

GLASGOW WEST HOUSING ASSOCIATION LIMITED ENGAGEMENT PLAN FOR 2023/24

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 2023/24. 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 2022/23 PLAN

GWHA continued to adapt its engagement methods and activities and worked in accordance with Government restrictions. Virtual meetings and events were conducted successfully, publications were circulated electronically to those with known email addresses (hard copies available on request) and posted to the remainder (approx. 440). Additionally, bespoke information was 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

- ✓ All were conducted remotely online and using telephone surveys.
- ✓ Glasgow City Council Antisocial Behaviour Investigation Service – conducted remotely online and telephone surveys over 3 week period in August - September 2022, with responses from 7 participants.
- ✓ Garden Grant – completed November 2022, with responses from 5 participants
- ✓ Welfare Rights Surgery Locations – completed March 2023 with responses from 25 participants (Subject change from Repairs Service)

Annual Tenants Conference

- ✓ 23rd ATC (first full hybrid Conference) took place on 19/01/2023
- ✓ 17.5% of tenants responded to the rent consultation

Annual Report

- ✓ Published online in June 2022. Hard copies made available on request.

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

- ✓ Published September 2022, issued with Autumn edition of the newsletter (hard copy and email). Also available on website.

Newsletters

- ✓ Spring, Summer, Autumn and Winter editions were distributed electronically, with hard copies sent via post to tenants for whom no email address is held.

Social Media

- ✓ Social Media has continued to be a useful means for communicating key messages. 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 374 followers on Facebook¹ and 319 on Twitter²; surpassing the strategy targets. Ongoing focus for 2023 on promoting GW tenant/resident social media followers

¹ Predominantly tenants or people within the community

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

INFORMATION PROVISION/ CONSULTATION 2023/24

Method	Performance Indicator	Date
Annual Tenants Conference	Annually	January 2024
Newsletters	Quarterly	Spring: April 2023 Summer: July 2023 Autumn: September 2023 Winter: December 2023
Annual Report	Annually	July 2023 (available on request)
Annual Report on the Charter (Landlord Report)	Annually	September 2023
Independent Continuous Monitoring	Quarterly	2023/24
Local Staff Surgeries	Monthly	Currently suspended Resumption to be publicised via Newsletter/ Social Media

CONSULTATION 2023/24

In addition to the Annual Tenants Conference and the ongoing and regular activities and services undertaken, the proposed Plans for 2023/24 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 2023/24 ³ , conducted via meetings at the Association's offices or remotely (dependant on current restrictions). Provisional topics: <ul style="list-style-type: none"> Environmental Services contract Future Services Survey Action Plan Sign up and SIV⁴ process, including starter pack feedback Landlord Report format (audit recommendation) 	Jul/ Nov/ Mar
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

³ Subjects to be confirmed EOY Services performance report.

⁴ Settling-in visits