

Report

Report to:	Housing and Technical Resources Committee
Date of Meeting:	29 September 2021
Report by:	Executive Director (Housing and Technical Resources)

Subject:	Housing Services Customer Involvement Strategy 2018-2022 Annual Review 2020/2021
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1. Purpose of Report

1.1 The purpose of the report is to:-

- ◆ advise the Committee on the completion of the third annual review of the Customer Involvement Strategy 2018-2022.

2. Recommendation(s)

2.1 The Committee is asked to approve the following recommendation(s):-

- (1) that the Customer Involvement Strategy 2018-2022 Annual Review 2020/2021 as detailed within Appendix 1, be noted

3. Background

3.1 South Lanarkshire Council's Customer Involvement Strategy 2018-2022 was approved by the Housing and Technical Resources Committee in May 2018.

3.2 This is the fourth Customer Involvement Strategy developed in partnership with the Tenant Participation Co-ordination Group (TPCG). The strategy outlines how Housing Services will continue to engage with and involve customers in developing and shaping housing services. The strategy was produced in accordance with the requirements of the Housing (Scotland) Act 2001 and reflects the principles of both the Community Empowerment (Scotland) Act 2015 and the National Standards for Community Engagement.

3.3 The strategy is structured around four distinct strategic outcomes:-

- Customers are informed and knowledgeable
- More customers are involved
- Customers help to drive continuous service improvement
- Customers help to shape change and make a difference

3.4 A total of 23 objectives and associated actions are contained within the strategy. These outline how Housing Services and its partners will aim to achieve each of the four outcomes.

4. Annual Review 2020/2021

4.1 This is the third annual review of the Customer Involvement Strategy and provides an update on progress made between 1 April 2020 and 31 March 2021. The review was carried out by officers from Housing and Technical Resources, in partnership with customer representatives from the TPCG, supported by the South Lanarkshire Tenant Development Support Project (SLTDSP).

4.2 In summary, the review highlights that good progress has been made in relation to 17 of the 23 objectives contained across the four strategic outcomes. This includes progress in relation to the following areas:-

- customers participated in testing of the new Housing Services Virtual Contact Centre using a mystery shopping style approach. This involved customers making calls to the new service, working through the automated options and providing feedback.
- increased levels of engagement with Gypsy/Traveller residents at the Shawlands Crescent site with regular online meetings established between residents and council officers, with strong attendance recorded to date.
- following a successful bid to the Connecting Scotland initiative, an ongoing commitment was given to provide six months intensive digital training and support to 68 customers/households who received tablets and free internet access. This included 8 customer representatives from the TPCG, 4 tenant and residents' groups, 40 Sheltered Housing tenants and 16 Housing First customers. The provision of this equipment and internet access has facilitated ongoing customer engagement and involvement in services from these customer groups.
- the Budget Scrutiny Group led a significant programme of engagement in the 2021/2022 rent setting process through use of virtual platforms and an online survey. Although it was not possible to host physical public events to promote the survey, 1,385 surveys were completed, a higher response than the previous year.
- a tenant-led virtual Conversation Café was delivered to close consultation on rent setting which offered participants the opportunity to interact and engage through focused digital workshops.
- for the 13th consecutive year, an annual programme of involvement was agreed with customers.

4.3 In total, there were six objectives categorised as 'to be reported later', where progress was unable to be made during the year. The actions associated with four of the objectives were unable to be progressed due to the impact of Covid-19 restrictions, which prevented personal contact, the main way of engaging with specific customer groups who had limited or no means to engage virtually. In terms of the other two objectives that are 'to be reported later', work in relation to these was put on hold to allow for customer involvement to focus on other areas, in particular the Resource's response to the Covid-19 pandemic. Actions in relation to these objectives will be progressed in the year ahead and reported as part of the final annual review of the Customer Involvement Strategy.

4.4 In addition to monitoring progress against the strategic outcomes of the strategy, the review also provided an opportunity to re-examine the strategy in general to ensure that outcomes, objectives and actions remain appropriate and relevant. In carrying out the review, it was identified that there was no requirement for any amendments to be made to the strategy.

