

## Tenants Forum

### Minutes from meeting held online via Microsoft Teams on 31/03/2021

#### Attending – Falkirk Council

Natalie Moore Young – Strategy and Performance Manager  
Karen Strang – Strategy and Development Coordinator  
Alan Christie – Community Engagement Coordinator  
Dawna Chisholm – Community Engagement Officer

#### TPAS – Tenant Participation Advisory Service

Leza Lafferty

#### Tenants and Groups

Alistair Coutts – Tenant  
Sharon Mercado – How Your Rent is Spent Group – Scrutiny Panel  
Denis Shovlin – How Your Rent is Spent Group – Editorial Panel  
Caroline Wright – BACCRA  
Liz Godfrey – Thornwood Tenants and Residents Association – Editorial Panel  
Katrina Fraser – Editorial Panel  
Shona Craig – Tamfourhill Tenants and Residents Organisation  
Janine Reilly – Symington Drive Tenants and Residents Association  
Sharon Linton – Symington Drive Tenants and Residents Association  
Ishbel Holmes – Tenant  
Ian Millar – Callendar Park Tenants and Residents Association – Scrutiny Panel  
Isobel Carberry – How Your Rent is Spent Group  
Sandy Forsyth – Tenant Representative – Ettrick and Dochart Centre Committee

#### Apologies

Lorraine Sutherland – Tamfourhill Tenants and Residents Organisation  
Anne Reid – Tamfourhill Tenants and Residents Association  
Mary McDonald – Thornwood Tenants and Residents Association – Editorial Panel  
Jim Sloan – Parkfoot Court Tenants and Residents Association

1.	<b>Welcome</b> – AC welcomed all the to meeting. AC advised members re asking questions, raising hand and using the chat feature. AC asked members if they had any questions about the process re joining a TEAMS meeting. No members had questions. KS advised that all members and staff will now be muted to begin the presentations – AC advised that questions will be taken and answered at the end of the presentations.	DC to include terms of reference and presentations in minute pack.
2.	<b>Presentation questions – Terms of Reference for the Tenants Forum -</b> AC presented on the terms of reference for the Tenants' & Residents' Forum. SM asked if any housing groups were active during the pandemic.	

	<p>AC responded that not all groups are active, but that some have begun to engage with housing services online. He also stated that through two surveys on 'Keeping in Touch' throughout the pandemic, most people in groups had expressed an interest in meeting together again when COVID-19 restrictions are lifted enough to enable his to happen.</p> <p>DC advised:  Editorial Panel - are now meeting online  How Your Rent is Spent Group – groundwork has been done, expecting to host first TEAMS meeting in the next few weeks  Tenant Forum – has resumed  Scrutiny Panel – work needs to be done to get this group back up and running, at the moment half of the group are unable to get online  Tenant Groups – Tamfourhill/Symington Drive and the Travelling Persons group are meeting online.</p> <p>SM asked if she could join the Editorial Panel – this was requested prior to lockdown.</p>	<p>DC will send SM a copy of the TT19 schedule and invite her to future meetings</p>
<p>3.</p>	<p><b>Presentation - Tenant and Resident Participation Strategy</b></p> <p>Explaining that this presentation formed part of a wider consultation involving Registered Tenants' Organisations and a 1,000 representative sample of tenants, AC presented on the four main themes of Falkirk Council's Tenant &amp; Customer Participation Strategy, namely Communication, Engagement, Participation &amp; Scrutiny. He stopped after each section, outlining proposals for going forward and asking Forum members for any questions, comments or suggestions.</p> <p>He asked the group if they could think of any ways, we could involve more people. JR suggested using facebook and twitter, asking why Housing Services do not make more use of the Falkirk Council facebook page. AC explained that results from the Tenant Satisfaction Survey show that the preferred method of communication is a letter, and tenants prefer to hear about services via Tenant Talk – however under current circumstances the team are encouraging groups to share information online via their own facebook pages.</p> <p>GM asked why the number of persons responding to surveys are not shown. GM felt this was necessary to demonstrate how many people are responding the surveys etc. In reply, AC stated that as far as he was aware, the number of people surveyed was quoted alongside percentages, stating that this was in response to requests made over recent years by GM. GM acknowledged this. AC then asked that GM point out any publications that do not show this information, and to let us know.</p> <p>IH asked how the information from the tenant satisfaction survey was collected to ensure that those who disengage are also heard. IH asked for a socio-economic demographic breakdown. AC explained that Research Resource (the company who carry out the survey) make sure the representative sample includes geographical spread, property type, age</p>	<p>AC will provide IH with all the information requested</p>

