

**EAST AYRSHIRE COUNCIL**

**CABINET – 29 SEPTEMBER 2010**

**PROPOSED TENANT PARTICIPATION STRATEGY 2010 - 2013**

**Report by Depute Chief Executive/Executive Director of Neighbourhood Services**

**1. PURPOSE OF REPORT**

- 1.1 To inform Cabinet of the development of a draft Tenant Participation Strategy for the period 2010-2013; the results of the consultation exercise on the proposed Strategy; and, to seek approval of the Strategy.

**2. BACKGROUND**

- 2.1 As required by Part 2, Chapter 3, Section 53(1) of the Housing (Scotland) Act 2001, every local authority and Registered Social Landlord must prepare a Tenant Participation Strategy.
- 2.2 A Tenant Participation Strategy Working Group was established in April 2009 consisting of tenants and staff and facilitated by the Tenants Information Service. This Group developed the attached draft Strategy.

**3. CONSULTATION**

- 3.1 A full round of consultation has been conducted as follows:

- Draft Strategy circulated to all Housing Services Staff along with questionnaire in December 2009;
- Draft Strategy circulated to all Elected Members for comment in December 2009
- Consultation sessions held with Registered Tenant Organisations, Housing Services Staff and Elected Members in Winter 2009/10;
- Strategy and questionnaire circulated to all Registered and non-Registered Tenants Organisations in December 2009 for return by end February 2010;
- Summary of Strategy with short questionnaire circulated to all Housing Offices, Local Offices and Libraries;
- Draft Strategy circulated to local RSL's for comment.

- 3.2 The consultation response was as follows:

- RTO Consultation Session - 11 groups represented (of 17)
- Staff Consultation Sessions - All Housing Officers/ Managers
- Elected Member Consultation Sessions - 17 attended
- RTO Questionnaire on Draft Strategy - 4 groups replied

- Summary and Questionnaire - 12 replies
- Draft Strategy to RSL's for comment - 3 replies

3.3 Overall the consultees showed broad support for the Strategy with 94% of those who completed the questionnaire agreeing with the vision and strategic aims. A number of the actions were strengthened as a result of feedback received.

#### **4. FINANCIAL IMPLICATIONS**

4.1 The implementation of the Tenant Participation Strategy will be met from existing budgeted provision.

#### **5. POLICY/LEGAL IMPLICATIONS**

5.1 The preparation of a Tenant Participation Strategy is a requirement of the Housing (Scotland) Act 2001.

#### **6. RISK MANAGEMENT IMPLICATIONS**

6.1 Failure to have an agreed Tenant Participation Strategy in place would risk breach of the Housing (Scotland) Act 2001.

6.2 The draft Strategy has been the subject of a risk assessment via the TP Strategy Working group and results of this are appended to this report.

6.3 The draft Strategy has undergone screening for Equalities Impact Assessment and no negative or adverse impact was identified. The EQIA screening is appended to this report.

#### **7. COMMUNITY PLANNING IMPLICATIONS**

7.1 Community Planning Partners in East Ayrshire are committed to community engagement, to listening to communities and ensuring that they are fully involved and represented in planning and decision making structures at both a strategic and a local level. This commitment is articulated in the Community Plan through the key Guiding Principle of "Ensuring effective community engagement in the planning and development of local services".

7.2 The Tenant Participation Strategy establishes the context within which tenants are engaged in planning and decision making processes in relation to housing and associated activity.

#### **8. RECOMMENDATIONS**

8.1 It is recommended that Cabinet:

- (i) approve the proposed Tenant Participation Strategy, Appendix 1 attached to this report;

(ii) otherwise, note the content of the report.

**Elizabeth Morton**  
**Depute Chief Executive /Executive Director of Neighbourhood Services**

13 September 2010

CMCA/MM/LA

### **List of Background Papers**

- 1. Tenant Participation Strategy 2010-13 Risk Assessment**
- 2. EQIA Screening for Tenant Participation Strategy 2010-13**

Members wishing further information should contact Chris McAleavey, Head of Housing; Tel: 01563 554876

Implementation officer – [chris.mcaleavey@east-ayrshire.gov.uk](mailto:chris.mcaleavey@east-ayrshire.gov.uk)



**East Ayrshire**  
COUNCIL

# **Tenant Participation Strategy**

**2010-2013**

**(To be translated into Community Languages)**

**DRAFT**

This document is also available, on request, in Braille, large print or recorded on to tape, and can be translated into your language on request.

本文件也可按要求提供凸字、特大字體、錄音帶或中文版本。

ਮੰਗ ਕਰਨ ਤੇ, ਇਹ ਦਸਤਾਵੇਜ਼ ਬੋਲ, ਵੱਡੀ ਛਪਾਈ ਜਾਂ ਟੇਪ ਉੱਪਰ ਰਿਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ, ਅਤੇ ਬੋਨਤੀ ਕਰਨ ਤੇ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਵੀ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ।

درخواست کرنے پر یہ دستاویز بریل، بڑی طباعت یا ٹیپ پر ریکارڈ شدہ آواز کی صورت میں بھی دستیاب ہے، اور درخواست کرنے پر آپ کی اپنی زبان میں اس کا ترجمہ کروایا جاسکتا ہے۔

Dokument dostępny jest również w alfabecie Braille'a, w wersji z powiększonym drukiem lub w formie nagrania dźwiękowego na kasecie. Na życzenie oferujemy także tłumaczenie dokumentu na wybrany język.

Tha an sgrìobhainn seo ri faotainn cuideachd, ma iarrar a leithid, ann an clò nan dall, sa chlà mhòr no air a clàradh air teip, agus faodar a cur dhan chànan agaibh fhèin ma dh'iarras sibh.

## Foreword

### **Our Vision for Tenant Participation**

We aim to ensure that tenants and members of democratically elected tenants and residents organisations throughout East Ayrshire are encouraged to influence the delivery and direction of the Council's Housing Services through working in partnership at both local and strategic levels.

Housing Services and the tenants that we serve form a fundamental part of our communities within East Ayrshire and as such tenant participation is at the core of not only the delivery of housing services, but of all services provided by the Council and our Community Planning partners. In delivering this Strategy we will encourage our partners beyond the Housing Services to engage in participation.

This Strategy, which has been developed by tenants, for tenants sets out the legislative background to tenant participation, the achievements we have made in East Ayrshire to date and a detailed action plan of what we hope to achieve over the next 3 years.

We hope that it will highlight the opportunities available to tenants to engage with us and help shape our services, and that the tenants movement in East Ayrshire will continue to grow as a result.

**Fiona Lees**

**Chief Executive** (to include photo)

**Councillors Jim Buchanan and Bobby McDill**

**Spokespersons for Environment and Regeneration** (to include photo)

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## **Section 1 – Executive Summary**

### **What is the Tenant Participation Strategy?**

The Housing (Scotland) Act 2001 places a duty on the Council to have in place a Tenant Participation Strategy.

This Strategy was written by a Working Group comprising staff and tenant representatives, facilitated by the Tenants Information Service.

It highlights our commitment to seeking the views of our tenants and involving them in decision making about our services and sets out how we will do this over the next 3 years.

A more detailed Strategy is available. If you would like a copy please contact the Customer Liaison Officer, Housing Services, John Dickie Street, Kilmarnock, KA1 1HW or telephone 01563 576839.

### **Our Vision for Tenant Participation in East Ayrshire**

**We aim to ensure that tenants and members of democratically elected tenants and residents organisations throughout East Ayrshire Council are encouraged to influence the delivery and direction of the Council's Housing Services through working in partnership at both local and strategic levels.**

### **Our Progress in Tenant Participation**

This is the third Tenant Participation Strategy published by the Council and we already achieved many successes in Tenant Participation.

The significant improvements achieved during the first and second strategy are highlighted below.

#### **Tenant Participation Progress 2004 - 2006**

- **Council recruited independent advisors**
- **Tenant Participation Steering Group (TPSG) was formed**
- **8 Registered Tenant Organisations**
- **6 non-registered Tenant Organisations**
- **Introduction of annual tenants conference**
- **Tenants newsletter introduced**
- **Tenants influenced the stock options appraisal, allocations policy and improvements to the repairs service**

## Tenant Participation Progress 2006 - 2009

- East Ayrshire Tenants and Residents Federation was formed
- Estate Walkabouts were introduced
- Registered Tenant Organisation Forums were introduced
- 16 Registered Tenant Organisations
- 4 non-registered groups
- Tenants Information Service Development Support Project established in East Ayrshire
- Tenants were involved in the inspection of the Housing Service by the Scottish Housing Regulator
- Tenants influenced the Best Value Service Review, lettable standard and local environmental improvements
- Communications Code of Practice adopted
- Diary of Participation Events introduced
- “Getting Organised and Having your Say” publicity campaign

## Our Strategic Aims

There are five Aims (what we want to achieve). Each has a list of actions for the next three years.

### Aim 1

**Raise awareness of Tenant Participation through improved communication to tenants and tenants and residents groups.**

- Produce a new information leaflet for new tenants highlighting the benefits of tenant participation and who is eligible to become involved
- Develop photo montage and written report of tenant group successes for display at community events
- Review the information pack distributed to new groups
- Explore innovative methods of engaging with our tenants via technology such as text messaging and social networking

- Develop the information available on the Council's website to include more comprehensive guidance on tenant participation

## **Aim 2**

**Increase the opportunities for individual tenants to become involved in Tenant Participation.**

- Develop the East Ayrshire Residents Syndicate (EARS) as a means for individual to become involved in consultations
- Develop a Community Voice scheme where there are small numbers of representatives

## **Aim 3**

**Increase the number of democratically elected tenant and resident organisations in East Ayrshire in particular those achieving RTO (Registered Tenant Organisation) status, including supporting the development of groups particularly in areas or within sectors of the population that are traditionally not represented.**

- Provide information stalls at Community Events and in public areas such as supermarkets, actively targeting areas with no tenants groups
- Identify opportunities to engage with existing networks such as Community Councils or Associations
- Identify opportunities via existing networks to engage with minority groups, including young people, disabled people, ethnic minorities and other underrepresented groups
- Develop tenants groups within supported accommodation
- Increase the number of new RTO's by 2 per year

## **Aim 4**

**Increase opportunities for tenants and tenants and residents organisations to influence decisions taken in relation to their housing conditions and services and to exercise their influence wider than housing.**

- Continue to support the East Ayrshire Tenants and Residents Federation in its drive to motivate communities to influence services
- Ensure there is tenant representation on all housing policy and service reviews
- Develop links between EATRF, RTO's and TARA's and Local Community Planning Forums
- Develop Estate Walkabouts to include staff representation from other council services

- Further develop Estate Action Plans to include Neighbourhood Agreements
- Ensure tenant priorities influence the Diary of Participation Events
- Introduce Tenant Led Inspections of our services
- Encourage RTO's and TARA's who operate in multi-landlord areas to register and seek funding from RSL's
- Establish a Tenant Participation Forum to include all EAC social landlords

#### **Aim 5**

**Ensure Tenant Participation is integral to Housing Services and a fair framework of support is provided to tenants and tenants and residents groups to enable them to operate effectively.**

- Conduct an annual review of RTO's/TARA's to include a satisfaction survey
- Review the Communications Code of Practice and monitor this alongside the Tenant Participation Strategy
- Review funding available to groups and introduce a development grant for small projects
- Review the Staff Guide to Tenant Participation
- Develop and deliver joint tenant / staff training and information sessions

## Section 2 – Tenant Participation Strategy Working Group

This Strategy was developed by the Tenant Participation Strategy Working Group, made up of representatives of tenants and residents groups and East Ayrshire Tenants and Residents Federation (EATRF) and Housing Services Staff. The working group was facilitated by the Tenants Information Service. The working group held a series of meetings agreeing the content and layout of the Strategy and developing the action plan. They also agreed to the consultation on the Strategy which is described at Appendix 3.