4.5 The full review document and associated Action Plan can be found in Appendix 1.

5. Impact of Covid-19 Restrictions

- 5.1 The review also sought to understand the impact the Covid-19 pandemic and its associated restrictions had on services and the ability to engage with customers.
- 5.2 The challenges presented to maintain effective engagement and in particular restrictions on the ability to meet face to face has resulted in a significant expansion of the use of on-line engagement platforms. This transition has had a number of positive outcomes, including:-
- efficiencies in seeking customer approval for council documents or publications
 - reduced travel time for customer representatives to attend meetings or events
 - improved ability of customers to participate in a way which takes account of their own circumstances
- 5.3. The impact of the Covid-19 pandemic on customer engagement will continue to be monitored during 2021/2022 with adjustments made to the format of engagement in line with the relevant restrictions.

6. Priorities and Considerations for 2021/2022

- 6.1 As part of the review, customer representatives within the Tenant Participation Co-ordination Group highlighted the priorities they wish to see progressed by Housing Services in 2021/2022, this includes:-
- considering ways to promote customer feedback using 'real time surveys'
 - recruiting additional customers for future scrutiny activities through the Customer Scrutiny Framework and undertaking and reporting on two scrutiny activities each year
 - developing and improving engagement opportunities for young people
 - continuing to develop engagement opportunities to ensure effective engagement and involvement with Gypsy/Travellers and homelessness customers
 - establishing a programme of estate walkabouts to allow direct engagement between customers, officers and elected members
 - exploring how existing customer engagement structures could be integrated into new locality planning proposals, initially within the Rutherglen/Cambuslang and Clydesdale areas.
- 6.2 Officers will continue to work with customer representatives and other services and partners to progress these priorities through the remaining term of the strategy.
- 6.3 In addition to 2021/2022 being the final year of the current Customer Involvement Strategy, consideration will also be being given by both officers and customer representatives on how the current processes and methods of engagement can be improved and adapted to meet the continually evolving requirements of housing, homelessness and services for Gypsy/Travellers.
- 6.4 This includes consideration of the role and structure of the next Customer Involvement Strategy, the way the Service manages and delivers independent advice requirements and how the new Integrated Housing and Property Management System will improve access to services for customers.

7. Next Steps

- 7.1 The outcomes from the Customer Involvement Strategy Annual Review 2020/2021 will be shared with relevant stakeholders.

- 7.2 The priority areas detailed at 6.1 will be progressed by the relevant services.
- 7.3 As detailed at 6.3 above, in the year ahead officers will work with customer representatives to consider how the wider approach to customer engagement can be developed and improved to meet future and changing needs.
- 8. Employee Implications**
- 8.1 There are no employee implications associated with this report.
- 9. Financial Implications**
- 9.1 There are no financial implications associated with this report.
- 10. Climate Change, Sustainability and Environmental Implications**
- 10.1. This report does not introduce a new policy, function or strategy which impacts on the natural environment, climate change or sustainability.
- 11. Other Implications**
- 11.1 There are no additional risks associated with this report.
- 11.2 The content of this report will contribute to the evidence to support the requirements of the Annual Assurance Statement.
- 12. Impact Assessments and Consultation Arrangements**
- 12.1 An equalities impact assessment was completed for the Housing Services Customer Involvement Strategy 2018-2022.

Daniel Lowe
Executive Director, (Housing and Technical Resources)

7 September 2021

Links to Council Values/ Objectives/Ambitions

- ◆ Focused on people and their needs
- ◆ Working with and respecting others
- ◆ Accountable, effective, efficient and transparent
- ◆ Work with communities and partners to promote high quality thriving and sustainable communities
- ◆ Improve the availability, quality and access of housing
- ◆ Support our communities by tackling disadvantage and deprivation and supporting aspiration

List of Background Papers

- ◆ South Lanarkshire Council, Housing Services Customer Involvement Strategy 2018-22

Contact for Further Information

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Housing Services Customer Involvement Strategy 2018-2022

Annual Review 2020/21

If you need this information in another language or format, please contact us to discuss how we can best meet your needs. Phone: 0303 123 1015 or email equalities@southlanarkshire.gov.uk