<p>group, tenants on full/partial and nil housing benefit and different types of household composition etc – IH asked for a copy of the methods statement and results of the survey as she was concerned that not all voices are heard in the Tenant Satisfaction Survey.</p> <p>IH asked for information regarding the time spent undertaking the survey and resources involved. IH also asked how tenants can get involved in the Tenant Satisfaction Survey – AC responded that 1000 are targeted based on demographics.</p> <p>AC advised that the survey is discussed with members of the Tenants’ &amp; Residents’ Forum and is advertised on social media/plasma screens in Hubs, and in Tenant Talk. AC further advised that information is shared in the Landlord Report to Tenants, which is available online, hard copies on request, and shared in the Housing Performance video online.</p> <p>NMY agreed that JR had a good point regarding social media – and asked if we should use this more. JR said she was surprised to see nothing about housing services being shared on the Falkirk Council facebook page. JR feels that younger people would get more involved if they were able to do so using social media. NMY asked what kind of information members would like to see on social media – JR responded that Tenant Talk could be shared on social media, information about tenants’ groups and community activities. JR felt that whilst it was good that Tenant Talk was posted to every tenant, it could be sent electronically to tenants who have an email address.</p> <p>DS asked if we could look at other Local Authorities in relation to Digital Exclusion Strategies. DS felt there is a need for equipment and training – which would then lead to more people using online facilities and engagement. AC agreed this was a good point, and that there is a desire from local government and Scottish Government to get as many people online as possible.</p> <p>A Coutts asked if tenants could be given the direct dial for their Housing Officers, as the 50 60 70 is too time consuming, and that he didn’t know who to ask for as the Housing Officer has been changed so many times. AC advised that it’s probably the same Housing Officer – as Officers have issued contact detail cards to all tenants.</p> <p>KS thought that putting Tenant Talk online was a good idea, with the link being sent to tenants who have an email address – Tenant Talk would need to be in a digital format to achieve this – Tenant Talk is currently online, in PDF format.</p> <p>SM suggested that all departments should use Twitter and Facebook to communicate with service users – given that most tenants do have access to the internet.</p> <p>In relation to Housing Officers leaving contact detail cards, IH felt that this should be done more regularly if there are changes, and that every two years ‘doesn’t cut it’.</p>	<p>AC will feed this back to Housing Operations</p>
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4.	<p><b>Tenant &amp; Customer Participation Strategy – Questions and Answers</b></p> <p>JR asked how tenants get on the consultation register. AC explained this question is covered in the Settling in Visit, but is also advertised in Tenant Talk so that tenants could join at any time. The Consultation Register is also promoted in the Tenants’ Handbook and at Charter Chat events. JR and SL prefer to do things online and prefer a text to an email. JR asked where the estate walkabouts are advertised – AC explained that these are advertised locally, and the Tenants Groups are invited to come along – AC also added that Tenants Groups can request an estate walkabout.</p> <p>Groups are also encouraged to advertise the walk abouts on their facebook page. JR felt these could be advertised more widely using the Falkirk Council facebook page. AC added that estate walkabouts are also advertised on the Falkirk Council, calendar of events page.</p> <p>IH asked what mechanisms were in place to reduce barriers to communications – explaining that sometimes people do not engage because they had a bad experience with the Council – asking how we reach these people. IH asked how representative surveys are if people who disengage do not get involved. IH also added that Police coming along to estate walkabouts is off putting and may cause disengagement. AC advised that Police can be invited, and that other services can also be invited i.e. Waste Management, Roads, Estate Wardens etc. IH suggested cultivating an engaging atmosphere, those who disengage may have also complained about the service – being dissatisfied, IH felt these people should be encouraged to get involved. AC explained that any grievances with the Council would be dealt with by the complaints process in the first instance. He also stated that people have the right not to engage and that we need to respect that decision.</p> <p>IH asked how many Tenants take part in the Tenant Satisfaction Survey – AC advised 1000. IH felt this was not a representative sample given that there are approx. 16,500 tenants. AC explained that IPSOS Mori guidance deems this to be a representative sample with 95% accuracy.</p> <p>NMY responded acknowledging that we don’t have engagement from some groups – and that routes to engagement with such groups is encouraged and at times facilitated by workers who have a good relationship with groups, and that efforts are focused on engaging with the disengaged.</p> <p>SM felt that consultation is better done by coming out of the office and into the community. SM felt this should apply to areas on the outskirts such as Slamannan. SM highlighted that not all areas have a tenants group, suggesting that Officers come to the people not the other way round.</p> <p>AC advised that Charter Chat events have been hosted in the outlying communities and villages, including Slamannan, but were often not well</p>	DC will send a letter to JR re Consultation Register

	attended and in some cases no one attended. SM suggested the Housing Services have a weekly surgery in villages.	
5.	<p><b>Large-scale Tenant Satisfaction Survey</b></p> <p>AC advised members that the Tenant Satisfaction Survey will be held in Autumn/Winter 2021. He explained that this will be done face to face, however current restrictions may mean that the survey is done on the telephone. SM asked for the last Tenant Satisfaction Survey results to be included in the next minute.</p> <p>SCr asked who picks the 1000 people who take part in the survey. AC replied that Research Resource (the company undertaking the survey) create a random selection process considering various demographics, and that tenants are alerted that the survey is underway.</p> <p>IH felt that it may not be that some people don't want to engage, they just may feel there is no hope/point.</p> <p>AC advised that Housing Services work with partners to include those who traditionally disengage – such as those who live on the Travelling Persons' Site or at Castings Hostel. AC also advised that a lot of work is being carried out throughout the Council to include those who are disengaged – citing an example whereby young people were invited to engage by incentive (vouchers for Burger King for those who complete the survey).</p> <p>KS asked what we can do better. IH suggested that Housing Services should be more proactive in engaging with the disengaged. JR suggested that Tenants Groups could help engage with the disengaged. JR also felt that Community Engagement offer various means to get involved and can't really do much more than they are already doing. AC advised that the team work with partners in consulting marginalised groups.</p>	DC will include results of the survey in the minute.
6.	<p><b>AOCB</b> – DS has suggested that proposals be put forward to form a Tenant Forum core group and asked if any members were interested in joining such a group – JR and GM volunteered to join the group. It was agreed that DS/JR/GM share ideas via email and get back to Forum members at the next meeting. JR felt this invitation should be extended to other Tenant Group committee members. SM wanted DS to clarify the proposal as she felt this may already be in place and didn't want to repeat a process already in place. It was agreed to wait until the next Forum to discuss a more detailed proposal, presented by the group.</p> <p>AC asked all present when they would like to meet again, <b>date of next meeting was agreed 09/06/2021 6:30 – 8pm pm via TEAMS</b>. It was suggested by some members that Forum meetings could also be held in the afternoon in future. GM said he felt that it was better to keep the day/time consistent and that his preference was a Wednesday evening.</p> <p>AC/NMY/KS thanked everyone for attending – DC asked members to think about topics for the next Forum – SM suggested that we invite someone from</p>	<p>DS/GM/JR meet up via email, share proposal at next Forum meeting</p> <p>AC to arrange invitation to</p>

	Waste Management to tell the group more about fly tipping and how this addressed – particularly during lockdown.	Waste Management
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# Tenant & Resident Involvement

- Terms of Reference for the Tenants' & Residents' Forum
- Tenant & Customer Participation Strategy



# Terms of Reference for the Tenants' & Residents' Forum

The purpose of the Tenants' & Residents' Forum is to:

Represent the views of tenants and other customers who use Falkirk Council's Housing Service.

Shape and monitor Falkirk Council's Tenants' & Residents' Participation Strategy and implementation of the supporting Action Plan.



Falkirk Council



# Terms of Reference for the Tenants' & Residents' Forum

Scrutinise Falkirk Council (Housing Services) performance.

Engage in consultation and provide feedback where appropriate.

Oversee the various sub-groups that are engaged in consultation projects.



Falkirk Council



# Terms of Reference for the Tenants' & Residents' Forum

Offer suggestions and ideas for encouraging tenant & resident participation.

Maintain the equality standards upheld by Falkirk Council and in line with statutory requirements.



