



**Clackmannanshire
Council**

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Comhairle Siorrachd
Chlach Mhanann

Tenant Participation and Engagement Strategy 2024 - 2028



Forewords

As Chair of Clackmannanshire Tenants & Residents Federation, it is my privilege to introduce this critical document that stands as a testament to our commitment to not only maintaining but enriching the dialogue between tenants and Clackmannanshire Council.

This strategy marks a pivotal moment for us. It is built from our shared experiences, challenges, and triumphs in striving for a community where every voice is not just heard but is instrumental in shaping our future. We believe that active and effective tenant participation is fundamental to the success of our local governance and the improvement of our living conditions.

Clackmannanshire's Tenants & Residents Federation (CTRF) are committed to working with Clackmannanshire Council, Scottish Government, Scottish Housing Regulator, Third Sector Organisations and Community Groups to ensure tenant voices are central to decision-making, when developing and implementing housing and related policies, procedures and services.

Our aim is straightforward – through our independent participation, engagement and scrutiny activity, we review service delivery, identify what works well, what could be better, and recommend improvements. We work hard to hold the Council to account on behalf of all tenants across Clackmannanshire to create a thriving, collaborative community where each tenant has the opportunity and the tools necessary to contribute meaningfully.

This strategy outlines clear, actionable steps and goals that are designed to empower every tenant. Whether it's through attending meetings, participating in focus groups, or completing surveys and consultations, your involvement is crucial.

The success of this strategy relies not only on the implementation of its actions but on the active participation of you, our tenants. Your insights, experiences and feedback are invaluable to us. They make the difference between the strategy on paper and the strategy in action.

As we move forward, I invite each one of you to join us in this journey. Participate, engage and let us together build a community we are proud to call home.

Thank you for your commitment to making our community a better place for all.

June Anderson BEM, Chair of Clackmannanshire Tenants and Residents Federation

I'm delighted that this refreshed and renewed Tenant Participation Strategy is finalised and ready to be shared with the tenants and residents of Clackmannanshire. A lot of work has gone into this, and I thank our Housing Team for bringing this to you.

Tenant participation is a subject close to my heart. For many years, I was Chairperson of my local Tenants and Residents Association, so I saw first hand how important it is to have a mechanism for engagement with the Council on a strategic level. It gives our tenants an opportunity to be fully involved in everything that happens with their homes and the area in which they live, work and play. And while the Council is your landlord, and owns the houses, you make those houses into homes, and make housing estates into communities.

It is very important to the Council that you have your say, and we do listen. We value all comments, good or bad, as these will shape the way forward for housing and communities in Clackmannanshire.

Our Tenants Participation Officer, Callum Wynd, is always available to help you to form Tenant and Resident Groups, or to discuss the Strategy more fully with you. I hope you'll take the opportunity to contact Callum, or me, if you have anything you need clarified.

With very best wishes,

**Councillor Jane McTaggart,
Spokesperson for Housing and Property**

Contents

Introduction	3
1. TP Aims and Objectives	5
2. How the Strategy was developed	6
3. Key participation and engagement successes	7
4. Opportunities for Involvement	7
5. Resources & Support	8
6. Tenants Legal Rights and Legislation	8
7. Monitoring and Evaluation of the Strategy	10
8. Partnership working	10
9. Action Plan Background	11
Appendix 1 – Action Plan	12
Appendix 2 – List of Groups Involved in Development of New Strategy	13
Appendix 3 - Complaints	13
Appendix 4 - List of Other Contacts/ Useful Sources of Assistance	14
Appendix 5 - Results from the Tenancy Consultation Survey	15

Glossary of Terms

- CTRF – Clackmannanshire Tenant and Resident’s Federation
- RTOs – Registered Tenants Organisation
- RSLs – Registered Social Landlords
- AGM – Annual General Meeting
- PHA – Paragon Housing Association
- TIS – Tenants Information Service
- SHR – Scottish Housing Regulator
- SPSO – Scottish Public Services Ombudsman
- HOHP – Homeowners Housing Panel
- TP – Tenant participation
- OTHER CUSTOMERS - adjoining homeowners, housing applicants and other customers who



