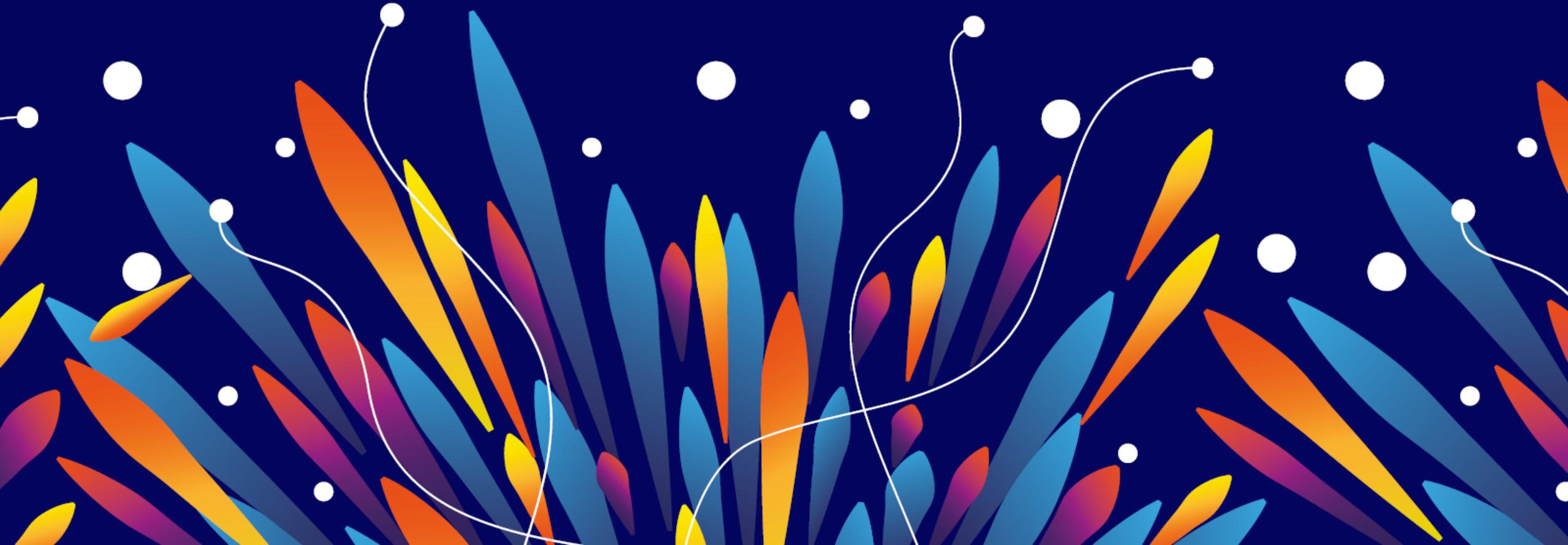


SCOTLAND'S
HOUSING
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Tenant Engagement: Striking the Right Balance

Kerry Clayton
chief executive,
Tenant Information
Service

Shona Gorman
vice chair,
Tenants Together
(Scotland)

Gordon Saunders
treasurer,
Tenants Together
(Scotland)

Tracey Wilson
tenant participation
manager,
North Ayrshire Council



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The New R&R: Embedding Relational and Reflective Practice in Housing Services

**Professor Vikki
McCall**

professor of social
policy and creative
director,
University of Stirling
and Socialudo