Falkirk Council



# Terms of Reference for the Tenants' & Residents' Forum

Questions?



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# Tenant & Resident Participation Strategy

## Communication

- Letter
- Tenant Talk magazine
- Information leaflets
- Text messaging
- Website
- Email
- Posters & flyers
- Plasma screens
- Annual Landlord Report to Tenants



# Tenant & Resident Participation Strategy

## Communication

- Proposal to include digital/online engagement
- Promote My Falkirk
- Any other suggestions?



# Tenant & Resident Participation Strategy

## Engagement

- Customer Comment Cards
- Face-to-face surveys
- Customer feedback questionnaires
- On-line questionnaires
- Postal surveys
- Consultation Register
- Open Days & Exhibitions



# Tenant & Resident Participation Strategy

## Engagement

- Proposal to include text surveys
- My Falkirk
- Any other suggestions?



# Tenant & Resident Participation Strategy

## Participation

- Estate Walkabouts
- Registered Tenants' & Residents' Organisations
- Tenants' & Residents' Forum
- 'Make a Difference' project award scheme
- Scrutiny Panel/Customer Led Inspection
- Editorial Panel
- Comments & complaints
- How Your Rent Money is Spent Group/HAMP
- Short-terms sub-groups



# Tenant & Resident Participation Strategy

## Participation

- Promote online participation
- Any other suggestions?



# Tenant & Resident Participation Strategy

## Scrutiny

- Annual Landlord Report to Tenants
- Open Days & Exhibitions
- Scrutiny Panel/Customer Led Inspections
- 'How Your Rent Money is Spent' group
- Housing Asset Management Plan group
- Website
- Performance DVD
- Tenant Talk magazine
- Tenants' & Residents' Forum



# Tenant & Resident Participation Strategy

## Scrutiny

- Any other suggestions?



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# Tenant & Resident Participation Strategy Review

## Consultation

- Registered Tenants' & Residents' Organisations
- Information Forum Members
- Discussion at Tenants' & Residents' Forum
- Tenant Satisfaction Survey 2021
- Internal Audit
- TPAS
- Staff
- Elected Members