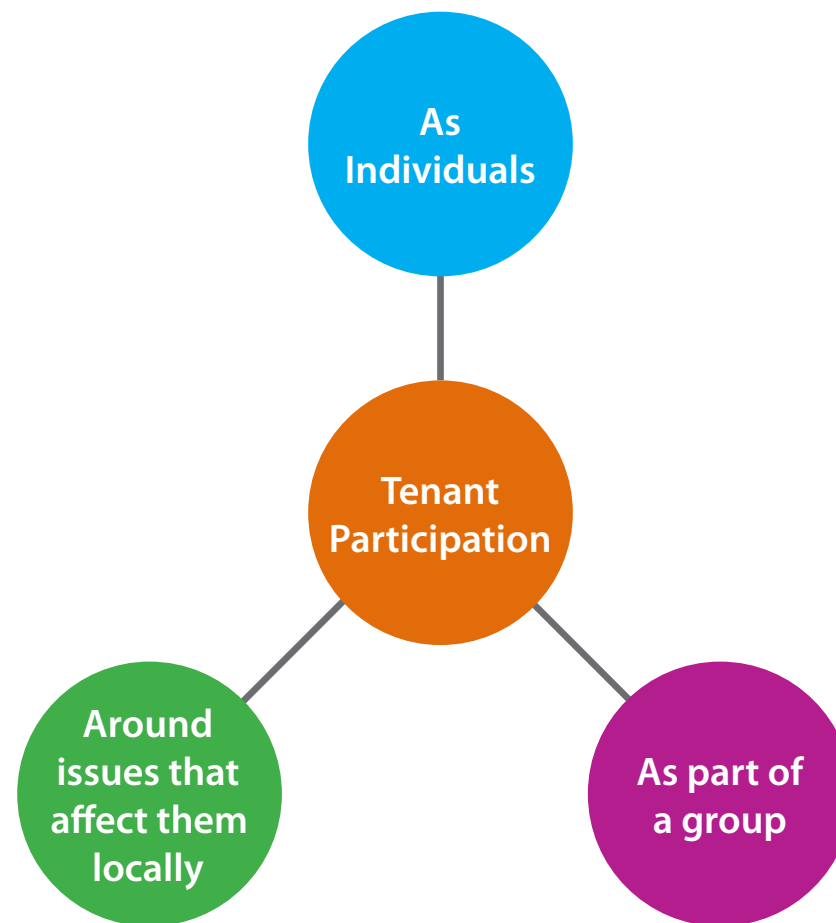
Introduction

Welcome to the tenant participation and engagement strategy 2024 – 2028. This was developed in partnership with tenants, residents, local people and staff.

The strategy outlines how we will build on previous successful participation and expand opportunities for tenants, residents and other customers to influence the decisions the Council makes regarding housing and related services.

We will work with partner groups such as Clackmannanshire Tenants and Residents Federation (CTRF), local tenants and residents and other customers.

Tenant participation is defined as “local people having their say in the decisions made by the housing providers for their local communities.” Tenant participation is supported in legislation, under the Housing (Scotland) Act 2001. It is summarised in the chart opposite.



Like many organisations, Clackmannanshire Council has a set of core values which all staff work to and uphold. These values influence the direction and delivery of Tenant Participation.



Be the
CUSTOMER

Listen to our customers, communicate honestly and with respect and integrity.



Be the
LEADER

Make things happen, focusing always on our vision and outcomes, and deliver high standards of people leadership and corporate governance.



Be the
INNOVATOR

Look outwardly, be proactive about improvement and strive always for innovation and inclusive growth.



Be the
TEAM

Respect each other and work collectively for the common good.



Be the
COLLABORATOR

Work collaboratively with our partners and communities to deliver our vision and outcomes.



Be the
FUTURE

Work always towards ensuring that we deliver our vision and live our values, so that we become a valued, responsive Council with a reputation for innovation and creativity.

1. TP Aims and Objectives

We aim to provide a range of options to give our tenants and other customers a variety of choices and opportunities to be involved with us. We aim to provide flexible options to meet the diverse needs of all tenants and customers.

We aim to work in partnership with other council services, agencies and organisations to support tenants and other customers to work with us to influence housing and other services to improve communities.

The aims which hope to be achieved through this strategy are set out in the strategic objectives below:

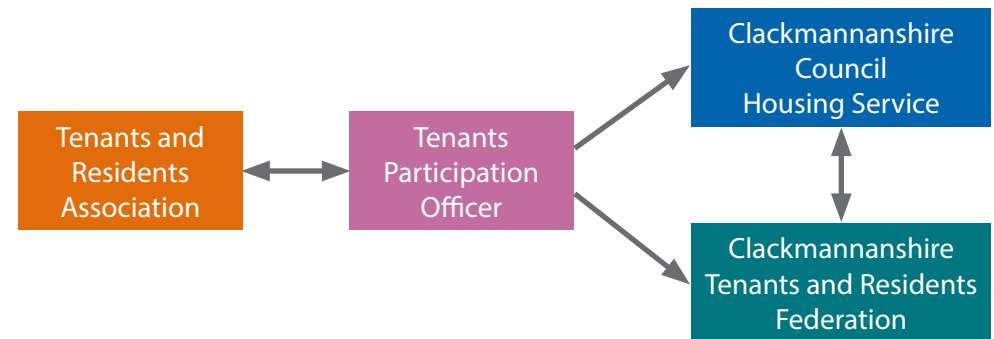
Strategic Objective	Objective Outline
1.	Ensuring tenants are well informed
2.	Seeking and listening to tenants' views before making decisions
3.	Developing new and existing tenants and residents organisations
4.	Developing innovative participation and scrutiny opportunities
5.	Providing resources and support
6.	Monitor, review and report on strategy implementation

The actions attached with each objective are covered as part of the Action Plan in Appendix 1.

