



Housing and Communities

Tenant Participation, Engagement and Scrutiny Strategy

2024-2029

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Foreword

Welcome to East Ayrshire Council's Tenant Participation, Engagement and Scrutiny Strategy 2024-2029. The Strategy has been developed in partnership with the East Ayrshire Federation of Tenants and Residents, tenant representatives and tenants.

The 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, delivery and review of our Housing and Communities Services.

Tenant participation, engagement and scrutiny is about tenants and service users having an effective voice to help shape Housing and Communities Services and related activity. Since the launch of our first Tenant Participation Strategy in 2004, tenants have positively influenced how we engage with, and involve, tenants and service users in the development and delivery of a range of Council services.

The Council remains committed to working together with tenants and service users to promote meaningful involvement within neighbourhoods and communities across the authority. Over the lifespan of this Strategy, we will look to enhance our existing tenant involvement structures to offer tenants more opportunities to influence and inform the services they receive and, more importantly, ensure they better reflect tenants' priorities and needs.

The Tenant Participation, Engagement and Scrutiny Strategy 2024-2029 takes account of Housing (Scotland) Acts, 2001, 2010 and 2018, the introduction of the Scottish Social Housing Charter (SSHC) and role of the Scottish Housing Regulator (SHR).

East Ayrshire Council's Values

Through our FACE Framework, **Flexible, Approachable, Caring and Empowered**, we aim to strengthen the relationships across the Council and in our communities that will help us to transform and build a fairer, kinder, and more connected East Ayrshire.

Our Vision for Tenant Participation, Engagement and Scrutiny 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 and Communities Services"



Blair Millar
Head of Housing and Communities

Housing and Communities Spokesperson

"I am delighted to welcome you to East Ayrshire Council's Tenant Participation, Engagement and Scrutiny Strategy 2024-2029 that has been co-produced by the Council and East Ayrshire Federation of Tenants and Residents. The proposals set out in this refreshed Strategy demonstrate the Council's ongoing commitment to work in partnership with the East Ayrshire Federation, our Community Planning Partners, tenant and resident groups and representatives from across our communities to embed excellence in service delivery for all our tenants."

A great deal has already been achieved to support and promote tenant participation and engagement across East Ayrshire, and I encourage you to read through the achievements that are recorded in the Strategy. Building on this valuable work, the Council, East Ayrshire Federation and our Partners recognise there is more to do, and so much more can be achieved with your support. Our ambitions are set out in the Action Plan, that form part of the Strategy, and I encourage you to get involved and help influence decisions that will continue to make East Ayrshire a great place to live.

I would like to express my gratitude and thanks to all who have contributed to this Strategy on behalf of the Council. We look forward to exploring more opportunities to work with you to help shape and improve future services for Council tenants and residents across East Ayrshire."

Councillor Jim McMahon

Tenant Representatives

"The East Ayrshire Federation of Tenants and Residents (East Ayrshire Federation) is committed to working with East Ayrshire Council, Scottish Housing Regulator, Scottish Government, Third Sector Organisations and Community groups to ensure tenant voices are central to decision-making when developing and implementing housing and related policies, procedures and services."

Our partnership with East Ayrshire Council, in particular, Housing and Communities ensures we are able to maximise opportunities to promote tenant involvement in making decisions about our homes and communities.

Through our independent participation, engagement, and scrutiny activity we review service delivery and work hard to hold the Council to account on behalf of all tenants across East Ayrshire. We also advocate on behalf of tenants who may require our support when dealing with the Council's Housing and Communities Services."

East Ayrshire Federation of Tenants and Residents

Introduction

What is Tenant Participation, Engagement and Scrutiny?

Tenant Participation, Engagement and Scrutiny is a two-way process involving the sharing of information, ideas and knowledge to improve the standard of housing conditions and services.

Since the introduction of the Housing (Scotland) Act 2001, tenants across Scotland have increased rights to information, consultation, participation and scrutiny of Housing and Communities Services. The right to participate comes from a reasonable expectation that Housing and Communities Services and policies should meet tenant needs and priorities, as far as possible, within available resources.

We are committed to involving our tenants, service users and other customers in making decisions about the services we deliver. We want to know what you think about housing standards and services, where the gaps are and your thoughts on possible service improvements.

We have different ways to get involved ranging from our individual contact register, consultation forums and the creation of tenant and resident associations, through to the East Ayrshire Federation at a more strategic level. We also support tenants to get involved beyond the local level and potentially influence national housing policy development, standards, and guidance. An example of this activity is the East Ayrshire Federation's involvement with the Scottish Regional Networks, a review of the Scottish Social Housing Charter and national policy and legislative developments.

The Tenant Participation, Engagement and Scrutiny Strategy 2024-2029 incorporates the East Ayrshire Council FACE values and links to other Council strategies, plans and policies including the East Ayrshire Community Plan 2015-2030, East Ayrshire Council Strategic Plan 2022-2027, East Ayrshire Local Housing Strategy 2019-2024 and the East Ayrshire Community Engagement Framework.

Housing and Communities Services

Housing and Communities Services Officers are aware of their responsibilities to support and encourage tenant participation and to assist and support tenants in accessing opportunities to participate and engage.