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Action Plan 2020/21 Update

1. Introduction

- 1.1 South Lanarkshire Council's Customer Involvement Strategy 2018-22 was approved by Housing and Technical Resources Committee in May 2018.
- 1.2 This is the third annual review of the strategy and aims to summarise the progress that has been made between 1 April 2020 and 31 March 2021, whilst also outlining challenges or changes that have occurred during this period. The review was carried out in conjunction with customer representatives from the Tenant Participation Co-ordination Group (TPCG) and supported by the South Lanarkshire Tenant Development Support Project (SLTDSP).
- 1.3 The strategy is focused upon four strategic outcomes:
 - Customers are informed and knowledgeable
 - More customers are involved
 - Customers help to drive continuous service improvement
 - Customers help to shape change and make a difference

The four strategic outcomes contain a total of 23 objectives that outline how Housing Services, and its partners, will aim to achieve each of these. The full list of objectives, and the subsequent actions are listed along with the progress made towards each within the year, in Appendix 1.

2. Impact of Covid-19 restrictions

- 2.1 The Covid-19 pandemic significantly impacted upon the way Housing Services has been able to engage with customers. The restrictions stemming from the pandemic have resulted in the suspension of face-to-face meetings and public events and has limited the opportunity for proactive engagement with customers across South Lanarkshire.
- 2.2 With the aim of ensuring customers were not left feeling isolated at the onset of the pandemic, Housing Services arranged for the following communications to be directly issued to different customer groups:-
 - a special edition of Housing News was issued to all council tenants detailing the temporary changes to key housing services and providing contact details for those who could support and help households. The content of the newsletter was approved by members of the TPCG.
 - a specific newsletter was issued to all sheltered housing tenants advising of temporary changes to their services and providing details of those who could provide support and assistance. This was supported by a range of posters installed across complex's advising of guidance relating to Covid-19.
 - a newsletter for residents of the council's Gypsy/Traveller sites was issued detailing temporary changes to services provided to the sites and community support available.

- 2.3 In relation to the core customer engagement activities, all scheduled meetings with customer representatives from the TPCG and its sub-groups were initially suspended once restrictions relating to the pandemic had been imposed. Officers from the council worked closely with the South Lanarkshire Tenant Development Support Project (SLTDSP) to identify and understand alternative opportunities for engagement, including how online meetings could be facilitated.
- 2.4 In June 2020, the SLTDSP successfully applied to the Connecting Scotland initiative for a number of devices that would allow members of the TPCG to continue to engage with the council online. The devices were distributed by the Project Officer who also provided training and ongoing support to build customers skills, knowledge and confidence in using the equipment. This has provided a fundamental basis for ensuring effective and continuing engagement and close partnership working with the TPCG throughout the pandemic.

3. Summary of progress during 2021/22

- 3.1 Despite the challenges presented to services throughout 2020/21, the annual review process identified that 73%, 17 of the 23 objectives contained within the strategy have been progressed.
- 3.2 During 2020/21 progress has been made in the following areas:-
- customers participated in testing of the new Housing Services Virtual Contact Centre using a mystery shopping style approach. This involved customers making calls to the new service, working through the automated options and providing feedback.
 - increased levels of engagement with Gypsy/Traveller residents with regular online meetings established between residents and council officers, with strong attendance recorded to date. A key focus for engagement has been site investment with the Gypsy/Traveller site masterplan developed collaboratively with residents.
 - following a successful bid to the Connecting Scotland initiative, an ongoing commitment was given to provide six months intensive digital training and support to 68 customers/households, who received devices and free internet access. This included 8 customer representatives from the TPCG, 4 tenants' groups, 40 sheltered housing tenants and 16 Housing First customers. The provision of this equipment and internet access facilitated ongoing engagement and involvement in services.
 - supporting homeless households through virtual platforms and ensuring that the appropriate supports were in place. Through the digital inclusion project, 'Bringing IT Home' 55 homeless families with children were provided with devices and unlimited internet access for two years.
 - the Budget Scrutiny Group led a significant programme of engagement in the 2021/22 rent setting process through use of virtual platforms and an online survey. Although it was not possible to host physical public events to promote the survey, 1,385 surveys were completed, higher than the number of responses received during the previous year.

