



Fife Council Housing Service

Tenant Participation Strategy 2019–23

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Foreword



Cllr Judy Hamilton
Convener for Community & Housing Services Committee

“On behalf of Fife Council, I am delighted to introduce our 2nd Fife Tenant Participation Strategy (2019-23).

I would like to extend my thanks to the Fife Tenants’ Forum and the three Tenants’ Federations for their hard work to pull this together with Housing Services. The Council, as part of this strategy is also committed to working with residents, community councils, and other community groups to promote community engagement to respond to local priorities.

Our Tenants are at the heart of our Housing Services - we work alongside tenants and involve tenants in our policy and practice to ensure that our services meet their needs. We are seeking for our policy to be tenant led in the development of Housing Services.

Our commitment to working with tenants was recognised at the “Tenant Participation Advisory Service” Awards last November. I am very pleased to say that Fife Council was acknowledged as the “Tenant Participation Organisation of the Year 2018”. I hope through this strategy, we can build on that success.

This is a very ambitious strategy because we want all of our tenants to work with us and we can develop Housing Services together.

I would commend this Strategy and wish all of our Tenants every success in their work with us over the next 4 years.”

Welcome to our Tenant Participation Strategy 2019 – 2023



John Mills
Head of Housing Service

“Our Tenants are at the heart of what we do in Housing Services. We want to have a strong and meaningful relationship with tenants who pay for the range of housing services we deliver in Fife. This is a unique and special relationship as we do not receive any other subsidy funding from the Council or from Scottish Government to run housing services. This strategy which has been developed jointly with our Tenant Federations is how we seek to improve that relationship over the next 4 years by working closer together on a range of performance and scrutiny actions to help the Council improve.”



Alex Condie
Chair of FFOTRA



Raymon Gray
Chair of NEFTRF



Ian Robertson
Chair of GARF

“The tenant’s movement has gone from strength to strength over the last year, with new legislation coming out from the Scottish Government giving tenants more rights than ever before.

We in Fife are at the forefront of Tenant Participation thanks to the efforts of the many volunteers from Fife Tenants Forum, the tenants/residents federations, and the tenants groups, with the added co-operation of Fife Council, Housing Services and the Tenants Participation Team.”

Introduction



Effective participation gives tenants an opportunity to influence decisions about the housing services they receive. We want to make sure that the tenant's voice is heard, influences decisions and shapes how services are improved to benefit communities across Fife.

Our strategy aims to tell tenants how we will deliver our tenant participation service within Fife and how we will engage with our tenants to improve services. The strategy complements the Plan for Fife, promoting:

- 🏠 Opportunities for all
- 🏠 Thriving places
- 🏠 Community led services

There is a wide range of ways that tenants can become involved with the Service and the Strategy sets out how tenants can do this and have their say in a variety of different ways, and importantly in a manner that suits them.

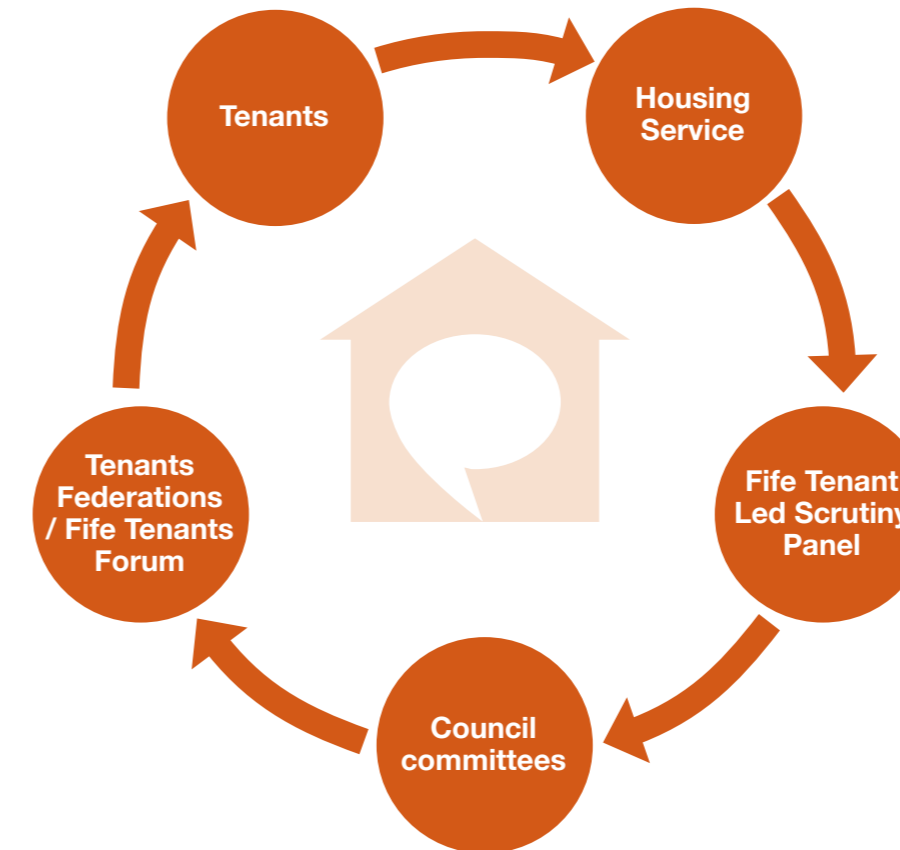
Tenants can be involved at different levels with the Service.