### **? About The Tenants Information Service (TIS)**

The Tenants Information Service was established in 1989 by tenants to provide information, advice and training for tenants throughout Scotland and generally support the efforts of the tenant's movement. TIS is a national non-profit making organisation which is user controlled.

The working group members were:

#### **Tenant Representatives**

Betty Cassidy, Onthank Tenants and Residents Association  
Sam Craig, Onthank Tenants and Residents Association  
Paul Dustor, Altonhill Residents Association and EATRF  
Russell Murdoch, Kirkstyle Tenants and Residents Association and EATRF  
Kathy Payne, Campbell Area Tenants and Residents Association and EATRF  
Janet Steele, Bellsbank Tenants and Residents Association  
Ronnie Whitelaw, East Gauchalland Tenants and Residents Association

#### **Housing Services Staff**

Marie Johnson, Housing Officer  
David Murray, Housing Officer  
Lisa McColm, Housing Officer  
Maxine McInnes, Customer Liaison Officer  
Lesley Thomson, Housing Officer

**Insert Photo of working group**

*I have thoroughly enjoyed being part of the Tenant Participation Strategy Working Group and I feel that I have been able to influence the development of this strategy so that it is meaningful and useful to tenants.*

**Janet Steele, Secretary, Bellsbank Tenants and Residents Association**

### **Section 3 – Introduction**

Section 53 (1) of the Housing Scotland Act 2001 places a statutory duty on landlords to develop a Tenant Participation Strategy. This Strategy meets with that statutory requirement.

East Ayrshire Council is committed to continually developing and improving Tenant Participation practice throughout the local authority and across the whole range of housing and housing related services. This strategy outlines the following:

- The Council's commitment to tenant participation
- The range of tenant participation opportunities available
- How tenant participation will be supported and resourced
- The actions that will be taken to ensure the continual development of effective participation
- The monitoring and evaluation mechanisms

This strategy is part of a wider information pack which contains practical information for tenants and staff on how to become more involved in tenant participation and details of the support available to assist involvement.

### **Links to National Publications**

As well as adhering to the landlord duties outlined in the Housing (Scotland) Act 2001, this Strategy is inextricably linked to the tenant participation principles of the National Strategy for Tenant Participation "Partners in Participation" (Appendix 1) and to the ten statements of commitment outlined in the National Standards for Community Engagement (Appendix 2).

### **Community planning in East Ayrshire – 'One Council One Plan'**

Community Planning is about working in partnership and sharing resources to deliver quality services which improve the quality of life of and make a difference to individuals and communities in East Ayrshire.

Community Planning is enshrined in legislation through the Local Government in Scotland Act 2003, which places a statutory duty on Councils to lead and facilitate Community Planning and a corresponding duty on a range of partners to participate in local community planning processes. The core Community Planning Partners are the Community, East Ayrshire Council, Strathclyde Police, NHS Ayrshire and Arran, Strathclyde Fire and Rescue, Scottish Enterprise, Strathclyde Partnership for Transport, Skills Development Scotland and the Further and Higher Education Colleges represented by Kilmarnock College.

East Ayrshire Community Plan is the overarching strategic planning document for the delivery of public services in East Ayrshire over the 12 years from 2003 to 2015 and sets out the overall vision for the local area. A wide range of plans and strategies sit beneath the Community Plan and detail the activity of the partners in relation to specific issues. In this instance, the Tenant Participation Strategy highlights the commitment to seeking the views of tenants and involving them in decision making about services, and sets out how this will be done.

(1)Partners in Participation – A National Strategy for Tenant Participation. The Scottish Office, 1999

(2)National Standards for Community Engagement. Communities Scotland, 2005.

## Our Vision

The Vision set out in the Community Plan is that:

### Community Plan Vision

East Ayrshire will be a place with strong vibrant communities where everyone has a good quality of life and access to opportunities, choices and high quality services, which are sustainable, accessible and meet people's needs.

## Priority Themes

The priority themes of the Community Plan, each of which has an associated four-year Action Plan, are:

- Promoting Lifelong Learning
- Delivering Community Regeneration
- Improving Community Safety
- Improving Health and Wellbeing.

The key focus of the Action Plans is on the delivery of tangible actions, which make a difference in the communities across East Ayrshire. Action is delivered through the four Community Plan Action Plans and the service/implementation plans of all the Partner agencies.

The effective involvement of tenants through the activity detailed in the Tenant Participation Strategy will ensure that their views and priorities influence the development and delivery of the Community Plan Action Plans.

In particular, the activity within the Strategy in relation to supporting, engaging and involving tenants will directly contribute to the achievement of the following local outcomes:

- Promoting Lifelong Learning - community capacity, spirit and cohesion developed.
- Delivering Community Regeneration – sustainable and affordable housing solutions delivered.
- Improving Community Safety – community safety in neighbourhoods and homes improved.

## Guiding Principles

The Community Plan has six guiding principles, which underpin all activity, as follows:

- Promoting equality of opportunity, social justice and social inclusion;
- Ensuring effective community engagement in the planning and development of local services;
- Ensuring quality and accessibility;
- Building sustainability into what we do;
- Delivering continuous improvement and best value while improving efficiency and productivity; and
- Promoting early intervention in the delivery of services.

The commitment to “ensuring effective community engagement in the planning and development of local services” has particular relevance in the context of the Tenant Participation Strategy. The

Strategy details the context within which tenants are engaged in planning and decision making processes in relation to housing and associated activity.

### **Local Community Planning Forums**

Four Local Community Planning Forums have been established to strengthen and increase community representation in Community Planning decision making at a local level, and ensure that local people and communities are genuinely engaged in the decisions made on public services which affect them. Tenants and Residents Associations (TARAs) are routinely invited to participate in the Forums.

### **Local Housing Strategy**

The Strategy is closely linked to the Local Housing Strategy (LHS) which is currently being reviewed for 2011. The Local Housing Strategy is the key document addressing housing, the prevention and alleviation of homelessness, meeting housing support needs and fuel poverty issues.

The 2011 – 2016 Local Housing Strategy will:

- Describe the extent and type of housing need and demand
- Set out our strategic vision for the future of housing across all tenures, taking account of national priorities
- Set out how the standard of housing will be improved
- Provide a clear strategic direction for housing investment
- Focus on the outcomes required to achieve this vision, and
- Identify specific commitments made by the local authority and key partners to enable the delivery of outcomes as shared priorities

Key to developing a robust Local Housing Strategy are tenant priorities and the aims of this Tenant Participation Strategy will ensure that tenants have the opportunities to have their voices heard and their priorities taken into account.

### **Equalities**

East Ayrshire Council has adopted the following equality schemes:

- Race Equality Scheme
- Disability Equality Scheme
- Gender Equality Scheme

We are currently developing for 2011, a Single Equalities Scheme, which will incorporate all equalities strands, responding to the different needs and service requirements of people, regardless of sex, race, colour, disability, age, nationality, marital status, ethnic origin, religious beliefs, sexual orientation or gender re-assignment.

This Strategy will adhere to the requirements of these schemes and will strive to encourage equal opportunities and diversity,

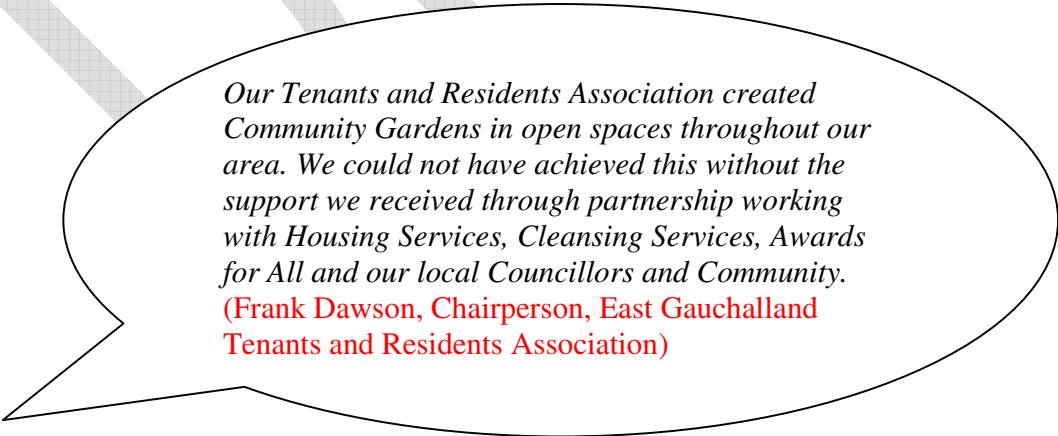
The Strategy has also undergone screening for an Equalities Impact Assessment to identify the potential impact of the Strategy on particular groups of people. This helped us to ensure that the strategy reflects the needs of all sectors of the community and does not have a negative impact on any particular group of people. The findings of the screening are available by contacting the Customer Liaison Officer.

### **Partnership Working**

Partnership working simply means people from different organisations working together for a common aim. Successful tenant participation involves working together to improve services and your community. The most successful partnerships will include all people or groups with a shared interest. This might include any or all of the following:

- Tenants and Residents Associations or individual tenants
- Other Community Groups such as Community Councils or Associations
- Your local Councillor, MSP or MP
- Council Departments
- Registered Social Landlords
- The Police
- Other agencies such as Transport Providers or Health Authorities

There are many benefits to be gained from working together. Communication will lead to a better mutual understanding of issues as we share experience, knowledge and skills. This in turn will build on mutual trust and respect. Working with others will also increase power and influence and provide the momentum to focus you on your goals.