- a virtual tenant-led Conversation Café was delivered to close consultation on rent setting which offered participants the opportunity to interact and engage through focused digital workshops
- approximately £129,000 of financial support was provided to support customer involvement with Housing Services across South Lanarkshire

3.3 As noted in the action plan, there were six objectives categorised as ‘to be reported later’, where progress was unable to be made during the year. The actions associated with four of the objectives were unable to be progressed due to the impact of Covid-19 restrictions, which prevented personal contact, the main way of engaging with specific customer groups, who had limited means to engage virtually.

3.4 In terms of the other two objectives that are ‘to be reported later’, work in relation to these was put on hold to allow for customer involvement to focus on other areas, in particular the Resource’s response to the Covid-19 pandemic. Actions in relation to the six objectives will be progressed in the year ahead and reported as part of the final annual review of the Customer Involvement Strategy.

4. Amendments and additions

4.1 The review process provides an opportunity to re-examine the strategy in general to ensure that outcomes, objectives and actions remain appropriate and relevant. In carrying out the review it has been identified that there are no significant amendments or additions required for the final year of the strategy, with existing objectives and actions remaining appropriate.

4.2 There are a number of wider contextual changes that have occurred over the past year that will be considered and monitored by the Service and its partners, including:

- as a result of restrictions relating to the Covid-19 pandemic, the requirement for local authorities to meet their participatory budgeting targets was suspended during 2020/21. This is now back in place for 2021/22 and the council will aim to dedicate 1% of its overall budget for the year to a participatory budgeting model. Housing and Technical Resources will actively contribute to this with a range of budgeting areas already being transferred to this new approach including elements of the Housing Investment Programme and Estate Improvement Budget.
- in early 2021, the Scottish Government published ‘Housing to 2040’ which outlines a long-term vision for the housing sector in Scotland. Within the publication is a range of actions that seek to improve engagement and decision-making abilities of tenants and residents in services provided to them.

5. Resourcing customer involvement

5.1 The strategy recognises that effective customer involvement requires adequate funding and support. In 2020/21 a range of financial and non-financial resources were provided to customers and services to improve opportunities for engagement.

Financial support included:

- Annual grant to tenants and resident groups

- Access to independent advice and support from the SLTDSP
- Financial assistance to attend virtual national conferences/seminars

Non-financial support provided to tenants and resident groups included:

- Assistance with organising virtual events and meetings
- General administration support
- Assistance to apply for funding
- Production of leaflets and posters

- 5.2 In 2020/21 the financial resources directed to support customer involvement with Housing Services was £129,405.73. In comparison with 2019/20 when spend was £198,838.38, this represents a reduction of £69,432.65 (35%). This can be attributed to the impact of the Covid-19 pandemic and associated restrictions, limiting the ability for public facing events and activities to take place, which would usually incur a cost to organise and run.

6. Priority areas for 2021/22

- 6.1 Over the next year the priority areas which will be progressed by Housing Services, working together with customers, are outlined in the table below.

Strategic Outcome	Objectives/actions
1. Customers are informed and knowledgeable	<ul style="list-style-type: none"> • Consider ways to promote customer feedback using 'real time' surveys and by developing more self-serve options for customers • Co-produce annual calendar highlighting customer involvement activities and events
2. More customers are involved	<ul style="list-style-type: none"> • Develop local area participation plans reflecting local needs and priorities • Monitor and review plans annually and identify actions to be progressed • Continue to work with Gypsy/Traveller customers at the council's two Gypsy/Traveller sites to ensure effective input to shape service provision and site investment • Develop a programme of scrutiny activities • Recruit customers for future scrutiny activities through the Customer Scrutiny Framework • Arrange a workshop with the Youth Council to identify how they wish to be involved • Establish a Young Persons Housing Forum • Explore and identify where existing groups and activities exist that are engaging with young people • Arrange and deliver a programme of local estate walkabouts • Develop an action plan to ensure issues are addressed and customers updated on progress

Strategic Outcome	Objectives/actions
3. Customers help to drive continuous service improvement	<ul style="list-style-type: none"> • Undertake and report on scheduled scrutiny activities during the year
4. Customers help to shape change and make a difference	<ul style="list-style-type: none"> • Develop an approach to publish and report on the outcomes of estate walkabouts

7. Reporting

7.1 In line with the agreed monitoring and reporting schedule of the Housing Services Customer Involvement Strategy 2018-22, the contents of this review will be reported to:

- South Lanarkshire Tenant Participation Co-ordination Group
- Housing and Technical Resources Committee
- Housing and Technical Resources, Resource Management Team
- Housing Services Management Team

Appendix 1: Action Plan 2020/21 Update

To monitor progress against the four outcomes within the strategy, a traffic light scoring system is used. This scoring system accords with wider reporting arrangements across the council.

