



Albyn Housing Society Customer Involvement Strategy

What is customer involvement?

We want our tenants day to day experience of Albyn Housing Society to be a positive one, where you feel:-

- included in the services you receive
- listened to
- able to influence change
- part of our future

Customer involvement is at the heart of everything we do at Albyn Housing Society and we need you to help us make Albyn as good as we can possibly be, by ensuring we keep improving and delivering for all the people and communities we serve. Your input and partnership is vital to this. We can't do this well without you.

Geography

As you know, living and working in Highland has many advantages and some disadvantages. Our communities are strong, and the people in them work together and support each other. Connections are integral to how day to day living works and partnerships are normal. However, the geography is large.

This map shows all the areas where we have houses. The size of this area, bigger than some countries, means we cannot rely on just one system of communication if we are to ensure that everyone who wants to speak and work with us, has the opportunity to do so. We therefore have to create multiple ways to communicate that include both digital and non-digital options for everyone.



Tenants at the heart of Albyn

Our objectives, our values and our vision all have you, our tenants, at the heart of our business. You can click on the tabs below to access more detail on these areas. These tell you what it is we are doing, how we are doing it and what standards we hold ourselves to and what others expect of us.



Our homes - Develop 418 properties across the Business Plan period following board risk assessment, to ensure we meet net zero and sustainability goals. Focus our asset management investment priorities on energy efficiency measures in line with our customers views ascertained during the rent increase consultation for 2023/24.

Our customers - Through our reviews in 2023 of our Customer Experience, Equalities and Engagement strategies we will embed a redesign of our teams to bring improvement to know more about our customers, increase inclusion, satisfaction and increase opportunities for customers to participate.

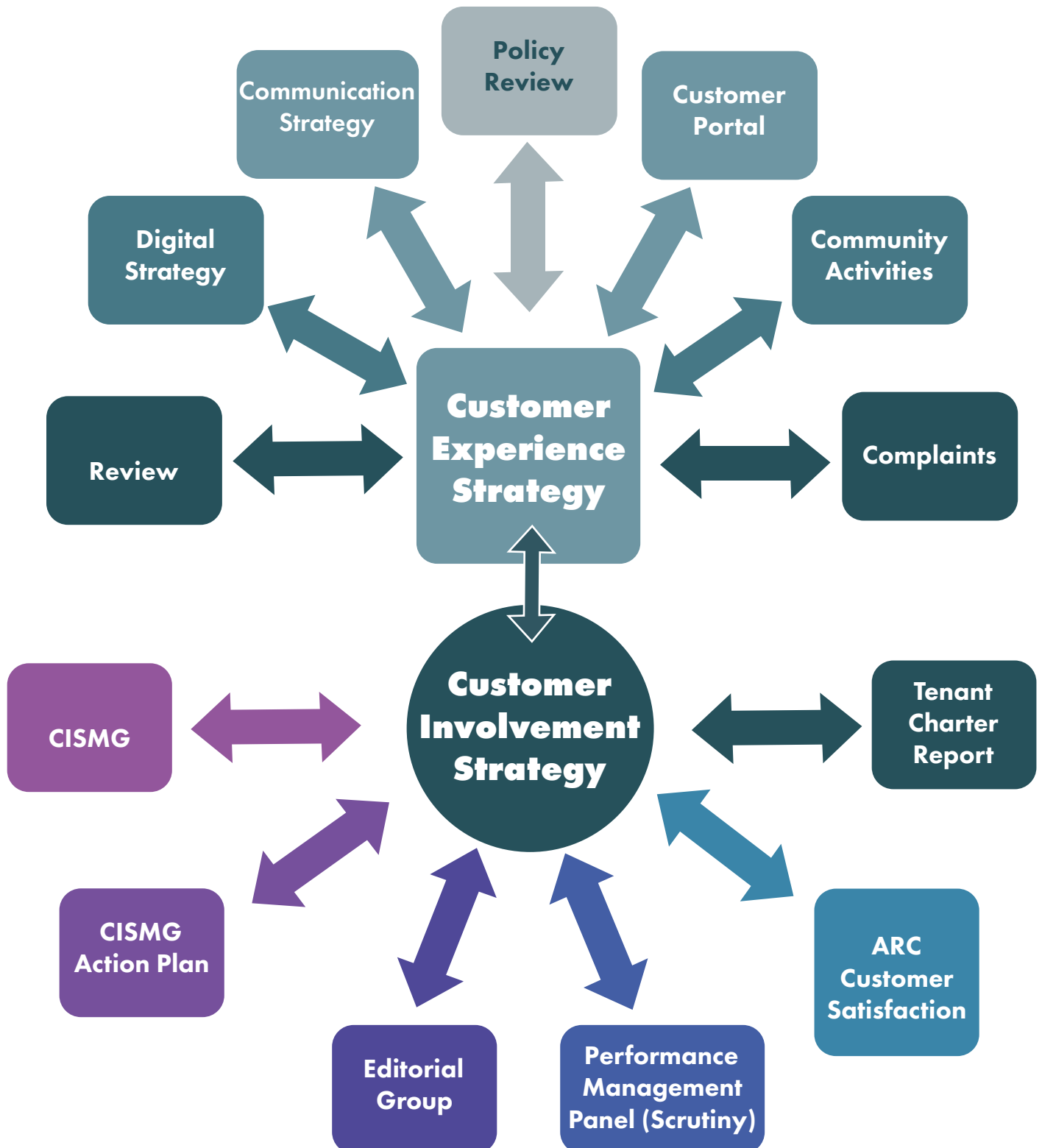
Our people – Our staffing structures are designed to offer the best services for our customers, hub, home, roam trial end and evaluation – implementation of new way of working, nurture and promote good staff engagement, performance management programme review, L & D matrix including core competencies, embedding of equalities, diversity and inclusion, care for our staff's health and well-being, and continue to implement People Strategy approved in 2022.