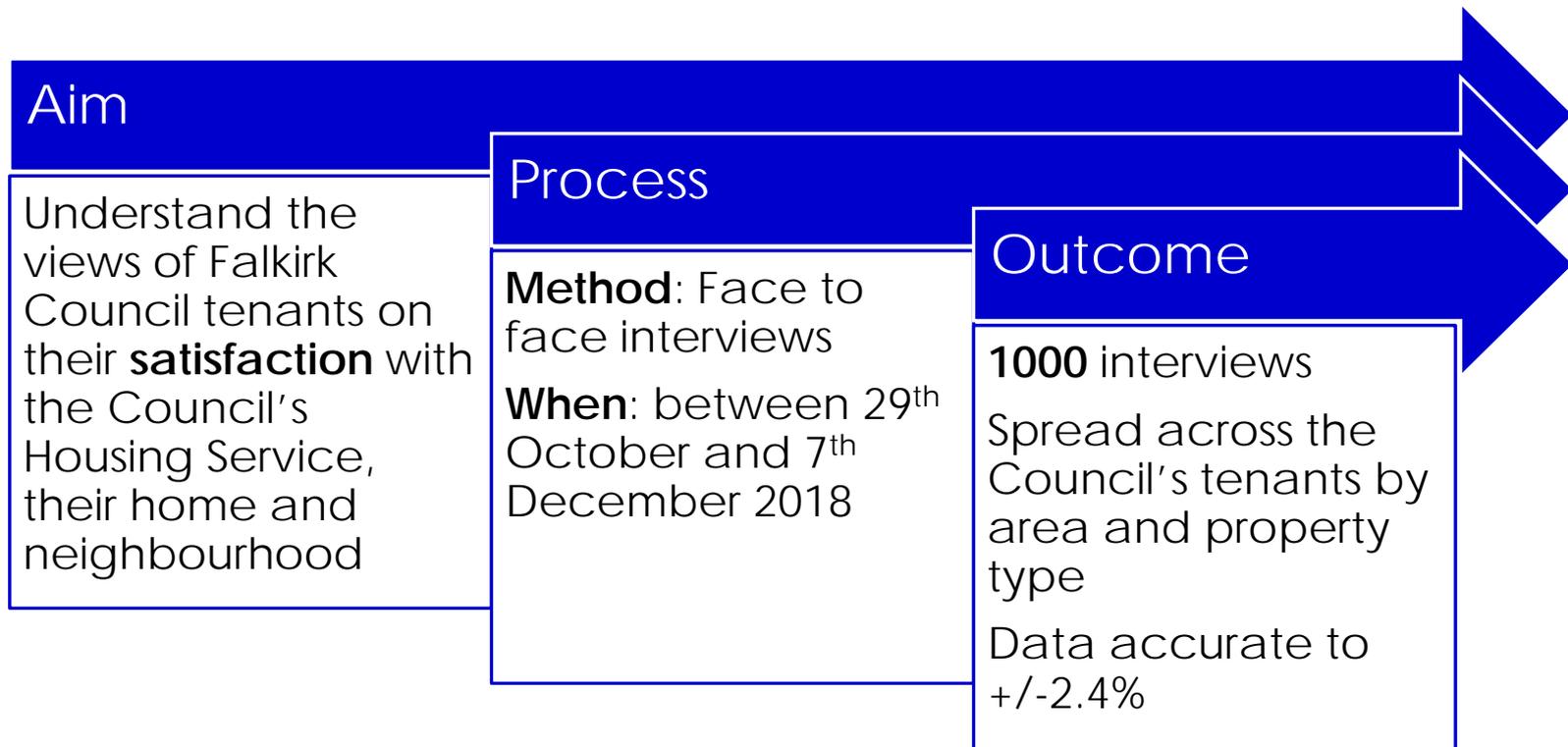
# Falkirk Council

TENANT SATISFACTION SURVEY 2018

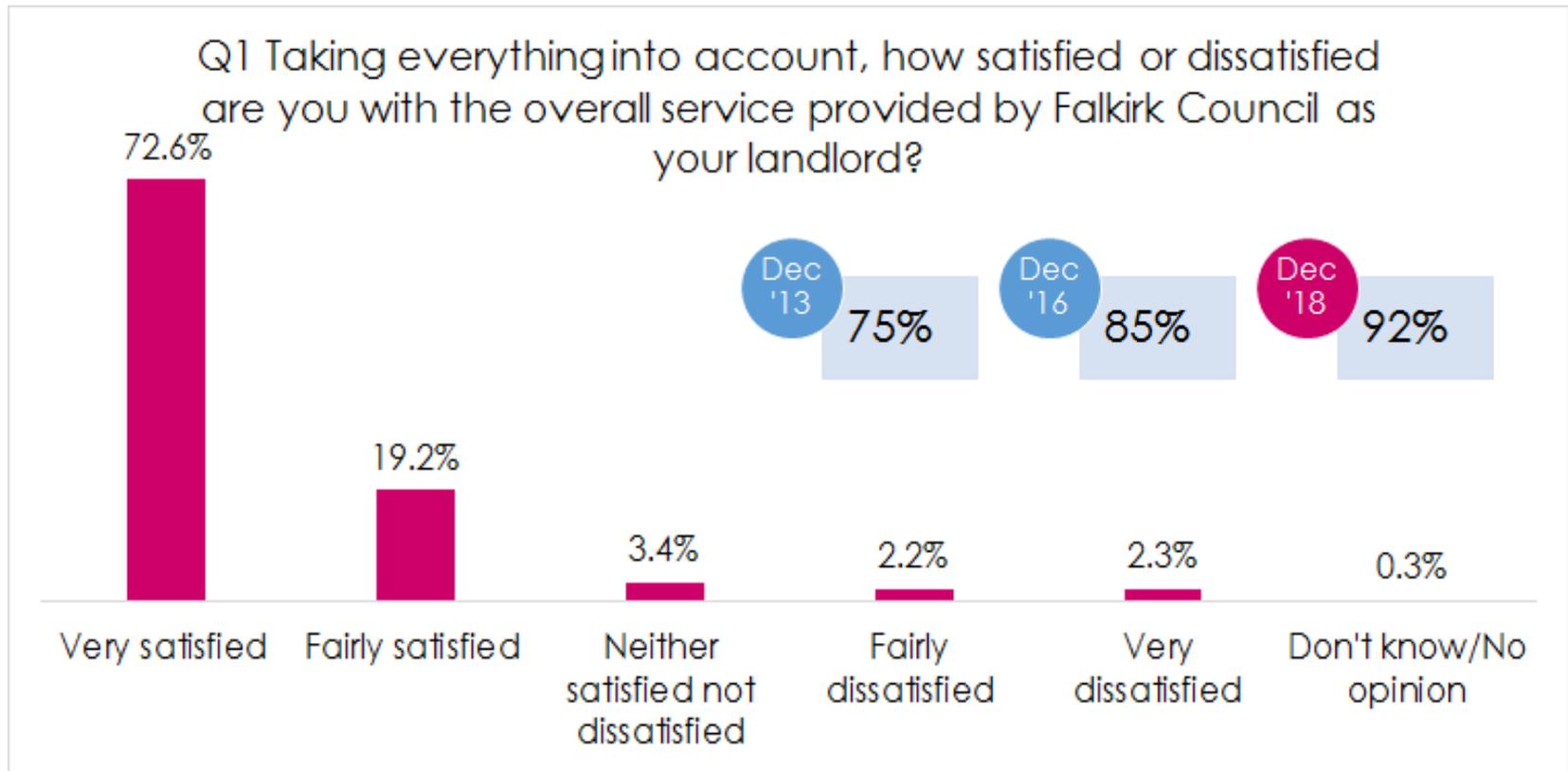


# What did we do?

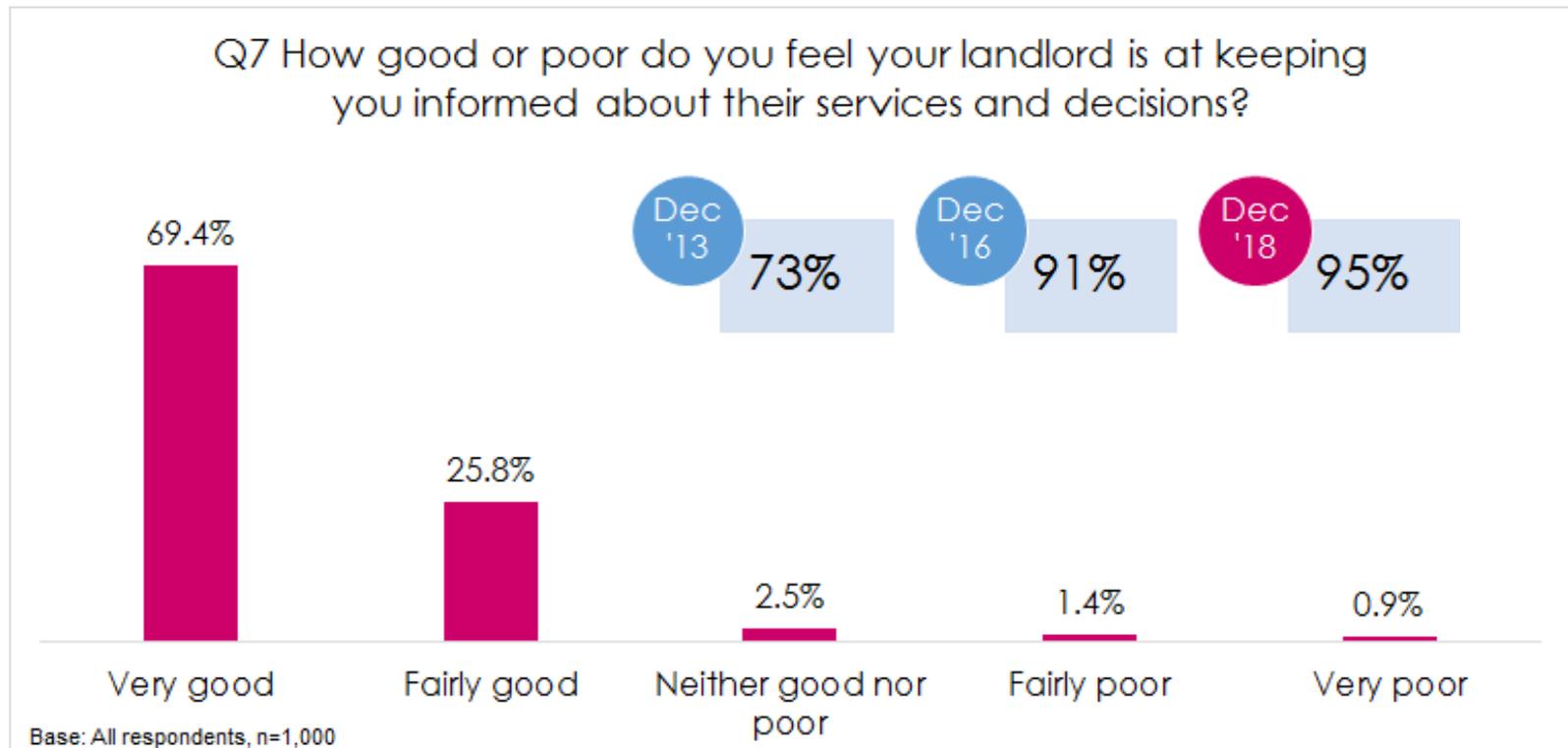
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# Overall satisfaction