*Our Tenants and Residents Association created Community Gardens in open spaces throughout our area. We could not have achieved this without the support we received through partnership working with Housing Services, Cleansing Services, Awards for All and our local Councillors and Community.*

**(Frank Dawson, Chairperson, East Gauchalland Tenants and Residents Association)**

## **Section 4 – Our Strategic Aims**

The overall aim of the Strategy is to achieve our Vision as set out in the foreword. We will do this by pursuing the following broader aims:

### **Aim 1**

Raise awareness of Tenant Participation through improved communication to tenants and tenants and residents groups.

### **Aim 2**

Increase the opportunities for individual tenants to become involved in Tenant Participation.

### **Aim 3**

Increase the number of democratically elected tenant and resident organisations in East Ayrshire in particular those achieving Registered Tenant Organisation (RTO) status, including supporting the development of groups particularly in areas or within sectors of the population that are traditionally not represented.

### **Aim 4**

Increase opportunities for tenants and tenants and residents organisations to influence decisions taken in relation to their housing conditions and services and to exercise their influence wider than housing.

### **Aim 5**

Ensure Tenant Participation is integral to Housing Services and a fair framework of support is provided to tenants and tenants and residents groups to enable them to operate effectively.

## Section 5 – Our Progress in Tenant Participation

This is the third Tenant Participation Strategy published by the Council and we have already achieved many successes in Tenant Participation.

The significant improvements achieved during the first and second strategy are highlighted below.

Tenant Participation Progress 2004-2006	Tenant Participation Progress 2006-2009
<ul style="list-style-type: none"> <li>• Council recruited independent advisors</li> <li>• Tenant Participation Steering Group (TPSG) was formed</li> <li>• 8 Registered Tenant Organisations</li> <li>• 6 non-registered Tenant Organisations</li> <li>• Introduction of annual tenants conference</li> <li>• Tenants newsletter introduced</li> <li>• Tenants influenced the stock options appraisal, allocations policy and improvements to the repairs service</li> </ul> <div data-bbox="103 1003 767 1451" style="border: 1px solid black; border-radius: 50%; padding: 10px; margin-top: 20px;"> <p><i>I have been involved in tenant participation in East Ayrshire since 2001 and have seen the tenant's movement and our opportunity to influence services grow during this period.</i>  <b>Linda Thomson, Secretary, East Ayrshire Tenants and Residents Federation</b></p> </div>	<ul style="list-style-type: none"> <li>• East Ayrshire Tenants and Residents Federation was formed</li> <li>• Estate Walkabouts were introduced</li> <li>• Registered Tenant Organisation Forums were introduced</li> <li>• 16 Registered Tenant Organisations</li> <li>• 4 non-registered groups</li> <li>• Tenants Information Service Development Support Project established in East Ayrshire</li> <li>• Tenants were involved in the inspection of the Housing Service by the Scottish Housing Regulator</li> <li>• Tenants influenced the Best Value Service Review, lettable standard and local environmental improvements</li> <li>• Communications Code of Practice adopted</li> <li>• Diary of Participation Events introduced</li> <li>• "Getting Organised and Having your Say" publicity campaign</li> </ul>

Insert photo of Federation

### Local Achievements

In addition to these strategic achievements tenants groups have also had a significant impact on their communities. A selection of their achievements are listed below:

**Community Events**— a number of groups have organised gala days or fetes in their areas which have brought the community together, raised the profile of the group and generated funds.

*We reintroduced the Catrine Gala Day in 2008. It brings the whole community together for a day of fun and raises the profile of our village.*  
**Alistair Johnston, Secretary, Catrine Tenants and Residents Association**

**Activities for Young People**— many groups have recognised the importance of involving young people in their activities. Some groups organise events especially for the young people in their area – taking them out on day trips or holding parties or discos for them. Others have worked to ensure there are suitable facilities in their area for young people such as play parks and sports cages.

**Environmental Improvements**— One of the groups in the Irvine Valley secured significant funding to turn open spaces into Community Gardens. They are currently progressing the development of a biodome in the area to grow their own flowers, fruit and vegetables.

In other areas groups have secured funding for hanging baskets, Christmas lights and new street signage, all improving the appearance of their area. In addition groups have organised “Community Clean Up” days involving local residents and children picking litter and working alongside their local primary school helping them to achieve Eco status.

Groups are involved with Housing Services in identifying and agreeing environmental improvements through Estate Walkabouts and RTO Forums. Additional parking, renewed fencing and drainage improvements are just some examples of the projects which groups have influenced.

*We have secured significant environmental improvements for our area which we have identified at Estate Walkabouts with Housing Officers and agreed at RTO forum meetings with the Divisional Manager. We are complementing this work with hanging baskets to enhance the appearance of our area.*

**John McKenzie, Chairperson, Campbell Area Tenants and Residents Association**

**Safety and Security Improvements**—A number of groups have influenced Roads to erect new signage to improve road safety in the area, including the creation of “Twenty’s Plenty” zones.

Other groups have set up “Neighbourhood Watch” schemes to improve security and reduce the fear of crime.

**Influencing Housing Services**—In addition to the many activities which have a visible impact on the communities which the groups serve, many group members also give up their time to join working groups and take part in consultations with officers from the Housing Services. Over the past year members of tenants groups have helped us to develop a new Allocations Policy which is presently being considered by the Council for early introduction. They have also given us their feedback on our repairs and capital programmes and rent policy.

*East Ayrshire Tenants and Residents Federation and our members have already exerted influence on a number of housing policies including the introduction of repairs by appointment and development of a Common Housing Register for East Ayrshire. We are currently involved in monitoring of the Housing Asset Services and the review of Rent Structures.*

**John Howard, Chairperson, East Ayrshire Tenants and Residents Federation**

**Information for Tenants**—Most of the information which is issued to tenants and residents has been either produced or reviewed by members of tenants groups before you receive it. This ensures that we are providing the right information in the right format for our tenants needs.

The tenant's newsletter, annual tenants calendar and the tenants pack which we give to all new tenants have all been developed with the help of group members.

*I have been involved in developing the Annual Tenants Calendar for a number of years. I really enjoy being involved in this as I am an amateur photographer, and I'm delighted that one of my own photographs was used in the 2010 Calendar.*

Charles Browne, Individual Interested Tenant, Muirkirk

Include a selection of local photographs

## Section 6 – Participation Opportunities and Methods

We want to encourage as many tenants as possible to have a say on how their housing services are managed and delivered. To achieve this we have developed a range of methods of involvement, allowing flexibility to enable tenants to participate at a level, time and place that suits them best.

We have divided the methods into the five categories of inform, consult, involve, collaborate and empower. The level of tenant influence increases through each of these methods, however the level of commitment in terms of tenant time and effort also increases.

<b>Inform – we will keep you informed</b>	
Tenants Newsletter	We produce a newsletter twice a year which is posted to all tenants and published on our website.
Tenant's Pack	Every tenant is provided with a comprehensive information pack at the start of their tenancy.
Meetings	From time to time we will hold meetings to inform you about our services or new legislation.
<b>Consult – we will listen to your concerns and aspirations</b>	
Surveys / Questionnaires	We are developing a framework of mini-surveys regarding our services in order that we know of our tenant's satisfaction levels.
Public Meetings	When we intend to make significant changes to the way we deliver a service we will organise public meetings to seek our tenant's views on our proposals.
Written Consultative Drafts	Occasionally tenants groups are asked to comment on written consultative drafts prior to their submission to Cabinet for approval.
<b>Involve - we will consider your suggestions</b>	
Annual Tenants Conference	We hold an annual tenants conference to which all our tenants are invited via the tenants newsletter and local press. Tenants are invited to raise their concerns and aspirations through a number of themed workshops. The feedback is used to shape future service.
Local Meetings	We will always try to attend local meetings as and when invited where we will take note of your concerns and suggestions.

<b>Collaborate – we will look to you for advice and solutions</b>	
Working Groups	Tenants are sometimes invited to join staff in working groups to participate in policy and service reviews.
Estate Walkabouts	Members of tenants groups are invited to walk around their neighbourhood with housing staff to identify problems, suggest action and improve communication.
<b>Empower – we will implement what you decide</b>	
Registered Tenant Organisation (RTO) Forums	Representatives from RTO's within a geographical area meet with Housing Managers to discuss issues and agree on environmental improvements for their area.

This is not an exhaustive list of the methods we employ to engage with our tenants but gives a flavour of the range of options.

**Insert photo of RTO Forum and walkabout**

## Section 7 – Existing Resources and Support

To support and encourage tenant participation there are a range of resources which tenants groups and individuals have access to.

### Staff

- **Housing Service Staff** – All staff are aware of their responsibility to support and encourage tenant participation and will attend meetings where appropriate. Area teams will provide basic administration support to groups such as photocopying.
- **Customer Liaison Officer** – The Customer Liaison Officer (CLO) has specific responsibilities in relation to customer service and tenant participation and will be the main point of contact for tenants interested in participation.

### Grants and Expenses

- New Groups can apply for a start up grant of £150
- Existing groups can apply for an operational grant of £100 minimum or 25p per council tenancy covered (whichever is the greater amount)
- Catering, meeting room hire and publicity costs for meetings arranged by the Housing Services are covered in full
- Travel expenses to and from meetings organised by the Housing Services will be reimbursed

### Conferences

Insert photo of tenant's conference

- Annual Tenants Conference
- Annual Tenants Information Service Conference (up to 4 delegates are funded by the Housing Services to attend)
- Further opportunities to attend local and national conferences
- Field trips

### Training and Information

- Annual Training Needs Assessment for members of tenant groups
- Training Days for members of tenant groups
- A full package of training is provided via the Tenants Information Service
- Information on new legislation and policies affecting housing will be provided to groups as it becomes available
- A tenants newsletter is circulated to all tenants twice per year
- All tenants receive the tenants calendar packed full of housing and other relevant information
- Staff training to ensure that our staff are aware of the benefits of tenant participation and are actively promoting it through their daily work

Insert photo of training day

## Independent Advice and Assistance

- East Ayrshire Development Support Project
- East Ayrshire Tenants and Residents Federation

### ? East Ayrshire Development Support Project

Established in June 2008 this is a partnership between East Ayrshire Council, East Ayrshire Tenants and Residents Federation and the Tenants Information Service.

Currently based in Kilmarnock, TIS development and administration staff provide a service to East Ayrshire tenants by:

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

The work of the project is guided, monitored and reviewed by a Project Monitoring Group made up of representatives from each of the project partners.