Our finances and digital inclusion – Manage external impacts by being effective stewards of our tenants money, apply for grants and external funding opportunities to support our tenants, Invest in system improvements to deliver efficient and effective services and implement our Digital Strategy.

Our partnerships - Creation of a Partnership Engagement Strategy to improve Albyn's reputation across the sector. Also by being thought leaders through our innovative and sector leading FIT homes sensor technology.

Albyn Housing Society Customer Engagement

Our Customer Involvement Strategy works hand in hand with our Customer Experience Strategy. Both cover different opportunities and pathways for you to work with us and influence what we do. These opportunities and pathways are being constantly updated and reviewed with the introduction of new systems and technology, enabling more and better ways to input to and influence our service. Together they cover all Customer Engagement activities within Albyn Housing Society.



What is a Customer Involvement Strategy?

We want you, our tenants and customers, to be able to choose to speak and work with us in a way that suits you. We want you to have opportunities to influence our decision making processes and have real influence over how we carry out and deliver services to you. We offer different ways of engaging with us, that enable you to do as much, or as little, as you chose. We also want to minimise any barriers that stop you working with us whether they be physical, knowledge based or financial. This means providing the right support at the right time, whether that be financial for travel and subsistence, IT equipment and connectivity for on-line access or extra support for people to ensure equality such as large print and language services. To find out more of what we can offer, and further details, click on our "How We Support You To Get Involved" tab.

Albyn has the ability to develop our own way of communicating with you, from surveys and feedback, to tenants groups and on-line sessions, collectively and with our staff. We have been working with tenants to develop an inclusive and accessible way of providing this for all. This can be accessed through the "How You Can Get Involved" tab.

Registered Social Landlords (Housing Associations and Housing Societies) in Scotland are regulated by the Scottish Housing Regulator and also have to adhere and comply with a significant number of legislation, regulatory standards and compliance. You can access these through the Statutory Requirements and Regulations icons below. You will also find out how to make a complaint if you feel we have not listened to you or we are not meeting the standards you expect.

Finding the Information you are looking for

We have set out a map below that is colour coded so you know in which area the information you need sits, and how many clicks you need to access it. Once you click through to the information you want, there is an option for you to have this sent to you by post or email, just by filling in your details at the end of the document and pressing send.

You can also contact us by phone, in person or through social media and request any of the details set out in the pages below.

Our Annual Tenants Charter Report

We issue an annual Tenants Charter Report created by our Customer Involvement Group that looks at how we are performing and sets out how you can be involved in this process. All these can be accessed by clicking on the tabs below.

Our Annual Action Plan

Every year, we ask tenants within our Customer Involvement Strategy Monitoring Group (CISMG) to set out their main priorities for action for the following 12 months. We then monitor this throughout they year to make sure it is delivered. You can see what was achieved previously and what the new priorities are in the Annual Action Plan tab.

Get In Touch With Us

We understand that not everyone either wants to, or can, use the internet. We will always be there on the end of the phone, or at one of our offices for any of you that want to speak and/or see us face to face.

