



HOUSING & COMMUNITIES

# Tenant Participation Strategy 2018-2023



> Housing & Communities Tenant Participation Strategy

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East Ayrshire Federation -TIS Community Development Excellence Award 2018

# Foreword

Welcome to East Ayrshire Council's fifth Tenant Participation Strategy covering the period **2018-2023**. This strategy has been developed by the close working partnership with the East Ayrshire Federation of Tenants and Residents and tenant representatives.

Tenant participation is about the involvement of tenants and service users in the shaping of Housing and related service. The progress we have made since our first Tenant Participation Strategy in 2004 has made a significant difference in how we are involving communities in the development of our services through consultation and involvement in a variety of ways, and covering a variety of topics.

We remain committed to working together with tenants and service users to promote meaningful involvement within the neighbourhoods across the authority. Over the lifespan of this Strategy, we will look to develop our existing tenant involvement structures that will offer tenants, a greater opportunity to influence the services they receive and more importantly reflect tenant priorities and needs.

The Strategy takes account of the introduction of the Scottish Social Housing Charter (SSHC) and the role of the Scottish Housing Regulator (SHR), as set out in the Housing (Scotland) Act 2010.

East Ayrshire Council recognises that involving tenants is an essential part of our decision making process and we are committed to making sure that there are opportunities for all tenants to participate in the design and delivery of our Housing Service.

## A vision for Tenant Participation in East Ayrshire



“Putting tenants and other customers at the heart of everything we do in order to maximise involvement in the scrutiny of Housing Services.”

**Councillor Elena Whitham**

*Depute Leader of the Council*

*Cabinet Member for Housing and Communities*

# Introduction

## What is tenant participation?

Tenant participation is about tenants taking part in decision making processes and influencing decisions about housing policies; housing conditions; and housing (and related) services. It is a two way process which involves the sharing of information, ideas and knowledge. Its aim is to improve the standard of housing conditions and services.

We have developed a range of both formal and informal methods to allow a variety of participation opportunities, from individual contact through to involvement at a strategic level with the East Ayrshire Federation of Tenants and Residents.

The right to participate comes from a reasonable expectation that housing services and policies should meet tenant's needs and preferences, as far as possible, within available resources.

This strategy reflects our commitment to maximize opportunities for consultation, involvement and scrutiny from our tenants and residents to improve and enhance the performance, decision making and development of housing and related services.

## What is a Tenant Participation Strategy?

The introduction of the Housing (Scotland) Act 2001 created a legal requirement for social landlords, for example Council's and Housing Association's, to actively develop and support tenant participation. All Registered Social Landlords (RSLs) and local authorities in Scotland must have a Tenant Participation Strategy which ultimately will enable "continuous improvement in landlords' performance in supporting and enabling tenants to participate".

This Strategy outlines East Ayrshire Council's commitment to tenant participation and highlights the range of opportunities available to tenants, service users and other customers to become involved. It also explains how tenant participation will be supported and resourced and the actions that will be taken to ensure the continual development of effective participation and how these will be monitored.



LHS consultation event 2017



# What are the benefits of tenant participation?

When working well, tenant participation delivers clear benefits for tenants, staff and landlords alike.

## Benefits of effective participation

Better service delivery and improved value for money

Opportunities to develop new knowledge and skills

Better communication between staff and tenants

Better links between the community and landlords

Informed and knowledgeable tenants who have the skills and confidence to influence decisions

Staff and tenants being more aware of each other's perspectives and organisational and financial implications

Breaking down misunderstanding and mistrust between landlord and tenants and building mutual respect and understanding

Increased tenant satisfaction with their home and neighbourhood

Increased job satisfaction for staff



## Principles of Tenant Participation

For Tenant Participation to be effective, tenants and landlords must agree on and share certain key principles, which are:

### Principles of tenant participation

Trust, respect and  
partnership

Sharing information,  
ideas and knowledge

Agenda setting

Time to consider  
issues properly

Decision making

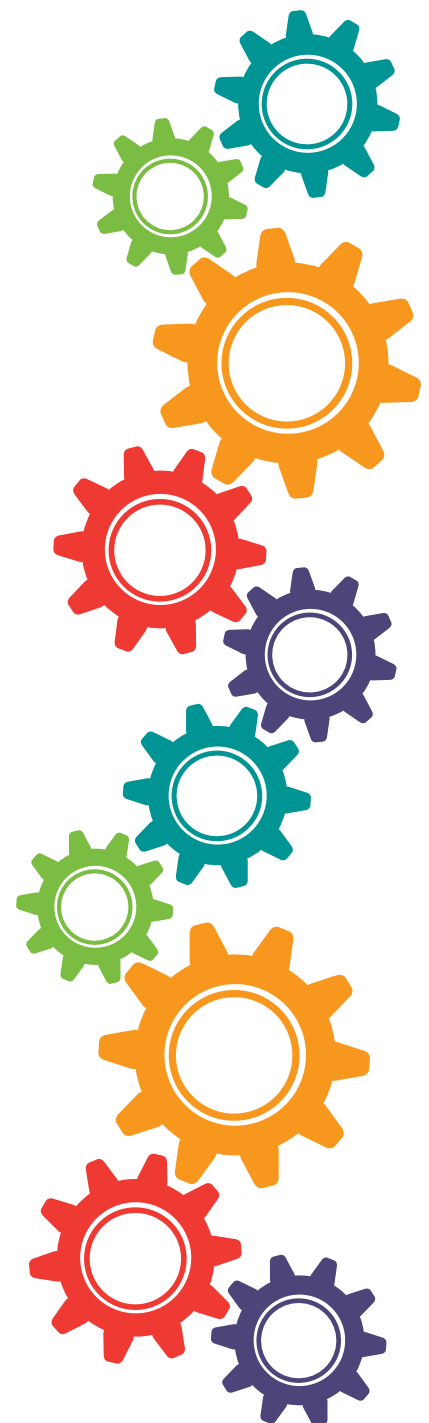
Recognition for tenant  
organisations

Equal opportunities

Good working relationships

Resources for tenant  
organisations

involving rural tenants



## Tenant Participation Success in East Ayrshire

We have already achieved many successes in Tenant Participation. Listed below are some of the achievements brought about by the 2014-2017 Strategy:

Attended over  
30 Community  
Events

Carried out 3  
Scrutiny activities  
in Housing Allocations,  
Repairs and  
Maintenance and  
Housing Options

Held 3 Joint  
Tenants & Residents  
Conferences in 2014,  
2015 & 2016

Consulted on the  
following Housing  
(and related) Topics:  
- Rent Restructure  
- Annual Rent Setting  
- The Local Housing  
Strategy

Hosted 3 Garden  
Competition Awards  
Ceremonies

Introduced  
a Community  
Champion as part of  
Housing Improvement  
Programme

Review and  
update of Tenant  
Pack Leaflets

Published  
3 Annual  
Performance  
Reports to  
Tenants

Reviewed  
Tenant Groups  
Grant Application  
Process

Winner of  
Tenants Information  
Service Scrutiny  
Excellence Award.

Reviewed East  
Ayrshire Residents  
Syndicate

Tenant  
Scrutiny  
Framework  
Developed

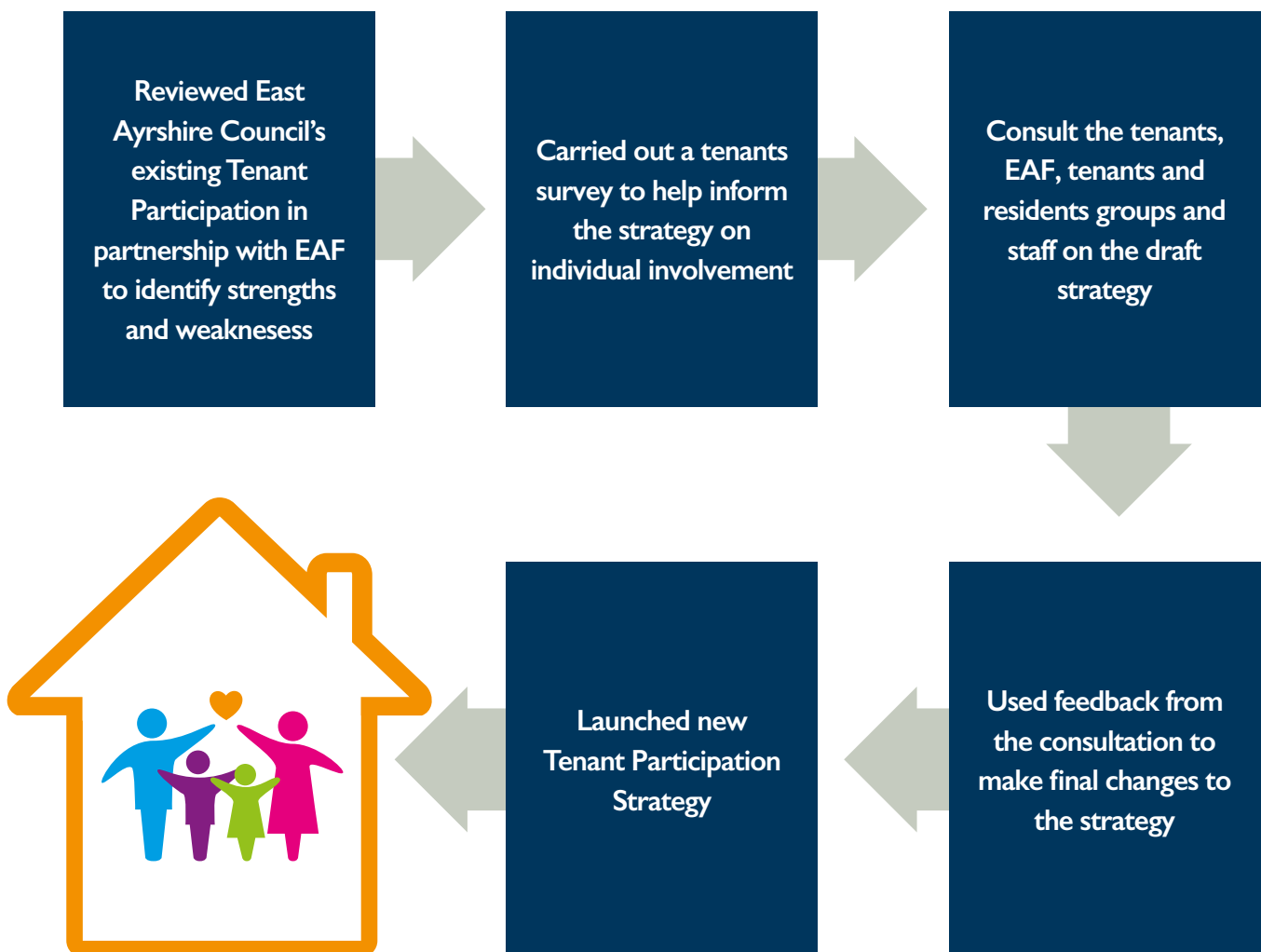
## How the Tenant Participation Strategy 2018-2023 was developed

This Strategy has been developed in line with the National Standards for Community Engagement and also complements the East Ayrshire Community Engagement Framework.

If you would like to find out more about the National Standards for Community Engagement visit

[www.scdc.org.uk/what/national-standards](http://www.scdc.org.uk/what/national-standards)

The following key stages were achieved as part of the review process:





## Scottish Social Housing Charter

The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter (SSHC). The first Charter came into effect on 1 April 2012 and was reviewed during 2016, with a new Charter being effective from 1 April 2017.