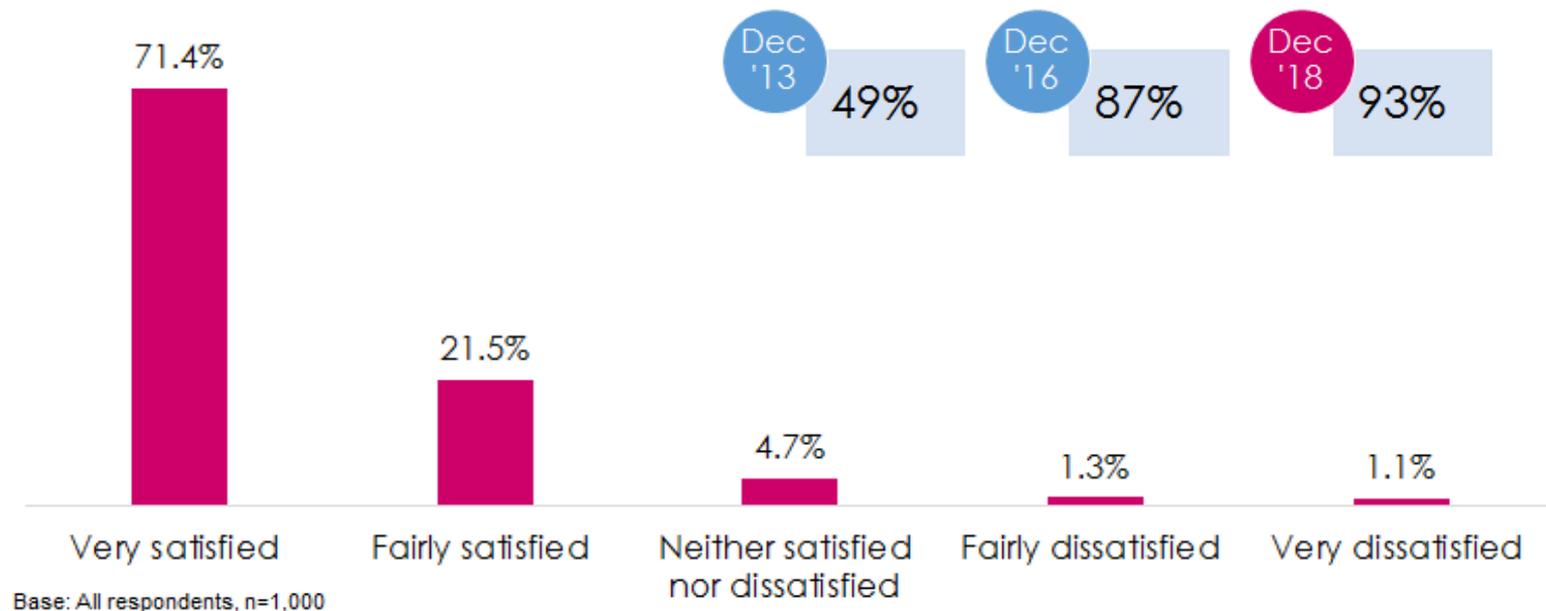


# Keeping tenants informed



# Opportunities to participate

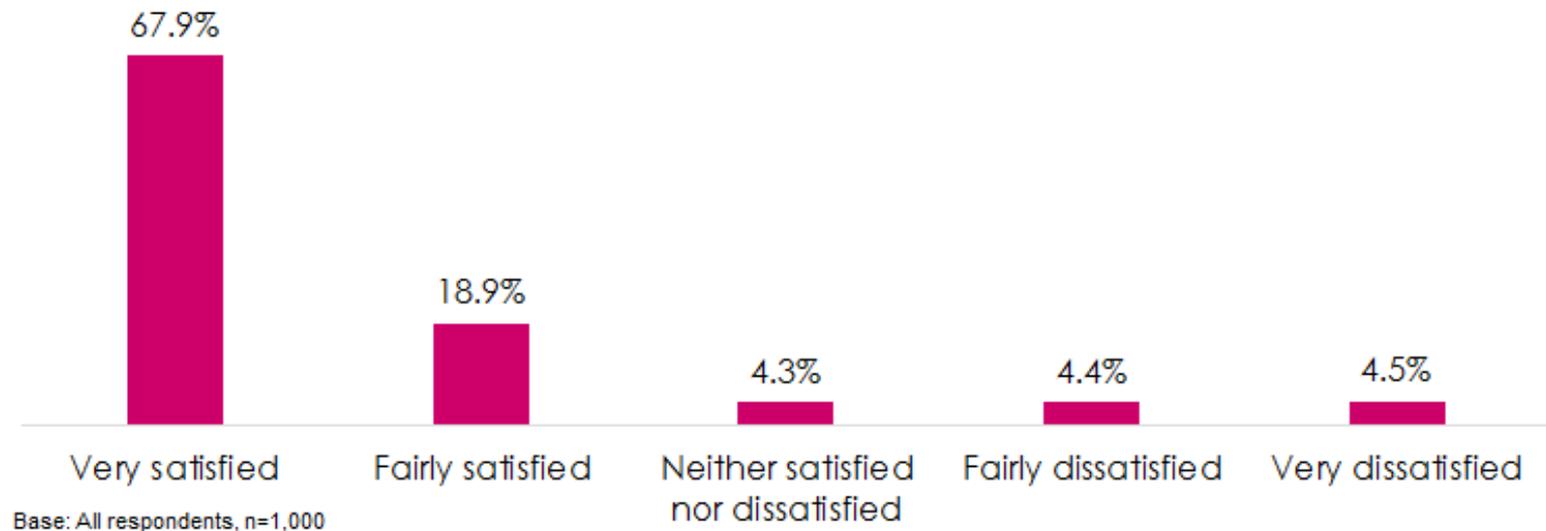
Q10 How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?