Our Communities Assistant, Anne MacKay, can be contacted on 07894568185

Our staff teams can be contacted on 0300 323 0990

Visit our Facebook page at: www.facebook.com/albynhousing

Our offices addresses are:-

98-104 High Street

Invergordon

IV18 0DL

68 MacLennan Crescent

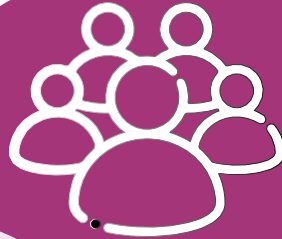
Inverness

IV3 8DN

How we support tenants

These are the 4 over-arching areas that Customer Involvement is concerned with. The related topics can be found overleaf.

Groups, consultations
and complaints



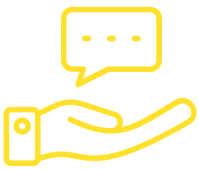
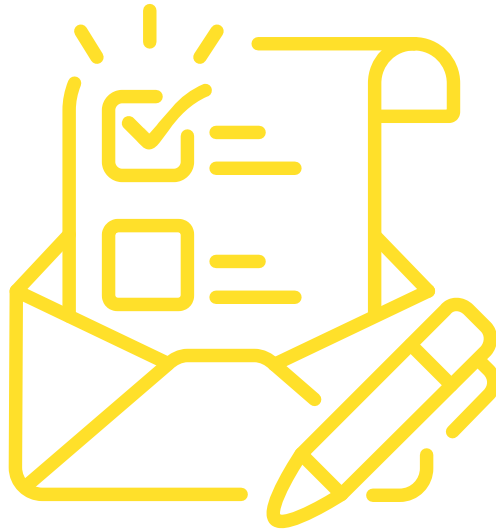
Rules and
Regulations



How you can
get involved

How we can
support you to
get involved

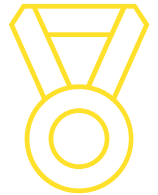
How you can get involved



How to set up a registered tenants group



Constitutions and support documents



How to become a member of Albyn



How to join a tenant group



How to join the board of Albyn



How we can support you to be involved



Support from staff



Newsletters and communication



Financial support



Training



Events and conferences



Digital inclusion



Tenant satisfaction survey



Tenant portal



Information and advice



Equality and diversity



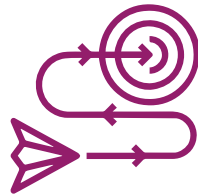
Groups, Consultations and complaints



Area based tenant groups



Tenant Editorial Group



CISM Group



Performance Monitoring Group



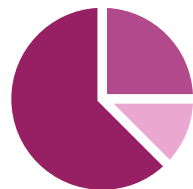
Tenant Charter Group



Service area delivery groups



Live consultations



Feedback from consultations



Complaints and feedback



Tenant Events and pop-up surgeries



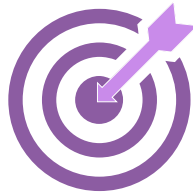
Rules and Regulations



Housing (Scotland) Act 2001



Housing (Scotland) Act 2010



Annual Return on the Charter (ARC)