Insert Photo

### ? East Ayrshire Tenants and Residents Federation

The East Ayrshire Tenants and Residents Federation (EATRF) was formed in September 2007. They aim to promote the right of East Ayrshire tenants and residents in the maintenance and improvement of their housing conditions and communities.

Any Tenants and Residents group which meets Registered Tenant Organisation (RTO) criteria (See Appendix 7) is eligible for membership. Individual who are not covered by a group can become associate members.

The Federation is managed by an Executive Committee (EC) made up of 12 people elected from the member groups. The EC meet regularly and deal with the day to day running of Federation business and member priorities. The EC gather members' views through surveys and regular open meetings.

Insert Photo

## Tenant Participation Budget

In 2010/11 the Council has allocated £179,500 to tenant participation. This equates to £14 per tenant over the year. The table below shows how that money was spent. Staff costs are met from a separate budget.

Activity	Amount
Grants and Expenses	£5,000
Conferences	£6,500
Training and Information	£33,000
Independent Advice and Assistance	£70,000
East Ayrshire Tenants and Residents Federation	£61,412
Other	£3,588
<b>TOTAL</b>	<b>£179,500</b>

## Section 8 – Action Plan

### Aim 1

Raise awareness of Tenant Participation through improved communication to tenants and tenants and residents groups.

What we will do	When we will do it	Who will be responsible	What will this achieve
<b>Objective 1.1</b>			
Produce a new information leaflet for new tenants highlighting the benefits of tenant participation and who is eligible to become involved	2010	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• EATRF</li> </ul>	<p>Increased awareness of TP opportunities</p> <p>Establishment of new groups</p> <p>More diverse involvement</p>
<b>Objective 1.2</b>			
Develop photo montage and written report of tenant group successes for display at community events	Annually	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• RTO's/TARA's</li> </ul>	<p>Increased awareness of Tenant Group successes</p> <p>Establishment of new groups</p>
<b>Objective 1.3</b>			
Review the information pack distributed to new groups	2010	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• EATRF</li> <li>• RTO's/TARA's</li> </ul>	Comprehensive information available to groups highlighting relevant contacts and support available
<b>Objective 1.4</b>			
Explore innovative methods of engaging with our tenants via technology such as text messaging and social networking	2010	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> </ul>	More tenants engaged in consultations
<b>Objective 1.5</b>			
Develop the information available on the Council's website to include more comprehensive guidance on tenant participation	2011	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• EATRF</li> <li>• RTO's/TARA's</li> </ul>	<p>Increased awareness of TP opportunities</p> <p>Increased awareness of Tenant Group successes</p>

## Aim 2

Increase the opportunities for individual tenants to become involved in Tenant Participation.

What we will do	When we will do it	Who will be responsible	What will this achieve
<b>Objective 2.1</b>			
Develop the East Ayrshire Residents Syndicate (EARS) as a means for individuals to become involved in consultations	2010	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• EATRF</li> </ul>	Individual interested tenants have the opportunity to be consulted
<b>Objective 2.2</b>			
Develop a Community Voice scheme where there are small numbers of representatives	2011	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• EATRF</li> </ul>	<p>Tenants in rural areas can have their voice heard</p> <p>Minority groups are represented</p>

### ? EARS

The East Ayrshire Residents Syndicate is a database of individual tenants who have expressed an interest in housing consultations.

### ? Community Voices

Community Voices are interested individuals who represent the views of a small community which does not have enough representation to form a group. This might be a rural area or a minority group.

## Aim 3

Increase the number of democratically elected tenant and resident organisations in East Ayrshire in particular those achieving RTO (Registered Tenant Organisation) status, including supporting the development of groups particularly in areas or within sectors of the population that are traditionally not represented

What we will do	When we will do it	Who will be responsible	What will this achieve
<b>Objective 3.1</b>			
Provide information stalls at Community Events and in public areas such as supermarkets, actively targeting areas with no tenants groups	Ongoing	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Other Departments</li> <li>• Development Support Project</li> <li>• EATRF</li> </ul>	<p>Increased awareness of TP opportunities</p> <p>Establishment of new groups</p>

<b>Objective 3.2</b>			
Identify opportunities to engage with existing networks such as Community Councils or Associations	Ongoing	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• EATRF</li> </ul>	Increased community representation
<b>Objective 3.3</b>			
Identify opportunities via existing networks to engage with minority groups, including young people, disabled people, ethnic minorities and other underrepresented groups	Ongoing	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• EATRF</li> </ul>	Increased representation of minority groups
<b>Objective 3.3</b>			
Develop tenants groups within supported accommodation	2010	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• EATRF</li> <li>• Care Coordinators</li> </ul>	Increased involvement of older people
<b>Objective 3.4</b>			
Increase the number of new RTO's by 2 per year	Ongoing	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> </ul>	More groups have a legal right to consultation

#### Aim 4

Increase opportunities for tenants and tenants and residents organisations to influence decisions taken in relation to their housing conditions and services and to exercise their influence wider than housing.

What we will do	When we will do it	Who will be responsible	What will this achieve
<b>Objective 4.1</b>			
Continue to support the East Ayrshire Tenants and Residents Federation in its drive to motivate communities to influence services	Ongoing	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> </ul>	Federation grows in strength and numbers and is able to influence decision making

<b>Objective 4.2</b>			
Ensure there is tenant representation on all housing policy and service reviews	Ongoing	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• EATRF</li> <li>• RTO's/TARA's</li> </ul>	Increased tenant involvement in service delivery and policy making
<b>Objective 4.3</b>			
Develop links between EATRF, RTO's and TARA's and Community Planning Forums	2010	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• Community Planning Forums</li> <li>• EATRF</li> <li>• RTO's/TARA's</li> </ul>	<p>EATRF, RTO's and TARA's exert their influence wider than Housing Services</p> <p>Improved relationships between EATRF, RTO's and TARA's and Community Planning Partners</p>
<b>Objective 4.4</b>			
Develop Estate Walkabouts to include staff representation from other council services	2010	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• EATRF</li> <li>• RTO's/TARA's</li> </ul>	<p>EATRF, RTO's and TARA's exert their influence wider than Housing Services</p> <p>Improved relationships between EATRF, RTO's and TARA's and other council departments</p>
<b>Objective 4.5</b>			
Further develop Estate Action Plans to include Neighbourhood Agreements	2011	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Other Council Departments</li> <li>• Development Support Project</li> <li>• RTO's/TARA's</li> </ul>	RTO's and TARA's influence the services provided in their areas
<b>Objective 4.6</b>			
Ensure tenant priorities influence the Diary of Participation Events	Quarterly	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• EATRF</li> <li>• RTO's/TARA's</li> </ul>	<p>Participation topics address tenant priorities</p> <p>Timescales for participation are agreed with tenants</p> <p>Training and support needs are identified</p>

<b>Objective 4.7</b>			
Introduce Tenant Led Inspections of our services	2011	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• EATRF</li> <li>• RTO's/TARA's</li> </ul>	<p>Tenants highlight service failings</p> <p>Services are improved</p>
<b>Objective 4.8</b>			
Encourage RTO's and TARA's who operate in multi-landlord areas to register and seek funding from RSL's	2010	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• EATRF</li> <li>• RTO's/TARA's</li> <li>• RSL's</li> </ul>	<p>Groups have support of all landlords</p> <p>Groups exert a wider influence</p>
<b>Objective 4.9</b>			
Establish a Tenant Participation Forum to include all EAC social landlords	2012	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• EATRF</li> <li>• RTO's/TARA's</li> <li>• RSL's</li> </ul>	<p>Better communication on TP matters</p> <p>Shared resources</p> <p>Wider influence for tenants</p>

**? Estate Action Plans**

The Estate Action Plan is an information booklet which provides information on services such as grass cutting and refuse collection within your neighbourhood so you know what to expect from the Council.

**? Neighbourhood Agreements**

A Neighbourhood Agreement is an informal agreement negotiated between residents and the Council to provide estate services targeted to local need and priorities.

**? Diary of Participation Events**

The Diary of Participation Events is a calendar of forthcoming consultations. It allows tenants and the Housing Services to plan consultations more effectively.

**? Tenant Led Inspections**

Tenant led inspection are when a group of tenants conducts an inspection of a service provided by their landlord and makes recommendations to the landlord on changes.

## Aim 5

Ensure Tenant Participation is integral to Housing Services and a fair framework of support is provided to tenants and tenants and residents groups to enable them to operate effectively.

What we will do	When we will do it	Who will be responsible	What will this achieve
<b>Objective 5.1</b>			
Conduct an annual review of RTO's/TARA's to include a satisfaction survey	Annually	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• RTO's/TARA's</li> </ul>	<p>Housing Services will have current information about RTO's/TARA's</p> <p>Everyone will know what is working and what is not</p> <p>We will be able to address areas of dissatisfaction</p> <p>This will also help us to achieve objective 1.2</p>
<b>Objective 5.2</b>			
Review the Communications Code of Practice and monitor this alongside the Tenant Participation Strategy	2010	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• EATRF</li> <li>• RTO's/TARA's</li> </ul>	<p>All parties will know what is expected of them in terms of communication</p> <p>Communication will improve</p>
<b>Objective 5.3</b>			
Review funding available to groups and introduce a development grant for small projects	2012	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support Project</li> <li>• EATRF</li> <li>• RTO's/TARA's</li> </ul>	<p>A fair funding process for groups</p> <p>Additional small grants available to improve communities</p>
<b>Objective 5.4</b>			
Review the Staff Guide to Tenant Participation	2010	<ul style="list-style-type: none"> <li>• Housing Staff</li> </ul>	<p>Staff across East Ayrshire will know their responsibilities in relation to supporting TP</p> <p>The service provided to tenants groups will be equal across the authority area</p>
<b>Objective 5.5</b>			
Develop and deliver joint tenant / staff training and information sessions	Ongoing	<ul style="list-style-type: none"> <li>• Housing Staff</li> <li>• Development Support</li> </ul>	<p>Training delivered and evaluated</p>

		Project <ul style="list-style-type: none"> <li>• EATRF</li> <li>• RTO's/TARA's</li> </ul>	Joint solutions to issues agreed  Staff and tenants are equally informed
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**? Communications Code of Practice**  
 This agreement sets out a framework for effective communication between Housing Services and EATRF, RTO's and TARA's.