The purpose of the Charter is to help improve the quality and value of the services that social landlords should aim to achieve when performing their housing activities.

The Charter sets the outcomes and standards in the form of 16 objectives, three of which relate directly to tenant participation:

- Equalities
- Communication
- Participation

Further information on the Scottish Social Housing Charter can be obtained on the Scottish Government Website at: <http://housingcharterscotland.gov.uk/>

## Community Empowerment and Engagement

Research has shown that when communities feel empowered, there is, greater participation in local democracy, increased confidence and skills among local people, more people volunteering in their communities, greater satisfaction with quality of life in the neighbourhood. Better community engagement and participation leads to the delivery of better, more responsive services and better outcomes for communities.

In 2015 Parliament passed the Community Empowerment (Scotland) Act 2015 to give new rights to community bodies and new duties to public sector authorities.

Contained within the Act are 11 topics will help to empower community bodies through the ownership or control of land and buildings, and by strengthening their voices in decisions about public services. East Ayrshire Council will, through consultation take forward the topics in our community plan, tenant participation strategy, Transformation strategy, Local housing Strategy, along with East Ayrshire Community Engagement Framework. More details can be found at:

[www.gov.scot/publications/community-empowerment-scotland-act-summary](http://www.gov.scot/publications/community-empowerment-scotland-act-summary)

## Tenant Scrutiny

Tenant Scrutiny is about tenants and other customers being actively involved in the Housing Service's self-assessment process. It provides opportunities for tenants and other customers to independently review how services are being delivered, identify what works well and recommend what could be improved.

Each year the Council works in partnership with the East Ayrshire Federation to agree a programme of scrutiny activity, which is carried out by various sub-groups.

## > Housing & Communities Tenant Participation Strategy

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We use a range of information when deciding and agreeing the area that is subject to Tenant Scrutiny.

This includes, but not limited to:

- Key Performance Indicators (KPI)
- Annual Return on the Charter (ARC)
- Tenant Satisfaction information
- Compliments, Complaints and suggestions.

The role of the Tenant Scrutiny sub-groups are to:

- Work with East Ayrshire Council's Housing Service to provide a range of opportunities for tenants to engage in tenant scrutiny of housing and related services and give their views on service standards.
- Ensure that services are delivered to a high standard and that service users are at the heart of the organisation.
- Independently review and monitor service delivery and performance.
- Highlight positive examples of working practices and report recommendations on how services can be improved.
- Monitor and review agreed action plans.
- Communicate and keep tenants and customers informed whilst encouraging participation.



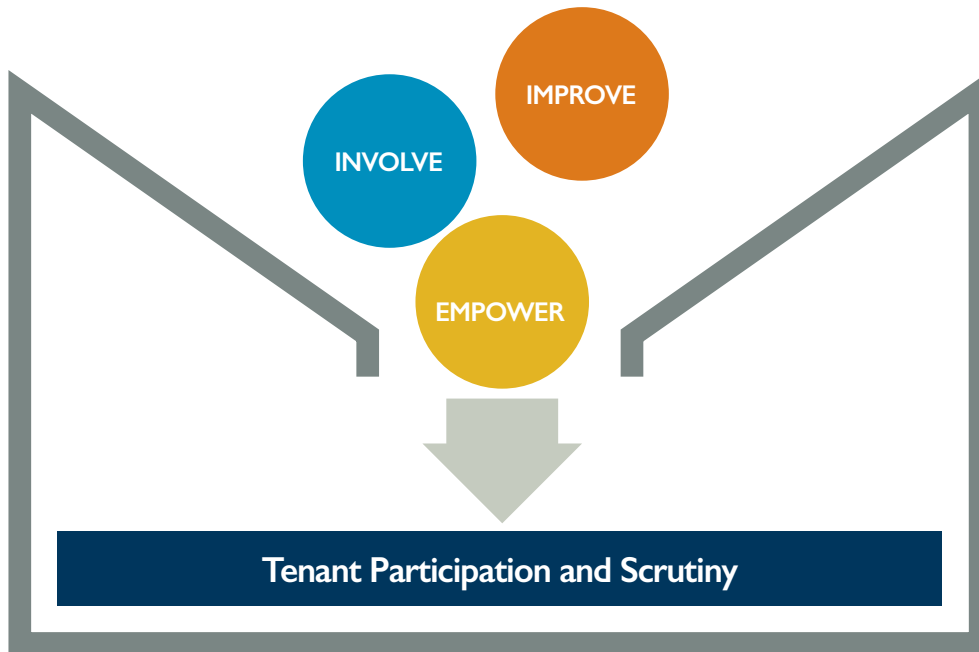
Render site visit 2017

## Our Strategic Aims

The Aims of the Tenant Participation Strategy 2014-2017 were reviewed to ensure they were still relevant and fit for purpose. As a result, we have developed new Aims which reflect the aspirations of tenants, service users and other customers in East Ayrshire.



## Empowerment through Involvement



EMPOWER	INVOLVE	IMPROVE
Tenant Scrutiny	Website	Collective feedback from consultations and surveys
Tenants' & Residents' Groups/Associations	Subscription to e-mail alerts	Tenant Participation Strategy Action Plan
Open Meetings/information events	Newsletters	Tenant Scrutiny Action Plan
Estate Walkabouts	Social media	Tenant Satisfaction Survey action plan
Local Forums/Action Days	Annual Performance Report to tenants	EAC/EAF joint tenants Event
Focus Groups	Briefing notes	Service reviews
Consultation Database	TP Steering Group	HRA Environmental Participatory Budgeting events
Conferences	TP Project Monitoring Group	
Tenant Survey	Tenant satisfaction action plan steering group	
Quick word about	Housing Service Liaison meetings	
Register of interested Tenants	EAF Business Plan	
Tenant Led Inspections	Consultations and reviews	
Regional Network		



## Links to Strategies and Publications

This Strategy links to other Council Policies and Plans and supports and informs them. Some of these are listed below, although this list is not exhaustive:

- East Ayrshire Community Plan
- Transformation Strategy
- Housing & Communities Service Plan
- Local Housing Strategy
- East Ayrshire Community Engagement Framework

## Equal Opportunities and Diversity

East Ayrshire Council places equality at the heart of everything it does and is committed to ensuring equality of opportunity and social inclusion for all service users, visitors and employees.