Annual Assurance Statement



Community Empowerment (Scotland) Act 2015



Scottish Housing Regulatory Framework



Scottish Social Housing Charter 2022



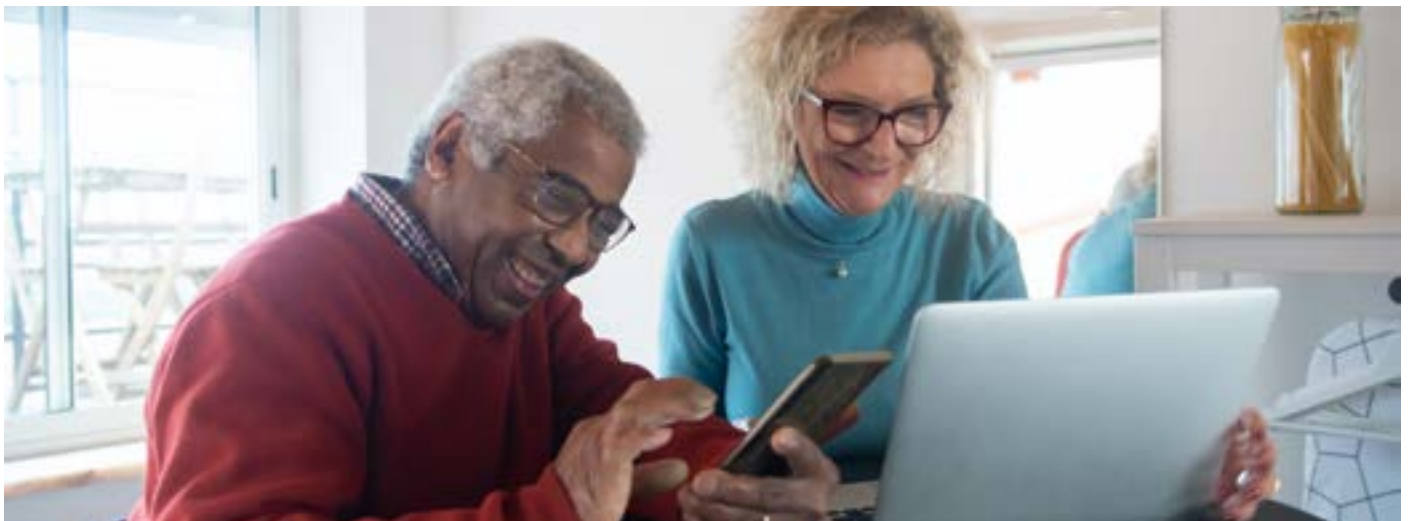
Tenant Consultations



The Albyn Housing Board



Annual Tenant Charter Report



Review and Development of the Customer Involvement Strategy

This strategy has been reviewed and developed over several years, and with all of our tenants.

Step 1 - Call for tenants to join the CI Strategy focus group through our Tenant Newsletter

Step 2 - 6 meetings held with the Tenant representatives on the Customer Involvement Strategy Monitoring Group (CISMG). This included:

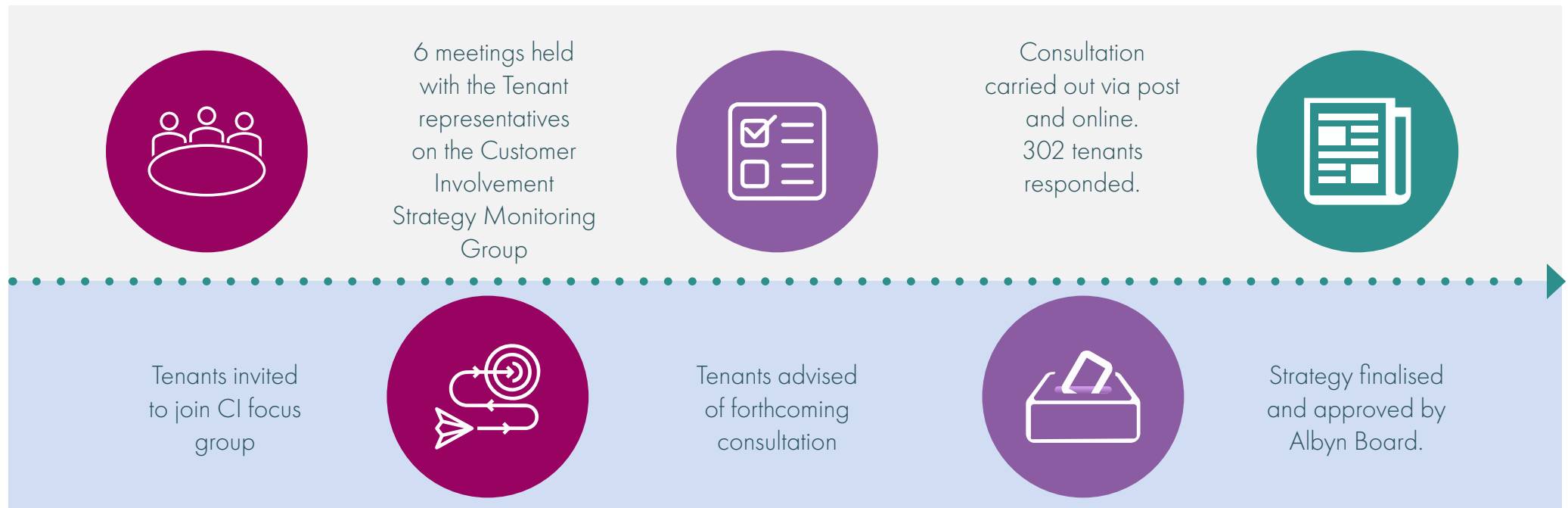
- Desktop audit of Section 5-10 of the existing strategy to identify what works and what changes could improve the parts of the strategy that affect tenants, such as methods of participation.
- In-depth discussion around the summary from step 1 timescales for consultation, and support to be involved.
- Desktop audit of existing financial support.
- Review of the Design of other housing associations tenant participation strategy.
- Review of the Action Plan associated with another housing associations tenant participation strategy.
- Discussion and agreement on the contents of the Action Plan for the new strategy.
- Discussion and agreement on the Consultation paper to go to all tenants.





