



Developing and delivering a Tenant Participation Strategy & the 10 Principles of Tenant Participation (TP)

Participants considered:

- Should Housing providers be asked to produce and publish TP Strategies – setting out how they are to engage/involve their tenants
- If landlords are not asked to produce a TP Strategy, what could they develop? E.g. Evidence based proof of how tenants are involved/engaged
- If yes, how can they be delivered (who can help?)
- How will TP be incorporated into the organisations service / business
- The 10 Principles for TP – do you feel they are fair and realistic? YES / NO? – Any additional points?

Summary of main points from workshops:

- TPS is needed but must be tailored to the specific social housing providers (HE/HA) – all vary in size, smaller HA's can become 'lost'. Smaller HA's may find 'strategy' difficult to understand.
- No fixed solution – whatever best suits the organisation but must be geared towards tenants
- It is important that once a strategy is produced, it is then implemented. It would be a 'living document' that requires a process of revisiting / reviewing regularly – involving tenants is very important – new ideas and new legislation on an ongoing basis creates change with the strategy
- Use of the word 'tenant' and 'community' needs clarification – needs to be inclusive as everyone has a valuable contribution to make
- Suggestion to have a set of minimum standards that all housing providers must adhere to and in which they can tailor to suit their organisation



- Evidence of strategy? Every landlord shouldn't be enforced to produce a strategy. Other suggestions included an Action Plan, a Policy, Annual Plan etc. – easier to digest and can evolve through time
- Scrutiny – 13 Tenant Scrutiny Panels within the NIHE at present – HA's have pockets of stock and may find 'scrutiny' a challenge – important for HA's to work together on scrutiny
- TPS must be open and transparent – should be something to measure against eg. Scottish Housing Regulator's online comparison tool
- Local solution best way forward – simply not a 'one shoe fits all' strategy
- HE very consistent in completing actions from Inter Agency meetings – need a level of consistency across the board from all agencies e.g. education, health providers. Importance of 'interdependence' – regulator needs to see efforts of all agencies
- TPS needs developed by more than 1 support organisation – better quality of work rather than 1 organisation – important to share good practise
- TP incorporated through Business Plan whereby tenant consultation is very important
- Measuring Impact is crucial – outcomes of the strategy on the local community are very important. In some cases, tenant engagement is difficult e.g. need to tailor engagement for young people through the use of email, Facebook, Twitter
- Tenants need to help to develop strategy!
- '10 Golden Rules / Principles' –social housing should have these principles in place already
- '10 Golden Rules / Principles' - need funding / resources to implement. HA do not have the economies of scale that HA's have.