# Repairs and maintenance

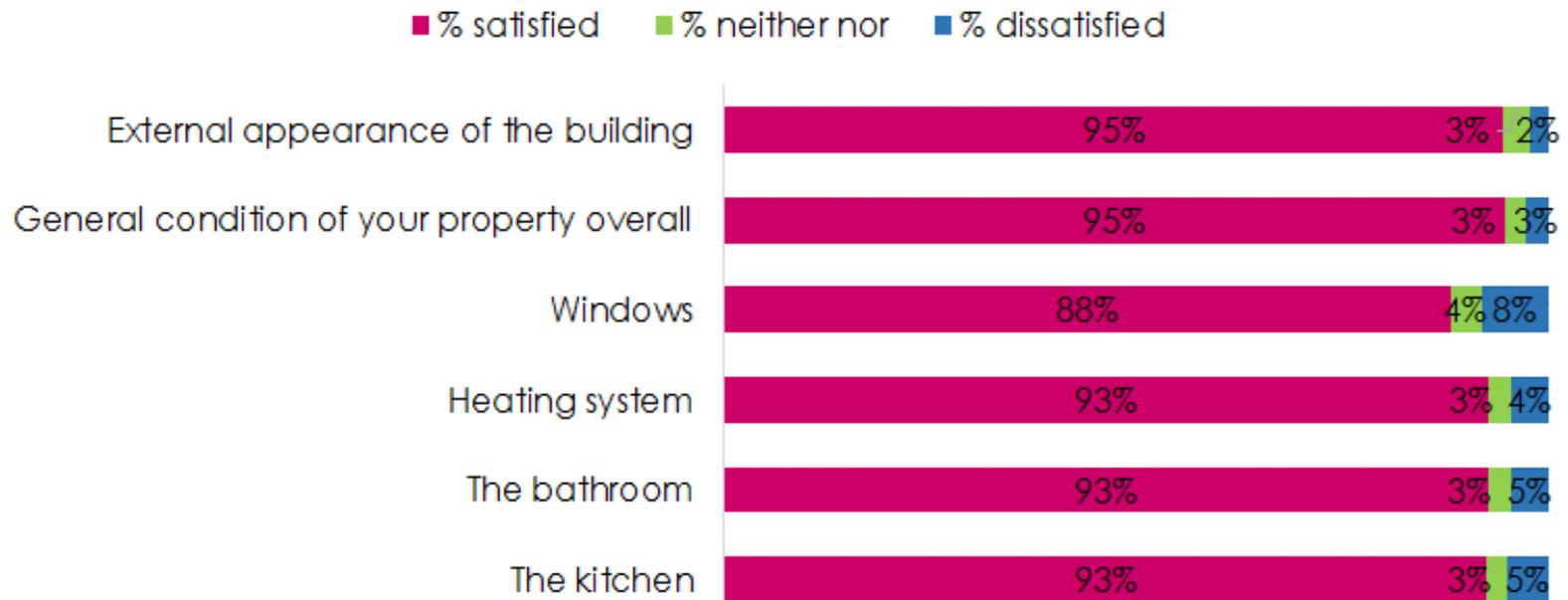
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Q12 Generally, how satisfied or dissatisfied are you with the way the Council deals with repairs and maintenance?



# Satisfaction with the home

Q14 How satisfied are you with the following aspects of your home?