The Housing Service supports tenant participation in various ways. The Tenant Participation Officer attends the meetings of all the Tenant and Resident Groups. This is to allow people to raise concerns directly with the officer who can provide feedback to management. The Tenant Participation Officer can help chair and facilitate discussion at these meetings, so the meetings run smoothly.

The role of the Tenant Participation Officer is to facilitate opportunities for tenants to express their opinions of the Housing Service to the Council.

The TP process is shown below:



2. How the Strategy was developed

A review group made up of housing staff, tenants and residents was involved in the development of the strategy. We would like to thank all members of the review group for their time and valuable input in developing this strategy which covers the period 2024-2028.

The timetable for the strategy development process is shown below. The key groups involved were initially consulted between November 2023 and January 2024, with the full survey consultation running in March and April 2024. Tenants could complete the consultation either online or as

a postal survey. We are very grateful to all the tenants who completed the survey. CTRF were heavily involved in the process of promoting and consulting on the strategy. This strategy was developed from the previous strategy and expanded to include any new legislation.

Further developments were made through the consultation phase of the strategy. Having completed previous consultations, such as the Rent consultation, similar methods of interacting with tenants were used.

Action	Groups Involved	Completed By
Initial Meetings to discuss strategy and outcomes	Clackmannanshire Council, CTRF, Tenants and Residents Associations, External Stakeholders, Other Tenant and Resident Groups	November 2023 - January 2024
Consultation Period	Clackmannanshire Council, CTRF, Tenants and Residents Associations, Other Tenant and Resident Groups, Remainder of Tenants	April 2024 – May 2024
Analysis Period	Clackmannanshire Council, CTRF	May 2024
Write Up	Clackmannanshire Council, CTRF	May – June 2024

3. Key participation and engagement successes

Tenants were notified through a variety of ways to encourage participation. These mediums included emails, letters, texts and promotion on social media.

Sessions were held in the three high schools in Clackmannanshire, to improve senior student knowledge of the housing sector, managing a tenancy and other related matters. As outlined in the action plan, there are plans to create a Youth Housing Panel, in collaboration with the Clacks Youth Council. Positive feedback was received from all three sessions and further sessions are planned going forward.

4. Opportunities for Involvement

Method of Getting Involved	Member of Staff/ Organisation to Contact
Community Group/ Tenant and Resident Association	Tenant Participation Officer/ Group Secretary
Scrutiny Panel	Tenant Participation Officer
Tenant Conferences	Tenant Participation Officer
Tenant Led Board	Tenant Participation Officer/ CTRF
Interested Tenants Register	Tenant Participation Officer
Tenant Surveys	Tenant Participation Officer

These views were then used to form part of this strategy, showing what opportunities there are to get involved and how these views fit into the long term Housing vision.



“It is very important to the Council that you have your say, and we do listen.”

Councillor Jane McTaggart, Housing and Property Spokesperson

5. Resources & Support

As a landlord, we recognise the importance of resourcing tenant participation adequately. We are committed to providing resources and facilities for tenant participation as follows:

- Venues for meetings
- Transport to and from venues
- Costs to provide lunches, teas and coffees when tenants go to consultation and review meetings
- Crèche facilities
- Travel expenses for tenants to go to meetings
- Staff time and travel expenses
- Administration (taking minutes, mailings and photocopying)
- Training

The Housing Service is able to offer funding for other tenant groups, should they wish to become an official RTO.

6. Tenants Legal Rights and Legislation

The Housing (Scotland) Act 2001 introduced a legal framework for Tenant Participation.