The Customer Liaison Team has specific responsibilities in relation to tenant participation, engagement, scrutiny and customer involvement and is the main point of contact for tenants interested in getting involved and giving their views and ideas. The Customer Liaison Officer (CLO) may be contacted as follows:

- Email: customerliaisonteam@east-ayrshire.gov.uk
- Telephone: 01563 554400

What is a Tenant Participation, Engagement and Scrutiny Strategy?

The introduction of the Housing (Scotland) Act 2001 created a legal requirement for Councils and Social Landlords to have a Tenant Participation Strategy developed in partnership with tenants and other customers. It facilitates the following in East Ayrshire:

- Work with East Ayrshire Council's Housing and Communities Services.
- 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.
- Independent tenant review and monitor service delivery and performance.
- Highlight positive examples of working practices and report recommendations on how services can be improved.
- Communicate and keep tenants and service users informed whilst encouraging participation.
- Monitor and review agreed action plans.

Our Mission

The Strategy supports the East Ayrshire Council Local Housing Strategy strategic vision for housing, which is regularly reviewed and revised in accordance with current Scottish Government guidance.

It is our mission to endeavour to work together to ensure that everyone in East Ayrshire has access to good quality, energy efficient housing, within safe, healthy, and vibrant communities.

Tenant Voices



TARA

Having a Tara has helped us access funding for activities and equipment to benefit our community

Estate walkabouts

Estate walkabouts really help us work with the Council to make sure work is done and issues are resolved.



Scrutiny

Scrutiny has improved my understanding of the way in which the Council works and helps me to make sure 'it does what it says on the tin'

Federation

Being in the federation means we can work with the Council to influence and improve policies and services for all tenants.



Our Strategic Aims

The aims of the Tenant Participation Strategy 2024-2029 were developed in partnership with the East Ayrshire Federation, tenant representatives and tenants.

It outlines East Ayrshire Council's commitment to tenant involvement and highlights the range of opportunities available to tenants, service users and other customers. It also explains how tenant participation, engagement and scrutiny will be supported and resourced, action that will be taken to ensure the continued development of effective participation and how these will be monitored.



Aim 1: Ensure tenants are well informed

Communication is key to building relationships across tenants, staff and Elected Members. We will ensure tenants have the information they need to influence our decisions to continually improve services.



Aim 2: Seek and listen to tenants' views before making decisions.

We want to ensure that our tenants and service users are at the heart of everything we do. We will seek and listen to tenants' views to ensure our housing and communities services meet tenants' needs and priorities, as well as meeting our legal obligations and strategic objectives.



Aim 3: Further develop the range of ways for tenants to influence services and future developments.

We want to provide flexible and varied ways for tenants and service users to review, influence and improve what we do and work together to ensure our communities are clean, green, safe, and vibrant places to live.



Aim 4: Provide resources and support.

We are aware that effective tenant participation, engagement and scrutiny requires adequate resources and support. We offer a range of resources which can be accessed on request.



Independent Tenant Advice

The Independent Tenant Advice offers independent tenant advice to East Ayrshire Council tenants, members of tenant and resident groups affiliated to East Ayrshire Council, Housing and Communities staff and East Ayrshire Federation. This is achieved by providing information, advice and support to local tenants' and residents' groups as well as offering advice and assistance to tenants and the Council in monitoring and implementing this Strategy.

Aim 5: Monitor, review and report on successes and challenges.

We understand that achieving and reporting on the implementation of the Strategy is crucial to ensuring we achieve our aims and objectives. A Strategy Implementation and Review Group, made up of key stakeholders, will carry out regular reviews and report on outcomes. These outcomes will be shared using a variety of communication methods to help promote access and continuous improvement.

Further details on how we will implement the Strategy can be found in the **Action Plan** set out in **Appendix 1**. It will be updated and published annually.