DRAFT

## **Section 9 – Monitoring and Evaluation**

The Tenant Participation Strategy will be reviewed and its implementation will be monitored regularly:

- The Strategy Action Plan will be monitored via quarterly meetings to include representation from Housing Services, East Ayrshire Development Support Project and East Ayrshire Tenants and Residents Federation.
- It is also proposed that the Tenant Participation Strategy Working Group will evolve into the strategy monitoring and evaluation group and will meet annually to review the Strategy and prepare a progress report which will be available at the Annual Tenants Conference. The review will evaluate the success of the Strategy in meeting its identified aims and objectives and identify future actions to ensure that Tenant Participation practice continues to develop and evolve and strive to include all Council tenants and other stakeholders.

## **Appendix 1 - Our Tenant Participation Principles**

Our guiding principles for tenant participation reflect those detailed in “Partners in Participation” – the National Strategy for Participation. In striving to continually develop tenant participation activity throughout East Ayrshire we will:

1. Create a culture of mutual trust, respect and partnership between tenants, elected members, and housing officers at all levels, working together towards improving housing conditions and housing services.
2. Ensure tenant participation is a continuous process that covers all aspects of the service
3. Enable tenants and staff to set a participation agenda jointly and ensure an easy and timely sharing of information.
4. Ensure processes of decision making are open, clear and accountable.
5. Ensure adequate time is given to tenant representatives to consider the issues properly. We will ensure tenants have the opportunity to work out a common view in advance of meeting the Council’s representatives.
6. Recognise the independence and autonomy of tenants’ organisations.
7. Recognise that good working relationships evolve gradually and we will assist tenants and staff to develop flexible arrangements to suit local circumstances.
8. Recognise that tenants’ organisations require adequate resources for organisation, training and support.
9. Ensure that tenant participation practice reflects the needs of both urban and rural areas communities and reflects the needs of tenants in the differing areas
10. Provide equal opportunities to participate for all our tenants, removing barriers to effective participation arising from ethnicity, geographic location, special needs, language difficulties, learning difficulties, age, sexual orientation or disability.

## Appendix 2

### National Standards for Community Engagement - Ten Statements of Commitment

The National Standards for Community Engagement were launched by the Scottish Executive and Communities Scotland in May 2005. The standards are measurable performance statements, which can be used by everyone involved in community engagement to improve the quality and process of the engagement.

<b>Involvement</b>	We will identify and involve the people and organisations who have an interest in the focus of the engagement
<b>Support</b>	We will identify and overcome any barriers to involvement
<b>Planning</b>	We will gather evidence of the needs and available resources and use this evidence to agree the purpose, scope and timescale of the engagement and the actions to be taken
<b>Methods</b>	We will agree and use methods of engagement which are fit for purpose
<b>Working Together</b>	We will agree and use clear procedures that enable the participants to work with one another effectively and efficiently
<b>Sharing Information</b>	We will ensure that necessary information is communicated between the participants
<b>Working with Others</b>	We will work effectively with others with an interest in the engagement
<b>Improvement</b>	We will develop actively the skills, knowledge and confidence of all the participants
<b>Feedback</b>	We will feed back the results of the engagement to the wider community and agencies affected
<b>Monitoring and Evaluation</b>	We will monitor and evaluate whether the engagement achieves its purposes and meets the National Standards for Community Engagement

## Appendix 3

### Consultation in the Preparation of the Strategy

Consultation on the draft strategy was carried out with tenants and residents groups, interested tenants, elected members, housing staff and other stakeholders, including the local Registered Social Landlords and the Council's Community Planning Partners.

To make sure the development of the strategy involved as many stakeholders as possible a wide range of consultation, tenant involvement and information distribution took place. The consultation took place in two stages.

The first stage of the consultation focused on seeking views from tenants, tenants and residents groups, housing staff and elected members on the 2006 – 2009 Strategy and providing an opportunity for people to give ideas on what may be included in the new Strategy for 2010 -2013. This included:

- A survey to tenant groups, staff and elected members
- A workshop to discuss tenant group priorities for the new strategy

The results were analysed and the draft Strategy was developed by the Strategy Working Group to include the priorities highlighted by this initial consultation.

The second stage of the consultation sought views from tenants, tenants and residents groups, housing staff, elected members and other partners on the draft strategy. The following framework of consultation was implemented over a 4 month period from October 2009 to January 2010.

<b>Consultees</b>	<b>Method of Consultation</b>
Groups / Fed.	An information session was held and feedback provided through discussion. 11 groups were represented.  A follow up questionnaire was sent to groups to seek further feedback from members. A further 4 groups responded to this.
Staff	Staff information sessions were held and feedback provided through discussion. Housing Managers and Housing Officers attended.
Elected Members	Elected Member information sessions were held and feedback provided through discussion. 17 Elected Members attended.
Individual Tenants	Sample survey sent to 100 tenant members of EARS. 10 responses received.
RSL's	Draft circulated with specific questions targeted at their areas of involvement. 3 responses received.

## Appendix 4

### Registration of Tenant Organisations Procedure

#### **INTRODUCTION**

The Housing (Scotland) Act 2001 introduces the idea of Registered Tenant Organisations (RTOs). The aim is to give tenants' and residents' associations, which meet certain criteria, a recognised role in the tenant participation process.

As part of the Tenant Participation Strategy every effort will be made by East Ayrshire Council to encourage the development of tenants' organisations. In the event that tenants' organisations do develop, the Act requires that they be registered.

Registration puts responsibilities on the Council as a landlord. It also shows which associations the Council will be required to consult with, for both tenants' associations and the Council. The Housing (Scotland) Act 2001 places a duty on East Ayrshire Council to consult with Registered Tenants Organisations on issues that affect them. In addition, the Council is required to take notice, within a reasonable timescale, of the representations made by Registered Tenants' Organisations. These timescales will be agreed with the tenants.

East Ayrshire Council's register of tenants' organisations is to be a public document and will be available for inspection at all Housing Offices within East Ayrshire. Copies of the register will be sent to all Registered Tenants' Organisations on request. The register will also be published on the Council's web site, which can be accessed at [www.east-ayrshire.gov.uk](http://www.east-ayrshire.gov.uk)

Tenants' and residents' associations which become registered with East Ayrshire Council will have the right to view published information in advance of publication and will be given the chance to comment on the accuracy of the information contained in the register.

In line with data protection sensitivities, the information to be made available to the public will consist of:

- ◆ the name of the RTO
- ◆ details of the RTO area of operation
- ◆ Contact details of the RTO including an address (this can be a box number if required) and email address (where possible)

New tenants' organisations will be supported through the registration process by the Tenants Information Service and the Customer Liaison Officers in the Housing Service.

#### **REGISTRATION CRITERIA**

Set out below are the criteria that tenants' and residents' associations must meet to achieve registration.

##### 1. Constitution

To become an RTO any tenant organisation must have a publicly available written constitution that sets out:

- its objectives and area of operation;
- how people can become members of the organisation;
- the way the committee will operate;
- how people can become committee members/office bearers;
- how the business of the organisation will be conducted;
- how decisions will be reached democratically;
- how funds will be managed;
- arrangements for public meetings;
- arrangements for an annual general meeting (AGM);
- how changes can be made to the constitution;
- its commitment to the promotion of equal opportunities and
- the promotion of East Ayrshire Council's tenants' interests in dealings with the Council on tenancy related matters.

East Ayrshire Council can provide developing RTOs with a model constitution.

## 2. Committee

The organisation must have a committee that:

- Members are elected onto at an annual general meeting. This would normally be done in the first year of operation;
- Members are required to stand down from after a period specified in the constitution;
- has at least three members;
- can co-opt others onto the committee during the course of the year;
- has elected office bearers;
- can demonstrate that decisions are reached democratically and
- promotes equal opportunities.

The Tenants Information Service and East Ayrshire Council can provide training in basic committee skills.

## 3. Area of Operation

The association must operate within:

- A defined geographical area which includes Housing Stock owned and managed by East Ayrshire Council or
- A defined geographical area which includes Housing Stock owned and managed by East Ayrshire Council and Housing Stock owned and managed by another Registered Social Landlords where appropriate.

## 4. Membership Policy

Membership of the association and participation in its activities must be open to all eligible tenants:

- of a house situated within the association's defined area of operation
- under a Scottish Secure Tenancy (SST) or Short Scottish Secure Tenancy (SST)

- within the area of operation who are over the age of sixteen years.

#### 5. Accounting

The organisation must maintain proper and timely accounting records. It should present a financial report at each committee meeting and an annual financial statement showing income and expenditure to the AGM. This should include a statement of assets including cash in hand and money deposited in bank accounts. Liabilities, including outstanding invoices for goods received, should also be included in the statement. The statement should be independently validated by East Ayrshire Council's Finance staff, and be presented at its annual general meeting.

The Tenants Information Service and East Ayrshire Council will assist RTOs to establish appropriate accounting records and to produce an annual financial statement.

#### 6. Consultation and Representation

The organisation must demonstrate to East Ayrshire Council that it is committed to representing the interests of its members and that it can represent the views of the tenants in its defined area of operation.

It is recognised that groups may comprise a mix of tenants and residents. There is nothing to prevent a mixed group of tenants and residents applying to become registered provided it meets the necessary criteria, and there is a mechanism in place within the group for the views of tenants to be given. This may be done through tenant only surveys or tenant sub-committees.

### **PROCESS OF REGISTRATION**

East Ayrshire Council seeks to encourage tenants' and residents' associations to register with the Council and to become Registered Tenants Organisations. The process of registration has been designed to be both clear and straightforward for tenants to follow. Assistance will be available at all stages of the process and applicants are encouraged to contact the Customer Liaison Officers in the Housing Service for assistance as required.

Tenants' and residents' associations within East Ayrshire can become RTOs through the following process:

1. The organisation must submit an application in writing to the Housing Service and include:
  - a copy of its written constitution;
  - names and addresses of committee members;
  - list of office bearers and the position held;
  - a description of the area of operation and
  - a statement setting out how the association plans to engage with its members and how it will represent their views.
2. On receipt of an RTO application, East Ayrshire Council will acknowledge receipt within 7 working days and process the application within 14 days but no longer than 21 days. The applicant will be advised in writing of the outcome of the application and where appropriate, will be offered guidance, assistance and support should this be required to meet the registration

criteria. Appropriate training, where required, will also be provided by the Tenants Information Service or Housing Services staff.

3. The RTO must continue to satisfy the criteria for registration detailed above. Any changes to the RTOs constitution, membership criteria, area of operation or office bearers must be notified to East Ayrshire Council within 28 days of the change. Registration will normally last for three years.
4. Any tenants' and residents' association may apply to register with more than one landlord with 20 tenancies within the association's area of operation. A separate application shall be sent to each landlord in writing. Details of each landlord's registration procedures can be obtained from the landlord directly. East Ayrshire Council seeks to encourage tenants' and residents' associations to register with other landlords. Assistance with applications to register with other landlords can be provided by the Customer Liaison Officers in the Housing Service.
5. Information provided to East Ayrshire Council for the purpose of registration will be made available to the public, with the agreement of the RTO, and only in a format prescribed by the Housing (Scotland) Act 2001. Any information held by the Council will be subject to the conditions of the Data Protection Act 1998.