Tenants have the right to:

- Form independent representative associations
- Access information about housing policies
- Be consulted on issues that affect them
- Participate in decisions that affect the services tenants receive and be given adequate time to fully consider proposals

Clackmannanshire Council has duties to:

- Produce a Tenant Participation Strategy
- Make sure that our Tenant Participation Strategy complies with equal opportunities requirements
- Set up a register of tenant organisations, in line with Scottish Government guidance
- Consider feedback made by individual tenants and tenants' groups
- Inform tenants and RTOs of proposals for housing management, standards of service and the Tenant Participation Strategy

The key legislation which covers Tenant Participation is shown in the table below:

Legislation	Key Aims
Social Housing Charter	In 2010, the first Scottish Social Housing Charter (The Charter) was introduced in the Scottish Parliament. The Charter sets out the standards and outcomes that social landlords should achieve. It also supports the Scottish Government's National Outcomes on communities, environment and human rights which describe the kind of Scotland we want to see.
The Scottish Housing Regulator (SHR)	The SHR is the independent regulator of Registered Social Landlords (RSLs), such as Clackmannanshire Housing Association and Local Authority housing services in Scotland. The SHR is responsible for monitoring, assessing, and reporting on how well social landlords achieve the Charter's outcomes. SHR publish an engagement plan for every social landlord in Scotland. The plan sets out why SHR are working with a landlord and what the local authority needs to do: https://www.housingregulator.gov.scot/

Legislation	Key Aims
Annual Return on the Charter (ARC)	The Council is required to provide information each year to report on our performance against the Charter. The SHR then produces an independent report on our performance by the end of August each year. The Charter is made up of 16 outcomes, and all social landlords must aim to achieve all these outcomes for their tenants and service users. https://www.clacks.gov.uk/housing/reportingourcharterperformance/
Annual Performance Report	The Association is required each year to produce an Annual Performance Report to tenants to communicate the outcome of the SHR assessment and performance information.
Annual Assurance Statement	In October each year, we are also required to submit an Annual Assurance Statement to the SHR. The Council needs to confirm to the SHR that it is complying with all regulatory requirements and standards. If it is not meeting these requirements, we must advise the SHR and say what we are doing to address the issues.

7. Monitoring and Evaluation of the Strategy

We will continue to review the progress of the strategy. Tenants will be encouraged to become involved in establishing the monitoring methods, with the potential formation of a joint staff and tenant monitoring group.

We are committed to finding new ways to help tenants get involved. To do this we need to regularly look at and consider new ways of working with tenants and interested individuals. Through the Action Plan, we will form a joint monitoring and implementation group, with tenants, to monitor the implementation and the success of the outcomes outlined.

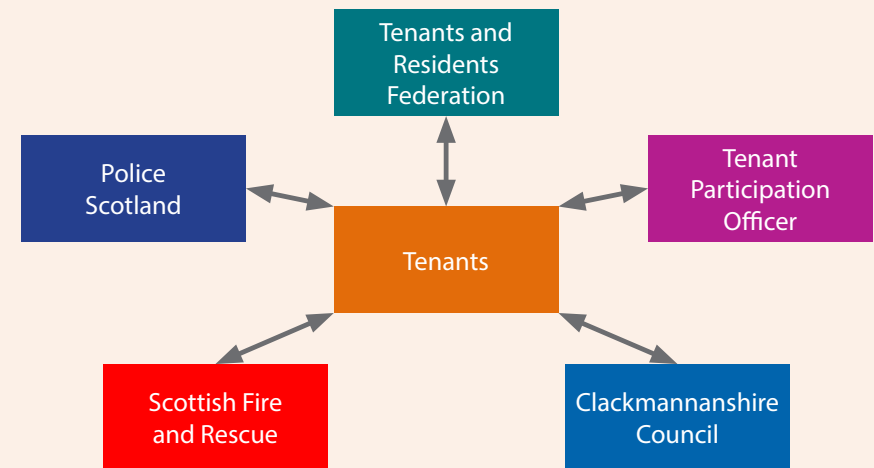
We will:

- Review the Tenant Participation Strategy every year
- Review and update the Action Plans annually
- Ask our tenants and interested individuals for their views on how they think we should or could get more involvement
- Publicise the results

Each year we will provide the Scottish Housing Regulator, through the Annual Return on the Charter (ARC) with key performance information on progressing towards or achieving the Charter outcomes and standards.