Local level – improving local communities and working with the Service to ensure the area they live in is well kept and well managed

Strategic level – getting involved in tenant scrutiny of services, reviewing how the Service spends tenants rent money via the Housing Revenue Account and holding the Service to account on our performance by publishing the annual Scottish Social Housing Charter Performance Report.

How we communicate and provide information to tenants is an important aspect of the strategy, and ways we will do this are outlined.

Supporting tenants to engage with the Housing Service - the Key Players



An Action Plan has been developed and agreed with the Fife Tenants Forum, and is the framework for tenants to drive improvements in policy and service delivery (see section 7). The Action Plan will be monitored and reviewed by the Fife Tenants Forum and is considered to be a working document which can develop and change as required. We have also developed a route map which outlines the context for how the action plan is taken forward (section 9).

The strategy has been developed in partnership with the Tenants Federations in Fife through the Fife Tenants Forum, and in consultation with tenants in the following ways

- 🏠 The Tenant Participation Strategy Working group, comprising tenants representatives developed the strategy
- 🏠 Tenant consultation events across Fife in Autumn 2018
- 🏠 “Meet and greet” sessions in North East Fife area facilitated by North East Fife Tenants and Residents Federation

The Housing (Scotland) Act 2001 specifies that Fife Council must have a Tenant Participation Strategy and engage with tenants on a range of housing issues. For example we

- 🏠 Maintain a register of Registered Tenants Organisations
- 🏠 Ask tenants their views about how we set out our rents and other significant changes, such as the changes brought by the 2014 Housing Act.

The Tenant Participation Team

We have a team of 3 Housing professionals (Tenant Participation and Customer Engagement) who directly support tenants, plus a Housing Professional who works with specific groups of tenants and future tenants. The team is led by the Housing Manager (Dunfermline Area). The roles include

- 🏠 Coordinating tenant consultation and engagement activities
- 🏠 Providing advice on issues such as funding and the running of Tenants and Residents Associations
- 🏠 Supporting Tenants and Residents Association members in conjunction with area housing staff
- 🏠 Encouraging participation with under-represented groups
- 🏠 Publishing tenant information such as the Down Your Street magazine and performance results
- 🏠 Encouraging communication and engagement through social media formats such as Facebook and Twitter

The Tenant Participation team can be contacted on:

- Tel: 01383 602220
- Email: tenantparticipation@fife.gov.uk
- Visit: www.fifedirect.org.uk/housing
- Facebook: @fifeCouncilTP
- Twitter: @fifeCouncilTP

The Fife Tenants Federations

North East Fife Tenants and Residents Federation (NEFTRF)

North East Fife Tenants and Residents Federation (NEFTRF) campaigns on behalf of tenants and residents in the North-East Fife area.

We receive funding from the local authority, Fife Council, to do this work and in order to receive funding, we ensure that we are driven by a clear sense of purpose and direction. We have clear aims and objectives which guide us through our work on housing consultation and is reinforced by our Constitution, our Work Plan and our Business Plan 2018-2021.

Some areas of North East Fife are very rural and do not have a Tenants and Residents Association representing them. We are here to encourage, support and develop new tenant & residents groups in all parts, from large towns to small villages.

If you are interested in starting a Tenants and Residents Association, or if you are interested in receiving more information about the Federation and the work we do, please contact us on 07484 075316.



How to find us

Our office is located at:

The Cosy Cabin
25 Blalowan Park
Cupar
KY15 5EN

We are open Monday and Friday from 10.30am - 1.00pm. If these times are not suitable we are available to meet at a time and venue which suits you.







If you need any help/assistance visiting us at the Cosy Cabin, please give us a call and we will do all we can to assist you.

For further information on NEFTRF please visit www.eastfifefederation.org.uk

Fife Federation of Tenants and Residents Association (FFOTRA)

FFOTRA provides a single point of contact for both member TRA's and funders - an Umbrella Organisation bringing together tenants' views and ensuring these are directed where they can have the most impact on change.

The Board of Management is elected annually by its membership and is supported in its work by 2 outreach workers and an administration and finance officer. It remains true to its original aims and objectives to:

-  Promote, support and encourage the development of TRA's
-  Promote the provision and maintenance of decent affordable housing
-  Strive for a maximum degree of influence and participation for tenants and their associations in the improvement of their homes
-  Bring together TRA's to pursue common action and goals throughout Fife
-  Promote and represent the interests of its TRA's and wider community through consultation, negotiation and active campaigning.
-  Covering Levenmouth to Kincardine - moving inland through Kelty, the Lochs to Kirkcaldy Area.



