



tenant  
participation  
advisory service

Scotland's Participation Experts



# CATEGORIES

## 1: **Best Practice in Achieving Service Change by Tenant Led Scrutiny**

This award recognises what landlords and tenants have achieved to improve services through scrutiny of the Scottish Social Housing Charter's outcomes.

We want to see evidence of scrutiny activities:

- creating or expanding scrutiny opportunities, attracted others, introduced innovative practices
- improving awareness and understanding of using performance among staff and tenants
- delivering
  - o better service performance results and / or
  - o higher customer satisfaction and / or
  - o reduced costs of service delivery

In this award the judges are looking for excellent examples of the impact scrutiny has made to services and the identifiable benefits for customers satisfaction and landlord's performance. The judges want to be inspired by the proven benefits of scrutiny.

This award will recognise those truly tenant led scrutiny opportunities that provide excellent improvement in services.

## **2: Best practice in developing community award**

In this category we're looking for examples of various ways that community can be developed.

This award is for developing:

- Community activities and facilities
- Employment, cultural, artistic or social opportunities
- Skills and confidence of community members
- housing options
- housing conditions
- the environment, locally or on a wider scale, including recycling, thermal efficiency, fuel poverty, etc.
- Local pride and community spirit
- Opportunities to reduced barriers between individuals and groups
- Physical, mental and emotional health and wellbeing.

The judges are looking for examples of teams (including any mix of tenants, other service users, staff and board members, contractors, businesses, agencies) who have by working together improved or built opportunities in their community.

## **3: Best Practice in Digital Involvement**

The Internet, social media, texting, etc. is increasingly important to deliver services and consultation. The award seeks evidence of how landlords and community groups have increased service user's ability to access services and communicate their views about services and local issues through digital methods.

In this category the judges are looking for innovation, especially if it can be shared and practical achievements in involving customers through digital methods.

## **4: Best Practice in Involving All**

This celebrates success in involving the variety of people who make up our communities and often face challenges to getting involved. The judges are looking for evidence of how landlords and / or community groups have involved a wider range of people and used their views.

This award includes activities successfully meeting the challenges of:

- community members who are physically disabled, have sight, hearing or speech challenges, learning difficulties and find communicating difficult.
- people who have recently arrived in our communities
- those who are marginalised and found it hard to engage with and be accepted by communities.
- meeting the challenges of geography, facilities, etc. experienced in rural communities
- younger and older people

It could be examples of dedicated activities targeted at individuals or groups or it may be how the needs and interest of individuals or groups have been addressed within an overall approach.

Evidence is sought to show the wide range of benefits and impacts this can achieve

## **5: Best practice in involving customers in services award**

This award includes the work of staff, contractors, agencies, voluntary and community groups and focuses on consultation that brings real benefits in developing and delivering good housing services.

This celebrates the basics of tenant participation; using a variety of ways to use customers' experiences to improve services.

The judges are looking for evidence of listening to individuals and / or groups of customers and responding with services that better match their needs.

## **6: Best Practice in involving tenants in rents**

Developing and delivering good practice in rent is important to tenants, landlords and the Scottish Housing Regulator. Whether it is the annual rent consultation or rent and charges restructuring ensuring informed tenant engagement with of realistic choices is vital and varies depending on local circumstances.

The judges are looking for evidence on how these consultation activities are conducted; how they are:

- guided by tenants' needs;
- presented clearly and fairly; and
- used in making decisions.

## **7: Best practice in Reporting Performance to Customers**

This award recognises landlord and tenants' working together to provide all customers with clear and useful information that:

- reports service performance in a way that facilitates a response rather than just reports data
- gives all customers an opportunity to learn about and comment on services they use
- presents performance information in ways and on services that tenants want
- shows how landlords are responding to the tenants' views

This award focuses on the annual performance report but also on the other way's landlords communicate performance to individuals and groups.

## **8: Tenant Participation Champion of the Year: Group**

We are looking for a voluntary group who has made an outstanding contribution in the last 5 years towards their community participating with their landlord(s) and influencing services, performance and/or culture of participation. Their efforts will be inspirational.



## **9: Tenant Participation Champion of the Year: New tenant, resident or staff members**

We are looking for an individual tenant, resident or staff member who has been involved in tenant's participation for 5 years or less has made an outstanding contribution towards the community participating with their landlord(s) and influencing services, performance and/or culture of participation. Their efforts will be inspirational.

## **10: Tenant Participation Champion of the Year: Organisation**

We are looking for an organisation (landlord, contractor, agency, body, community group) which has made an outstanding contribution in the last 5 years towards tenant participation through enabling relationships that has benefited services, performance and/or culture of participation. Their efforts will be inspirational.

## **11: Tenant Participation Champion of the Year: Individual Staff**

We are looking for an individual staff member who has made an outstanding contribution in the last 5 years towards the community participating with and influencing services, performance and/or culture of participation. Their efforts will be inspirational.

## **12: Tenant Participation Champion of the Year: Tenant or Resident**

We are looking for an individual tenant or resident who has made an outstanding contribution in the last 5 years towards their community participating with their landlord(s) and influencing services, performance and/or culture of participation. Their efforts will be inspirational.



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