For groups which are in the early stages of development, East Ayrshire Council recognises that formal criteria may be a disincentive to tenants who may otherwise be interested in participation. The Council will waive these conditions temporarily where it will further the development of participation in the relevant area. The Council is also willing to work with informal groups in other circumstances. Where, for example, a group is made up of both tenants and residents, a situation apparently not covered by the legislation, the Council seeks to include this type of group in the participation process.

### **REMOVAL FROM THE REGISTER**

Tenants' and residents' associations which have successfully applied for registration with East Ayrshire Council can be removed from our Register in any of the following circumstances:

- the organisation no longer meets the registration criteria; or
- the organisation ceases to exist or does not operate; or
- there is a mutual agreement between the organisation and East Ayrshire Council

Removal from the Register will only take place after 21 days notice. Notice will be served in writing to all registered committee members of the organisation, setting out the reasons and the effective date of removal.

*In appropriate circumstances, prior to removal, East Ayrshire Council Housing Service will offer support to the association thus alleviating the need to remove the organisation from the register.*

In the case of an RTO which appears to the Council to have ceased to exist, notice of de-registration will be deemed to have been given to the association if it is served at the last known address known to the Council to be the principle place of business of that organisation.

Where an RTO makes a written application to the Council to be removed from the Register, the Council will require to receive a copy of the minute of the meeting at which this was agreed. The

Council will reply to such a request within 14 days. In the case of an appeal against removal, the removal will be suspended until the appeals procedure has been exhausted.

## **APPEALS PROCEDURE**

In terms of the registration process, tenants' and residents' associations and RTOs retain the right to appeal against decisions taken about them by East Ayrshire Council.

An association may appeal against the Council's decision to:

- not register the organisation; or
- remove the organisation from the Register; or
- not remove the organisation from the Register.

In the first instance, any appeal by an organisation must be made in writing to the Head of Housing.

East Ayrshire Council will consider the appeal and any supporting evidence within one month of receipt of the organisation's appeal and respond in writing to the organisation. The appeal will be considered by the Head of Housing. There will be an opportunity for an oral hearing if requested.

Following the completion of the Council's internal appeal procedures, an organisation has the right to appeal to Communities Scotland. The Regulation and Inspection Division of Communities Scotland will consider such appeals on behalf of Scottish Ministers. Appeals should only be made to Communities Scotland after East Ayrshire Council's appeal procedures have been exhausted.

During the appeals process where an RTO is already registered, it will remain registered until the outcome of the appeal is known.

## **AMENDMENTS TO THE REGISTER**

RTOs are required to inform East Ayrshire Council if:

- ◆ there is any alteration to their constitution;
- ◆ there is any change to their office bearers;
- ◆ there is any alteration to their membership criteria or
- ◆ there is any change to their area of operation.

Changes to the above which do not affect the registration criteria will be recorded in the Register. Should any notified changes affect the ability of a RTO to meet the registration criteria, the organisation will be notified in writing by the Council, as these may constitute grounds for de-registration.

## **REVIEW PROCESS**

These procedures will be reviewed every three years in full consultation with Registered Tenants' Organisations.

## Appendix 5

### Glossary of Terms

The following details some terminology used with this document to assist you to clearly understand the Strategy.

<b>Term</b>	<b>Explanation</b>
Allocations Policy	The process by which the Council allocates houses to applicants.
Best Value Service Review	A review of services that takes into account the principles of Best Value.
Cabinet	This is the main decision making body in East Ayrshire Council which takes all key strategic and service delivery decisions, implements policy framework, promotes the core values of the Council, develops Community Planning, working with partner organisations and recommends revenue and capital budgets to Council.
Communications Code of Practice	A Code of practice developed by tenants and the Housing Services that sets out how good communication should happen between the Council, tenants organisations and tenants.
Community Planning	A range of partners in the public and voluntary sectors working together to better plan, resource and deliver quality services that meet the needs of local people. Community Planning puts local people at the heart of delivering services and ensures that local priorities are at the centre of service planning. Local Authorities, Core Partners and Ministers have a legislative requirement to participate in Community Planning under the Local Government Scotland Act 2003.
Community Regeneration	The process of tackling poverty, deprivation and social exclusion within a particular geographical area, or within a particular group of people.
Development Support	Support for tenants' organisations that assists them to effectively influence their landlords. Development support can include things like providing information, training and advice.
Diary of Participation Events	A list of future tenant participation events.
Eco School Status	An international award programme which encourages

	schools to be environmentally friendly.
Elected Members	Councillors that have been elected in Local Government Elections.
Environmental Improvements	External improvements made to a neighbourhood such as fencing and maintenance of open spaces.
Equalities Impact Assessment	An assessment of the impact a policy or strategy will have on particular groups of people.
Equality Schemes	Schemes which outline how the Council will ensure, that in carrying out its various functions, it will do so having due regard to eliminate unlawful discrimination and harassment and to promote equality of opportunity.
Frances Nelson Award	Tenants Information Service award for excellence in tenant participation in memory of Frances Nelson, former TIS Chairperson.
Housing Policies (or Strategies)	Documents about specific issues (like allocating houses) that explain how the Council will deliver its service in this area.
Housing (Scotland) Act 2001	Legislation agreed by the Scottish Parliament. It sets out the law regarding specific housing issues.
Independent Advisors	Organisation which is independent of the Council and provides support to tenants.
Lettable Standard	The standard at which the Council allocates its houses to new tenants
Lifelong Learning	Lifelong learning is about people of all ages, and from all sections of the community, having access to learning opportunities throughout their lives. As well as formal education and qualifications, this also covers other community learning activities which enable people to learn new skills and gain confidence in different areas.
Local Housing Strategy	The purpose of the Local Housing Strategy is to set out how the local authority, in conjunction with partners, will guide local action and investment in housing towards meeting identified shortfalls and improving the housing system overall.
Monitoring and Evaluation	The way the council and tenants will check how tenant participation is being delivered.
National Strategy for Tenant Participation	A document written by the Scottish Executive that explains how tenant participation should work.

Operational Grant	An amount of money that East Ayrshire council pays to tenants' organisations to assist with administration costs.
Partners in Participation	The National Strategy for Tenant Participation written by the Scottish Executive that explains how tenant participation should work.
Registered Social Landlord	A non-profit landlord that is registered with and monitored by the Scottish Housing Regulator. (e.g. a housing association or housing co-operative)
Register of Tenant's Organisations	A register a landlord has to keep, which lists details of Registered Tenants' Organisations.
Registered Tenants Organisation	A tenants group that has registered with its' landlord and can demonstrate that it is democratic and represents the views of tenants.
Residents Panel	A Community Planning Residents' Panel, comprising a representative sample of East Ayrshire Residents, was established in 2006. The purpose of the Residents' Panel is to gain an increased understanding of residents' views and increase community consultation in relation to the planning and development of services.
Risk Assessment	An assessment of perceived risks associated with a project or activity.
Scottish Housing Regulator	A government agency that regulates all social landlords in Scotland, protecting the interests of tenants, as well as people who face homelessness or who have bought their house from a council or housing association.
Social Networking	Communication through websites such as Facebook, My Space, Twitter or Bebo.
Supported Accommodation	A house linked to staff that provide support to a tenant, to help him / her manage a home.
Stakeholders	A person, group or organisation with an interest in a project
Start up Grant	A grant that the Council provides to tenants groups when they set up.
Statutory Duty	A duty which is set out by law.
Stock Options Appraisal	Process through which the Council, together with its tenants, leaseholders and other stakeholders considers a range of

	possible options for the future ownership and management of its housing.
Strategy	A document with aims, objectives and an action plan of how these will be achieved.
StreetSport Cage	A fenced in multi-use games area.
Tenants and Residents Association (or group or organisation)	Democratically elected group set up to represent tenants' views.
Text Messaging	Sending and receiving typed messages on a mobile phone.
Training Needs Assessment	An assessment of a group or individuals training needs.



# **East Ayrshire Council Equality Impact Assessment Screening**

## **Tenant Participation Strategy 2010-13**

**February 2010**

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## **INTRODUCTION**

Equality impact assessment is a legal requirement under Public Sector Duties to promote equality. Separate guidance has been developed on this.

The set of forms in this pack should be read in conjunction with the full guidance in relation to equality impact assessment (EQIA) in East Ayrshire Council. The forms constitute appendix 3 to the full guidance on EQIA which has been produced in conjunction with Neelam Bakshi of NB Associates.

### **WHICH FORM SHOULD I USE?**

In any assessment process, it may be that only some forms are used. For example:

- if it is deemed that there is no relevance once the assessment for relevance process has been completed (FORM 1), no other forms would be used;
- if it is deemed that a full EQIA is required once the assessment for relevance has been completed using FORM 1, then the screening for equality form would not be used. However, if it is not yet clear whether a full EQIA is required, then the screening for equality form (FORM 2) would be used.

Once it is determined that a full EQIA is required, at whatever stage in the process, it will be necessary to complete both the management and planning record form (FORM 3) and, in due course, the Summary of Outcomes form (FORM 5) as well as using the full EQIA form (FORM 4).

### **FORMATS**

The forms are presented in a "Word" format so they can be completed electronically. In that case, each section will expand to include as much information as is required. (If you intend to publish the forms, you may need to make some adjustments in the presentation of the documents.)