8. Partnership working

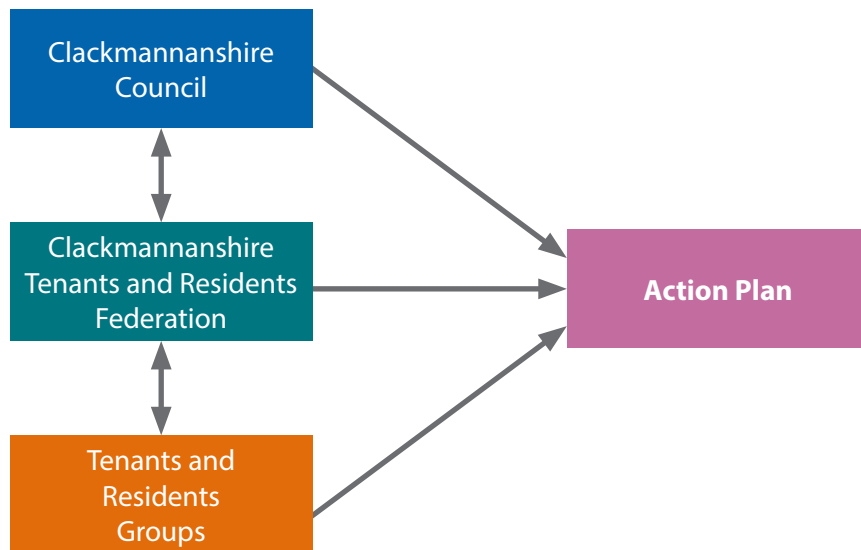
The Housing Service has provided presentations to external stakeholders, such as the Scottish Fire and Rescue Service and Police Scotland. This was done in collaboration with CTRF. They are also customer facing and having many interactions with tenants, both organisations were very keen to support tenant participation activities and raise the profile of tenant participation within local communities when they carry out house visits, patrols and other related activities.



Further developments in partnership working were made through the Forth Valley Tenant Participation Officers Forum. This forum is made up of Tenant Participation Officers and Housing Managers from the three local authorities and several housing associations based within Forth Valley. Several topics are discussed in quarterly meetings, including consultation with tenants and questions that should be asked. These discussion points were then used to develop the questions for this strategy. The meetings also shared best practice with other landlords.

9. Action Plan Background

The action plan was devised in partnership with CTRF and tenant associations to create a collective plan for the future. These actions cover the growth of tenant associations across Clackmannanshire, growth of events where tenants can provide feedback on the service provided by the Tenant Participation Officer and voice any other concerns they have relating to the overall Housing Service.



"We work hard to hold the Council to account on behalf of all tenants across Clackmannanshire."

June Anderson, Chair of Clackmannanshire Tenants and Residents Federation



Appendix 1 – Action Plan

Feedback from Tenants	Action through Tenant Participation Strategy	Action achieved through the Key Objectives	Timescale	Person(s) Responsible	Progress
Better communication required between the tenants and the repairs service. Understanding of how long it takes for repairs to come and when doors, kitchens and windows are replaced	More communication via letters, social media and emails from the Repairs Team to let tenants know when planned works are due to take place	Ensure tenants are well informed	Ongoing	Tenant Participation Officer, Repairs Team Leader	
Better understanding of how houses are allocated and how tenants can participate in this	Through the Scrutiny Panel, the methods of allocation can be further explained to tenants	Ensure tenants are well informed	Ongoing	Tenant Participation Officer, Housing Allocations Team, Policy Officer	
Better managing of expectations from tenants of what service the Council can deliver	Through the Scrutiny Panel, the processes and expectations of the service can be explained to tenants	Ensure tenants are well informed Providing resources and support	Ongoing	Tenant Participation Officer, Housing Management	
Continue to run consultations with the public, to allow for people to voice their opinions	Have consultations in public libraries, cafes and other public places	Seeking and listening to tenants' views before making decisions	Ongoing	Tenant Participation Officer, CTRF	
Continue to run consultations for the travelling persons community, LGBTQ and ethnic minority groups	Have consultations on the travelling persons site, in public libraries, cafes and other public spaces	Developing innovative participation and scrutiny opportunities	Ongoing	Tenant Participation Officer	
More involvement of staff and tenant joint projects and groups	Creation of a joint staff and tenant monitoring group	Monitor, review and report on strategy implementation	August – October 2024	Tenant Participation Officer, CTRF, Housing Spokesperson	
Gain the views of young people and what they would like from the Housing Service	Creation of a Youth Housing Panel	Developing innovative participation and scrutiny opportunities	Beginning of new school term and ongoing	Tenant Participation Officer, CTRF, Education Service	
Taking more feedback from tenants into account for services and showing the changes we have made	Development of a "you said, we did" for the Council's website and social media pages	Monitor, review and report on strategy implementation	Ongoing	Tenant Participation Officer, CTRF, Scrutiny Panel (once established),	
More community and one off events across Clackmannanshire	Promote tenant events, such as the Clackmannanshire Community Carnival to tenants more widely and how they can get involved	Monitor, review and report on the strategy implementation	Ongoing	Tenant participation officer, CTRF, Scrutiny Panel (once established)	
Allow for more short pulse tenant satisfaction and engagement surveys	Promote tenant satisfaction surveys, and the benefits of promoting such surveys, through the Council officers and social media channels	Monitor, review and report on the strategy implementation	Ongoing	Tenant participation officer, CTRF, Scrutiny Panel (once established)	

Appendix 2 – List of Groups Involved in Development of New Strategy

- Alloa Tenants and Residents Group
- Alva Tenants and Residents Group
- Clackmannanshire Tenants and Residents Federation
- Fishcross and Benview Residents Association
- Sauchie Community Group
- Tillicoultry Tenants and Residents Group
- Tullibody Tenants and Residents Group

Appendix 3 - Complaints

At Clackmannanshire Council we aim to provide you with the best service we possibly can. If something goes wrong or you are dissatisfied with our services, please tell us.