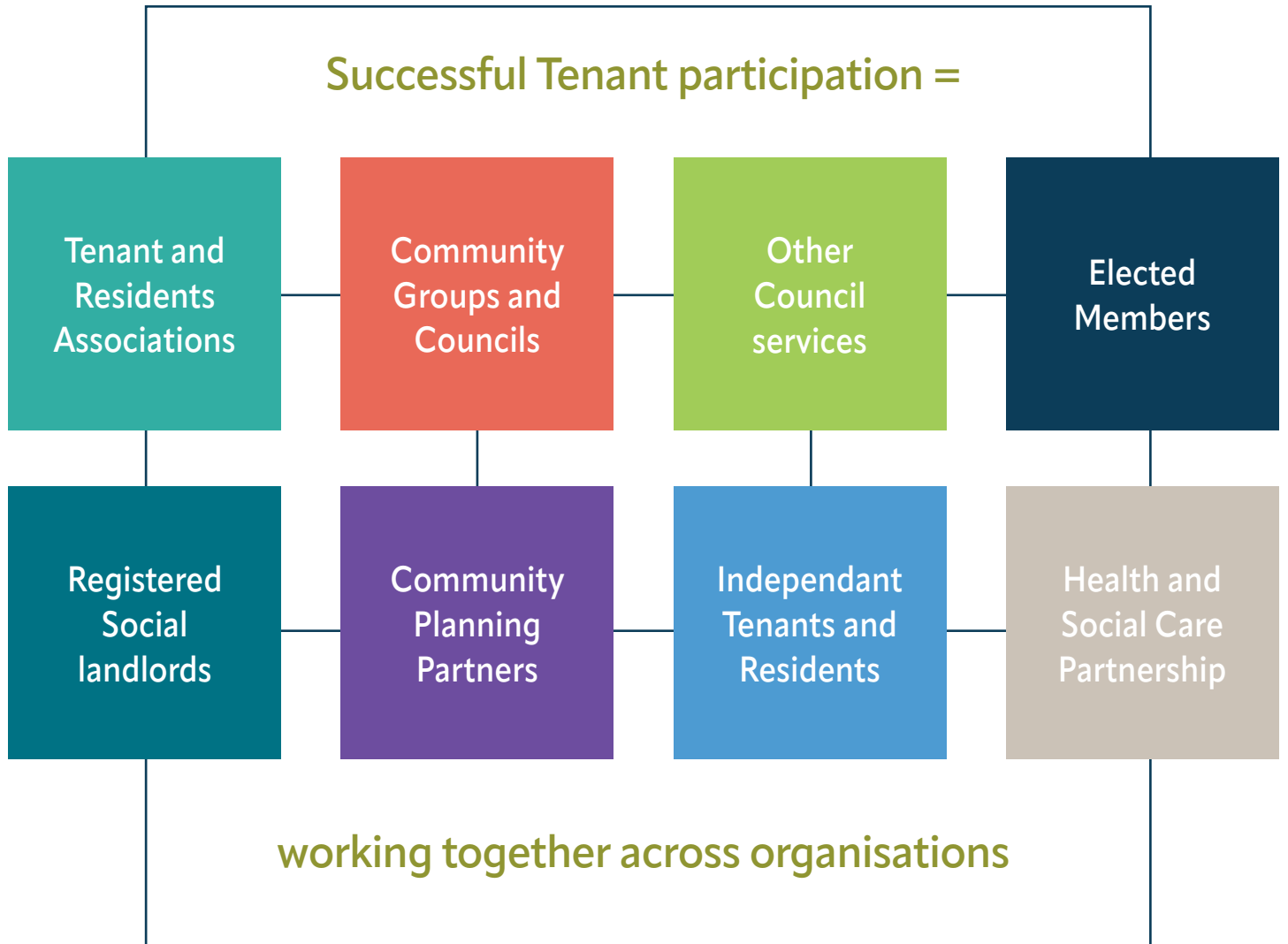
Principles of Tenant Participation

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



Partnership Working

Successful Tenant Participation involves working together across different organisations to improve services and communities.



Legal Rights to Tenant Participation

The Housing (Scotland) Act 2001

The Housing (Scotland) Act 2001 introduced a legal framework for Tenant Participation.

Tenants have the right to:

- Legal Rights to Tenant Participation
- The Housing (Scotland) Act 2001
- The Housing (Scotland) Act 2001 introduced a legal framework for Tenant Participation.

East Ayrshire Council has a duty to:

- Produce a Tenant Participation Strategy.
- Make sure that our Tenant Participation Strategy complies with equal opportunities requirements.
- Set up a register of tenant organisations, in line with Scottish Government guidance.
- Consider feedback made by individual tenants and tenants' organisations.
- Inform tenants and Registered Tenant Organisations (RTOs) of proposals for housing management, standards of service and the Tenant Participation Strategy.

Scottish Social Housing Charter

The first Charter came into effect on 1 April 2012 and was reviewed during 2016 and again in 2021. The new Charter, approved by resolution of the Scottish Parliament on 5 October 2022, took effect from 1 November 2022. The purpose of the Charter is to help improve the quality and value of the services that registered social landlords should aim to achieve when performing their housing activities. It also requires landlords to provide a report to the Scottish Housing Regulator about their performance against these, and other measures, through the Annual Return on the Charter, as well as reporting on this to their tenants and other customers. It has specific standards and outcomes regarding **equalities**, **communication**, and **participation** which they are required to meet.

Equalities

Social landlords' housing services support and promote the right to adequate housing. Every tenant and customer:

- has their individual needs and rights recognised,
- is treated fairly and with respect,
- receives fair access to housing and housing services.

In addition, 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. More information regarding the Equality Act 2010, is available at [Equality Act 2010: guidance-GOV.UK](https://www.gov.uk/guidance/equality-act-2010)

Communication

Social landlords manage their businesses so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides. This outcome covers all aspects of landlords' communication with tenants and other customers.

Participation

Social landlords manage their business so that tenants and other customers find it easy to participate in, and influence, their landlords' decision-making at a level they feel comfortable with. It also recognises how they can help tenants, other customers and bodies representing them, such as registered tenant organisations, to become more involved.

Benefits of Tenant Participation

Tenant participation promotes and delivers clear benefits to tenants, social landlord officers and social landlords.



Better service delivery
and improved value
for money



Opportunities
to develop new
knowledge and skills



Better communication
between staff and
tenants



Better links between
communities and
landlords



Increased tenant
satisfaction
with homes and
neighbourhoods



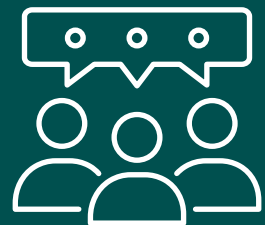
Increased job
satisfaction for staff



Breaking down barriers
to help remove
mistrust between
tenants and landlords,
building mutual respect
and understanding



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



Staff and tenants
being more aware
of each other's
perspective, along
with organisational and
financial limitations

Benefits to Tenants

- Influence landlords' decision-making to help improve services.
- Helps ensure Council services meet and are responsive to tenants' needs and priorities.
- Potential increased satisfaction.
- Helps ensure value for money in the rent and service charges paid by tenants.

