

# North Lanarkshire Council Report

## Housing and Regeneration Committee

approval  noting

**Ref** SL/LS/LV

**Date** 19/02/20

## Tenant Participation Strategy 2020-2025

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### Executive Summary

The purpose of this report is to update committee regarding the development of the new Tenant Participation Strategy 2020-2025 and seek approval for the action plan which is attached at appendix 1.

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### Recommendations

It is recommended that the Committee:

- (i) Note the completion of Tenant Participation Strategy 2020-2025 'Involving Tenants – Improving Services' and approve
- (ii) Approve the action plan attached at appendix 1

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### The Plan for North Lanarkshire

Priority All priorities

Ambition statement (19) Improve engagement with communities and develop their capacity to help themselves

## **1. Background**

- 1.1 The Housing (Scotland) Act 2001 introduced the first legal framework for tenant participation in Scotland. Section 53 (1) of the 2001 Act sets out the statutory requirement for social landlords to develop and publish a Tenant Participation Strategy in consultation with tenants.
- 1.2 The Housing (Scotland) Act 2010 places additional duties on social landlords to involve both tenants and other customers in housing and related services with the introduction of the Scottish Social Housing Charter (SSHC).
- 1.3 The Charter is supported by a framework of 37 indicators and 16 outcomes including satisfaction measures and a range of contextual data which we report on to the Scottish Housing Regulator (SHR) through an Annual Return on the Charter (ARC) by the end of May each year.
- 1.4 The SSHC outcomes 2 & 3 relate specifically to Communication and Participation and the council is required to demonstrate how it maximises consultation and participation opportunities for its tenants and other customers.
- 1.5 The current Tenant Participation Strategy 'Inform, Involve, Improve' covers the period 2015 – 2020, there has therefore been a requirement to consult and engage our local communities in the development of the new strategy for 2020-2025 with a view to maximising consultation and participation opportunities for tenants and other customers.

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## **2. Report**

- 2.1 The Tenant Participation Strategy 2020-2025 replaces our previous Tenant Participation Strategy. It is the main source of information with regard to tenant participation for tenants and customers and outlines opportunities to participate in the monitoring and development of the housing service. The strategy:
  - Has been developed in line with our statutory duties and legislative requirements in relation to tenant and customer involvement
  - Sets out what actions and objectives we plan to achieve for the period 2020-2025 and outlines our priorities for action and involvement
  - Sets out how we will support and resource tenant participation between 2020-2025
  - Includes financial information relating to our tenant participation budget for 2018/19
  - Aims to maximise involvement opportunities and sets out the range of formal and informal information, involvement and consultation opportunities
  - Includes a main action plan with a series of specific actions and milestones for period 2020-2025
- 2.2 The aim of this strategy is to continue to develop and improve how we communicate with our tenants and residents and to ensure we provide opportunities for participation and involvement that are accessible to all. This aim was developed from the key messages gathered throughout the consultation and engagement process. In order to achieve the aim we have developed objectives which can be measured to enable us to

demonstrate our success to our tenants and residents throughout the lifetime of this strategy.

2.3 The objectives set out within this five year strategy highlight the activities required to help achieve the overall aim. They are the main tasks required and are mindful of the key messages provided by our tenants and residents throughout consultation:

- Contribute to delivering “The Plan for North Lanarkshire” by enhancing participation, capacity and empowerment across our communities
- Continue to develop engagement opportunities for our tenants, residents and under-represented groups that will develop their capacity to help themselves at a North Lanarkshire and local level
- Ensure effective use of tenant participation resources to involve tenants and residents in the decisions and development of services and supports
- Demonstrate continued commitment to customer satisfaction and feedback

2.4 There has been extensive consultation and tenant involvement to review and evaluate the existing Tenant Participation Strategy 2020-2025 which has helped inform and development of this the new strategy. The new strategy has been developed in consultation with tenants representatives, including the North Lanarkshire Federation of Tenants’ and Residents’ Associations.

2.5 A copy of the full document is available on request and has been placed in the Member’s library.

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### **3. Equality and Diversity**

#### **3.1 Fairer Scotland Duty**

The Tenant Participation Strategy 2020-2025 impacts on reducing inequalities by providing accessible opportunities for all to become involved in influencing and shaping how housing services are delivered. An impact assessment has been carried out at an early stage to consider how we can reduce inequalities through the strategy which will be reviewed as implementation of the strategy progresses.

#### **3.2 Equality Impact Assessment**

An early equality impact assessment has been carried out for the new Tenant Participation Strategy 2020-2025 and has identified a number of positive impacts on particular characteristic groups, specifically older people, disabled people and young people.

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### **4. Implications**

#### **4.1 Financial Impact**

Tenant Participation will be delivered within the existing budget of £295,000 per annum.