Our Guide for Customers describes our complaints procedure and explains how to make a complaint. It also tells you about how we will handle your complaint and what you can expect from us.

It also outlines how to contact the Scottish Public Services Ombudsman if you are dissatisfied with our decision or the way we dealt with your complaint

<https://www.clacks.gov.uk/site/documents/customerfeedback/clackmannanshirecouncilscomplaintshandlingprocedure/>

Appendix 4 - List of Other Contacts/ Useful Sources of Assistance

Homeowner Housing Panel

Europa Building, 450 Argyle Street,
Glasgow, G2 8LH

Telephone: 014- 242-0175

Fax: 0141-242-0141

Email: hohpadmin@scotland.gsi.gov.uk

Website: <http://hohp.scotland.gov.uk/>

Kingdom Housing Association

Saltire Centre, Pentland Ct, Glenrothes, KY6 2DA

Telephone: 01592 631661

Website: <https://www.kingdomhousing.org.uk/>

Email: kingdom@kha.scot

Ochil View Housing Association

Ochil House, Marshill, Alloa, FK10 1AB

Telephone: 01259 722899

Website: <https://www.ochilviewha.co.uk/>

Email: customerservices@ochilviewha.co.uk

Paragon Housing Association Limited

Invergrange House, Station Road,
Grangemouth FK3 8DG

Telephone: 01324 664966

Fax: 01324 664930

Website www.paragonha.org.uk

E-mail: enquiries@paragonha.org.uk

Scottish Federation of Housing Associations

3rd Floor, Sutherland House,
149 St Vincent Street, Glasgow G2 5NW

Telephone: 0141 332 8113

Fax: 0141 332 9684

Website: www.sfha.co.uk

Scottish Housing Regulator

5th Floor, 220 High Street,
Glasgow G4 0QW

Telephone: 0141 242 5575

Website: www.housingregulator.gov.scot

Scottish Public Services Ombudsman

4 Melville St, Edinburgh, EH 3 7NS or SPSO,
Freepost EH541, Edinburgh, EH3 0BR

Telephone: 0800 377 7330

Online contact: www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Tenants Information Service

Suite 335, Baltic Chambers,
Wellington Street, Glasgow. G2 6HJ

Telephone: 0141 248 1242

Fax: 0141 221 1911

Website: www.tis.org.uk

Tenant Participation Advisory Service

74-78 Saltmarket, Glasgow.G1 5LD

Telephone: 0141 552 3633

Fax: 0141 552 0073

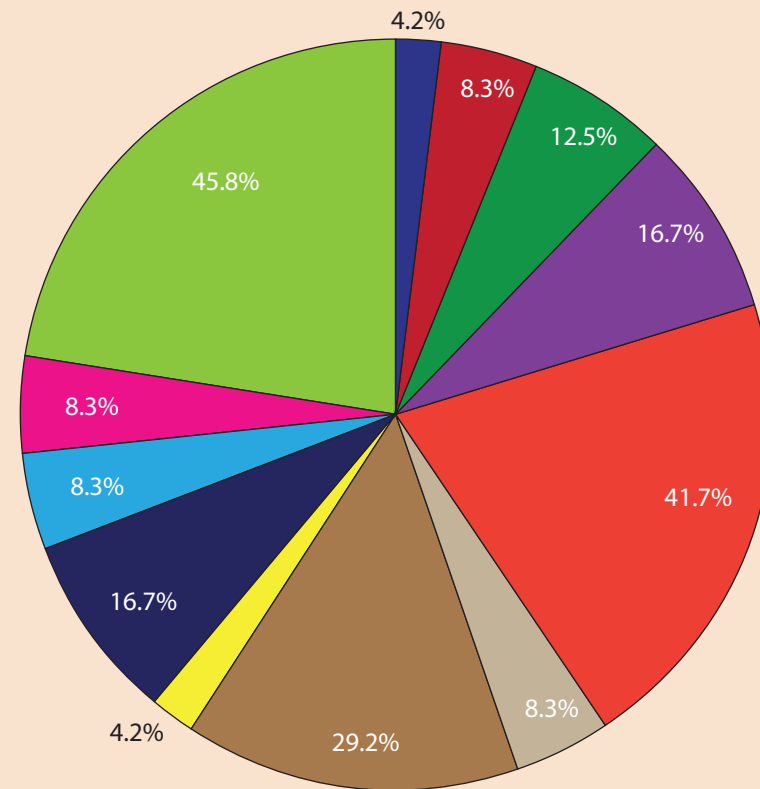
Website: www.tpasscotland.org.uk

Appendix 5 - Results from Tenancy Consultation Survey

Are you aware of any of the following ways in which you can get involved with participating in the Council’s Housing Service to influence decisions taken?