How to find us

Our office is located in the centre of Kirkcaldy, within easy access of nearby bus and rail links at:

9a Hunter Street
Kirkcaldy
KY1 1ED

Our opening hours are 9:00am until 4:30pm Monday to Friday.

For further information on FFOTRA please visit www.fifefederation.org.uk or call us on 01592 641968.

Glenrothes Area Residents Federation (GARF)

Glenrothes Area Residents Federation (GARF) is an umbrella group for the Tenants and Residents Associations in the Glenrothes boundary area. Reaching from Thornton to Balgonie, then up to Star and finishing at Leslie area.

We work on behalf of the tenants and residents within the area. We aim to keep tenants notified about any changes to housing in the area, keeping you well informed about housing issues and housing news that impacts tenants.

The Glenrothes Area Residents Federation (GARF) has a board of directors and each Tenant and Residents Association, affiliated with GARF are permitted to send along 8 representatives from that association, to become board members.

The board of directors meet monthly to deal with local and national issues arising from housing legislation, community issues and any other issues brought forward by the associations.

Do not hesitate to contact us if you have any questions regarding our organisation or any housing issues you would like resolved.



How to find us

Our office is located at

6 Edison House
Fullerton Road
Glenrothes
KY7 5QR

We are open from 9am-5pm, Monday-Friday.

For further information on GARF please visit www.glenrothesfederation.org.uk or call us on 01592 611139.

The Fife Forum

Fife Tenants and Residents Forum is made up of tenants representatives from each of the three federations who meet monthly with senior Fife Council officers, mainly from Housing Services. We use this opportunity to raise tenant and resident issues which have been brought to us by our tenants, as well as playing a key role in consultation on proposed service changes or improvements. Fife Tenant and Resident Forum has a role in scrutinising the performance of Fife Council, looking at how they spend the Housing Revenue Account, and also has a primary role in supervising the work of the newly formed Fife Tenant Led Scrutiny Panel. We represent the tenants on several committees, including Communities and Housing Committee, Healthy Heating and Poverty Group, Fife Housing Partnership, and Prevention of Homelessness Group.



Registered Tenants Organisations/ Tenants and Residents Associations

Groups of tenants and residents who have come together to improve their local areas, and meet regularly with the Council and other services to take forward issues within their communities.


A list of groups across Fife can be accessed on Fife Direct or by visiting www.fifedirect.org.uk/tp

The Fife Tenant Led Scrutiny Panel – reviewing Housing services

Directed by the Fife Tenants Forum a group of tenants who have been trained to review how housing services are delivered, and carry out inspections to see how this happens from a tenant's perspective and who then make recommendations for improvements.

Other key strategies and partners

The tenant participation strategy complements and links with wider Housing Service and Council priorities, and shows how we work with partner Services to improve communities and deliver services within Fife. Information on the Plan for Fife, Fife Housing Partnership and the Local Housing Strategy can be accessed on Fife Direct, or by clicking on the links below.

-  [Plan for Fife](#)
-  [Local Housing Strategy](#)
-  [Fife Housing Partnership](#)

Why this matters / What we have achieved



You told us... We did

- 🏠 Better rent consultation events working with the Tenants Federations to increase the number of tenants voting and having their say

I enjoyed the new way the rent meeting was set up this year, you had plenty time to meet people and plenty information, there was something for everyone. And there were great activities for the kids to get involved.

*Sharon Reynolds, Chairperson,
Dallas Drive Tenants & Residents Association*

- 🏠 Improved Down Your Street magazine, now more locally focussed with tenant led articles
- 🏠 The Tenants Forum produce the Annual Return on the Charter performance report for the Scottish Housing Regulator
- 🏠 Tenant scrutineers have been trained to review services.
- 🏠 The Tenants Forum contributes to strategic groups
- 🏠 A tenant participation and customer engagement route plan was developed with the Tenant Forum

- 🏠 The tenant participation team have adopted a “Pop up” approach with presence at local events
- 🏠 Developed our social media presence and improved our web pages
- 🏠 Increasing the number of new Tenants and Residents Associations across Fife
- 🏠 Delivered training and development sessions for tenants
- 🏠 Agreed a funding framework
- 🏠 Provided access to high quality housing opportunities by implementing a programme of building new houses and developing Care Villages as part of the Older Persons Housing Strategy

Our Principles - Involving everyone



Equality is about being fair – sometimes this means providing extra help to those who need it the most, to give people who are vulnerable or do not have a voice, the opportunity to have their views heard. Some groups of people have specific needs or are underrepresented, for example younger people or people in temporary accommodation. The service aims to develop a more targeted approach for involving these ‘hard to reach’ groups in order to gain their views on the services we provide. We will develop effective ways to identify groups which are under-represented and, through consultation with them, actively encourage them to become involved throughout the period of this strategy

