



TPAS Members Enquiries Feedback

September - October 2022

Enquiry:

Q We are looking at ways to engage better with young people, we have arranged to speak with various sections within FC about their approach, but thought perhaps RSL's or other LA may be able to share their experiences and approaches with us. Could you put out a member enquiry.

What has been the most successful approach in engaging young people in service delivery?

Falkirk Council

A We have managed to get feedback from nearly 600 young people about Housing – we are launching the report on 9 Nov so can share this then. We are taking a citywide approach to this new network which we are hoping to establish – Youth Housing Network with the Council, RSLs and Aberdeen Foyer. This was driven by young people and we are delighted to have achieved this success
Just thought we are all trying to get young folk involved so why not work together

- Aberdeen City Council

A We work with our local youth development officers from High Life Highland and go to some of their youth clubs for meetings and get them involved in clean up days and events for improving their areas.
Having a close relationship with the youth development teams works great for us in Highland.

- Highland Council

Enquiry:

Q Can you ask if any HAs have Emergency accommodation properties (crash pads) available for tenants?

Fyne Homes

A We don't have crash pads - occasionally we had to refurbish voids for decant purposes.

- Wellhouse Housing Association

A We do not have any emergency accommodation apart from our guest rooms in Sheltered and a guest apartment in our Retirement block. We may use these this accommodation where emergency works are required, fire, flood etc and the tenant cannot remain in their home however they would require to meet the criteria for this type of accommodation.

- River Clyde Homes

A We don't have anything like that. If we have a tenant who needs immediate emergency accommodation out of hours, we will put them up in a hotel and then sort them out on the next working day. Given the demand for our housing, we can't really justify keeping properties empty that would only be occupied for a few days throughout the year.

- Albyn Housing Association

Enquiry:

Q We have been approached by a local radio station asking if we would like to do a feature of interest to older people in their lunch time programme Do any of the members have experience of using radio in this way and do they have any hints, ideas or tips or would be willing to talk to us about this to help us get started?

Viewpoint Housing Association

A I have used our Community Radio Station – Station House Media Unit (SHMU) – with tenants to promote events and also TP – quite happy to chat about this if they want. I made up a set of questions which the presenter asked myself and the tenants – just to avoid any silence and keep on script.

- Aberdeen City Council

A We have been doing these community connections for almost 2 years now (going to mention that in my presentation I need to do for the conference in November)

We have different topics each month and get local organisations involved for pre-recorded interviews, we have had the Fire Safety Officer on, Crime Stoppers, local police, citizen advice, Energy advisors, Growing your own food group, local charitable groups giving us info on what is available out there for the listeners etc. I give updates from the Highland Council and what's all happening with my resident groups who we also get to pop on now and again.

We have a phone in of cheery tunes and competitions to, it's a great way for the Seniors to hear what's going on in their community and to get important information out to them.

The older generation don't like to be called old now so keeping the topics and interests to what they like i.e gardening tips, crime prevention, energy advice, money advice, along with fun things like lunch clubs, book clubs, afternoon teas and finding out what's on in their area and making them aware as we have found not all like social media. Some just like to hear a friendly voice giving them advice on how to keep safe and warm, we have had many phone in thanking us for the info.

- Highland Council

Enquiry:

Q We would like to have something in place as a 'Volunteers recognition' award or otherwise for involved customers. We have previously tried unsuccessfully to source a way of them gaining certification for the skills they use on our behalf, i.e. report writing, developing pro forma, interview skills and setting out questionnaires/ surveys etc.

We currently take our scrutiny group out for a Christmas dinner. Can you let me know if you have something in place or any ideas to recognise what involved customers do for us?

River Clyde Homes

A I We organise a 'thank you' event in December. Informal and reflects the achievements that everyone has made throughout the year. We finish off with afternoon tea and a visit from Santa!

- North Ayrshire Council



If you would like more information on any of the answers in this document, please do not hesitate to contact us.