

GLASGOW WEST HOUSING ASSOCIATION LIMITED ENGAGEMENT PLAN FOR 2022/23

GWHA Management Committee and Staff are fully committed to the participation of residents in our services and activities. This document, which forms part of our Service Engagement Strategy, outlines plans for 2022/23. Tenants are invited to consider the proposed projects, make suggestions for new or additional projects, in advance of MC confirming the detail of the plan for the forthcoming year. A full copy of our Service Engagement Strategy is available online and from the offices.

PERFORMANCE AGAINST 2021/22 PLAN

GWHA continue to adapt its engagement methods and activities to work in accordance with Government restrictions. Virtual meetings and events have been conducted successfully, publications have been circulated electronically to those with known email addresses (hard copies available on request) and posted to the remainder (approx. 300). Additionally, bespoke information has been published to assist and support tenants in light of the covid challenges, prioritising the publication of quality information via our website, in addition to our increased social media presence.

Consumer Panels

- ✓ Welfare Right Service – conducted remotely via paper and online surveys over 3 week period in July 2021, with responses from 49 participants.
Feedback incorporated to the updated Comments and Complaints policy (MC 26/01/2021).
- Save with Rent Scheme – scheduled November 2021
- Tenancy Sign up Packs – Scheduled March 2022

Annual Tenants Conference

- ✓ 21st ATC (first virtual Conference) took place on 21/01/21
- ✓ Consultation on bulk uplift, service charges administration and decoration allowances/packs in addition to regular rent and service charge consultation
- ✓ 14% of tenants responded to the rent consultation

Annual Report

- ✓ Published online in June 2021. Hard copies available on request.

Annual Report on the Charter *(Landlord's Report)*

- ✓ Published September 2021, alongside the Autumn edition of the newsletter (hard copy and email). Also available on website.

Newsletters

- ✓ Spring, Summer and Autumn editions were distributed electronically, with hard copies sent via post to tenants for whom no email address is held.
- ✓ Winter edition scheduled for December 2021.
- ✓ Continued producing four 'Information Sheet and Directory' publications through 2021/22 providing advice and support on key service areas. Available through the website and promoted through social media platforms. Topics are:
 - Help in your Community
 - Welfare Benefits and Assistance
 - Domestic Abuse
 - Your Health & Wellbeing

These continue to be reviewed fortnightly to ensure information is accurate and up to date.

Service Engagement Plan 2022/23

Social Media

- ✓ Social Media has continued to be a useful means for communicating key messages, especially during the office closure. Tenants have been able to privately message with specific queries and key service updates have been promoted on both Facebook and Twitter, alongside the website.
- ✓ Since December 2019, GWHA have amassed 296 followers on Facebook¹ and 240 on Twitter²; surpassing the strategy targets: measures for encouraging more tenant followers to be explored as part of Social Media Strategy review
- ✓ Where scheduled posts were cancelled due to Covid-19; these have been replaced with timely ad-hoc posts publicising the local and national updates.
- ✓ Consultation held in March 2021 about Social Media channels. Low engagement, 8 respondents with feedback helping to shape some of the reactive posts about community groups.

INFORMATION PROVISION/ CONSULTATION 2022/23

Method	Performance Indicator	Date
Annual Tenants Conference	Annually	January 2022 (Appendix 1)
Newsletters	Quarterly	Spring: April 2022 Summer: July 2022 Autumn: September 2022 Winter: December 2022
Annual Report	Annually	July 2022 (available on request)
Annual Report on the Charter (Landlord Report)	Annually	September 2022
Independent Continuous Monitoring	Quarterly	2022/23
Local Staff Surgeries	Monthly	Currently suspended Resumption to be publicised via Newsletter/ Social Media

CONSULTATION 2022/23

In addition to the Annual Tenants Conference and the ongoing and regular activities and services undertaken, the proposed Plans for 2022/23 include the following. If there are other areas that you think we should be considering, please let us know:

WHAT	WHY	HOW	WHEN
Consumer Panel/ Consultations	<ul style="list-style-type: none"> • To help GWHA understand tenant's priorities and when/how they want to engage. • To participate in service reviews • To consider actions in response to surveys and complaints • To help evaluate the services tenants receive: repairs/close cleaning/garden maintenance 	Panel consultation on 3 subjects throughout 2022/23 ³ , conducted via meetings at the Association's offices or remotely (dependant on current restrictions). Provisional topics so far: <ul style="list-style-type: none"> • Bookworms Scheme • Repairs Service (once CB contract has started) • Future Services Survey Action Plan 	July/Nov/Mar

¹ Predominantly tenants or people within the community

² Followers are split between organisations/ people in housing/ community reps and tenants.

³ Subjects to be confirmed EOY Services performance report

Service Engagement Plan 2022/23

Social Media	<ul style="list-style-type: none">• To engage with tenants online.• To update tenants with latest services and useful information.	Accounts are active and will be utilised to: <ul style="list-style-type: none">• promote ongoing consultations and services• provide an option to participate in consultations through online survey• get feedback on services• provide a direct link for tenants to get in touch	Throughout the year
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