Ways in which to get involved with Housing Service to influence decisions

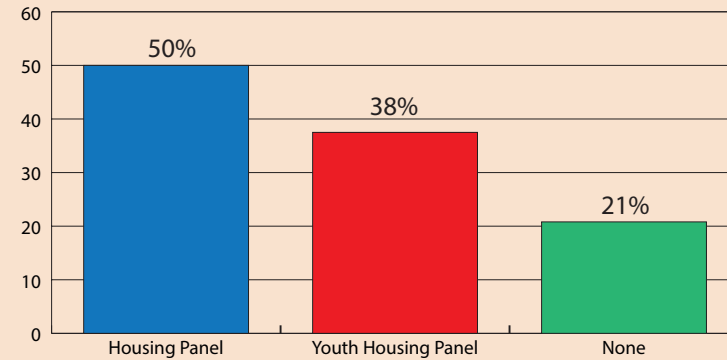
Option	Percent
■ Taking part in the development of Tenants' newsletters	4.2%
■ Taking part in local area walkabouts with housing staff and elected members to identify neighbourhood improvements	8.3%
■ Attending a local Tenants' Forum, previously Tenants' Conferences	12.5%
■ Being a member of a local Registered Tenants' Organisation	16.7%
☐ Attending a tenant engagement meeting	0%
■ Completing tenant satisfaction surveys	41.7%
■ Attending local tenant events in your housing locality	8.3%
☐ Attending a tenant roadshow	0%
■ Completing a tenant consultation questionnaire	29.2%
■ Taking part in consultation through the Council's social media platform such as Facebook, Twitter or Instagram	4.2%
■ Other local events and fun days	16.7%
☐ Support from the Digital Inclusion Service to access online tenant participation opportunities	0%
■ Becoming a member of Clackmannanshire Tenants and Residents' Federation (CTRF) and their Executive Committee	8.3%
■ Register on the Council's Interested Tenants' List to be kept informed and be involved in the Housing Service's activities	8.3%
■ None	45.8%



How would you like Clackmannanshire Council to involve people of all ages in tenant participation?

Would you like a Young People’s Panel set up, or any other similar panels?

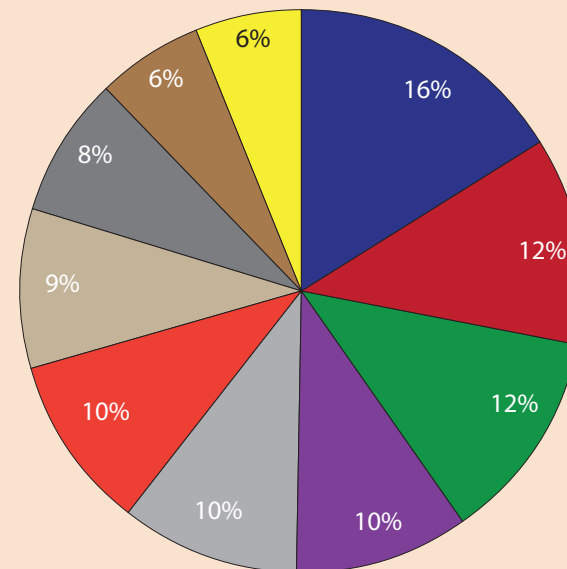
What type of panel would you like to be involved in?



What do you feel are the barriers to you getting involved?

Ranking of ‘Barriers to getting involved’

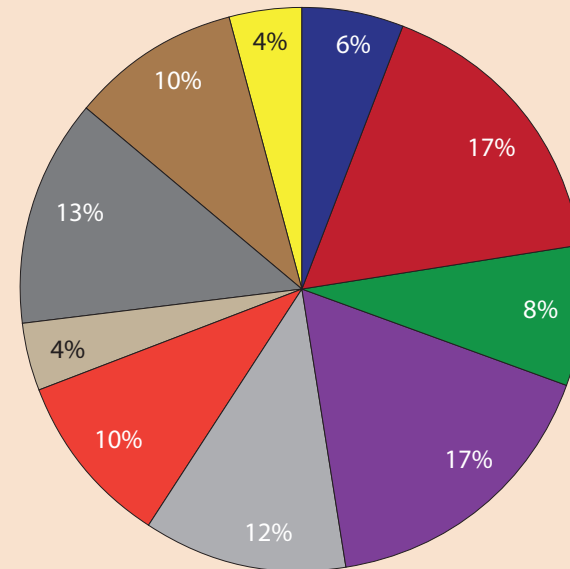
Option	Percent
Health reasons	16%
Need for training/support	12%
Not enough events held out with work times	12%
Too busy to get involved	10%
Not enough online events	10%
In person events not held in the right place	10%
Lack of child care or carer support	9%
Not interested in getting involved	8%
No access to transport	6%
Not enough in person events	6%