A commitment to equality of opportunity must also be reflected within Tenants and Residents Associations, the Tenants Federations and the Fife Tenants Forum. They should involve and represent all sections of the community they are active in. Tenants and Residents Associations who act in a discriminatory or offensive way towards minority groups could be subject to removal from the Register of Tenants’ Organisations

We understand that there are sometimes barriers to participation that can prevent individuals from taking part:

- 🏠 The council will ensure that any meetings they hold are in venues that are accessible, convenient and secure, such as Community Centres
- 🏠 If transport is an issue and would prevent someone from attending a meeting or coming along to an event, we will endeavor to make transport available to and from meetings.
- 🏠 If people are unable to attend meetings because of family commitments, where feasible, the council may be able to pay childcare or other care costs
- 🏠 We can also provide access to a digital hearing system for meetings and conferences for those who have additional hearing needs
- 🏠 We will provide children’s entertainment at family events

Ensuring everyone has a say

- 🏠 The Service aims to ensure that all tenants have a voice and a say in shaping services. We particularly want to engage with tenants that traditionally have been less likely to be involved with tenant participation activity, for example younger tenants, future tenants experiencing homelessness, the gypsy traveller community.
- 🏠 In North East Fife, a rural area with dispersed communities, the North East Fife Tenants and Residents Federations works with community groups and organisations to reach out to tenants and residents.



Valuing those that give their time up

The Service recognises and values the commitment that is shown by tenants who give up their time to work with the Service and contribute to services improvement. This can be local tenants who attend and support Tenants and Residents Groups, those who volunteer as part of the Tenants Federations in Fife, tenants who take part in community walkabouts, our tenant scrutineers, or those who give feedback for Down Your Street.

Training and development opportunities are made available in partnership with the Tenants Federations, and expenses such as travelling expenses are reimbursed.

Volunteering is a great way to build confidence and to have on your CV. We can provide a reference for anyone who volunteers in any of our participation activities for at least 6 months.

The Service recognises the valuable work that volunteer tenants undertake, and run an annual award scheme

Listening and respecting others

The Service commits to listening to and respecting the views of our tenants and Partners, and providing opportunities for meaningful engagement through clear communication channels.

The Service will work cooperatively with our Tenant Federation partners to achieve the best outcomes for the tenants and residents of our communities.

Partnership

We work in partnership with tenants and residents. We have agreed with the Tenants Federations that this means we:

- 🏠 Set the agenda together
- 🏠 Share information with each other
- 🏠 Respect each other
- 🏠 Care for everyone
- 🏠 Listen to each other
- 🏠 Communicate well
- 🏠 Show trust

The council wants to ensure tenant participation is open and accessible to everyone who wishes to become involved. We are always looking for new ways to make it easier for people to have their say, so by telling us what we need to do to improve our service, you also improve it for everyone else!

We work with tenants and tenant groups to find better ways to deliver services, making us more efficient and more effective. Efficiency lets us reinvest rent money in better and newer homes, effectiveness increases the satisfaction of tenants and other service users.

We know that people want to get involved in those discussions in different ways, and our role is to help provide a range of ways to Inform, Involve and Improve. From the feedback we receive from tenants we can take tenants' views into the decision making groups and make the changes that have been suggested.



Inform

Tenants have told us that email and social media are a good method for communicating, and also said that information from Housing Officers is a good way of informing them.

Where we provide information

Online

We will work with tenants to look at how we can use information technology to make it easier to keep in touch. We will use the most appropriate methods to promote events, share information and feedback on consultation, for example:

- 🏠 Council website: www.fifedirect.org.uk
- 🏠 Area Housing Plan www.fifedirect.Org.uk
- 🏠 Fife Council Facebook page
- 🏠 Tenant Participation team Facebook and Twitter presence
 - 🏠 FifeCouncilTP - Twitter
 - 🏠 FifeCouncilTP - Facebook

On paper

We still print a number of documents, but will work with you to find ways to get best value by offering online, in offices or on film

Every 3 months we deliver your tenant newsletter “Down Your Street” which has tenant led and local news, photos, stories, quizzes and more!

New tenants get their tenant handbook and repairs handbook to help manage their tenancies

On performance

We provide annual reports on our performance and this Strategy, and every 6 months updates on our Area Housing Plans. We aim to do so in plain English that is easy to understand and free of jargon. Where possible we will present information using graphs, charts and tables. Information on the Annual Return on the Charter, and on Area Housing Plans can be accessed on Fife Direct, or using the links below.