Tenants: Ian Fosbrooke
Scott MacLeod
Mike Grist
Liam Salkin
Sinead McFarlane
Jackie Bugden





Step 3 - Advised tenants of forthcoming consultation on proposed changes following the review with the focus group – Tenant Newsletter

Step 4 - Consultation with all tenants

Carried out by post and online depending on tenants' preferences
302 tenants responded, and of those 96% agreed with the proposed changes.



What Is It?	What We Do Now	Change	Why Change?
 <p>Customer Satisfaction Survey</p>	<p>Survey all tenants once every 3 years and include a wide variety of topics.</p>	<p>Survey all tenants every year.</p> <p>Add smaller surveys throughout the year on specific subjects, e.g., anti-social behaviour.</p>	<p>3 years is too long – if something is not working in year one, we want to be able to make sure we have it fixed now, not wait for 3 years to find out if you are happy.</p>
 <p>Tenant Consultation Timescales</p>	<p>All tenant consultation – 8 weeks to respond.</p> <p>Local consultations – 4 weeks to respond.</p>	<p>All tenant and local consultations – 4 weeks to respond.</p>	<p>8 weeks is too long – experience shows that the majority of responses are received in the first 2 weeks.</p>
 <p>Digital Inclusion</p> <p>(How you connect with us using new technology)</p>	<p>We do not have a digital inclusion policy for our tenants. We did offer some support for tenants who wanted to be involved but could not physically meet face to face but there was no set policy.</p>	<p>Develop a Digital Inclusion Policy for tenants that includes the following for tenants who want to work with us on specific projects:</p> <ul style="list-style-type: none"> • Access to a computer including software • Digital connections • Training • Health and Safety Guidance • Data Security Training <p>We also want all our tenants to have training if they need it to be able to use our new online service which is currently being developed.</p> <p><i>Please note that other traditional forms of working with us, e.g., by paper survey or face to face, will still be available going forward when the COVID-19 restrictions allow.</i></p>	<p>Like everyone else, we were slowly building up online services and COVID-19 has made that change happen more quickly. We must ensure that you are able to interact with us as easily as possible, dependent on any COVID-19 restrictions, but also that you still have a choice on how to do that.</p>
 <p>Helping Us Improve Service Delivery Through Scrutiny Panels</p>	<p>We use online or paper surveys to ask you about service delivery improvement.</p>	<p>We will set up groups consisting of tenants and staff and look at how we can improve the service you get.</p> <p>We will ensure tenants and staff are trained to get the most out of the process.</p>	<p>Surveys do not tell the whole picture. Having more detailed discussions brings out problems and solutions that would otherwise be missed.</p>

What Is It?	What We Do Now	Change	Why Change?
 Delivery Plan	<p>There is currently not a delivery plan that all tenants can see.</p>	<p>Develop a delivery plan with interested tenants and make it accessible.</p>	<p>It is the detail that enables you to see exactly what is happening and how this strategy can make a difference. An accessible plan will make sure all tenants know what is happening.</p>
 What the Strategy Looks Like	<p>The current strategy is over 15 pages long. There are no pictures and a lot of reading.</p>	<p>The new strategy will be less than half that size with diagrams and pictures replacing words where appropriate. The main areas of interest will be up front and central. Links to further details will be added so that those who are interested in the details or specific issues can still get the information they need.</p>	<p>The tenants we consulted advised there was too much writing, and we were unlikely to get people to read it because it was too big. This way, we can still provide the detail but in a more targeted way.</p>
 Tenant Handbook & Other Handy Tools	<p>We currently have a tenant's handbook that is accessible to everyone online. Paper copies can be requested.</p>	<p>We want to carry on with the Tenant Handbook but split it up so that small sections on specific issues, e.g., how to report a repair, can be easily accessed both in written and digital format. Tools like calendars with dates of tenant meetings, and smaller targeted information devices like fridge magnets can also be used to make contacting us and working with us easier.</p>	<p>Not everyone can find their tenant handbook in an emergency and not everyone is online. Quick, easy access to emergency information and highlighting tenant involvement will maximise the chances of tenants working with us.</p>
 Contact Details	<p>We currently do not have specific contact details for housing staff.</p>	<p>Enable each tenant to know who their housing officer is and key staff in each area and how to contact them.</p>	<p>We want our tenants to have good relations with Albyn and getting to know each other and working more closely is one way of doing this.</p>