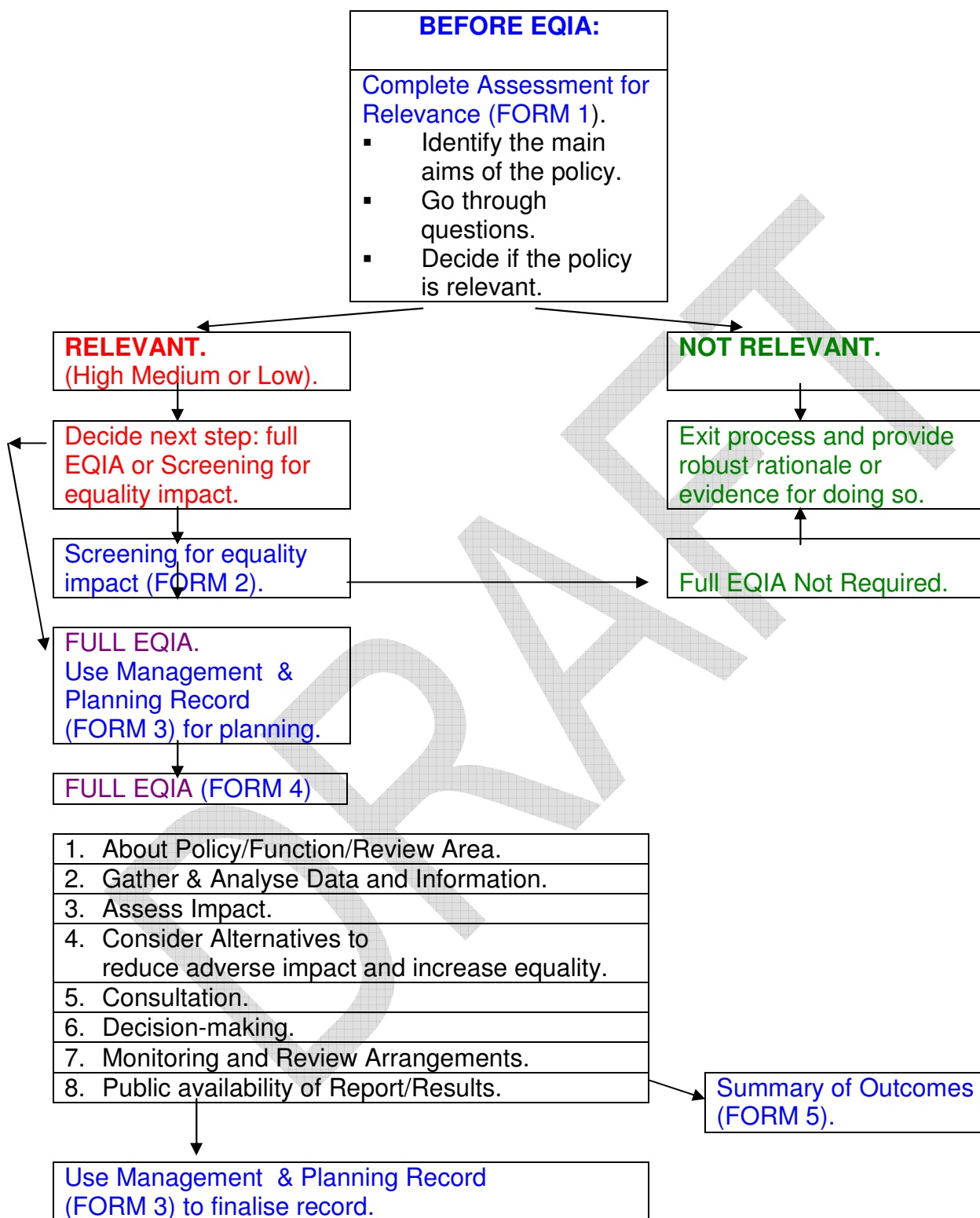
Alternatively, the forms can be printed out for manual completion. If you complete them manually, you can either add sheets if required, or print out extra copies of relevant pages as the space provided for each response may be insufficient.

Please ensure that papers are numbered appropriately and that the completed forms are scanned so that an electronic record is available for publication as required

### **NOTE**

**This toolkit relates to equality legislation in force at May 2009. It does not take into account the provisions of the Equality Bill published on 24 April 2009.**

# FLOWCHART FOR EQUALITY IMPACT ASSESSMENT PROCESS: WHEN TO USE WHICH FORM?



## FORM 1: EAST AYRSHIRE COUNCIL ASSESSING FOR RELEVANCE

<b>Name of Service</b>	Housing Services	<b>Name of Function/Policy/Review</b>	Tenant Participation Strategy 2010-13		
<b>Main Aims of Function or Policy</b>	Aim to ensure that tenants and members of democratically elected tenants and residents organisations throughout East Ayrshire are encouraged to influence the delivery and direction of the Council's Housing Services through working in partnership at both local and strategic levels.				
<b>Is it relevant to the general duty?</b>  Please state yes or no for each	<i>a. Eliminating unlawful discrimination and harassment</i>	<i>b. Promoting Equal Opportunities</i>	<i>c. Promoting positive attitudes and participation</i>	<i>d. Promoting good relations between groups</i>	
<b>RACE</b>	No	Yes	Yes	Yes	
<b>DISABILITY</b>	No	Yes	Yes	Yes	
<b>GENDER</b>	No	Yes	Yes	Yes	
<b>RELIGION OR BELIEF</b>	No	Yes	Yes	Yes	
<b>SEXUAL ORIENTATION</b>	No	Yes	Yes	Yes	
<b>AGE</b>	No	Yes	Yes	Yes	
<b>Specify any groups for which there is there evidence or reason to believe that some groups or individuals in some groups could be affected differently.</b>					
Participation is in line with the Housing (Scotland) Act 1987 which states that a person must be aged 16 or over to hold a tenancy, as such under 16's are excluded from participation, however they will benefit from the positive impact tenant participation has on their communities and housing standards.					
<b>How much evidence do you have?</b>	<b>None</b>		<b>A little</b>		
			Some		
<b>Is there any public concern that functions or policies are operated in a discriminatory way?</b>	<b>None</b>		<b>A little</b>		
	√				
<b>Assessed Relevance to equality.</b>  Tick one only for each strand.	<b>High</b>	<b>Medium</b>	<b>Low</b>	<b>None</b>	
				<b>Brief reasons for your assessment. (Use additional sheets if required.)</b>	
<b>RACE</b>		√			
<b>DISABILITY</b>		√			
<b>GENDER</b>		√			
<b>RELIGION OR BELIEF</b>			√		
<b>SEXUAL ORIENTATION</b>			√		
<b>AGE</b>		√			
<b>Priority.</b> Tick one only. (Use additional sheets for explanation.)	<b>High</b>	<input type="checkbox"/>	<b>What is the next step?</b>	<b>Screening for EQIA</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	<b>Medium</b>	<input checked="" type="checkbox"/>		<b>Full EQIA</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	<b>Low</b>	<input type="checkbox"/>	<b>Tick one only.</b>	<b>OTHER Please explain.</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>

SIGNED (PERSON RESPONSIBLE FOR ASSESSMENT OF RELEVANCE)      DATE

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## **FORM 2: EAST AYRSHIRE COUNCIL SCREENING FOR EQUALITY IMPACT**

<b>1. NAME OF SERVICE</b>	<b>2. PERSON RESPONSIBLE FOR SCREENING</b>
Housing Services	Maxine McInnes and Graeme Winning
<b>3. NAME OF POLICY/FUNCTION/REVIEW AREA</b>	
Tenant Participation Strategy 2010-13	
<b>4. ABOUT POLICY/FUNCTION/REVIEW AREA</b>	
<p><b>(a) What are the aims, objectives and intended outcomes of the policy, function or service review?</b></p> <p>Aim to ensure that tenants and members of democratically elected tenants and residents organisations throughout East Ayrshire are encouraged to influence the delivery and direction of the Council's Housing Services through working in partnership at both local and strategic levels.</p> <ul style="list-style-type: none"> <li>• Raise awareness of tenant participation through improved communication to tenants and tenants and residents groups.</li> <li>• Increase the opportunities for individual tenants to become involved in tenant participation.</li> <li>• Increase the number of democratically elected tenants and residents organisations in East Ayrshire in particular those achieving Registered Tenant Organisation (RTO) status, including supporting the development of groups particularly in areas or within sectors of the population that are traditionally not represented.</li> <li>• Increase opportunities for tenants and tenants and residents organisations to influence decisions taken in relation to their housing conditions and services and to exercise their influence wider than housing.</li> <li>• Ensure tenant participation is integral to housing services and a fair framework of support is provided to tenants and tenants and residents organisations to enable them to operate effectively.</li> </ul>	

**(b) Describe the current or intended client group specifying any equality groups which are intended to benefit directly from the policy, function or review. You should consider employees, clients/customers and service users.**

Tenants and tenants and residents groups within council and ex-council stock within East Ayrshire.

## 5. INITIAL SCREENING FOR EQUALITY IMPACT

**(a) Please describe briefly what you already know about the positive and negative impacts for each equality group. State if you have identified any potentially discriminatory impacts. Describe any evidence used in coming to your conclusions.**

You should take into account the different needs of the range of groups within each category of equality groups, and also consider if there are any issues which affect groups because of multiple identities or interaction between equality groups (e.g. disabled young woman).

*Note: you will be able to explore any issues identified in more depth in a full equality impact assessment.*

The following header is used for each equality group.

EQUALITY GROUP	DIFFERENTIAL IMPACT	POSITIVE IMPACT –	NEGATIVE OR ADVERSE IMPACT	CROSS-CUTTING ISSUES AND THEIR IMPACT.
	<p>Is there or is there likely to be a differential impact on equality groups as a result of the proposed policy, function or service review? Please describe this.</p>	<p>Please describe stating which specific groups are affected, in what way and why you believe this to be the case.</p>	<p>Please describe stating which specific groups are affected, in what way and why you believe this to be the case.  Identify any potential discrimination.</p>	<p>Describe the impact in any other relevant areas including. health (e.g. mental health), access, including rurality, low income, carers and unemployment.</p>

EQUALITY GROUP	DIFFERENTIAL IMPACT  Is there or is there likely to be a differential impact on equality groups as a result of the proposed policy, function or service review? Please describe this.	POSITIVE IMPACT –  Please describe stating which specific groups are affected, in what way and why you believe this to be the case.	NEGATIVE OR ADVERSE IMPACT  Please describe stating which specific groups are affected, in what way and why you believe this to be the case.  Identify any potential discrimination.	CROSS-CUTTING ISSUES AND THEIR IMPACT. Describe the impact in any other relevant areas including health (e.g. mental health), access, including rurality, low income, carers and unemployment.
i. <b>RACE, ETHNICITY, COLOUR, NATIONALITY OR NATIONAL ORIGINS:</b> e.g. people of different ethnic background including minorities, Gypsy Travellers and Refugees/Asylum Seekers.	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Objective 2.2 - Develop a community voice scheme where there are small numbers of representatives (this will allow involvement of minority groups in a manner which allows them to represent their wider communities)  Objective 3.2 – Identify existing networks and engage with minority groups, including young people, disabled people, ethnic minorities and other underrepresented groups.		
<b>Any modifications which can be made quickly or easily to reduce negative impact, enhance positive impacts or increase equality in relation to RACE?</b>				