Benefits to the Council

- Tenants and resident volunteers share valuable knowledge about how services are working and how they can be improved.
- Tenants and resident volunteers make a positive contribution to the work of the Council and the communities where they live.
- Improves performance through tenant scrutiny and feedback.
- Involving, empowering and engaging with tenants around policies, procedures and how the Council communicates with tenants to ensure these are robust and effective.
- Encourage and support access to tenants' views about Council services.
- Ensures value for money in service delivery.

Benefits to your Community

- Ensures communities are informed about Council services creating better neighbourhoods through improved services.
- Collectively gives wider communities a voice to ensure tenants' and other customers' views are heard.
- Builds lasting relationships with landlord officers and other groups.

Successful Tenant Participation in East Ayrshire

We have achieved many tenant participation, engagement and scrutiny successes in East Ayrshire. Recent examples of tenant influence include:



Independent tenant scrutiny of the kitchen and bathroom renewal programmes resulted in:

- improved choice of components available to tenants, consideration of specific tenant needs such as worktop and cupboard heights, inclusion of flooring in bathroom renewals.



Reviewed, improved and digitised our Tenant Information Pack leaflets, providing easily accessible, clear information and advice for all tenants.



Tenant consultation ensuring they have a say in the decisions we make across a range of policies, programmes and plans to improve service delivery to include:

Annual Rent Setting, Common Allocation Policy, Housing Improvement Programme, Strategic Housing Investment Plan, Housing Asset Management Framework, Void Business Unit, Annual Performance Report, and the Tenant Satisfaction Survey.



Joint East Ayrshire Council and East Ayrshire Federation Conferences to share views, ideas, learn more about housing and related services, the work of local tenants' and residents' groups and the East Ayrshire Federation as well as providing valuable networking opportunities to meet with other Services and organisations.



Joint estate walkabouts with tenants, tenant and resident group members and Housing and Communities staff to identify issues, potential solutions, and sustainable investment ideas.



East Ayrshire Federation and its members participated in an independent scrutiny of the Void Business Unit, leading to improvements in the standard of homes being allocated.



Set up our first consultation forum within Garven Court, Kilmarnock, to ensure tenants living in the complex have a say and an opportunity to meet staff and Elected Members.

Recognising Success

Award Winning Achievements 2018 - 2024



TIS Community Development Excellence Award

East Ayrshire Federation



TIS Excellence in Regeneration Award

*East Ayrshire Council and
CANI Dalmellington*



TIS Frances Nelson MBE Award

*Lisa Fulton, Chairperson
Campbell Area Tenants
and Residents Association,
Newmilns*



TIS Most Inspiring Scrutiny Group of the Year Award

East Ayrshire Federation



Chartered Institute of Housing Scotland 'Working in Partnership' Award in 2021.

*East Ayrshire Council and
East Ayrshire Federation*



TIS Tenants Organisation of the Year Award

*2023 - Campbell Area TARA,
Newmilns.
2024 - Gilfoot TARAAG,
Newmilns*

Tenant Voices

Tenant led inspections



Tenant led inspections have helped to develop a good working relationship with staff and senior officers within the council, as they have also gained an understanding of a tenants point of view.

TARA



Being in the TARA has helped us address antisocial behaviour, improve our housing and local area, organise activities and events.

Scrutiny Inspection



Our scrutiny inspection of the Housing Improvement Programme has been good as it gave us an opportunity to see the services provided to tenants improved.

Federation and Local Groups



As part of the Federation and Local Groups, we get involved in consultations with the Council, Scottish Government and Scottish Housing Regulator and learn how things work across Scotland.

Strategy Development

How the Tenant Participation, Engagement and Scrutiny Strategy 2024-2029 was developed

This Strategy has been developed in partnership with the East Ayrshire Federation, tenant representatives and tenants and in accordance with Scottish Social Charter guidance and the National Standards for Community Engagement. It complements the East Ayrshire Community Engagement Framework. More about the National Standards for Community Engagement is available at: <http://www.scdc.org.uk/what/national-standards/>.

Review and Key Outputs

The review, that included a survey being undertaken, was carried out during the period June 2023 to October 2023 in collaboration with the East Ayrshire Federation, members of the Independent Tenant and Resident Forum and Tenant and Resident Association members along with staff from the Customer Liaison Team.

The following key outputs were delivered as part of the review process:



How to Get Involved

Housing and Communities have a range of participation, engagement and scrutiny opportunities available across East Ayrshire. We want to encourage as many tenants and service users as possible to get involved and have their say on how services are managed, delivered and could be improved.

Participation

Tenant Satisfaction Survey

East Ayrshire Council conducts a Tenant Satisfaction Survey every three years. The independent survey allows tenants to express their views about how the Council is providing services.

The survey is both a requirement for compliance with the Scottish Social Housing Charter and is an opportunity to identify any area of our business where we need to improve, whether it is in response to our repairs services, opportunities to get involved in consultation events or the management of our neighbourhoods. The views collected from the survey responses help us plan future services and ensure our tenants' views remain at the heart of these important decisions.

Interested Tenants' and Residents' Forum

The Interested Tenants' and Residents' Forum is a database of individual tenants and residents who have expressed an interest in being involved with the Housing Service. This forum allows individuals to have a say on specific topics. The topics are wide ranging and include estate management, anti-social behaviour, repairs, damp and mould and other service provision.