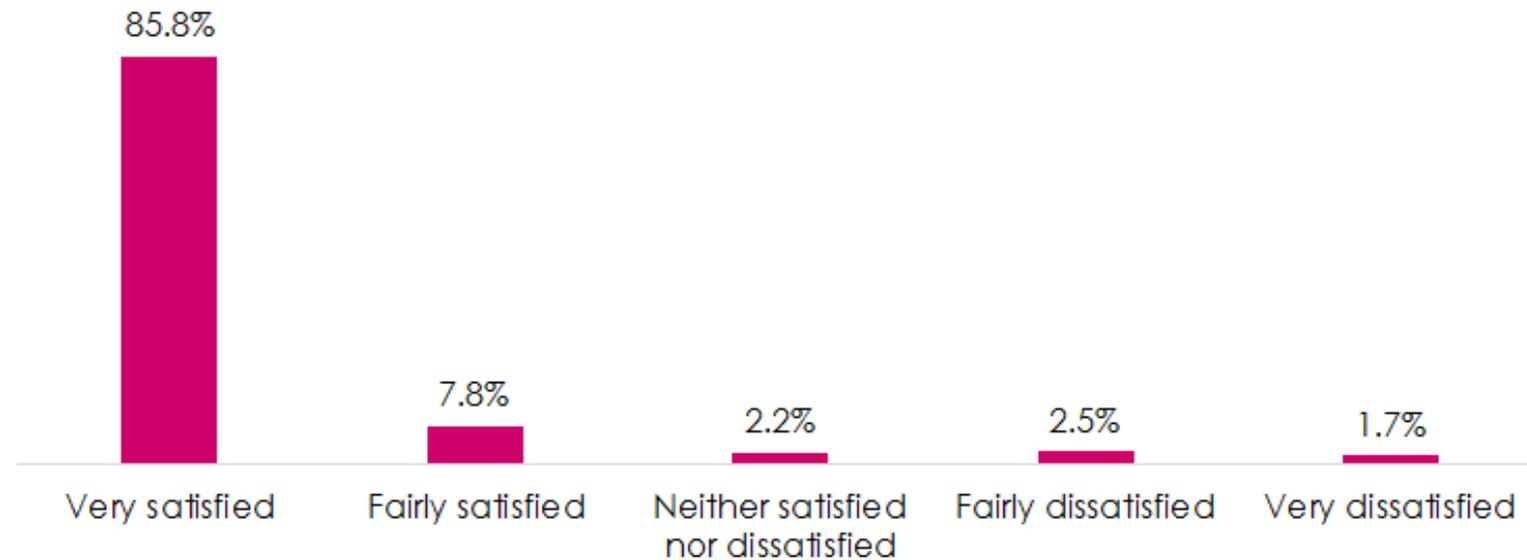


Base: All respondents, n=1000

# Major works

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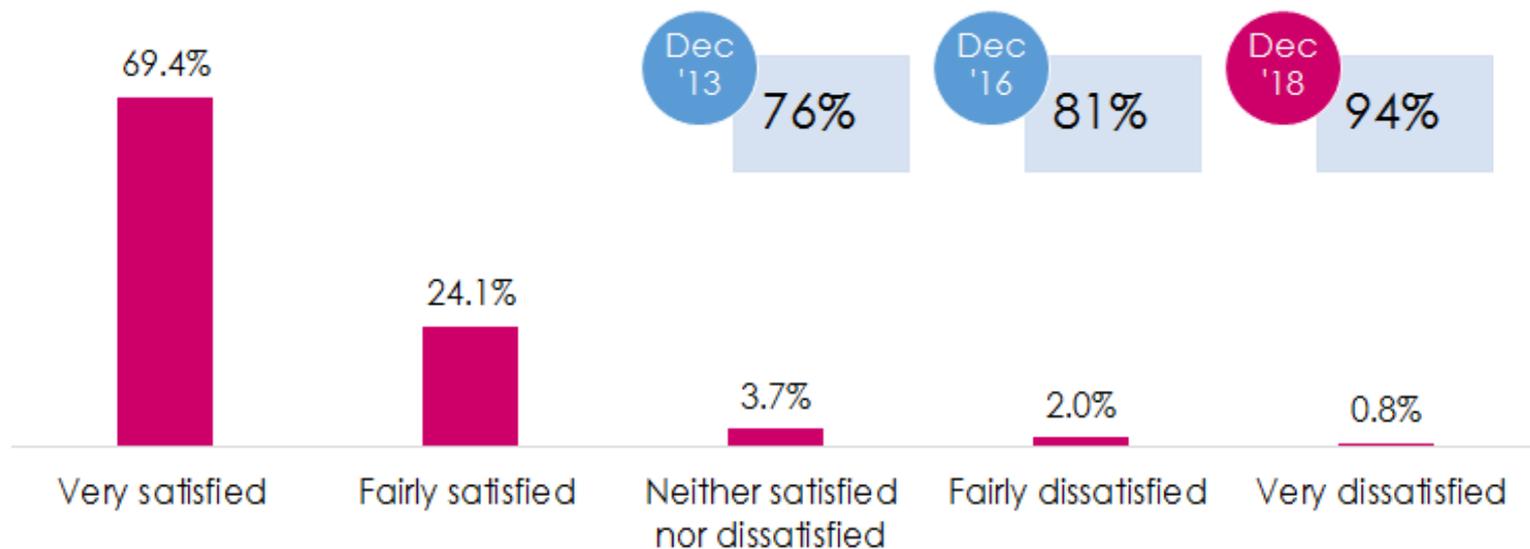
Q17 Overall, how satisfied or dissatisfied are you with the works completed in your home?



Base: Respondents who have had works carried out within the last 3 months, n=359

# Quality of the home

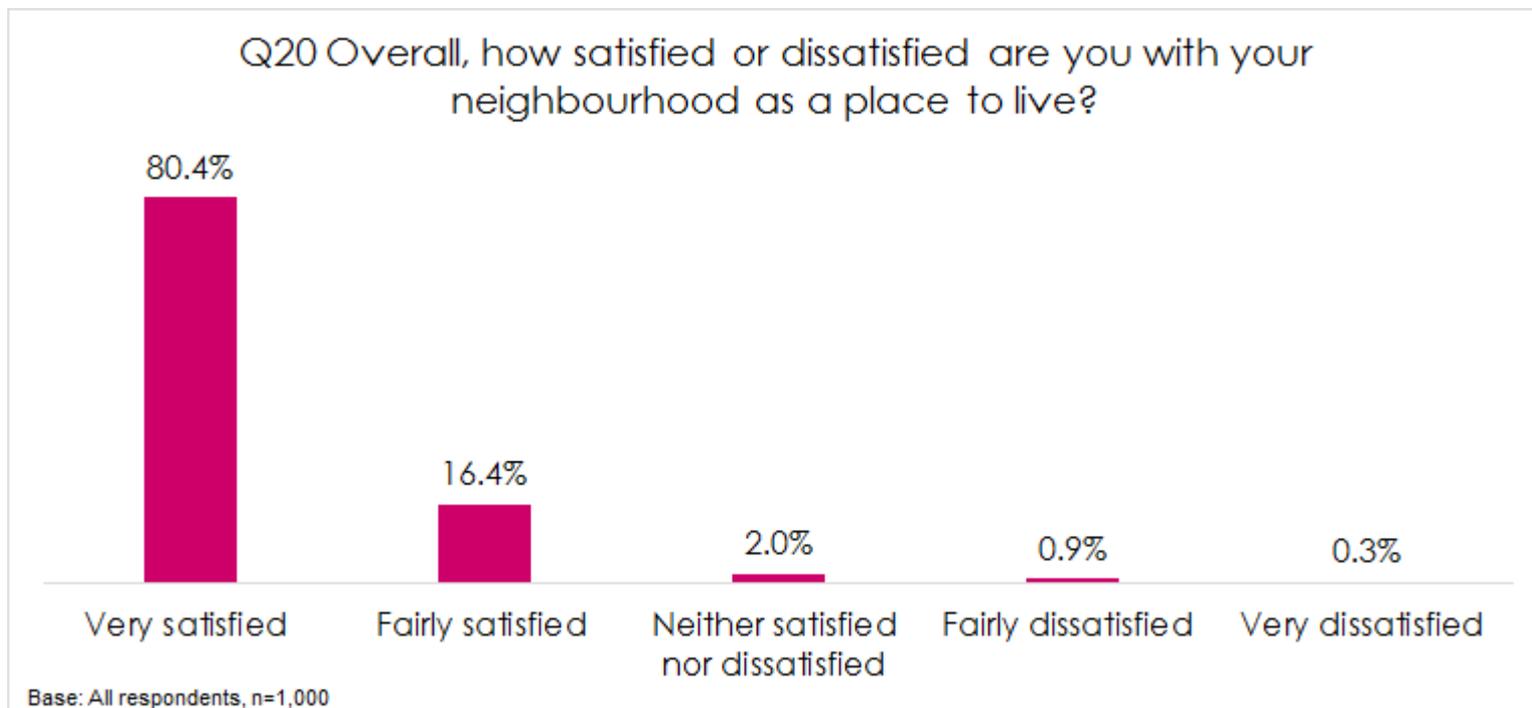
Q18 Overall, how satisfied or dissatisfied are you with the quality of your home?