Traffic light scoring

Colour	Progress
Blue	Complete
Green	Achieved/on target
Amber	Partially achieved/minor slippage
Red	Not achieved
Grey	To be Reported Later

The Action Plan below provides a summary of the position in relation to the progress made towards the achievement of the strategic outcomes during 2020/21.

Strategic Outcome 1: Customers are informed and knowledgeable				
	Objective	Action	Timescale	Progress update as of 31 March 2021
1.1	Work with the Customer Publicity Group (CPG) to assess and approve communication intended for distribution to tenants and other customers	Establish new ways of communicating with and involving customers through use of text, email and social media	2019/2020 onwards	Promotion of the rent setting consultation and the online survey through the council's website. In addition, the use of text messaging and emails to customers who have 'opted in' to receiving information in this way has also been continued/expanded in the year. Further work will be progressed on this in 2021/22.
		CPG to meet as required to assess publications	2019/2020 onwards	Charter performance published in the edition of Housing News approved July 2020 and published in the autumn edition. Further review of how charter performance is published will continue throughout 2021/22.

Strategic Outcome 1: Customers are informed and knowledgeable

	Objective	Action	Timescale	Progress update as of 31 March 2021
1.2	Ensure 'Housing news' and 'Sheltered Housing News' articles continue to be relevant and of interest to customers with a particular focus on performance and service improvement plans	Agree arrangements to ensure customer involvement in each edition of 'Housing news' and 'Sheltered Housing News'	2019-2020 onwards	Arrangements agreed with CPG for customer involvement in Housing News. CPG developed and reviewed articles for Autumn 2020 edition of Housing news.
		Use 'Housing news' and 'Sheltered Housing News' to feedback on customer consultation/participation and how this will be used to shape service delivery		<p>At the onset of the pandemic a special edition of Housing News was produced and delivered to all tenants in June 2020. This detailed the impact and changes the pandemic had caused to services, as well as how tenants could access services and support available to them at that time.</p> <p>A second edition of Housing News was produced in Autumn 2020. This updated on the impact of Covid-19 and the Housing and Technical Resources response. It also highlighted the consultation on setting council house rents for 2021/22 and how tenants could give their views.</p> <p>Communications with sheltered housing tenants took place through letters to all tenants and posters on display within complexes, providing public health and complex information.</p>
		Produce a landlord performance report in consultation with tenants and in line with Scottish Social Housing Charter (SSHC) guidelines		<p>The Scottish Housing Charter 2019/20 supplement was developed and agreed with the CPG and distributed as part of autumn 2020 edition of Housing News.</p> <p>The TPCG also reviewed the Charter information prior to this being submitted to the Scottish Housing Regulator in May 2020.</p>
1.3	Continue to report on landlord performance and provide comparisons in relation to other social landlords	Provide comparison of performance in relation to other social landlords through Housing News and council website	Annually (by 31 October)	Landlord's report included in Autumn 2020 edition of Housing News and also published on the council's website.
		CPG to review and make recommendations for improvement to content and information	2020-2021 onwards	CPG continue to review the customer involvement pages on the council's website to ensure they raise awareness of the opportunities to become involved.