#### **4.2 HR/Policy/Legislative Impact**

There are legislative requirements outlined within the background section to develop and implement a Tenant Participation Strategy. There are no HR impacts of relevance to note at this stage.

#### 4.3 Environmental Impact

Tenant Participation strategies are subject to a Strategic Environmental Assessment (SEA) Screening Report as part of our overarching Local Housing Strategy development and we have indicated SEA falls within the scope of the Local Development Plan. A further screening process will be undertaken as part of the development work to identify any potential environmental impacts within the new Local Housing Strategy 2021-2026.

#### 4.4 Risk Impact

No known risks identified at this stage.

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### 5. Measures of success

- 5.1 Implementation of a Tenant Participation Strategy 2020-2025 which contributes to delivery of The Plan for North Lanarkshire and delivers the overall aim and objectives set out within this strategy.
- 5.2 Provision of accessible and meaningful participation and engagement opportunities that will ensure high levels of satisfaction with tenants' opportunities to participate in landlord's decision making.

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### 6. Supporting documents

- 6.1 Appendix 1 – Tenant Participation Strategy 2020-2025 Action Plan.



**Stephen Llewellyn**  
**Head of Housing Solutions**

# Appendix 1: Tenant Participation Strategy 2020-25 Action Plan

Our action plan sets the activities and tasks we will be undertaking to deliver our objectives and overall aim.

## Objective 1: Contribute to delivering The Plan for North Lanarkshire by enhancing participation, capacity and empowerment across our communities

Action	Milestones	Timescale	Lead
1.1 In partnership with our tenants and residents annually review the TP Strategy and update the action plan	<ul style="list-style-type: none"> <li>Complete an annual review of TP Strategy to align with current policy and legislative requirements</li> <li>Update progress on achieving actions within the plan</li> </ul>	2025	TPT
1.2 Review and revitalise local tenant participation action plans in consultation with local groups and chairpersons meetings	<ul style="list-style-type: none"> <li>Review current local tenant participation action plans</li> <li>Consider new format and agree approach to revitalising local tenant participation action plans</li> </ul>	2021	Local Groups/Chairperson Meetings/TPT/LHT
1.3 Consider and develop opportunities for social activities that will encourage tenant participation and build capacity within communities	<ul style="list-style-type: none"> <li>Consult with tenants and residents to develop a range of suitable social activities that encourage tenancy participation and build capacity</li> <li>Develop a guidance note to outline social activities that can be supported through Tenants and Residents Association grant funding</li> </ul>	2022	TPT  TPT

	<ul style="list-style-type: none"> <li>• Provide training and support to Tenants and Residents Groups to create a diary of social activities</li> </ul>		TPT	
1.4	Develop annual tenant participation training and information programme	<ul style="list-style-type: none"> <li>• Review and evaluate current training plan</li> <li>• Consult with tenants and residents on future training and information requirements</li> <li>• Consult voluntary and public sector organisations on potential joint training opportunities</li> <li>• Develop programme</li> </ul>	2021	TPT TPT/NLF/TRAandIs TPT
1.5	Review and implement recommendations in relation to grant assistance to support tenants and residents groups and NLF	<ul style="list-style-type: none"> <li>• Review current funding arrangements</li> <li>• Consider review and Tenant Scrutiny findings to inform future resourcing</li> <li>• Consult on and develop proposals in relation to TP and Participatory Budgeting</li> </ul>	2022	TPT/NLF TPT TPT/All

**Objective 2:** Continue to develop engagement opportunities for our tenants, residents and under-represented groups that will develop their capacity to help themselves at a North Lanarkshire and local level

Action	Milestones	Timescale	Responsibility
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<p>2.1 Work with our tenants and residents to produce a 'Tenant Participation Guide'</p>	<ul style="list-style-type: none"> <li>• Consult and engage with tenants on content</li> <li>• Develop and produce a "Guide to Tenant Participation"</li> <li>• Consider and develop opportunities that will increase participation and reduce administrative burden on groups and individuals starting their tenant participation journey</li> </ul>	<p>2022</p>	<p>TPT</p>
<p>2.2 Undertake annual tenants' engagement opportunities to inform and influence service delivery</p>	<ul style="list-style-type: none"> <li>• Develop and publicise annual diary of engagement opportunities <ul style="list-style-type: none"> <li>▪ Pop Up events</li> <li>▪ Conversation Cafes</li> <li>▪ Conferences</li> </ul> </li> <li>• Assist NLF to develop Open Meeting programme on key service areas</li> <li>• Assist NLF to develop and implement their Food for Thought (FfT) Programme <ul style="list-style-type: none"> <li>▪ Assist NLF to annually identify four FfT topics and facilitate programme</li> <li>▪ Ensure recommendations and findings from FfT programme inform future service delivery for Housing Solutions</li> </ul> </li> </ul>	<p>Annual</p>	<p>TPT</p>