- 🏠 Annual Return on The Charter Report
- 🏠 Area Housing Plans

Involve

We will consult with you effectively by:

- 🏠 providing all relevant information at the earliest stage to allow full understanding of any proposals and advise why the proposals are being made
- 🏠 providing information that is clear, helpful and in plain language
- 🏠 allowing a minimum period of two months to consult on issues that change tenancy conditions and responsibilities
- 🏠 Providing a variety of ways for tenants and service users to feedback their views and comment on the proposals being made.
- 🏠 We aim provide feedback no later than six weeks after a consultation
- 🏠 Using our opportunity to participate badge, so you know we are committed through that to feedback
















How we provide information

- 🏠 Use the interested tenants register to read before we print and ask them to consider content, design and readability
- 🏠 Down Your Street editorial group
- 🏠 Tenant Forum subgroup produce the Annual Return on the Charter report.



We will ensure that we involve you in changes that can affect you. We will try to find the best ways to get in touch with as many people within our budget, and get as local as we can. People can get involved in the way that suits them best: that might be coming along to a registered Tenant and Resident Association meeting or coming to our stall at your local gala.

Some ways we involve Tenants and Residents

-  Tenant satisfaction survey
-  Tenants and Residents groups
-  Down Your Street
-  Tenants Federation
-  Interested Tenants Register
-  Local pop up events
-  Fife Peoples Panel
-  Web pages
-  Social media
Twitter/Facebook
-  Focus groups
-  Consultation Cafes
-  Family events
-  Rent consultation events
-  Walkabouts
-  Tenant Scrutiny



Examples

Tenants and residents Organisations (RTOs) and Tenants and Residents Associations (TRAs)

The Service encourages tenants to establish TRAs and RTOs within their communities to work together with the Area Housing Teams to achieve local improvements. TRAs/ RTOs can apply for funding from the Service to assist with the work that they do within their communities. The Service works alongside the Tenants Federations to ensure that these groups are supported (See section 2)

One of the biggest barriers for people can be that because they are new, they feel worried that they won't understand what is going on, that the meeting will be very formal or that they will be put on the spot. This is not the case; anyone can come along and listen; there will always be someone on hand to explain what is going on and ensure everyone is comfortable with whatever is being discussed. The council will also provide learning opportunities to give new tenants the knowledge and skills they need to help them feel comfortable, take part and enjoy being involved.

“We came together to tackle Anti-social behaviour and improve our community, making it better for all”
R Annand,
Harriet Street TRA

“To improve our area and have a say on decisions that affect us”
S Reynolds

“We started our group to engage, listen and deliver on requests and concerns to improve Woodside”
N Dick, Woodside TRA

Local events

The Tenant Participation team will attend events such as community days and college drop ins. The aim is to engage with tenants and residents about services and get views about local issues. Officers will also discuss opportunities to become involved with the Service. Often the Tenants Federation for the area will also be involved. Look out for our red gazebo.

We will also endeavour to engage with tenants where groups may already meet. For example Mothers and Toddlers groups, at community centres or Parents evenings at schools.

Walkabouts

Tenants have told us that they are particularly interested in being involved with local issues and particularly walkabouts. The Service carry out walkabouts with tenants and residents within communities to identify local issues and work up an action plan to get these issues addressed. The walkabouts will be led by tenants and residents and usually happen in the spring. Where there is a Tenants and Residents group in the area, housing teams will provide feedback and report progress at meetings.



Scrutinising and Reviewing our Services

Tenant representatives who make up the Fife Tenant Led Scrutiny Panel inspect and review how housing services are provided and can make recommendations for improvement. The tenant scrutineers are volunteers who undergo training to undertake their role. The Fife Tenants Forum commission the Panel to undertake work, and the Service supports the scrutineers to facilitate their inspection. The Tenants Panel are a totally independent group. Their reports and recommendations are taken to the Housing Management Executive for consideration and action, the relevant Council Committee and feedback is given to The Fife Forum and Scrutiny Panel, and to all our tenants directly via Down Your Street, the tenant's magazine.



Interested Tenant's register

Tenants who are interested in becoming involved with the Housing Service to improve their local area, or how services are delivered can join our Interested Tenants Register. Tenants may wish to take part in consultation surveys, focus groups, mystery shopping and so on. We will contact interested tenants to engage with them on a variety of issues, depending on what they have said they are interested in. Being part of the Interested Tenants Register is a flexible way to be involved at times and in ways that suits individual tenants.

What will we involve you in?

- 🏠 Agreeing the annual rent charge and budget priorities
- 🏠 Tenants will produce the Annual Return on the Charter review of performance
- 🏠 Scrutiny of our services including how we prioritise our budgets, and estate walkabouts with area housing teams
- 🏠 Area Housing Plan and your local priorities. Any policy that changes how we manage and maintain your homes, including allocations policy, service charges and estate management
- 🏠 Our practices and standards relating to housing management, repairs and maintenance
- 🏠 Capital Works Programmes (improvements to your home and environment)



Improve

Once we have informed and involved our customers, we will feed their views into decision making groups, and influence the decisions we take as a landlord. In recent years we have listened to what tenants have told us and developed a range of ways for tenants and other customers to get involved in the decision making process.