Strategic Outcome 1: Customers are informed and knowledgeable				
	Objective	Action	Timescale	Progress update as of 31 March 2021
1.4	Further develop the council website to reflect best practice in customer engagement and to raise awareness of opportunities to become involved	Consider ways to promote customer feedback using 'real time' surveys and by developing more self-serve options for customers	2019-2020 onwards	To be progressed in 2021/22, in line with the development and implementation of the new integrated Housing and Property Management system.
		Undertake online consultation where appropriate	2019-2020 onwards	Online consultation sought the views of tenants on the level of rent increase for 2021/22. Further development of this, including how surveys with tenants and other customers are conducted, will be progressed in line with the development of the new integrated Housing and Property Services IT system.
		Establish new ways of communicating with and involving customers through use of text, email and social media	2019-2020 onwards	Consultation activities and events are promoted on South Lanarkshire Council's social media channels and through email and text. Further development of this will take place within 2021/22.
1.5	Develop the use of social media to encourage greater knowledge and understanding of housing services and performance and to encourage more customer feedback	Publicise and encourage attendance at events to raise awareness and promote networking opportunities	2019-2020 onwards	<p>Publicity by SLTDSP through Housing News promoting the opportunities to encourage customers to become involved particularly on online platforms.</p> <p>Articles on the council's website and in 'Housing news' to highlight the opportunities for tenants to give their views on the rent proposals for 2021/22 and encouraging them to give their views.</p> <p>Increase in outreach through SLTDSP social media pages.</p> <p>Work to promote access to IT equipment to support continued engagement during the period of the pandemic. A successful application to Connecting Scotland resulted in the acquisition of 68 tablets: 8 were provided to TPCG members, 40 to sheltered housing tenants, 16 to Housing First clients and 4 were allocated to individuals pre-identified through ongoing community engagement e.g. local tenants/residents groups.</p>

Strategic Outcome 1: Customers are informed and knowledgeable				
	Objective	Action	Timescale	Progress update as of 31 March 2021
				In addition, through the digital inclusion project, 'Bringing IT Home' 55 homeless families with children were provided with devices and unlimited internet access for two years.
1.6	Promote customer awareness of opportunities for customer involvement	Publish Annual Participation and Communication programme on council website	2019-2020 onwards	<p>Ongoing promotion of customer involvement opportunities took place, for example rent setting, through the project's social media platforms: Facebook, twitter and the council website.</p> <p>Promotion of Tenant and Resident Associations and setting up groups to become engaged continued with new T&RA established in year</p>
1.7	Co-produce annual calendar highlighting customer involvement activities and events	Publish calendar with activities and events	2018-2019 onwards	While the formal calendar was not produced due to Covid-19 restrictions, a range of approaches were used during the year to highlight engagement opportunities for tenants and other customers. This included promotion within publications, on the council website and through social media.

Strategic Outcome 2: More customers are involved

	Objective	Action	Timescale	Progress update as of 31 March 2021
2.1	Develop and implement annual local area participation plans for each housing management area to improve engagement	Develop local area participation plans reflecting local needs and priorities	2019-2020 onwards	This work was not progressed due to Covid-19 restrictions relating to travel and personal contact. Consideration will however be given to the development of local area participation plans in 2021/22.
		Monitor and review plans annually and identify actions to be progressed	2019-2020 onwards	
2.2	Encourage involvement and feedback from less engaged groups of customers	Use customer profile information to identify less engaged customer groups	2019-2020 onwards	<p>Housing Services continues to encourage and improve engagement opportunities with those customers who are identified as less likely to engage.</p> <p>At the onset of the pandemic, services produced service specific newsletters for Sheltered Housing tenants and Gypsy/Travellers site residents. These provided essential information on changes to services and detailed how the council could support them during the challenges of the pandemic and who else could help.</p> <p>At the two Gypsy/Traveller sites, work has progressed on a collaborative basis with site residents to develop detailed site masterplans which detail the range of improvement works being taken forward at the sites</p> <p>Throughout the past year, work has also taken place within the SLTDSP to utilise opportunities to help local community groups stay connected. This includes securing devices and internet connections through the Connecting Scotland initiative as well as providing support and training on how to use them.</p>
		Identify opportunities to target specific engagement with these groups of customers	2019-2020 onwards	
		Review, update and promote interested individual database.	2019-2020 onwards	

