

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 | Max Scotto |
| Position | Lead Customer Engagement Officer |
| Organisation | Kingdom Housing Association |
| Email address | maxscotto@kha.scot |
| Telephone number | 07920 765170 |

About the nominee

Please note information about the individual you are nominating:

| | |
|-------------------------|-----------------------------|
| Name | Peter Gibson |
| Position | Scrutiny Panel Member |
| Organisation | Kingdom Housing Association |
| Email address | |
| 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.

This application seeks to recognise the work of three very committed individuals of our Scrutiny Panel, who are also well known in the TP sector, and who have never received an award: George Duncan, Peter Gibson and John Mathieson.

It is difficult for us to individualise their contributions as they work together as a team. Therefore, most of the achievements apply to the 3 of them. However, individual aspects of their own journeys into volunteering along with their tenacity in overcoming challenges are outlined below.

This application focuses on Peter Gibson.

Peter Gibson has been a Kingdom tenant for more than 15 years. After retiring as a mechanical engineer he volunteered in many consultations and one-off participation initiatives and helped Kingdom Housing Association to develop an Estates Management Walkabout Guide.

This was the springboard for getting hooked into participation and led him to help us develop our first Tenant Participation Strategy in 2015.

Peter together with other tenants responded to the call to form a Scrutiny Panel in 2016 and went through the CIH Accredited Stepping up to Scrutiny programme. He then completed a CIH Level 3 Award in Resident Scrutiny.

He is also the Chairman of the Guardbridge Development Trust which administers funds to implement community improvements in the St Andrews area.

Peter is also a member of the Bite and Bleather Club Committee which provides social activities for Guardbridge local residents.

His commitment and positivity have contributed to decisions that have benefited other tenants and communities.

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.

Peter always goes above and beyond to maximize the opportunities to participate and is an active promoter of engagement. He attends conferences and takes part in every opportunity available to influence positive change, such as gatherings, study visits, consultations, etc. Peter participates in training sessions alongside staff members to learn more about the different areas of the Association's business. He does all that while also volunteering in other projects with other organisations.

Despite having to battle against cancer last year, Peter continued to work tirelessly doing what he could.

Peter is very hard of hearing and relies on lip reading and is an advocate for those tenants with disabilities. Although communicating and participating at meetings can be challenging for him, he has never been deterred, not even during the Covid-19 Pandemic when all scrutiny meetings were carried out via Zoom.

Peter has worked tirelessly to independently assess our performance and drive tenant-led change within multiple departments. It is their work that has led to scrutiny becoming an embedded practice within the Association.

Peter is a keen promoter of the value of collaborative working to maximise the opportunities for our Scrutiny Panel. For example, he worked alongside members of the Scrutiny Panel of another Association, the Fife Housing Group, playing a key role in investigating different rent consultation processes.

Peter also encouraged many of his neighbours to get involved in communal gardening activities and encouraged a young resident who was 16 years old, Aaron Cunningham, to volunteer and even join the Scrutiny Panel. As a consequence, Aaron joined the Panel for a year and helped us review our performance while gaining work experience. Aaron also helped us organise tenant events and eventually won the TIS Award - in the Young Persons category.

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.

Funding community innovation

For example, Peter, alongside some other Panel members and tenants, engaged in an estate walkabout, finding some evidence to suggest that the contractor providing landscaping services was not meeting their required specifications. This was put to the Association who responded by increasing the supervision of contractors by creating a new seasonal post of an Estate Supervisor to cover the summer months. This review has also had an impact on budgets and the implementation of innovative actions, such as the introduction of participatory budgeting in the organisation. This led to the development of our participatory budgeting scheme, Choices.

Estate Management

Peter remains very involved in this process and his ideas have helped to make the scheme accessible to other tenants. For example, this has so far led to 8 tenant-driven projects, which have involved:

- installing picnic benches
- landscaping areas
- creating communal gardens
- transforming communal gardens into private gardens
- funding community projects

A further recommendation from the Panel was that Kingdom should consider taking on landscaping services rather than subcontracting this service. After considering the viability of this recommendation and comparing it with other approaches, earlier in 2024 the organisation decided to take its own gardening team. This has improved the performance and customer satisfaction in this area.

Procurement

As part of the Panel, Peter encouraged the involvement of tenants in the assessment of tenders and suggested that this approach be extended to other areas of service. Following this we have included tenants in our procurement processes and in staff recruitment. For example, one of our tenants with a particular interest in the performance of the landscaping contractors was used to assess tender submissions alongside managers and an independent consultant. A group of tenants

have also been involved in reviewing the quality and specification of maintenance components for new kitchens. Again, it is of no surprise, that Peter took part in both of these exercises.

Improve consultation processes and accountability

Peter was involved in assessing rent consultation processes to ensure that future rent levels remain affordable. In line with this, the Panel suggested that “fixing the rent increase over a period of years was sensible both for tenants and the organisation.” This option, along with other increase levels, was then put to tenants in the 2019 rent consultation. Feedback from the rent consultation then contributed to an increase of 2.25% per year being fixed for the next two years. This increase was the first that meant rents would be set at a level lower than the one predicted in our 30 year business plan.

Improved communications

Peter, amongst others, also recommended that “social media could be used more effectively to facilitate discussions among harder to engage groups.” The Association therefore launched a Facebook group called ‘Our Kingdom’ for tenants to share their views. This generated an additional 276 comments, as 93 tenants joined in a virtual discussion surrounding rents. These discussions also influenced the final rent increase survey issued to all tenants which, in turn, received a response rate 6% higher than the previous consultation, with a record of 7.5% responses.

Proactive engagement

Another key recommendation from Peter for overcoming the apathy to participate, was involving families at community fun days and events. Since 2016 we have held annual Summer Gatherings, with Winter Gatherings starting in 2018. At these events we offer activities that can be enjoyed by families and people of all age groups while we promote participation activities. Some of these events have seen than 400 customers attending!

From 2019, we began holding tenant roadshows where we travelled to housing estates and promoted participation along with other services.

What makes this nominee stand out from the rest?

Maximum 100 words

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

Peter has displayed great commitment to all participation activities over a decade, despite his hearing disability and cancer battle.

He is always ready to help others, providing transport for neighbours and friends to events and encouraging others to get involved in their communities.

We can affirm that without any shadow of a doubt, the great steps that Kingdom Housing has made in the area of Participation and the many initiatives and awards we have achieved would not have been possible without the input and constant presence of Peter.

By remaining constant, bringing his personal experience, professionalism and commitment; he along with George and John, represent the driving force of this group, helping others to navigate the challenges that being getting involved may present.

It is our hope that Peter can receive an award to inspire its new members to follow his impressive example, and know that their input will be greatly valued.

Declaration

X 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 | Max Scotto |
| Signature | Max Scotto |
| Date | 01/08/2024 |

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.