This Strategy embeds the Council's legislative duties as set out in the Equality Act 2010. It builds on the Council's Equality Outcomes and Equality Mainstreaming Report and aims to mainstream equality and diversity. The aims, objectives and vision of the Tenant Participation Strategy support all aspects of the Council's Equality Outcomes through delivering opportunities to drive forward the equalities agenda.



Tenants and Residents Site Visit to CCG Scotland 2017

## Partnership Working

Successful tenant participation involves working together across different organisations to improve services and communities.



## East Ayrshire Federation of Tenants and Residents



Since its inception 10 years ago, the EAF Executive Committee has shown motivation and enthusiasm to develop and grow the organisation. This has been made possible through the commitment of its members and support from East Ayrshire Council (EAC) and the Tenants Information Service (TIS).

The Federation works at both East Ayrshire and Scotland wide levels to influence housing policy, services and standards with the aim of improving housing and communities for all.

Successful Annual General and Open Meetings and information & training sessions have been held allowing members to learn and take information on relevant housing and related issues back to their local communities.

In addition the EAF EC conducts an annual members' survey to determine priorities for the future. In 2018 the EAF Annual Report delivered to all Council tenants, member groups and other stakeholders also included a survey to assist EAF identify wider housing and related priorities.

Winners of multiple National Excellence and Good Practice Awards, the aims of EAF are:

- To promote the rights of East Ayrshire tenants and residents in the maintenance and improvements of their housing conditions, amenities and environment
- To uphold equal opportunities and work towards good relations amongst all members of the community, specifically prohibiting any conduct which discriminates or harasses on the grounds of race, religion, disability, geographical location, political belief, age sex or sexual orientation.





## East Ayrshire Federation of Tenants and Residents

### The organisation aims to:

- Assist and encourage the setting up of new tenant, and tenants' and residents' associations in East Ayrshire.
- Assist and co-ordinate the efforts of tenant, and tenants' and residents' organisations to help achieve common aims.
- Co-operate with other organisations locally and nationally on matters of common concern.
- Liaise and participate with East Ayrshire Council and other landlords in the pursuit of tenants / residents interests.
- Liaise and participate with other agencies in the pursuit of members' interests.
- Motivate the community to participate in all areas relating to members' interests and rebuild community spirit.
- Campaign for a rational and secure system of funding for the tenants and residents movement in East Ayrshire and throughout Scotland, and to co-operate with other organisations to help achieve this common aim.
- Publish and exchange information to advance EAF's aim and objectives
- Respond to Scottish Government consultations.

If you like more information about the East Ayrshire Federation please email [secretary.eatrf@yahoo.co.uk](mailto:secretary.eatrf@yahoo.co.uk) or call 01563 524073.



New build development Cassillis Court, Dalrymple



## Ways to get involved

We want to encourage as many tenants and customers to have their say on how the Housing Service is managed and delivered. This is why, we have developed a suite of participation opportunities for tenants and customers to get involved and influence decisions that affect them at the right level, the right time and at a place that suits them.

## Information and Communication

### Attendance at Conferences

The range of conferences includes Chartered Institute of Housing (CIH) Scotland, Tenants Information Service, and Tenant Participation Advisory Service (TPAS) Scotland.

### Information events

This innovative approach engages and inform communities and establishes connections with existing organisations in an area. It brings communities together and provides real-time information in a conversational manner.

### Meetings

We attend local meetings as and when invited and will note any concerns and suggestions raised. We will also hold meetings to inform you about our services or new legislation.

### Public Meetings

We organise public meetings to seek tenant views on proposals where significant changes are made.

### Satisfaction Surveys / Questionnaires

These allow us to better understand tenant and customer views on satisfaction levels.

### Tenants Pack

Every tenant is provided with a comprehensive information pack at the start of their tenancy.

### Tenants Newsletter

The East Ayrshire Federation of Tenants and Residents produces a Newsletter each year which is distributed to every Council tenant and is also published on our website.

## Website

Our website [www.east-ayrshire.gov.uk/housing](http://www.east-ayrshire.gov.uk/housing) contains information on Housing and related issues and the services we deliver.

## Annual Performance Report to Tenants

Each year, we produce a report of our performance, which details how we, as a landlord, are performing and meeting the requirements of the Scottish Social Housing Charter.

## Consultation, Participation and Scrutiny

### Joint Annual Tenants Event

East Ayrshire Council and the East Ayrshire Federation of Tenants and Residents organise a joint conference for tenants and residents each year. This provides an opportunity for tenants and residents to gain valuable information and work together to shape future service delivery.

### Community Champions

Community Champions improve communications between tenants, Council officers and contractors during Housing Improvement Work. They are provided with the necessary information and act as the voice of communities. They are also made aware of organisations in their area and are encouraged to become more involved in local groups.

### Consultation Events

Consultation events are ways to seek views from relevant people in a community, e.g. where new Council houses are being proposed.

### Interested Tenants Register

The Interested Tenants Register is a database of individual tenants who have expressed an interest in being involved with the Housing Service.

### East Ayrshire Federation of Tenants and Residents

An umbrella organisation that represents Tenants and Residents Associations operating in East Ayrshire. See page 15 for more information.