It should be noted that there are some issues such as, rents, housing repairs and internal home improvements on which only council tenants can have a say.

We will publish a tenant participation statement to review and assess the effectiveness of our information, involvement and improvement activities based on the strategy action plan. This will give examples of how tenant participation has improved what we do. We will also provide feedback through:

- 🏠 Fifiedirect
- 🏠 Down Your Street
- 🏠 Social Media
- 🏠 Local tenant groups
- 🏠 Our summary Tenant Participation strategy document

If the change impacts on your tenancy conditions, we will tell you in an individual letter.

The feedback can be used in the following decision making groups

- 🏠 Staff Service Development Groups will develop processes and programmes to carry out Council policy. Feedback will be used to change how we deliver services.
- 🏠 Fife Tenant Forum consider the input from Tenant Scrutiny and feedback and can make recommendations to the Council and Fife's Tenant Federations on the findings.
- 🏠 Fife Council Policy and Scrutiny Committees who need to be aware of tenants' views before they make decisions on housing policy and strategy, including rent increases and housing budgets
- 🏠 Area Committees who will approve local Area Housing Plans and spend based on tenant feedback

How the Housing Service supports tenant participation



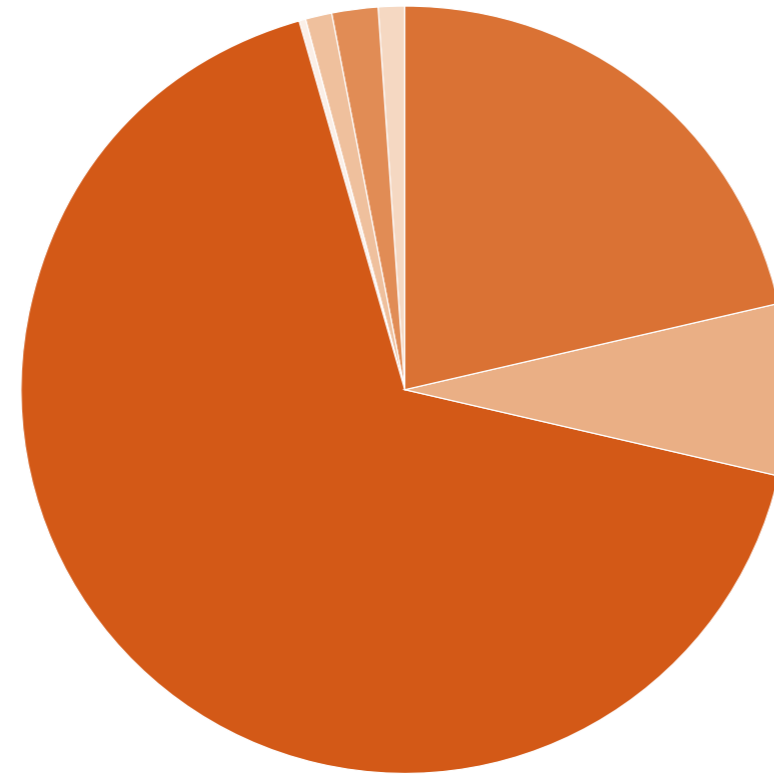
To help tenants to get involved and to stay involved, we offer a range of support.

For 2018/19 a budget of £279,460 has been allocated for Tenant Participation and customer engagement activity. The budget is reviewed annually as part of our budget and rent setting.

The budget covers:

- Tenant publications and surveys
- Tenant events and gatherings
- Tenants attending training and events
- Local TRA/TRO grants
- Tenants Federation Grants
- Fife's Tenant Forum

In addition, tenants have access to their Housing Officers for individual enquiries and feedback, in addition to support from The Tenant Participation and Customer Engagement Team



Publications	£60,000
Events	£20,000
Grants	£187,460
Subscriptions	£3,000
Travel	£1,000
Training	£5,000
Advertising	£3,000

A whole Housing Service approach

All our housing staff have a role to play in delivering effective engagement:

- Working alongside tenants in Retirement Housing
- Gathering feedback on New Build housing, improvement schemes, mutual repairs
- Housing officers attending and supporting Tenant and Resident Association meetings
- Organising and following through on local estate walkabouts.

Tenant Information and Feedback

This funding pays for the range of opportunities to participate offered over the year. The budget gets used for:

- Tenant Magazine
- Interested tenant register
- Annual Tenant Survey
- The Annual Return on the Charter Report

Tenant Involvement

Over the year we will hold tenant meetings or, more usually, work with local people who are already running events. Last year for example we held out annual tenant gatherings to seek views on rents; had stalls at some local events and gathered views; we have engaged with students at "Ask the Council" events within colleges, and attended primary school events.

We use the budget to publicise and run the events, often offering transportation, refreshments and publicity items.