Base: All respondents, n=1,000

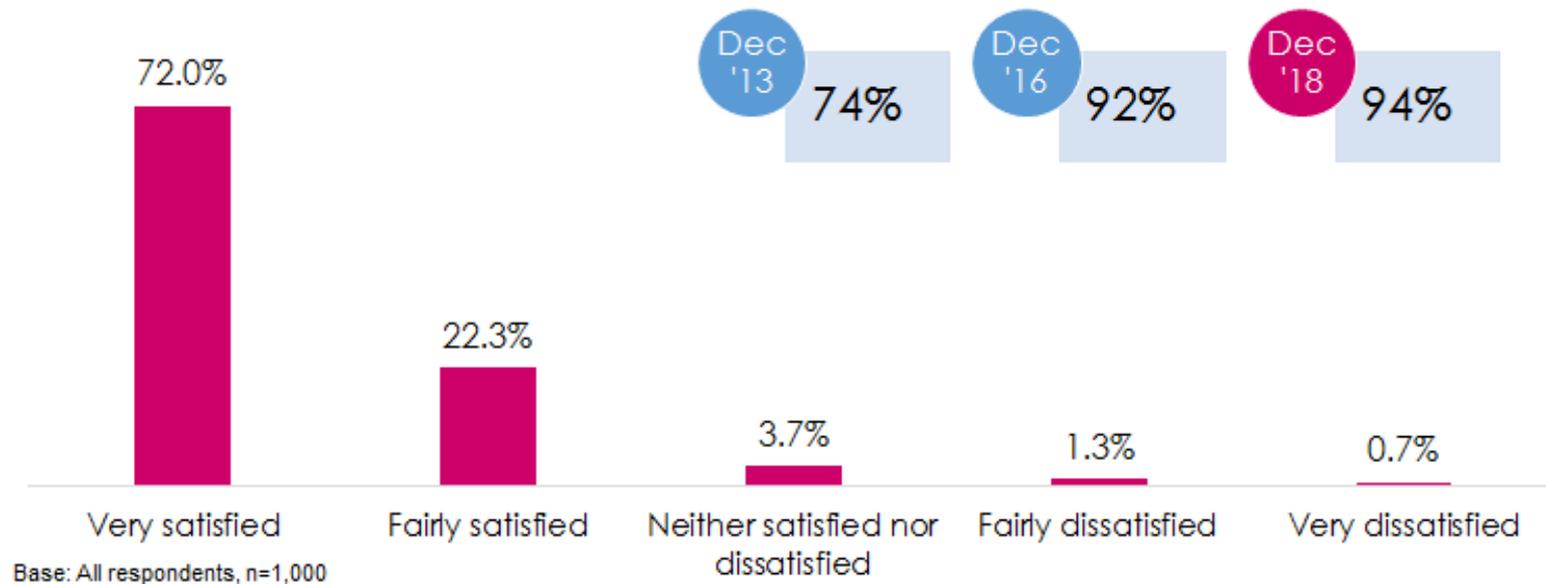
# Neighbourhood satisfaction

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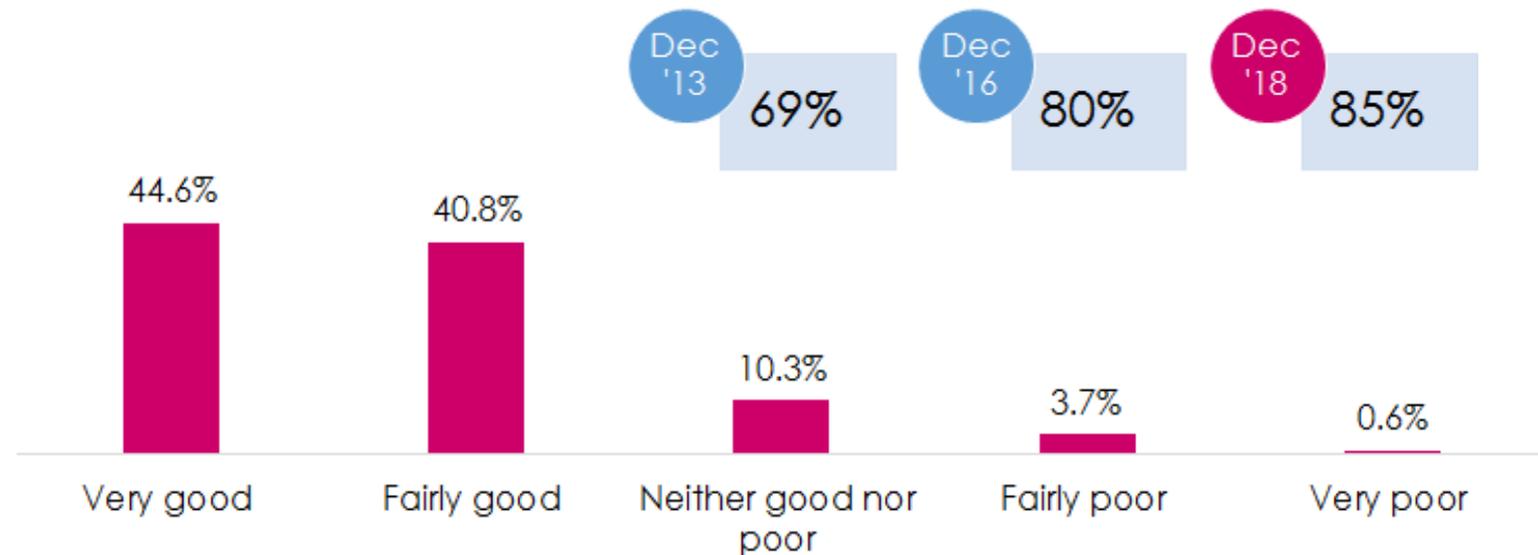
# Management of the neighbourhood

Q22 Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?



# Value for money

Q27 Taking into account the accommodation and services your landlord provides, do you think your rent for this property represents good or poor value for money?



Base: All respondents, n=1,000

# Any questions?

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