### Estate Walkabouts

Estate Walkabouts allow members of tenants and residents groups and Council officers to identify areas for improvement within their neighbourhoods and communities.

## Focus Groups

These are particular meetings which are arranged to discuss specific service delivery issues.

## Residents Meetings

Residents meetings provide people experiencing homelessness with an opportunity to get involved and have their say on a range of topics in a relaxed environment within the Council homeless accommodation.

## Mystery Shopping

Mystery Shopping is a form of market research for tenants to test the service and record their experience and impressions.

## Registered Tenant Organisations (RTO)

Becoming a Registered Tenant Organisation gives groups a recognised role in the decision-making process.

## Registered Tenants Organisations (RTO) Forums

Representatives from tenants and residents groups meet with Council officers to discuss performance and housing related issues.

## Tenants & Residents Groups

Tenants and Residents associations provide a collective voice for people who live in the same area, or who have the same landlord. Members work together to improve housing and environmental standards in their neighbourhood and increase a sense of community.

## Tenant-led Inspections

Tenant-led inspections allow a group of tenants to conduct an inspection of a service provided by their landlord and make recommendations to the landlord on proposed changes.



Joint tenant conference 2017

## New Build Homes

In 2017/18, 45 new affordable homes were delivered at Hill Street, Kilmarnock, by Cunninghame Housing Association, with a further 43 being developed by Atrium Homes in Shortlees. Complementing this work, the Council converted 7 existing bungalows at Hearth Place in Cumnock, as well as creating 3 family-sized homes at Girvan Crescent in Newmilns from former flatted properties. Cunninghame HA is currently on site at Dalshalloch in Auchinleck to provide a further 23 new affordable homes.

Building on this success, the Strategic Housing Investment Plan (SHIP) 2018-2023 allows for the delivery of a further 888 affordable homes across identified town centres within East Ayrshire, to be developed by the Council and its Registered Social Landlord partners in support of the ongoing regeneration of our town centres.



Cessnock road, Hurlford

As well as developing new, energy efficient homes, a community benefits element of the Council's partnering arrangement with the Contractor, CCG, will assist in delivering community projects, through consultation and engagement events to be held across East Ayrshire. Our engagement with tenants and residents remains essential in this process. To date we have carried out 8 public consultations to gain feedback on property types, design and mix. The first of these identified sites achieved a start in November 2017, and delivered 11 new affordable homes on a Council-owned site in Dalrymple in July 2018. A second development at Cessnock Road in Hurlford, to provide an assisted living housing model, is also underway, with more developments to come!

## Monitoring and Evaluations

### Quarterly Performance Meetings

Senior Officers from Housing Services meet with members of the East Ayrshire Federation of Tenants and Residents quarterly to discuss performance across a number of areas. This information is then fed back to the wider membership of the East Ayrshire Federation of Tenants and Residents thus keeping everyone involved.

### Tenant Participation Strategy Monitoring & Implementation Strategy

This group, consisting of tenant representatives and Council Officers meet quarterly to review progress of Tenant Participation and Service User Involvement against the Action Plan aims.

## End of year Annual Performance Return

Each year Council Officers meet with members of the East Ayrshire Federation of Tenants and Residents to present the Council's Annual Return on the Scottish Social Housing Charter. This is a return which contains over 300 pieces of performance information and allows tenants, service users, other customers, staff and peer authorities to compare their performance against similar sized organisations.

## Service Improvement Groups:

The creation of 3 Service Improvement Groups in 2016 has afforded tenant representatives the opportunity to attend and gain a greater knowledge and understanding of:

- Allocation & Voids
- Income Maximisation and Arrears Recovery
- Homelessness, Housing Options and Tenancy Sustainment

The tenant representatives feedback information from the meetings to members of the East Ayrshire Federation of Tenants and Residents and this is then cascaded to the wider membership via Open Meetings and in publications.

## National Engagement

**N.B.** This is currently under review and the information may be subject to change

Regional Networks to help Registered Tenant Organisations (RTOs) to engage with the Scottish Government on issues of national policy.

East Ayrshire Tenants and Residents Federation and various Registered Tenant Organisations are currently represented on Region 3 Network, which covers:

- East Ayrshire
- South Ayrshire
- Dumfries & Galloway

If you would like more information on any of the Regional Networks please visit [www.regionalnetworks.org.uk](http://www.regionalnetworks.org.uk)

## Performance Information at area level

In addition to Council Officers meeting with and presenting end of year performance information to the East Ayrshire Federation of Tenants and Residents, Neighbourhood Managers also meet with members of tenants' & residents' associations in their respective areas and present local performance information.

This not only demonstrates the Housing Service's commitment to being open and transparent but it also gives local tenants' & residents' groups an opportunity to challenge the information on an ongoing basis, thus embedding a performance culture throughout the organisation. Multi Award Winning East Ayrshire Federation of Tenants and Residents (EAF)

EAF is an umbrella organisation that represents tenant's and residents' associations operating in East Ayrshire and is a Registered Tenants Organisation under the Housing (Scotland) Act 2001.