Strategic Outcome 2: More customers are involved

	Objective	Action	Timescale	Progress update as of 31 March 2021
				<p>The Housing Disability Sub-Group meetings resumed virtually in September 2020.</p> <p>While the standard Sheltered Housing Newsletter was not issued during the year, a special newsletter was issued and routine communication with tenants has been maintained with a number of letters issued to tenants advising of service arrangements and developments as well as providing key public health messages. This has been supported by the use of posters within complexes to reinforce key service messages.</p>
2.3	Establish customer panels	Promote customer involvement, feedback and comments through a range of digital channels	2019-2020 onwards	<p>Ongoing promotion of customer involvement through the project's social media platforms.</p> <p>Establishment and ongoing support to the Factoring Focus Group.</p> <p>Successful delivery of a virtual tenant-led Conversation Café consultation closing event offering participants the opportunity to interact and engage through focused digital workshops.</p>
2.4	Undertake an awareness raising programme for customer scrutiny activities to encourage active participation in them	Develop a programme of scrutiny opportunities	2019-2020 onwards	While a formal scrutiny programme could not be progressed during the year due to Covid-19 restrictions, targeted scrutiny activity has taken place - see 3.1 below for details of scrutiny work which was progressed in 2020/21.
		Recruit customers for future scrutiny activities through Customer Scrutiny Framework	2019-2020 onwards	As part of the 2021/22 work plan, the SLTDSP will continue to promote opportunities for customers to become involved in customer scrutiny.

Strategic Outcome 2: More customers are involved

	Objective	Action	Timescale	Progress update as of 31 March 2021
2.5	Deliver and further develop engagement opportunities with Gypsy/Travellers	Annual focus group meeting with Gypsy/Travellers at Shawlands Crescent, Larkhall and Springbank Park, East Kilbride.	2019-2020 onwards	<p>Despite the challenges presented throughout 2020/21 by the Covid-19 pandemic, levels of engagement with Gypsy/Traveller residents have continued to increase. Regular online meetings now take place between residents of Shawlands Crescent and council officers, with strong attendance recorded to date.</p> <p>The meetings are used as an opportunity for officers to update residents on services and improvements taking place at the site, and for residents to highlight issues or discuss concerns they may have. Whilst all site residents are invited to the meetings, it is recognised that not all are able or wish to attend. As such, each meeting is followed by the issue of a site newsletter which includes details of the discussion at the meeting and other information that may be of interest to residents.</p> <p>At the smaller site at Springbank Park, residents continue to be offered opportunities to meet in a group with officers however have so far elected to maintain one-to-one engagement with the site officer and local housing management team. This is supported through the issue of regular site specific newsletters.</p>
2.6	Develop and improve engagement opportunities for young people	<p>Arrange workshop with Youth Council to identify how they wish to be involved</p> <p>Establish Young Persons Housing Forum</p> <p>Explore and identify where existing groups and activities exist that are engaging with young people</p> <p>Develop the use of social media to target views of young people</p>	<p>2019-20 onwards</p> <p>2019-20 onwards</p> <p>2019-20 onwards</p> <p>2019-2020 onwards</p>	<p>Due to the impact of Covid-19 restrictions, the actions relating to the development of a Young Persons Housing Forum were paused. Consideration will be given to progressing the actions in 2021/22, including through the use of virtual platforms.</p> <p>The promotion of all consultation activities and events on the council's social media channels now routinely takes place, for example rent setting 2021/22.</p>

Strategic Outcome 2: More customers are involved

	Objective	Action	Timescale	Progress update as of 31 March 2021
2.7	Develop and improve engagement opportunities for homelessness service users	Explore key ways to make involvement effective	2019-2020 onwards	<p>A significant amount of service user feedback has been received by telephone to inform both the Rapid Rehousing Transition Plan and the Local Child Poverty Action Report, ensuring voices of lived experience are represented at strategic level. This was facilitated through contact with service users to request that they share their experiences in the form of case studies.</p> <p>While Covid-19 restrictions on movement and direct personal contact had a significant impact on progress of peer mentoring activities, a training programme was developed by Homeless Network Scotland. The first initial training session is due to take place on 16th September 2021.</p>
2.8	Continue to provide a range of training opportunities	Develop and publicise annual training programme to ensure that customers have the knowledge, skills and confidence to become involved	2019-2020 onwards	<p>Ongoing commitment to 6 months intensive fundamental digital training and support for 68 customers/households following successful application and distribution of devices and free internet access through Connecting Scotland initiative.</p> <p>Supported the TPCG and associated scrutiny subgroups to develop and nurture their digital skills and confidence to effectively engage and participate via virtual platforms.</p>
2.9	Develop a programme of estate walkabouts and encourage tenants and other customers to participate	Arrange and deliver a programme of local estate walkabouts	2019-2020	Due to Covid-19 restrictions and in accordance with Scottish Government guidance, estate walkabouts were unable to take place during 2020/21. Consideration will be given to implementing a programme of estate walkabouts in 2021/22.
		Develop an action plan to address issues identified and feedback - 'You Said, We Did'	2019/20	

