involved with several other voluntary groups and organisations over the years.

Riverside Scotland believes that Janice has gone above and beyond to champion tenant participation and has taken an active role in improving services for everyone.

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.

When Janice first started volunteering within her community over 20 years ago, she was juggling a full-time job and other commitments. However, she saw an opportunity to improve conditions for her and her neighbours within the block, and since then has been involved in one thing or another over the past 20 years.

Janice is well known in Irvine for the work she has been involved in. She is often approached by people who are needing assistance, whether that be issues they are having with repairs, advice on housing or they need signposting to other support agencies and organisations. Janice has built up a knowledge of the support available within communities across Irvine and has been involved in several community groups – such as the Lunch Club at Redburn Community Centre and the Sewing Club. She has also previously been involved with Mothers Against Drugs, campaigning for action to tackle drug use in her area and for individuals experiencing addiction issues to access support. Janice has also previously been involved in a local Kinship Group and helped organise events to raise awareness of their work. Janice has also dedicated her time to getting involved in housing to shape and improve services for customers.

Last year, Janice organised a St Andrew's Day supper at her local community centre, with the aim of bringing local groups together so they could meet and get an idea of the work they do. Janice hoped this would give them an opportunity to identify areas in which they could work together. As well as this, Janice has organised trips for families during the summer holidays, organising a trip to Calder Glen last year, and has been involved in organising an upcoming trip to M&Ds. The aim of this was to allow families to have days out during the summer holidays, who may not usually be able to afford it.

In relation to Tenant Participation, Janice's approach is to work with landlords to improve services and allow customers to have a voice in shaping and delivering services. She acknowledges that where services aren't up to the standards customers expect that there is a role for customers to have a say and work with landlords to make improvements and encourages tenants to make use of the opportunities available to them to get involved. During Riverside Scotland's recent scrutiny project, Janice provided her knowledge and experience to the rest of the group, but also encouraged them to learn – one example of this being when it came to presenting their findings to Board. Janice has experience of attending Board meetings, so felt that another tenant should

get the experience to present their findings, offering encouragement for other tenants to take on this responsibility.

Janice is a great example of what can be achieved when tenants get involved with their landlord, and within their community. Riverside Scotland feels that she deserves recognition for her hard work and for inspiring people from across her community to work towards improving the lives of others.

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.

Throughout the years, Janice has had a positive impact within her community and on housing services. Janice was a tenant member of the Riverside Scotland Board, ensuring that tenants had a strong voice in decision making and being a champion for better services.

Within her previous work on our scrutiny group, Janice worked as part of a team to put forward recommendations on how Riverside Scotland could improve its approach to providing Housing Options to future tenants, recommending a number of measures Riverside Scotland could put in place to improve its service offering. More recently, she has been involved in our re-established Service Improvement Group. The Group's first project focused on Riverside Scotland's approach to Void Management and put forward 17 recommendations to Riverside Scotland on how they could improve their satisfaction, void expenditure and re-let timescales. Riverside Scotland has committed to implementing 15 of these recommendations – with an aim of improving services and customer satisfaction.

As part of her work with the Friends of Redburn group, Janice worked to provide hot meals to people within her local community for a small donation – a vital and much needed support for people as they navigate the cost-of-living crisis as well as tackling loneliness and social isolation. As mentioned, as part of this group Janice has organised community fun days, day trips and social events such as the St Andrew's day lunch – bringing the community and local services together.

Janice's work over the years has undoubtedly contributed to the culture of the organisation. Her hard work has shown the positive impact tenants can have when they get involved. When speaking to Janice about being put forward for this award, she mentioned that attending her first Board meeting was daunting – the idea of sitting round a table with professionals was something she was nervous about as a tenant. However, she didn't let this put her off and her honest feedback is something Riverside Scotland has valued. Providing her lived experience as a tenant, and wider representing tenants' views gave Riverside Scotland a real insight into how tenants perceived us as their landlord, and how we could work together to improve services and do our best for customers.

Janice is a strong advocate for tenant participation and for Riverside Scotland. Sometimes tenants will come to her for advice on housing related issues, due to her background. When Janice speaks to these tenants, she can acknowledge where something has gone wrong, but will also advocate

for tenants to give their landlord a chance to put it right, and for them to get involved and have a say in how services are delivered. Janice has a true understanding of the bigger picture and the challenges that the housing sector faces but can balance this with ensuring tenants voices are heard.

Janice recently provided feedback on being a part of the Service Improvement Group, hoping that this would encourage other tenants to get involved, Janice said, "We all have something negative to say when things in housing go wrong, but by having a voice in scrutiny, I can start to see positive changes and solutions for myself and other tenants."

Donna, the Governance and Company Secretary at Riverside Scotland, has known Janice since she was on the Riverside Scotland Board. When Donna heard we'd nominated Janice for this award, she said, "Janice served as a Tenant Board Member of Riverside Scotland from 2015-2021 and also on Committees of the Board, providing the customer perspective to the Association's decision-making processes. Keen to ensure Riverside Scotland's customer and community priorities were heard at a Group-wide level, Janice also became a member of the wider Riverside Group's Tenant Federation and a Tenant Observer for Riverside's Customer Voice. I feel Janice demonstrates everything that TIS are looking for in their lifetime achievement award and that she deserves recognition for her hard work, determination and commitment to supporting her community and ensuring that customers' voices are heard in Housing."

It is clear to see that Janice has made a difference throughout her years of voluntary work and involvement in Housing. Riverside Scotland hopes she will get some recognition for this by winning the Tenant Lifetime Achievement Award.

What makes this nominee stand out from the rest?


Maximum 100 words

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

Riverside Scotland believes that this application stands out from the rest as Janice has demonstrated exactly what it means to get involved, not just with housing, but with the wider community. Janice has shown what can be achieved when tenants have a voice and what communities can achieve when they come together. After over 20 years of volunteering, and being involved as a tenant, Janice shows no signs of slowing down, and has instead committed herself to helping others. Janice does this all without looking for praise or recognition. However, Riverside Scotland believe Janice deserves some recognition for her hard work.

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	Gavin Wiffen
Signature	
Date	10/07/2024

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.