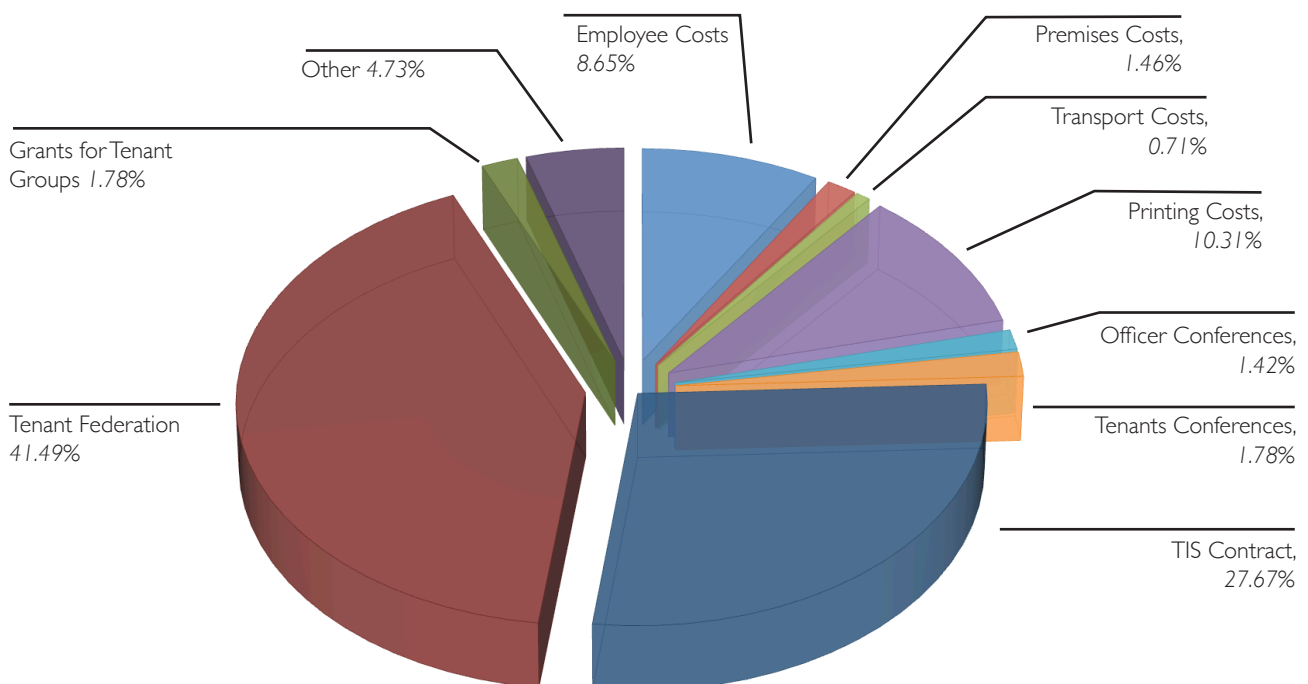
## Tenant Participation Budget

A yearly tenant participation budget is allocated to assist and support Tenant participation activities across the authority. Through partnership working that includes EAF, TIS, Housing Services and stakeholders we aim to enhance the opportunities for tenants and residents to influence decisions made about their communities and how Council services can be better delivered. A few of the ways and means around this are listed below...

- Participate in meetings with EAC to agree ARC and develop annual report to all tenants, members, EAC, and other stakeholders
- EAF annual newsletter to all tenants, members, EAC, and other stakeholders
- Deliver a minimum of 2 Open meetings for members and interested others
- Deliver programme of annual information and consultation sessions in response to local and national developments and member need / suggestions
- Organise a joint EAF / EAC tenants and residents conference
- Participate in quarterly liaison meetings with EAC to discuss housing and related issues, policies and developments
- Work with EAC to influence annual rent setting process and wider tenant consultation
- Work with EAC to develop Participatory Budgeting processes for environmental and other expenditure

East Ayrshire Council remains committed to supporting our tenants and residents becoming more inclusive in the decisions we make in communities.

As well as financial support highlighted in the graph below, we also provide staff support through an administrative assistant and the provision from the Tenant Information Service.





## Existing Resources and Support

To support and encourage tenant participation we offer the following resources which individual tenants, tenants' and residents' groups can access on request:



### Staff

- Housing Services staff – All staff are aware of their responsibilities, that is, to support and encourage tenant participation and will attend meetings, when invited
- Customer Liaison Team – The Customer Liaison Officer (CLO) has specific responsibilities in relation to customer involvement and tenant participation and is the main point of contact for tenants interested in getting involved

## Grants and Expenses

- New Groups can apply for a Start-Up Grant
- Existing groups can apply for an Operational Grant
- Travel expenses to and from meetings organised by Housing Services will be reimbursed

## Conferences and Events

- Joint East Ayrshire Council and East Ayrshire Federation of Tenants and Residents Annual Tenants' & Residents'
- Further opportunities to attend local and national conferences
- Field trips and study visits, where applicable

## Training and Information

- An annual Training Needs Assessment for members of tenants' and residents' groups
- Training Days for members of tenant groups
- A full package of training is provided
- Information on new legislation and policies affecting Housing may be made available as it becomes available
- The East Ayrshire Federation of Tenants and Residents produces an annual newsletter for every East Ayrshire Council tenant and tenants' & residents' groups
- Staff training to ensure that our staff are aware of the benefits of Tenant Participation and are actively promoting it through their daily work

## Independent Tenant Advice

We have a contract in place with the Tenants Information Service to provide independent tenant advice to East Ayrshire Council tenants, members of tenants' & residents' groups, affiliated to East Ayrshire Council, and the East Ayrshire Federation of Tenants and Residents. This is achieved by:

- Supporting the on-going development of the Federation
- Providing information, advice and support to local tenants' & residents' groups
- Provide advice and assistance to tenants and the Council in monitoring and implementing this strategy

For further information contact the East Ayrshire Federation of Tenants and Residents by emailing [secretary.eatrf@yahoo.co.uk](mailto:secretary.eatrf@yahoo.co.uk) or calling 01563 524073.

## Monitoring and Evaluation of the Tenant Participation Strategy Action Plan

The Tenant Participation Strategy will be subject to an interim review, which will be carried out in 2021.

The Tenant Participation Strategy Action Plan will be monitored via quarterly meetings of the Tenant Participation Strategy Monitoring & Implementation Group.