Strategic Outcome 3				
Customers help to drive continuous service improvement				
	Objective	Action	Timescale	Progress update as of 31 March 2021
3.1	Deliver an annual programme of customer scrutiny through the Customer Scrutiny Group (CSG)	Undertake and report on a minimum of two scrutiny activities each year	2019-2020 onwards	<p>While a formal scrutiny programme was not progressed during the year tenant representatives did undertake quality checks to support the introduction of the virtual call handling centre using a mystery shopping style approach. This involved customers making calls to the new service, working through the automated options and providing feedback. Overall, the feedback was positive, with many customers highlighting an improved experience.</p> <p>Additionally, tenant representatives have continued to provide comment and input to support clarity of key communications and publications including Housing News.</p>
		Encourage active participation in the scrutiny activities	2019-2020 onwards	<p>Customers were provided with training via a virtual platform to widen their digital skills to enable them to participate in and undertake scrutiny activities using digital platforms.</p> <p>Delivery of the Virtual Contact Centre mystery shopping exercise enabled customers to sample, scrutinise and endorse this platform.</p>
3.2	Explore option to establish a scrutiny panel for older people	Develop a proposal for an Older People Scrutiny Panel	2020-2021 onwards	<p>Meetings with customers were suspended due to Covid-19 restrictions. It is expected that discussions required to inform the development of a proposal will recommence in 2021/22.</p>

Strategic Outcome 4				
Customers help to shape change and make a difference				
	Objective	Action	Timescale	Progress update as of 31 March 2021
4.1	Establish regular 'You Said, We Did' feedback to customers via 'Housing news', the council website and annual report to tenants highlighting the difference made by customer involvement	Produce 'You Said, We Did' report annually.	2019-2020 onward	During 2020/21, customers were provided with feedback in relation to services within Housing News, for example, in relation to the consultation on rent setting.
4.2	Communicate outcome of estate walkabout programme to customers	Develop an approach to publish and report on the outcomes of estate walkabouts	2019-2020 onwards	Unable to be progress due to temporary suspension of the programme of local estate walkabouts – see objective 2.9.
4.3	Analyse and report on feedback from customer satisfaction surveys and ensure that it is used to influence service planning and delivery.	Review and agree approach to how satisfaction results are reported.	2019-2020 onwards	To be progressed during 2021/22
4.4	Develop a system to track and evaluate customer involvement activities and the resulting effect	Explore options to track feedback from customers on their involvement and resulting effect.	2019-2020 onwards	To be progressed during 2021/22
		Develop and implement system	2019-2020 Onwards	
4.5	Further develop customer involvement in identifying local priorities to be progressed through dedicated estate budgets.	Review options to ensure effective community involvement in identifying estate priorities, including scope to move to a participatory budgeting approach.	2019-2020 onwards	A range of projects were progressed through Housing and Technical Resources estate improvement budgets across each of the four divisions in South Lanarkshire. Examples of projects progressed following a participatory budgeting approach include; installation of boulders at gable of Greenway Lane, Blantyre; installation of stair lighting at Tannahill Drive, Calderwood and

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				<p>path lighting at Juniper Avenue, Greenhills. These projects were all developed as solutions to problems identified or reported by residents.</p> <p>As restrictions have started to ease, the council has reinstated the participatory budgeting programme for 2021/22 and Housing and Technical Resources have again committed to contributing to it. This includes through the estate management budget, ensuring tenants have the opportunity to direct funds to areas they feel need it most.</p>