Joint Annual Tenant and Resident Conference

This event provides a valuable opportunity for tenants and residents to find out more about Housing and other Council Services, talk to Council officers, Elected Members and the East Ayrshire Federation and work together to inform and shape future service delivery. The event content is tenant and resident driven and provides the opportunity for all attendees to build relationships and gain insight into different Services' and partner organisations' activities.

Consultation Events

Consultation events provide a range of ways to seek views from people living in our communities about our services and delivery, for example, our performance and how we can improve. These events can cover a range of topics such as rent setting, performance reports, Common Allocation Policy and customer satisfaction levels.

Estate Walkabouts/Inspections

Estate walkabouts give members of tenants' and residents' groups and Council officers opportunities to identify areas for improvement within their neighbourhoods and communities. These inspections may be requested by Elected Members, local tenants' and residents' groups, consultation forums and interested tenants. The walkabouts can include, but are not limited to, Housing and Communities staff, Elected Members, tenants and residents, Community Planning Partners and stakeholders including, as an example, Police Scotland.

Consultation Forums

These forums allow groups within a particular geographical area or residential setting to have a say about services and experiences. Tenants and residents can influence services that affect their communities. These groups are non-constituted, where participants feel an association would not work for them. Discussions at our first forum are about tenants and residents explaining what works and what does not work and offering suggestions and potential solutions.

Focus Groups

A focus group is a short-term working group that gathers views and suggestions about a service from a group of people with similar experiences, interests or characteristics, for example:

A facilitator guides the group discussion based on an agreed set of topics. The facilitator creates an environment that encourages participants to share their perceptions and points of view.

Registered Tenant Organisations (RTOs)

Becoming a [Registered Tenant Organisation](#) gives groups a recognised role in the decision-making process. [The Housing \(Scotland\) Act 2001](#) introduced a registration of tenant organisations. An RTO has a legal right to be consulted on housing issues. The aim is to give tenants' and residents' associations, that meet certain criteria, a recognised role in the tenant participation process.

Registered Tenant Organisation (RTO) Forums

These forums are attended by representatives of tenant and resident associations and Housing and Communities Service Leads, depending on the agreed topics to be discussed and also as a result of reviews of current performance statistics for the Scottish Social Housing Charter.

Tenants' and Residents' Associations (TARAs)

Tenants' and residents' associations provide a collective voice and some powers 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 neighbourhoods and increase a sense of community. Often, they deliver local community projects and activities.

East Ayrshire Federation

East Ayrshire Federation is an umbrella organisation that represents tenants' and residents' associations operating in East Ayrshire and is a Registered Tenants Organisation under the Housing (Scotland) Act 2001. 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 tenants, 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' and 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 to help achieve this common aim.
- Publish and exchange information to advance East Ayrshire Federation aims and objectives.
- Respond to East Ayrshire Council and Scottish Government consultations.

More information about the East Ayrshire Federation is available at:

- Email: secretary@eafederation.com
- Telephone: 01563 631000
- Website: <https://eafederation.com/>
- Twitter: @ayrshire_east
- Facebook: East Ayrshire Federation



Engagement

Attendance at Conferences

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

Public Meetings

The Council will, in certain circumstances, arrange public meetings to seek tenant and resident views on proposals where significant changes are made. These events have included proposals set out within our Housing Asset Management Framework.

Satisfaction Surveys/ Questionnaires

Surveys and questionnaires allow us to better understand tenant and customer views about levels of satisfaction around specific areas of activity. Examples include feedback on the changes to the Common Allocation Policy and the Housing Improvement Programme.

Tenant Information Leaflets

Tenants will be signposted to a comprehensive information pack which highlights several points relevant to a tenancy at the start of a tenancy. On request, we will issue the leaflets in a variety of formats.

Tenant Led Information Events

These information sessions cover all aspects of Housing and Communities service delivery and may be attended by tenants, residents, Elected Members and Council officers.

Tenant Led Outreach Work

East Ayrshire Federation members attend community events on request to promote Tenant Participation, the role of tenants in shaping Council services and highlight ways for service users to get involved.

East Ayrshire Federation Tenant Newsletter

East Ayrshire Federation produces a Newsletter each year which is distributed to every Council tenant, staff and Elected Members. It is also published on our website.

Website

The Council website: www.east-ayrshire.gov.uk/housing contains information about Council Housing and Communities Services that we deliver and how you can get involved.

Digital Channels

The Council uses digital channels to encourage participation and signpost to stakeholder information and advice.

MyHousing Portal

The new [online tenant access](#) allows tenants and the Council to engage, promote ideas and access services in a different way. Tenants can also view rent account balances, make payments, print statements, update details, report anti-social behaviour or just get in touch about any aspect of their tenancy.

National Engagement

There are Regional Networks in place to help Registered Tenant Organisations (RTOs) and tenants to engage with the Scottish Government on issues of national housing policy and standards.

East Ayrshire Federation and various Registered Tenant Organisations are currently represented on Region 3 Network comprising:

- Dumfries and Galloway,
- East Ayrshire,
- East Renfrewshire,
- Inverclyde,
- North Ayrshire,
- Renfrewshire and
- South Ayrshire

More information on the Regional Networks is available at: <http://www.regionalnetworks.org.uk>

Scrutiny

Scrutiny is about tenants and other service users being actively involved in Housing and Communities Services' self-assessment processes. It provides opportunities for tenants and other service users to independently review how services are being delivered, identify what works well and make recommendations about what could be improved.