## Housing Environmental Improvements PB

In 2017 East Ayrshire Council Housing and Communities ran a pilot initiative to allocate part of an environmental improvements budget in Kilmaurs through a Participatory Budgeting (PB) process. PB basically allows local people to make decisions about budgets that directly affect them.

In Kilmaurs, this meant that environmental improvement projects were identified and put to local tenants to vote on which projects would go ahead. The voting took place at a public decision event where people could view the projects and vote for which ones they wanted to see happen, as a result of involvement from across housing and community services, community groups, EAF and tenants and residents.

Our plans going forward are for this process to be rolled out across the Authority in all 4 Allocation Areas and we again will involve and empower local people to decide on what the allocated budgets of between £15,000 and £20,000 should be used for within their own community.

We are connecting with schools within the 4 areas and our first event saw the Whatriggs Primary School Student Council attend and take part in the Kirkstyle PB event.



## Appendix I – Action Plan

**Aim 1:** We will raise awareness of tenant participation opportunities through communication to tenants, tenants and residents groups, service users and other customers:

What we will do	When we will do it	Who will be responsible	What will this achieve
<b>Objective 1.1</b>			
<ul style="list-style-type: none"> <li>Publish and issue a newsletter for East Ayrshire Council tenants and tenants and residents groups annually</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> </ul>	<ul style="list-style-type: none"> <li>Improved communication with tenants</li> <li>Increased awareness of Tenant Group successes</li> <li>Establishment of new groups</li> </ul>
<b>Objective 1.2</b>			
<ul style="list-style-type: none"> <li>Publish a report of our performance annually</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Housing Services</li> <li>East Ayrshire Federation</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness of Housing Service performance</li> <li>Improved communication with tenants</li> </ul>
<b>Objective 1.3</b>			
<ul style="list-style-type: none"> <li>Hold 2 open meetings each year for East Ayrshire Council tenants and members of tenants and residents groups</li> </ul>	Bi-Annually	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> <li>Tenants' &amp; Residents' Groups</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive information available to groups highlighting relevant contacts and support available</li> </ul>
<b>Objective 1.4</b>			
<ul style="list-style-type: none"> <li>Promote Tenant Participation activities at events throughout East Ayrshire at least 10 times throughout the year</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>Other departments</li> <li>East Ayrshire Federation</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness of Tenant Participation opportunities</li> <li>Establishment of new groups</li> </ul>

**Aim 2:** We will provide opportunities for individual tenants, service users and other customers to participate and influence housing and related services.

What we will do	When we will do it	Who will be responsible	What will this achieve
<b>Objective 2.1</b>			
<ul style="list-style-type: none"> <li>Carry out at least 2 surveys annually to gauge interest in tenants, service users and other customers becoming involved in Tenant Participation</li> </ul>	Bi-annually	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> </ul>	<ul style="list-style-type: none"> <li>Individual tenants have the opportunity to be consulted</li> <li>Increases opportunities for Tenant Participation</li> <li>Tenants in rural areas can have their voice heard</li> <li>Minority groups are represented</li> </ul>
<b>Objective 2.2</b>			
<ul style="list-style-type: none"> <li>Conduct an annual Training Needs Analysis and develop a training programme in response to feedback</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness for staff</li> <li>Increased knowledge for groups/tenants</li> </ul>

**Aim 3:** Develop and Support East Ayrshire Federation, existing and new tenants and residents groups

What we will do	When we will do it	Who will be responsible	What will this achieve
<b>Objective 3.1</b>			
<ul style="list-style-type: none"> <li>Resource tenants and residents groups by processing tenant participation grant application forms within 14 days of receiving all information</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness of Tenant Participation opportunities</li> <li>Establishment of new groups</li> <li>Increased participation in decision-making processes</li> <li>Groups will be able to fulfil their constitutional requirements</li> </ul>



> Housing & Communities Tenant Participation Strategy

What we will do	When we will do it	Who will be responsible	What will this achieve
<b>Objective 3.2</b>			
<ul style="list-style-type: none"> <li>• Make contact with anyone wishing to establish a tenants and residents group in their area within 14 days of receiving the enquiry</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Housing Services</li> <li>• East Ayrshire Federation</li> </ul>	<ul style="list-style-type: none"> <li>• Increased community representation</li> <li>• Increased participation in decision-making processes</li> </ul>
<b>Objective 3.3</b>			
<ul style="list-style-type: none"> <li>• Conduct an annual Training Needs Analysis</li> </ul>	Annually	<ul style="list-style-type: none"> <li>• Housing Services</li> <li>• Independent Tenant Advisors</li> <li>• East Ayrshire Federation</li> </ul>	<ul style="list-style-type: none"> <li>• Increased awareness for staff</li> <li>• Increased knowledge for groups/tenants</li> </ul>
<b>Objective 3.4</b>			
<ul style="list-style-type: none"> <li>• Deliver at least 5 training and information sessions per year to tenants and residents groups and the East Ayrshire Tenants &amp; Residents Federation</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Housing Services</li> <li>• Independent Tenant Advisors</li> <li>• Other departments</li> <li>• East Ayrshire Federation</li> </ul>	<ul style="list-style-type: none"> <li>• Training delivered and evaluated</li> <li>• Staff and tenants are equally informed</li> <li>• Joint solutions to issues agreed</li> </ul>
<b>Objective 3.5</b>			
<ul style="list-style-type: none"> <li>• Visit every tenants and residents group at least once per year to offer support, information and advice</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Housing Services</li> <li>• East Ayrshire Federation</li> <li>• Independent Tenant Advisors</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced information to tenants</li> </ul>