Roland Karthaus
managing consultant,
Inner Circle Consulting

Anthony Morrow
community connector
manager,
Sanctuary



Reflection: From Empathy to Action

Professor Vikki McCall

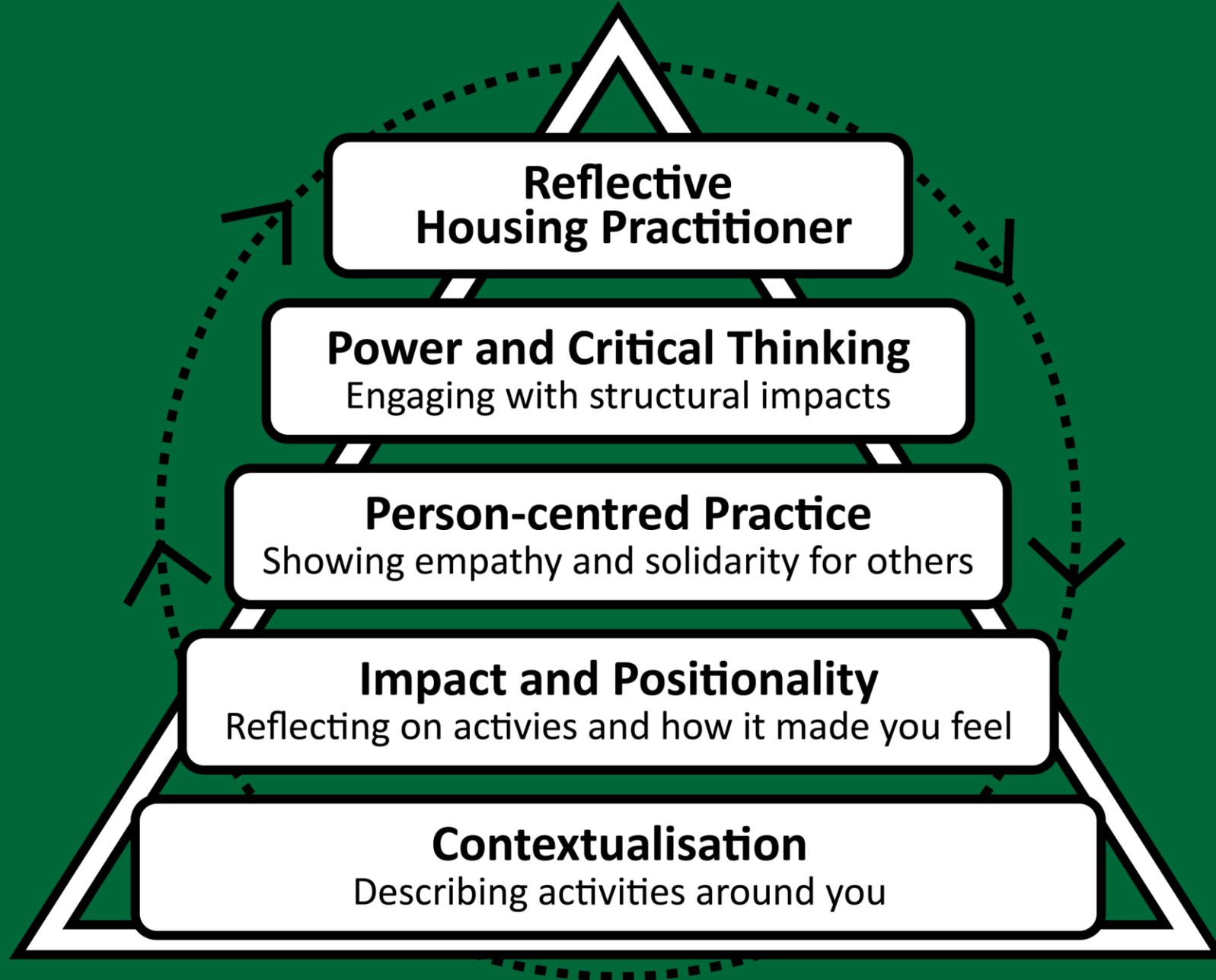
Reflection around you...

- Trauma-Informed Practice
- Personal Development Planning (PDP)
- Continuing Professional Development (CPD)
- Person-Centred Practice
- Reflexivity
- Professionalism
- Qualifications & Training (formal routes to embedding reflection)
- Ethics / Codes of Conduct (CIH, social work, health, education standards)
- Supervision & Mentoring (spaces where reflection already happens)
- Critical Incidents / Lessons Learned reviews (familiar in gov/engineering contexts)

“The capacity to reflect on action so as to engage in a process of continuous learning.”

Donald Schön, 1983

The reflective practitioner in practice



“I work in a local authority, seen by the local community as a large and powerful organisation. However, as an individual employee within in it, I don’t think employees realise the power that they are afforded by being an “Officer of the Council” through decisions they make day to day, the interactions they have with the public and the impact this can have on a person’s life. The power relations involved in your experience: Reflecting on my role as a Service Manager within a local authority, I make decisions daily that effect a person’s life....

I often forget that when I talk to people looking for assistance, they see me as a figure of authority with the power to affect their situation. Sometimes, I have mistook “overly emotional” behaviours as aggressive but have later realised that often it is nervousness and anticipation mixed with worry over the outcome of my decision [. . .] When people voice their upset over my decision, I feel bound to be an almost inhuman “public face” of the Council, but in doing so I know I further compound this idea of “impenetrable” larger structures having power over the individual”.

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