It is recognised that anyone participating should not be out of pocket and will be recompensed for any outlay incurred during certain Tenant Participation activities through payment of travel expenses. These include:

- Tenant Led Scrutiny Inspections
- Focus groups
- Working Groups.

Training

Training and development opportunities are facilitated through the Tenants Federations, and the Tenant Participation and Customer Engagement Team. Examples of training available are Committee Skills and Tenant Scrutiny, however the approach taken is flexible, and we would aim to support identified individual training needs whatever these training needs are.








Action Plan • 2019-2023

Local Tenant and Resident Association Grants

Tenants and Residents Associations can apply for grants to help them with running their groups, and with undertaking local projects or initiatives. The grants are typically used for covering expenses in relation to meeting venues, holding events, print costs and so on.

Tenant Federation Funding

Our 3 tenant federations are awarded grants so they can do independent work representing tenants' interests. The Federations operate in the context of a Service Level Agreement with the Housing Service. Each group sets its own budget, but generally they will use the money to:

-  Provide support to new and established groups in their area
-  Offering opportunities to feedback on local issues
-  Training to help people become more involved
-  Respond to requests from the Council for views on a range of activities
-  Attend Scotland wide events and meetings, representing Fife

Fife Tenant Forum

There is a small team of representatives drawn from the Federations who help us to decide how best to inform and involve tenants. We provide them with £15,000 annually to help pay for the cost of meetings and training so they are able to put forward tenant views when dealing with Council members and officers.

Other funding and help in kind

Various support can be accessed by tenants via the Tenant Participation and Customer Engagement Team, who also work closely with other Council Services such as Community Learning and Development teams to support groups.

Resource Plan

A full resource plan is included in section 10.

This plan is to show how we will provide more and better opportunities for tenants to participate. Our idea of a good opportunity is one that gets the maximum number of people involved and where their ideas made a difference.

Community Led Services

Objectives	How we will do this	Timescales	Outcome
Focus on Performance	<ul style="list-style-type: none"> • Programme 		<ul style="list-style-type: none"> • Improved performance
Undertake a programme of tenant led scrutiny	<ul style="list-style-type: none"> • 4 scrutiny exercises completed per annum • Report to Fife Council Policy and Scrutiny Committees 	Annual	<ul style="list-style-type: none"> • Improvement actions agreed and implemented in relation to scrutiny reports.
Implement the HRA Guidance and Scrutiny Workplan	<ul style="list-style-type: none"> • Led by the Fife Tenants Forum 	Review annually	<ul style="list-style-type: none"> • Budget priorities agreed with tenants • Value for money demonstrated
Maximise tenant involvement with the rent setting consultation process	<ul style="list-style-type: none"> • Deliver rent consultation events in partnership with the Federations • Develop alternative consultation opportunities including digital opportunities 	Annual	<ul style="list-style-type: none"> • Tenants fully involved with rent setting decisions
Performance review	<ul style="list-style-type: none"> • Tenants produce the Annual Return on the Charter performance reports 	Annual	<ul style="list-style-type: none"> • Performance information is made available to tenants in a format that is easy to understand. • Service Pathway to Improvement targets achieved
	<ul style="list-style-type: none"> • Performance monitoring by Tenant Forum 	Quarterly	
Annual Survey	<ul style="list-style-type: none"> • Tenants Forum agree format of tenant satisfaction survey 	Annual	<ul style="list-style-type: none"> • ARC performance report produced by tenants

Action Plan • 2019-2023

Thriving Places

Consultation and Participation	Increasing tenants influence	Timescales	Improved tenant satisfaction and thriving communities
Ensure that tenants have a key role in local community planning - Neighbourhood Action Plans and Community led action planning	<ul style="list-style-type: none"> Create opportunities for tenants to be involved through a range of methods. Enhance tenant input to Local Area Plans which go to Area committee for progress reports. 	Ongoing	<ul style="list-style-type: none"> Tenants influence decision making and improvements in local communities
Tenants , tenants groups and Federations consulted in connection with changes to tenancy conditions and management	<ul style="list-style-type: none"> Agreed consultation approach for implementation of 2014 Act Tenant Forum role in policy changes Develop consultation framework for joint working between Service Development Groups and Tenants Forum Agreed consultation approach in relation to new build programme and regeneration programmes 	Ongoing	<ul style="list-style-type: none"> Tenants influence decision making and improvements in services and communities
Tenants and tenants organisations respond to consultation opportunities	<ul style="list-style-type: none"> Develop consultation standards framework 	Ongoing	<ul style="list-style-type: none"> Tenants voice is heard and influences decisions.

