



Engage {influence change.

TIS Strategic Business Plan
2019 - 2022

Your experts in housing, community development and engagement practice.

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TIS



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Your experts in housing, community development and engagement practice.

As a national membership organisation, with over 200 tenants, community and housing organisation Members, we are committed to influencing change and strive for an active, inclusive, and just Scotland, with strong, equitable, and sustainable communities.

Our aim is simple, we want to change social rented housing in Scotland for the better.

Our expert team support communities and housing organisations to work together to develop effective solutions and services.

In a challenging financial climate, our priority is to ensure we have a continuation of sustainable funding to fulfil the increasing demand for our services.

We will continue to work with the Government and the sector to keep tenant participation and community engagement at the forefront of the housing agenda.

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We create effective solutions...

Engage

- We deliver independent advice, training, and support to tenants, communities and housing organisations to work together more effectively;
- We pioneer and inspire innovative tenant participation, community engagement, and scrutiny practice throughout Scotland.

Influence

- We work with the Scottish Government, Scottish Housing Regulator, and key decision makers to influence national housing policy, legislation, and practice;
- We work to ensure our members views are heard in order to shape and influence housing and community learning, and policy development.

Change

- We provide practical training and support to develop and implement strategies to ensure tenants and communities are involved, and their voices are heard;
- We believe that by working together, we can plan more effectively to deliver high quality affordable housing, and wider services that meet the needs of our diverse, flourishing communities.

{ We want to change social housing in Scotland for the better.

As leaders in participation and engagement we are committed to influencing change and strive for an active, inclusive, and just Scotland, with strong, equitable, and sustainable communities.

We believe that by working together, we can plan more effectively to deliver high quality and affordable housing, and wider services to meet the needs of our diverse communities.

Our expert team find creative approaches to encourage communities and housing organisations to work together, more effectively, to get things done.

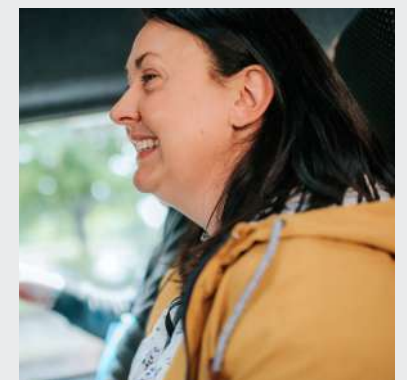
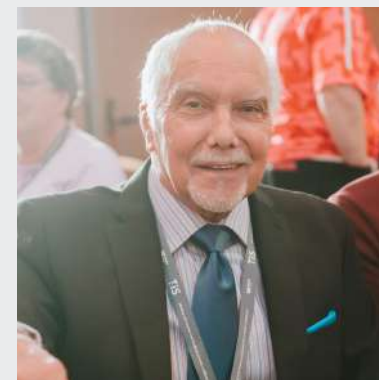
We will continue to work to ensure tenant participation and community engagement is at the forefront of the housing agenda.

This is our vision.

Our expert team are committed and trained to the highest level.

We provide the best possible advice, support, and training services to tenants, communities and housing organisations across the Scottish social rented housing sector. It is only with the dedication and commitment of our staff team and the Board that we can achieve our Strategic Business Plan to 2022.

We will ensure we support our staff team and the Board to provide TIS services to meet the diverse needs of our members. While the three years of the plan will be a challenging time, we are committed to ensuring that we have a motivated and creative environment to make a difference.



Our **core values** are the essence of our identity.

Our core values support our vision, shape our culture and reflect what we believe in.

They are the essence of our identity and provide the framework to how we engage with our staff team, tenants, communities and housing organisations alike:

Integrity

We believe that trust is fundamental. We are honest, open, and respectful.

Excellence

We uphold the highest standards across all areas of work to provide excellent services and outcomes that provide value for money.

Partnership

We support communities and housing organisations to work together to nurture, grow, and develop effective solutions and services.

Innovative

We find creative approaches to encourage communities and housing organisations to work together to get things done.

Independent

We will support you to set your own agenda.





{ Strategic Business Plan 2019 - 2022

Based on delivering five key priorities.

The TIS Strategic Business Plan 2019 – 2022 sets out how we plan to deliver our services over the next 3 years to meet the challenging housing priorities beyond 2021.

We will use outcomes that are specific, measurable, achievable, and relevant to measure the impact of our work and of our members.

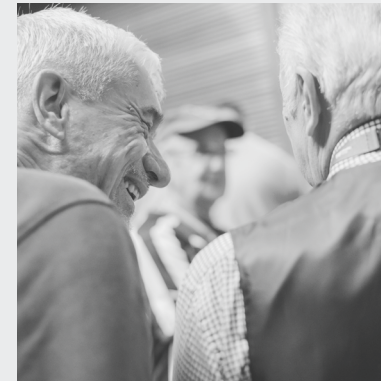
An annual action plan will be produced to deliver on strategic priorities.

- 1** Develop a range of cutting-edge services to meet the needs of tenants, communities, and housing organisations.
- 2** Continue to grow our thriving membership community.
- 3** Empower and give tenants and communities their voice.
- 4** Continue to lead in the development of innovative tenant participation, community engagement, scrutiny research and practice throughout Scotland.
- 5** Strive to ensure tenant participation and community engagement remains at the forefront of the housing agenda.

Develop a range of cutting-edge services.

- + Develop a 3 year funding and growth strategy to develop our services to protect our current funding and seek new sources of funding.
- + Continue to support strong governance and look at the feasibility of seeking charitable status.
- + Develop our website and develop e-learning opportunities to make our services more accessible, as part of our digital transformation strategy.
- + Expand and develop our innovative information, training and support services, to ensure they meet the diverse needs of tenants, communities, and housing organisations.
- + Develop and support our staff to have the skills required to provide excellent services to ensure we have a “fit for purpose” operational infrastructure.

We'll strive for an active, inclusive, and just Scotland.



Grow our thriving membership community.

- + Review and develop our membership packages to ensure they are high quality and value for money services.
- + Anticipate the future shape of housing policy and practice and provide members with innovative briefings, good practice ideas, and toolkits.
- + Connect members with leading figures throughout the sector and continue to develop our free, member events and networking opportunities.
- + Develop our library of essential tools and develop more opportunities to gather member feedback to influence national housing policy and practice.
- + Measure and publicise the results of what we do so there is clear evidence of our impact.

Empower and give tenants and communities their voice.

- + Work to increase opportunities for tenants and local communities to participate in the decision making processes.
- + Make better use of social media to extend the reach of our services.
- + Provide training and support to the Regional Networks.
- + Develop and promote the impact and outcomes of the TIS development support projects.
- + Develop our independent training and information services.

Lead the development of innovative practice.

- + Continue to deliver innovative projects and research to drive forward tenant participation and community engagement practice.
- + Develop and expand our scrutiny approved accreditation to support the sector to be scrutiny ready.
- + Develop our good practice guidance, case studies and toolkits to support tenants, communities and housing organisations.
- + Expand the national excellence awards and sharing of good practice.

Participation and community engagement at the forefront.

- + Continue to work with the government and other decision makers to ensure tenant participation is at the heart of how we plan and deliver housing and wider services.
- + Develop innovative tenant participation and community engagement practice.
- + Seek to strengthen existing partnerships and identify new ones to ensure our services meet the needs of tenants, communities and housing organisations.
- + Build partnerships which will strengthen our members with public, private and third sectors as well as academic institutions.
- + Develop a comprehensive communication and marketing strategy to raise our profile and to advocate for best practice in tenant participation and community engagement.

Tenants Information Service

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