2.3 Raise awareness of tenant participation services and activities within our local communities and council services	<ul style="list-style-type: none"> <li>• Expand links with other agencies including: <ul style="list-style-type: none"> <li>▪ Those that work with young people and under-represented groups</li> <li>▪ Other voluntary sector organisations</li> </ul> </li> <li>• Encourage more individuals to become involved in tenant participation</li> <li>• Increase visibility of staff within communities</li> </ul>	Annual	All
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**Objective 3: Ensure effective use of tenant participation resources to involve tenants and residents in the decisions, and development of services and supports**

Action	Milestones	Timescale	Responsibility
3.1 Review Tenants Newsletter	<ul style="list-style-type: none"> <li>• Carry out market research to determine best media/form for newsletter</li> <li>• Develop Newsletter Working Group to involve tenants and residents in assisting with content ideas and tenant articles</li> <li>• Complete review and implement findings</li> </ul>	2021	All
3.2 Further develop use of technology to promote and increase tenant participation	<ul style="list-style-type: none"> <li>• Review electronic publicity methods and develop action plan to implement findings</li> <li>• Increase use of social media and council website to inform, involve and engage on tenant participation</li> </ul>	2025	TPT/NLC

	<ul style="list-style-type: none"> <li>• Develop and implement training programme for social media training to TRAs and Individuals</li> <li>• Develop virtual tenants and residents opportunities for engagement and participation</li> </ul>		
3.3 Develop ongoing programme of tenant scrutiny topics and activities	<ul style="list-style-type: none"> <li>• Complete annual programme of tenant scrutiny activities and implement recommendations/findings</li> <li>• Assist NLF to develop annual programme of tenant scrutiny</li> <li>• Review current service delivery model with a view to re-tendering independent tenant scrutiny support contract</li> </ul>	Annual	TPT/NLF
3.4 Continue to develop Co-Production methods to harness the views and experiences of disabled people to inform service improvements	<ul style="list-style-type: none"> <li>• Develop a programme of engagement activity with co-production group</li> <li>• Enhance opportunities for co-production group to become involved in wider tenant participation activities through accessibility, use of technology and shared workstreams</li> </ul>	Annual	TPT
3.5 Deliver tenant participation services at a neighbourhood level to respond to needs as they arise	<ul style="list-style-type: none"> <li>• Develop short-life groups to address particular local housing issues</li> <li>• Improve communication and relationships by keeping TRAs/Is updated on staff changes within local teams</li> </ul>	Annual	TPT

	<ul style="list-style-type: none"> <li>• Ensure all frontline housing staff are consistently trained and informed in relation to tenant participation</li> <li>• Provide joint training opportunities in relation to tenant participation for staff in other services</li> <li>• Contribute to North Lanarkshire Partnership Engagement Review to reflect feedback from our TRAs/Is</li> <li>• Develop relationships with other council services to enable 'piggy backing' at wider engagement events to promote tenant participation</li> </ul>		
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**Objective 4: Demonstrate continued commitment to customer satisfaction and feedback**

<b>Action</b>	<b>Milestones</b>	<b>Timescale</b>	<b>Responsibility</b>
4.1 Review methods for measuring tenant satisfaction to reflect demographic profile of our tenants and meet requirements of the Scottish Housing Regulator	<ul style="list-style-type: none"> <li>• Complete review</li> <li>• Develop bank of case studies to demonstrate achievements and successes</li> <li>• Complete review of how we report back to tenants and residents the findings, recommendations and actions in relation to tenant surveys</li> </ul>	2021	HS/TPT
4.2 Continue to develop and maintain a database of tenants/ customers who have agreed to be contacted to take part in consultation	<ul style="list-style-type: none"> <li>• Database reviewed annually</li> </ul>	Annual	TPT

4.3 Produce an annual performance report in consultation with tenant representatives and in line with SSHC guidelines	<ul style="list-style-type: none"> <li>• Annual Performance Report produced and submitted</li> </ul>	Annual	Housing Solutions
4.4 Annually review outcomes for NLF Sub Groups	<ul style="list-style-type: none"> <li>• Complete annual review of NLF Sub Groups</li> <li>• Implement review findings</li> <li>• Develop programme of activity to be shared with other council services to demonstrate how wider council engagement is vital to success</li> </ul>	Annual	TPT

## RESPONSIBILITY KEY

Abbreviation	Description
TPT	Tenant Participation Team
LHT	Local Housing Team
TRA	Tenants and Residents Association
I	Individuals
HS	Housing Solutions