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Consultation and Participation	Increasing tenants influence	Timescales	Improved tenant satisfaction and thriving communities
Promote effective communication	<ul style="list-style-type: none"> Provide relevant information to tenants timeously 	Ongoing	<ul style="list-style-type: none"> Tenants influence decision making and service improvements Tenants are provided with the information that they find useful
Participatory Budgeting	<ul style="list-style-type: none"> Create opportunities for tenant to be involved through a range of methods. 	Ongoing	<ul style="list-style-type: none"> Tenants influence decision making and improvements in their communities
<ul style="list-style-type: none"> Improving how we feedback to tenants Effective feedback to tenants on progress and consultation outcomes 	<ul style="list-style-type: none"> Update on Strategy Action plan in Down Your Street Update “mini” strategy summary annually 	Annually	<ul style="list-style-type: none"> Tenants influence decision making and service improvements

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Opportunities for All

Promoting opportunities for tenants to be involved	Increasing tenants influence	Timescales	Improved tenant satisfaction with services and communities
Continue to grow number of TRAs/RTOs in communities that are under represented	<ul style="list-style-type: none"> 5 per annum 	Ongoing	<ul style="list-style-type: none"> Increased number of tenants involved Improvements in service delivery and within local communities
Develop framework for engaging tenants who are not involved with TRAs and organised groups	<ul style="list-style-type: none"> Implement the Route map Pop up programme 	Ongoing	<ul style="list-style-type: none"> Tenants influence decision making and service improvements
Develop social media presence and digital opportunities	<ul style="list-style-type: none"> Increase social media contacts by 20 % per annum Social media surveys x 2 per annum Further develop digital options for communications including Down Your Street magazine 	Review annually	<ul style="list-style-type: none"> Tenants influence decision making and service improvements
Involve tenants in planning events	<ul style="list-style-type: none"> Tenant involvement in annual rent setting events 	Annual	<ul style="list-style-type: none"> Tenant engagement maximised

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Promoting opportunities for tenants to be involved	Increasing tenants influence	Timescales	Improved tenant satisfaction with services and communities
Engage with under- represented groups such as <ul style="list-style-type: none"> Care Leavers Gypsy Travellers LGBTQ Future tenants Younger tenants 	<ul style="list-style-type: none"> Undertake consultation involving tenants and future tenants 	Bi annual	<ul style="list-style-type: none"> Increased involvement of groups of people who are under- represented. Tenant engagement maximised and services improved
	<ul style="list-style-type: none"> Focus groups Events 	Ongoing	
Tenants have a key role in communications strategy	<ul style="list-style-type: none"> Ensure tenant representation on Down Your Street editorial process 	Ongoing	<ul style="list-style-type: none"> Tenant engagement maximised
	<ul style="list-style-type: none"> Information produced by the tenant participation team is “tenant checked or approved” 	Ongoing	
Promoting a positive participation culture	<ul style="list-style-type: none"> Implement Service default approach “ How do we involve our tenants” 		<ul style="list-style-type: none"> Increased tenant satisfaction with opportunities to participate
Involving the whole Housing Service	<ul style="list-style-type: none"> Induction training Quarterly input in Home Truths Elected Member support 	Ongoing	<ul style="list-style-type: none"> Housing teams promote tenant engagement in all their activity Elected Members are fully informed and engaged with tenant activity

Promoting opportunities for tenants to be involved	Increasing tenants influence	Timescales	Improved tenant satisfaction with services and communities
Work in partnership with local housing providers	<ul style="list-style-type: none"> TP Joint masterclasses with FHR partners x 2 per annum 	Bi annual	<ul style="list-style-type: none"> The Service promotes excellence in customer engagement and participation
Undertake external accreditation/ involve tenants in assessing Service performance	<ul style="list-style-type: none"> TPAS accreditation 	Complete 2018	<ul style="list-style-type: none"> Improvement recommendations are implemented
Resource plan	<ul style="list-style-type: none"> Implement 	Ongoing	<ul style="list-style-type: none"> Activity is adequately resourced

How we will review the action plan

Each year we will publish our annual impact report in Down Your Street to let you know what progress has been made.

Opportunities to participate route map



Resource Plan



	2019 -20 Indicative budget	2020- 21 Indicative budget	2021 – 22 Indicative budget
Grant Funding – (TRAs/ Federations / Fife Forum)	202,460	206,000	209,500
Training	3,000	3,000	3,000
Events	20,000	20,000	20,000
Marketing	5,000	5,000	5,000
Subscriptions	3,000	3,000	3,000
Staffing			
• FC7 Housing professional posts x 5	177,633	177,633	177,633
• FC 10 Housing Manager (0.2)	10,448	10,448	10,448
Total	421,541	425,081	428,581

Please note these are indicative budgets only

In memory of



Alexander McKenzie Condie MBE
24th April 1938 to 2nd March 2019

We encourage all our customers to get involved and influence the housing services we deliver.

For more information about how you can do this contact the Tenant Participation Team:

Tel: 01383 602220

Email: tenantparticipation@fife.gov.uk

Online: www.fifedirect.org.uk/tp

By Post: New City House, 1 Edgar Street, Dunfermline, KY12 7EP

Alternative Formats

Information about Fife Council can be made available in large print, braille, audio CD and tape on request by calling **03451 55 55 00**



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