Each year the Council works in partnership with the East Ayrshire Federation to agree a programme of scrutiny activity. This is recorded in the Federation annual Work Plan and is carried out by various sub-groups.

We use a range of information to help decide and agree which area will be subject to Tenant Scrutiny. This information includes, but is not limited to:

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

Tenant Scrutiny aims to give tenants and other service users more influence in holding East Ayrshire Council accountable for its decisions, performance, and conduct. Tenant Scrutiny puts our tenants', service users' and other customers' priorities, views and engagement around relevant processes at the heart of the organisation.

Tenant Scrutiny Sub-Groups

Tenants and service users are invited to participate in scrutiny subgroups, to agree a service area for review and inspection, carry out agreed tasks, report on findings and recommend improvements.

Monitoring and Evaluation

Monitoring and evaluation of services and delivery is carried out across a range of activity to include:

Quarterly Performance Meetings

Seniors Officers from Housing and Communities Services meet with members of the East Ayrshire Federation on a quarterly basis to discuss performance across a range of Housing and Communities service areas. This information is reported to the wider membership of East Ayrshire Federation to promote more effective involvement and engagement.

Tenant Participation Strategy Monitoring and Implementation Group

This group consists of East Ayrshire Federation representatives and Housing and Communities officers who meet quarterly to review progress relating to tenant participation and service user involvement against agreed Action Plan aims, as set out at Appendix 1.

Annual Performance Return on the Charter

Each year Council officers meet with members of the East Ayrshire Federation to present the Council's Annual Return on the Scottish Social Housing Charter. This return contains over 300 pieces of performance information and allows tenants, service users, other customers, officers and peer authorities to [compare their performance](#) against peer organisations.

Annual Assurance Statement

All Local Authority and Registered Social Landlords (RSLs) must submit an Annual Assurance Statement to the Scottish Housing Regulator (SHR) by the end of October each year. This provides assurance that we are complying with the relevant requirements of the SHR's Regulatory Framework, along with all regulatory requirements that apply to social landlords and the Standards of Governance and Financial Management.

'Tenant participation is a way to give tenants and other customers' greater influence and ability to hold their landlords to account. It provides an opportunity to develop partnership working between tenants, other customers, and landlords to deliver excellent services. It is also a right for all Council and Housing Association tenants in Scotland.'

Appendix 1 – Action Plan

What we will do	When we will do it	Who will be responsible	What will this achieve
Aim 1: Ensure tenants are well informed			
Objective 1.1			
Publish and issue an annual newsletter for East Ayrshire Council tenants and tenants' and residents' groups in partnership with East Ayrshire Federation of Tenants and Residents (East Ayrshire Federation)	Annually	<ul style="list-style-type: none"> • Housing and Communities Services • Independent Tenant Advisors • East Ayrshire Federation 	<ul style="list-style-type: none"> • Improved communication with tenants. • Increased awareness of East Ayrshire Council Housing and Communities Services and Plans. • Increased awareness of East Ayrshire Federation and Tenant Group successes. • Establishment of new groups.
Objective 1.2			
Publish our Annual Performance Report to tenants and Annual Assurance Statement.	Annually	<ul style="list-style-type: none"> • Housing and Communities Services • East Ayrshire Federation 	<ul style="list-style-type: none"> • Increased awareness of Housing Service performance. • Improved communication with tenants. • Increased awareness of Housing and Communities Services • Show compliance with Scottish Housing Regulator (SHR) and other governing bodies' requirements.
Objective 1.3			
Publish and regularly review and update our Information for Tenants' Leaflets.	Annually	<ul style="list-style-type: none"> • Housing and Communities Services • East Ayrshire Federation • Independent Tenant Advisors 	<ul style="list-style-type: none"> • Increased knowledge of Housing and Communities Services and tenant roles and responsibilities. • Increased awareness of information and advice available to tenants.

What we will do	When we will do it	Who will be responsible	What will this achieve
Objective 1.4			
East Ayrshire Federation to organise 2 open meetings each year for East Ayrshire Council tenants, members of tenants' and residents' groups and interested tenants.	6 monthly	<ul style="list-style-type: none"> • Housing and Communities Services • Independent Tenant Advisors • East Ayrshire Federation • Tenants' and Residents' Groups 	<ul style="list-style-type: none"> • Comprehensive information available to groups and tenants highlighting relevant contacts and support available. • Increased number of tenants involved.
Objective 1.5			
Promote Tenant Participation through outreach work at events throughout East Ayrshire at least 12 times per year.	Ongoing	<ul style="list-style-type: none"> • Housing and Communities Services • Independent Tenant Advisors • Other Services • East Ayrshire Federation 	<ul style="list-style-type: none"> • Increased awareness of Tenant Participation opportunities. • Establishment of new groups (Registered Tenant Organisations (RTOs), Consultation Forums). • Increased number of tenants involved in participation, engagement, and scrutiny activities.
Objective 1.6			
Provide regular service and news updates via website and social media channels.	Ongoing	<ul style="list-style-type: none"> • Housing and Communities Services • East Ayrshire Federation • Independent Tenant Advisors • Other Services 	<ul style="list-style-type: none"> • Increased awareness of East Ayrshire Council and East Ayrshire Federation successes, challenges and opportunities.