<b>ii. DISABILITY: Physical, sensory or mental impairment which has a long-term, substantial, adverse effect on ability to do day to day things.</b>	<b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <input type="checkbox"/>	<p>Objective 2.2 - Develop a community voice scheme where there are small numbers of representatives (this will allow involvement of minority groups in a manner which allows them to represent their wider communities)</p> <p>Objective 3.2 – Identify existing networks and engage with minority groups, including young people, disabled people, ethnic minorities and other underrepresented groups</p> <p>Objective 3.3 – Develop tenants groups within supported accommodation</p>		
<b>Any modifications which can be made quickly or easily to reduce negative impact, enhance positive impacts or increase equality in relation to DISABILITY?</b>				
<b>iii. GENDER: Sex, Women and Men, Marital/Civil Partnership,</b>	<b>Yes</b> <input checked="" type="checkbox"/> <b>No</b> <input type="checkbox"/>	<p>Objective 2.2 - Develop a community voice scheme where there are small numbers of</p>		

<p><b>Gender Reassignment.</b></p>		<p>representatives (this will allow involvement of minority groups in a manner which allows them to represent their wider communities)</p> <p>Objective 3.2 – Identify existing networks and engage with minority groups, including young people, disabled people, ethnic minorities and other underrepresented groups (This will include encouraging women who have experienced domestic violence to become involved in tenant participation)</p>		
<p><b>Any modifications which can be made quickly or easily to reduce negative impact, enhance positive impacts or increase equality in relation to GENDER?</b></p>				

<b>iv. RELIGION OR BELIEF:</b> Religious, faith or other groups with a shared system of beliefs such as Humanists.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			
<b>Any modifications which can be made quickly or easily to reduce negative impact, enhance positive impacts or increase equality in relation to RELIGION OR BELIEF?</b>				
<b>v. SEXUAL ORIENTATION:</b> Lesbians, Gay men or women, Bisexual or Heterosexual people.	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>			
<b>Any modifications which can be made quickly or easily to reduce negative impact, enhance positive impacts or increase equality in relation to SEXUAL ORIENTATION?</b>				

<p>vi. <b>AGE:</b>  <b>Different age groups including older people, children and young people.</b></p>	<p>Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>Objective 2.2 -          Develop a community voice scheme where there are small numbers of representatives (this will allow involvement of minority groups in a manner which allows them to represent their wider communities)</p> <p>Objective 3.2 –          Identify existing networks and engage with minority groups, including young people, disabled people, ethnic minorities and other underrepresented groups</p> <p>Objective 3.3 –          Develop tenants groups within supported accommodation</p>		
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**Any modifications which can be made quickly or easily to reduce negative impact, enhance positive impacts or increase equality in relation to AGE?**

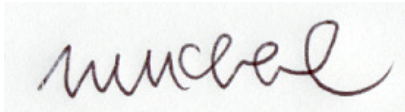
The Housing (Scotland) Act 1987 states that you must be aged 16 or over to be a tenant, as such young people under the age of 16 are currently excluded from tenant participation but as members of a tenant’s household they will benefit from the positive impact of this strategy on their communities and housing standards.

**6. RECOMMENDATION ABOUT FULL EQUALITY IMPACT ASSESSMENT**

<p><b>(a) Are any of the adverse impacts major?</b> i.e. they have a major impact on one or more group.</p> <p>YES <input type="checkbox"/> NO <input checked="" type="checkbox"/></p>	<p><b>(b) Are any of the adverse impacts significant?</b> i.e. they affect a large number of people or a large proportion of one group.</p> <p>YES <input type="checkbox"/> NO <input checked="" type="checkbox"/></p>	
<p><b>(c) Is there any other reason why a full Equality Impact Assessment should be done?</b></p> <p>YES <input type="checkbox"/> NO <input checked="" type="checkbox"/></p> <p>Please explain if you have said yes.</p>	<p>If you have answered yes to any of the preceding 3 questions you <b>MUST</b> recommend a full EQIA and state what priority should be given to completing the EQIA i.e. how soon it should be undertaken.</p>	
<p><b>(d) Is a full Equality Impact Assessment recommended?</b></p> <p>YES <input type="checkbox"/> NO <input checked="" type="checkbox"/></p>	<p><b>(e) Any other comments</b></p>	<p><b>(f) When should this EQIA be undertaken?</b></p> <p>This financial year <input type="checkbox"/></p> <p>Later <input type="checkbox"/></p>
<p><b>(g) What steps have been taken to reduce adverse impact or enhance equality as a result of this Screening for Equality Impact?</b></p>		

**SIGNED (PERSON RESPONSIBLE FOR SCREENING FOR IMPACT)**

**DATE**



19.02.10

**NAME and JOB TITLE OF PERSON WHO HAS BEEN IDENTIFIED TO LEAD FULL EQUALITY IMPACT ASSESSMENT ON THIS POLICY**

N/A

**COUNTERSIGNATURE (HEAD OF SERVICE OR DIRECTOR)**

**DATE**

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**Tenant Participation Strategy 2010-13  
Risk Assessment**

<b>Objective</b>	<b>Risks</b>
1.1 Produce a new information leaflet for new tenants highlighting the benefits of tenant participation and who is eligible to become involved	<ul style="list-style-type: none"> <li>• Other languages and formats</li> <li>• Tenant apathy</li> <li>• Information goes out of date</li> </ul>
1.2 Develop photo montage and written report of tenant group successes for display at community events	<ul style="list-style-type: none"> <li>• Photos may go out of date</li> <li>• Sensitivity that tenants in photos no longer represent group</li> <li>• Cost implication of updating info/photos</li> <li>• Sensitivity around which groups are represented in the photo montage</li> </ul>
1.3 Review the information pack distributed to new groups	<ul style="list-style-type: none"> <li>• Language/other formats</li> </ul>
1.4 Explore innovative methods of engaging with our tenants via technology such as text messaging and social networking	<ul style="list-style-type: none"> <li>• Not everyone has technology or knows how to work it</li> <li>• How info gathered this way is collated/interpreted</li> </ul>
1.5 Develop the information available on the Council's website to include more comprehensive guidance on tenant participation	<ul style="list-style-type: none"> <li>• Access to website not universal</li> <li>• Info may go out of date</li> </ul>
2.1 Develop the East Ayrshire Residents Syndicate (EARS) as a means for individuals to become involved in consultations	<ul style="list-style-type: none"> <li>• Possibly more residents than tenants involved</li> <li>• Individuals are not representative</li> <li>• Levels of knowledge before being asked views needs considered</li> </ul>
2.2 Develop a Community Voice Scheme where there are small numbers of representatives	<ul style="list-style-type: none"> <li>• Not representative</li> <li>• Available support needed to sustain this</li> <li>• If other community organisations in these areas then there may be difficulty in sustaining Community Voice as well</li> </ul>
3.1 provide information stalls at Community Events and in public areas such as supermarkets, actively targeting areas with no tenants groups	<ul style="list-style-type: none"> <li>• Lack of interest from tenants/residents</li> <li>• Staff intensive</li> <li>• Identifying suitable venue</li> </ul>
3.2 Identify opportunities via existing networks to engage with minority groups including young people, disabled people, ethnic minorities and other underrepresented groups	<ul style="list-style-type: none"> <li>• Minority groups may not want to get involved in wider networks/groups</li> <li>• Language/accessibility barriers</li> <li>• Staff skills to work with minority groups</li> </ul>
3.3 Develop tenants groups within supported accommodation	<ul style="list-style-type: none"> <li>• Tenant apathy</li> <li>• Age/mobility issues</li> </ul>
3.4 Increase the number of new RTO's by 2 per year	<ul style="list-style-type: none"> <li>• Will eventually run out of areas to develop groups</li> <li>• Increasing groups may lead to less input to sustain existing groups</li> </ul>

	<ul style="list-style-type: none"> <li>• Impact on budgets and staffing resources to sustain this</li> </ul>
4.1 Continue to support the East Ayrshire Tenants and Residents Federation in its drive to motivate communities to influence services	<ul style="list-style-type: none"> <li>• Community apathy</li> </ul>
4.2 Ensure there is tenant representation on all policy and service reviews	<ul style="list-style-type: none"> <li>• Training and information on services</li> <li>• Timescales not always conducive to effective involvement</li> <li>• Over burden volunteers</li> </ul>
4.3 Develop links between EATRF, RTO's and TARA's and Community Planning Forums	<ul style="list-style-type: none"> <li>• Lack of common goals/agendas</li> <li>• Community Planning Forums may not have positive attitude to TARA's/TP</li> </ul>
4.4 Develop Estate Walkabouts to include staff representation from other council services	<ul style="list-style-type: none"> <li>• Lack of engagement/attendance by other services</li> <li>• Other services see TP/TARA's as housing responsibility</li> </ul>
4.5 Further develop Estate Action Plans to include Neighbourhood Agreements	<ul style="list-style-type: none"> <li>• Information goes out of date</li> <li>• Varying priorities of those involved</li> <li>• Time / cost implications</li> <li>• Danger of fragmenting the plans/individualising them</li> </ul>
4.6 Ensure tenant priorities influence the Diary of Participation Events	<ul style="list-style-type: none"> <li>• Same tenants influencing this continually</li> <li>• Lack of involvement of wider community</li> </ul>
4.7 Introduce Tenant Led Inspections of our services	<ul style="list-style-type: none"> <li>• Lack of staff/tenant training/information</li> <li>• Accessibility</li> <li>• Possible financial implications with recommendations</li> <li>• Ensuring commitment through whole organisation</li> </ul>
4.8 Encourage RTO's and TARA's who operate in multi-landlord areas to register and seek funding from RSL's	<ul style="list-style-type: none"> <li>• RSL funding not available</li> <li>• Lack of commitment to TP/groups from RSL's</li> <li>• Lack of clarification about which landlord groups should deal with</li> <li>• Groups may not have tenant representation from each landlord on committee</li> </ul>
4.9 Establish a Tenant Participation Forum to include all EAC social landlords	<ul style="list-style-type: none"> <li>• Landlord commitment</li> <li>• Funding/resourcing issue</li> </ul>
5.1 Conduct an annual review of RTO's/TARA's to include a satisfaction survey	<ul style="list-style-type: none"> <li>• No risk</li> </ul>
5.2 Review the Communication Code of Practice and monitor this alongside the Tenant Participation Strategy	<ul style="list-style-type: none"> <li>• Commitment to code</li> </ul>
5.3 Review funding available to groups and introduce a development grant for small projects	<ul style="list-style-type: none"> <li>• Adequate funding for all groups</li> <li>• Managing applications for development grant</li> </ul>

5.4 Review the Staff Guide to Tenant Participation	<ul style="list-style-type: none"><li>• No risk</li></ul>
5.5 Develop and deliver joint tenant/staff training and information sessions	<ul style="list-style-type: none"><li>• Lack of relevance/timing of topics</li><li>• Staff time resource</li></ul>