**Aim 4: Further develop Tenant Scrutiny opportunities**

What we will do	When we will do it	Who will be responsible	What will this achieve
<b>Objective 4.1</b>			
<ul style="list-style-type: none"> <li>Carry out at least 1 scrutiny exercise of the Housing Service annually</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> <li>Tenants' &amp; Residents' Groups</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced opportunities to participate in scrutinising of performance and other areas of service</li> <li>Tenants and other customers will have the necessary knowledge and skills to participate in scrutiny activities</li> </ul>
<b>Objective 4.2</b>			
<ul style="list-style-type: none"> <li>Revisit at least 1 area previously subject to scrutiny activity per year</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> <li>Tenants' &amp; Residents' Groups</li> </ul>	<ul style="list-style-type: none"> <li>Increased tenant information in terms of review.</li> <li>Enhanced opportunities to participate in scrutinising of performance and other areas of service</li> <li>Improved services</li> </ul>
<b>Objective 4.3</b>			
<ul style="list-style-type: none"> <li>Implement the Tenant Scrutiny Framework</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> <li>Tenants' &amp; Residents' Groups</li> </ul>	<ul style="list-style-type: none"> <li>Increased tenant involvement in service delivery and policy making</li> </ul>
<b>Objective 4.4</b>			
<ul style="list-style-type: none"> <li>Publish a programme of Tenant Scrutiny annually</li> </ul>	Annually	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> <li>Tenants' &amp; Residents' Groups</li> </ul>	<ul style="list-style-type: none"> <li>Improved information and communication to tenants</li> <li>Increases opportunities to participate</li> </ul>
<ul style="list-style-type: none"> <li>Visit every tenants and residents group at least once per year to offer support, information and advice</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>East Ayrshire Federation</li> <li>Independent Tenant Advisors</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced information to tenants</li> </ul>

**Aim 5:** We will continue to explore ways of engaging with “Involving All” Groups to ensure their voice(s) are heard.

What we will do	When we will do it	Who will be responsible	What will this achieve
<b>Objective 5.1</b>			
<ul style="list-style-type: none"> <li>Consult and engage with faith / church groups</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> <li>Tenants' &amp; Residents' Groups</li> </ul>	<ul style="list-style-type: none"> <li>Increased involvement and engagement of people from all faiths in shaping housing service</li> </ul>
<b>Objective 5.2</b>			
<ul style="list-style-type: none"> <li>Consult and engage with LGBT+ development group</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> <li>Tenants' &amp; Residents' Groups</li> </ul>	<ul style="list-style-type: none"> <li>Increased involvement and engagement with LGBT community</li> </ul>
<b>Objective 5.3</b>			
<ul style="list-style-type: none"> <li>Consult and engage with Young People</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> <li>Tenants' &amp; Residents' Groups</li> </ul>	<ul style="list-style-type: none"> <li>Increased involvement and engagement of young people in shaping housing service</li> </ul>
<b>Objective 5.4</b>			
<ul style="list-style-type: none"> <li>Consult and engage with Older People living in Supported Accommodation</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> <li>Tenants' &amp; Residents' Groups</li> </ul>	<ul style="list-style-type: none"> <li>Increased involvement and engagement of older people in shaping housing service</li> </ul>
<b>Objective 5.5</b>			
<ul style="list-style-type: none"> <li>Consult and engage with people who are homeless or threatened with Homelessness.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Housing Services</li> <li>Independent Tenant Advisors</li> <li>East Ayrshire Federation</li> <li>Tenants' &amp; Residents' Groups</li> </ul>	<ul style="list-style-type: none"> <li>Increased knowledge about tenants and service users experiences</li> <li>Inform/shape involvement</li> </ul>

## Appendix 2 - Jargon Buster

There are a number of different terms within Housing that tenants groups need to be able to understand. This aims to help tenants understand the language of Housing and aid overall knowledge.

**Action Plan:** A list of things a landlord or tenants organisation must do in order to achieve an objective.

**Community Planning:** A framework which enables people to have a greater say in how local services are planned and delivered.

**Register of Interested Tenants:** A register of interested tenants is often used by landlords to record individual tenants who wish to be consulted or participate without being the member of a tenants' organisation,

**Estate Walkabouts:** Joint inspections of a local area with members of tenants and residents group, Housing staff and representatives from other Council departments who provide a service in the community. The aim of walkabouts is to identify issues and find joint solutions to address them.

**East Ayrshire Federation of Tenants and Residents (EAF):** A group of tenant associations coming together to form one organisation that will promote things of common interest to influence the housing policy makers and service providers. Sometimes called forum or panel.

**Housing (Scotland) Act:** A document written in legal language agreed by the Scottish Parliament. It sets out the law regarding specific aspects of housing in the future. An example is the Housing (Scotland) Act 2001. The date tells you when it became law.

**Registered Social Landlords (RSL's):** A not-for-profit landlord that is registered with, and monitored by, the Scottish Housing Regulator (SHR) whose membership is open to tenants, amongst others. There can be non-registered housing associations using the name. As such, tenants need to be aware if the housing association is registered with the SHR.

**Local Housing Strategy:** A statutory document produced by all local authorities that assesses the housing need, demand and the resources required to meet that need in their area. This covers all tenures not just rented houses.

**National Standards for Community Engagement:** Good practice standards issued by the Scottish Government to provide a framework to help people influence the planning and delivery of services in their local area.

**Register of Tenants Organisations:** A register that a landlord has to keep which contains details of registered tenants organisations.

**Registered Tenants Organisations:** Registered Tenants Organisations (RTOs) were introduced in Scotland as part of the Housing (Scotland) Act 2001. A tenant's organisation can apply to their landlord for registration if it meets certain criteria. This can be accessed on the Council website.

**Scottish Housing Regulator:** The Scottish Housing Regulator (SHR) regulates registered social landlords and the landlord and homelessness services of local authorities.



East Ayrshire Council  
Comhairle Siorrachd Àir an Ear