What we will do	When we will do it	Who will be responsible	What will this achieve
Aim 2: Seek and listen to tenant views before making decisions			
Objective 2.1			
East Ayrshire Federation to carry out small-scale surveys to gauge interest in tenants, service users and other customers becoming involved in Tenant Participation, Engagement and Scrutiny activities.	Annually	<ul style="list-style-type: none"> • Housing and Communities Services • Independent Tenant Advisors • East Ayrshire Federation 	<ul style="list-style-type: none"> • Opportunity for tenants to be consulted and involved. • Increased opportunities for Tenant Participation. • Tenants in rural areas can have their voice heard. • Minority groups are represented.
Objective 2.2			
Carry out tenant satisfaction surveys.	After programmed works in tenants' homes and as part of Large Scale Tenant Satisfaction Surveys 2026, 2029	<ul style="list-style-type: none"> • Housing and Communities Services • East Ayrshire Federation 	<ul style="list-style-type: none"> • Increased awareness of Housing and Communities, service delivery achievements and concerns. • East Ayrshire Council plans developed to address service delivery issues and concerns.
Objective 2.3			
Consult tenants on any proposed changes to policy or service delivery. Take account of complaints, compliments and suggestions feedback.	Ongoing	<ul style="list-style-type: none"> • Housing and Communities Services • East Ayrshire Federation • Independent Tenant Advisors 	<ul style="list-style-type: none"> • Tenants' views will be taken into account prior to implementation of proposed changes. • Assist East Ayrshire Council to review and change service delivery where required.
Objective 2.4			
Consult tenants on annual rent increase proposals.	Annually	<ul style="list-style-type: none"> • Housing Services • East Ayrshire Federation • Independent Tenant Advisors 	<ul style="list-style-type: none"> • Tenants informed of East Ayrshire Council rent increase proposals and expenditure priorities. • East Ayrshire Council will be aware of tenants' preferred options and priorities.

What we will do	When we will do it	Who will be responsible	What will this achieve
Aim 3: Further develop the range of ways for tenants to influence our services and future developments			
Objective 3.1			
Support the development of East Ayrshire Federation along with new and existing tenants' and residents' associations, including a minimum of 1 visit to each Tenant and Resident Association per annum.	Ongoing/ Annually	<ul style="list-style-type: none"> • Housing and Communities Services • Independent Tenant Advisors • East Ayrshire Federation 	<ul style="list-style-type: none"> • Increased participation in local and national decision-making processes. • East Ayrshire Federation meets Service Agreement and Constitutional Objectives. • Groups meet their constitutional requirements. • Increased awareness of Tenant Participation opportunities. • Establishment of new groups and community representation.
Objective 3.2			
Create new Consultation Forums based on geographical area or community, housing type, demographics or area of interest.	Annually	<ul style="list-style-type: none"> • Housing and Communities Services • Independent Tenant Advisors • East Ayrshire Federation 	<ul style="list-style-type: none"> • Increased participation in decision-making processes. • Engage with all groups. • Ensure tenants and residents in areas where there are no RTOs have a voice. • Improve links with other community organisations/ groups.
Objective 3.3			
Facilitate tenant-led estate walkabouts with Council officers.	Annually	<ul style="list-style-type: none"> • Housing and Communities Services • East Ayrshire Federation • Independent Tenant Advisors • Tenants' and Residents' Groups • Tenants 	<ul style="list-style-type: none"> • Enhanced information to tenants. • Increased tenant influence in area-based plans, investment and improvements. • Joint solutions to issues agreed.

What we will do	When we will do it	Who will be responsible	What will this achieve
Objective 3.4			
Further develop the Independent Tenants' and Residents' Forum to enable individual tenants to get involved.	Ongoing	<ul style="list-style-type: none"> • Housing and Communities Services • Independent Tenant Advisors • Other Services • East Ayrshire Federation 	<ul style="list-style-type: none"> • Increased number of tenants involved in East Ayrshire Council decision making. • Engage with all groups. • Ensure tenants and residents in areas where there are no RTOs have a voice. • Improve links with other community organisations/ groups.
Objective 3.5			
Carry out a scrutiny project across 1 service area.	Annually	<ul style="list-style-type: none"> • East Ayrshire Federation • Independent Tenant Advisors • Tenants' and Residents' Groups • Tenants • Housing and Communities Services 	<ul style="list-style-type: none"> • Enhanced opportunities to participate in scrutinising housing performance and other areas of service. • Tenants and other customers have the necessary knowledge and skills to participate in scrutiny activities.
Objective 3.6			
Revisit a service area previously subject to scrutiny activity per year.	Annually	<ul style="list-style-type: none"> • East Ayrshire Federation • Independent Tenant Advisors • Tenants' and Residents' Groups • Tenants • Housing and Communities Services 	<ul style="list-style-type: none"> • Tenants involved in reviewing the implementation of scrutiny project recommendations. • Ensure recommendations from scrutiny fit with best practice.
Objective 3.7			
Publish a programme of Tenant Scrutiny.	Annually	<ul style="list-style-type: none"> • Housing and Communities Services • Independent Tenant Advisors • East Ayrshire Federation • Tenants' and Residents' Groups 	<ul style="list-style-type: none"> • Improved information and communication to tenants. • Increases opportunities to participate.