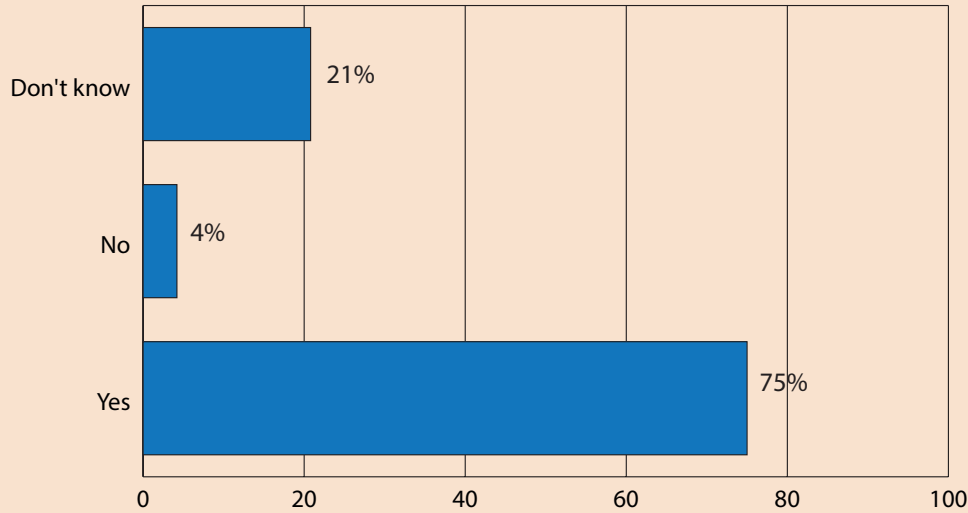
As part of the new Strategy, the Council wants to develop opportunities for tenants to get involved. Which of the following participation opportunities would you get involved in?

Which participation opportunities would you get involved in?

Option	Percent
Attending programmed local tenant and residents' events to take part in engagement activities and to prioritise areas for discussion	6%
Completing consultation questionnaires to influence policy and decision making	17%
Attending focus groups to influence policy and decision making	8%
Taking part in short pulse surveys to gather tenant opinion	17%
Attending pop up events or drop in events in your local community	12%
Taking part in engagement through social media for example Facebook	10%
Being involved in your local estates based initiatives for example walkabouts and meetings	4%
Completing satisfaction surveys on Housing Services delivered by the Council	13%
Attending focus groups to scrutinise the services delivered by the Council's Housing Service	10%
Attending virtual tenants' gatherings and coffee mornings	4%



Would you like a 'you said, we did' method adopted for tenant participation?



The top 5 issues people wanted to be involved in were:

- | |
|---|
| 1. Antisocial behaviour in my area, |
| 2. how Clackmannanshire Council allocates housing, |
| 3. how quickly and effectively repairs are undertaken |
| 4. How my local estate is managed and looked after |
| 5. The length of time empty council houses take to re – let |

What do you feel are the barriers to you getting involved?

- | |
|---|
| 1. Health reasons |
| 2. Need for training / support |
| 3. Not enough events held out with work times |
| 4. Not enough online events |
| 5. In person events not held in the right place |

Top 5 ways tenants want to get engaged:

- | |
|--|
| 1. Completing tenant satisfaction surveys |
| 2. Completing a tenant consultation questionnaire |
| 3. Other local events and fun days |
| 4. Attending a local Tenant's Forum, previously Tenants' Conferences |
| 5. Attending local tenant events in your housing locality |

As part of the new Strategy, the Council wants to develop opportunities for tenants to get involved. Which of the following participation opportunities would you want to get involved in?

- | |
|---|
| 1. Completing consultation questionnaires to influence policy and decision making |
| 2. Taking part in short pulse surveys to gather tenant opinion |
| 3. Attending pop up events or drop in events in your community |
| 4. Attending focus groups to scrutinise the services delivered by the Council's Housing Service |
| 5. Attending programmed local tenant and resident's events to take part in engagement activities and to prioritise areas for discussion |