What we will do	When we will do it	Who will be responsible	What will this achieve
Aim 4: Provide resources, support and training to assist tenants to get involved in participation and scrutiny activities			
Objective 4.1			
Provide annual grant funding to East Ayrshire Federation and Tenants' and Residents' Groups.	Annually	<ul style="list-style-type: none"> • Housing and Communities Services • East Ayrshire Federation • Independent Tenant Advisors 	<ul style="list-style-type: none"> • East Ayrshire Federation delivers on the outcomes of the Service Agreement with East Ayrshire Council. • Increased support to Tenants' and Residents' Groups.
Objective 4.2			
Provide an information and training programme to support involvement in tenant participation and scrutiny activities.	Annually	<ul style="list-style-type: none"> • Housing and Communities Services • East Ayrshire Federation • Independent Tenant Advisors 	<ul style="list-style-type: none"> • Increased awareness of legislation, policies, participation and scrutiny methods. • Increased tenant influence in policy and service development and delivery.
Objective 4.3			
Work in partnership with other stakeholders and support organisations to increase the involvement of Involving All Groups.	Ongoing	<ul style="list-style-type: none"> • Housing and Communities Services • East Ayrshire Federation • Independent Tenant Advisors 	<ul style="list-style-type: none"> • Increased participation of a wider range of tenants and service users.
Objective 4.4			
Encourage and support tenants to attend local and national conferences and events.	Ongoing	<ul style="list-style-type: none"> • Housing and Communities Services • East Ayrshire Federation • Independent Tenant Advisors 	<ul style="list-style-type: none"> • Increased knowledge, skills and confidence to effectively influence Housing and Communities Services.
Objective 4.5			
Provide travel expenses to and from meetings/ events to support tenant and resident involvement.	Ongoing	<ul style="list-style-type: none"> • Housing and Communities Services • East Ayrshire Federation 	<ul style="list-style-type: none"> • Increased numbers of tenants involved.

What we will do	When we will do it	Who will be responsible	What will this achieve
Objective 4.6			
Ensure that tenant participation is a key part of all Housing and Communities Services staff roles, and that tenant participation is an integral part of service delivery. (Learnpro module)	Ongoing	<ul style="list-style-type: none"> • Housing and Communities Services • East Ayrshire Federation • Independent Tenant Advisors 	<ul style="list-style-type: none"> • Increased knowledge and information to enhance Housing and Communities Services staff interaction with tenants.
Aim 5: Monitor, review and report on successes and challenges			
Objective 5.1			
Monitor and evaluate the Strategy Implementation.	Ongoing	<ul style="list-style-type: none"> • TP Strategy Implementation Group - representatives to include • Housing and Communities Services • Independent Tenant Advisors • East Ayrshire Federation • Tenants' and Residents' Groups 	<ul style="list-style-type: none"> • Ensure delivery of the Strategy. • Increase number of tenants actively involved. • Improved services and tenant satisfaction.
Objective 5.2			
Provide regular updates on our Tenant Participation, Engagement and Scrutiny Strategy achievements through East Ayrshire Federation and East Ayrshire Council publications, presentations and digital channels.	Ongoing	<ul style="list-style-type: none"> • Housing and Communities Services • Independent Tenant Advisors • East Ayrshire Federation • Tenants' and Residents' Groups 	<ul style="list-style-type: none"> • Increased awareness for all tenants and stakeholders of outcomes of the Strategy. • Increased awareness for all tenants of how their involvement has influenced service delivery and standards. • Improved services and tenant satisfaction.

Appendix 2 - Regulatory Framework

Annual Return on the Charter (ARC)

Each year, the Council is required to provide information to report on our performance against the Charter. Following the submission of the Annual Return on the Charter (ARC) report, the (Scottish Housing Regulator) SHR produces an independent report on our performance by the end of August each year. This report is available to the public on the [SHR website](#). It can be used to compare performance between landlords and against the national average.

Annual Performance Report to Tenants

The Council is required to produce an [Annual Performance Report](#) to tenants to communicate the outcome of the SHR assessment and performance information.

Annual Assurance Statement

In October each year, East Ayrshire Council is also required to submit an Annual Assurance Statement to the SHR. The Council needs to confirm to the SHR that it is complying with all regulatory requirements and standards. If it is not meeting these requirements, the Council must advise the SHR what we are doing to address the issues. Once approved, the Annual Assurance Statement is made available publicly on the Council's website. More information on SHR responsibilities and landlord annual reports on the Charter is available at Landlord performance/Scottish Housing Regulator.

Community Empowerment (Scotland) Act 2015

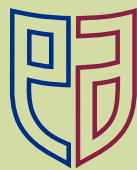
The Community Empowerment (Scotland) Act 2015 sets the National Standards for Community Engagement and the values that provide the basis for successful community engagement. More information regarding the Community Empowerment (Scotland) Act 2015, is available at: Community Empowerment (Scotland) Act 2015 (legislation.gov.uk)

The Housing (Scotland) Act 2001

The Housing (Scotland) Act 2001 introduced a legal framework for Tenant Participation.

The Scottish Housing Regulator (SHR)

The SHR is the independent regulator of registered social landlords, such as East Ayrshire Council and other local authority housing services in Scotland. The SHR is responsible for monitoring, assessing and reporting on how well social landlords achieve the Charter outcomes.



East Ayrshire Council
Comhairle Siorrachd Àir an Ear