

# TENANT PARTICIPATION STRATEGY

2020-2025

INVOLVING TENANTS - IMPROVING SERVICES



**LIVE  
LEARN  
WORK  
INVEST  
VISIT**



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## ABBREVIATIONS

|     |   |      |                                       |
|-----|---|------|---------------------------------------|
| ARC | Annual Return on the Charter                            | SHR  | Scottish Housing Regulator            |
| CHR | Common Housing Register                                 | SSHC | Scottish Social Housing Charter       |
| HRA | Housing Revenue Account                                 | TIS  | Tenants Information Service           |
| NLC | North Lanarkshire Council                               | TP   | Tenant Participation                  |
| NLF | North Lanarkshire Federation of Tenants' and Residents' | TPAS | Tenant Participation Advisory Service |
| RTO | Registered Tenant Organisation                          | VANL | Voluntary Action North Lanarkshire    |

# foreword

Interest in Tenant Participation in North Lanarkshire has grown significantly over the five year period of our previous strategy Inform, Involve and Improve.

We hope we can continue with this progress throughout the lifetime of our new strategy.



**Heather Brannan-McVey**  
Convener of Communities and Housing  
North Lanarkshire Council

Involving and engaging with our tenants and other customers is central to delivery of excellence in our services and therefore Tenant Participation is extremely valued. We have engaged, consulted and co-produced with our tenants and residents since the introduction of our first strategy in 2003. We feel that our service consults and involves tenants in a range of ways to inform and influence our decisions on service developments and improvements.

This strategy continues to build on, support and further develop participation with a key focus on increasing levels of involvement especially from our harder to reach groups.

Within this strategy we set out our priorities and objectives for Tenant Participation in North Lanarkshire and how we plan to achieve them.

North Lanarkshire Federation of Tenants' and Residents', local tenants' and residents' groups and individual tenants have played a key role in developing this strategy and we would like to take this opportunity to thank you for your hard work and valuable contributions.

We look forward to building on the excellent partnership working we have established and are committed to ensuring our tenants and residents are at the heart of the services we deliver.



## 1. Introduction

- 1.1 Tenant Participation is a two way process in which tenants and landlords can share information, ideas and responsibilities in order to improve housing conditions and services. It is the responsibility of North Lanarkshire Council to ensure our tenants are consulted and have opportunities to participate in decisions which will impact on services.
- 1.2 This strategy has been produced in consultation with our tenants' and residents' groups, individual tenants and the North Lanarkshire Federation of Tenants' and Residents' (NLF) and outlines how we will support and resource Tenant Participation over the term of the strategy.
- 1.3 There is significant commitment to maximise opportunities for consultation and involvement from our tenants and other customers to improve and enhance the performance and development of housing and related services. The strategy sets out how we plan to achieve this for the period 2020-2025.
- 1.4 Our strategy provides a guide to our commitments in relation to Tenant Participation for tenants and customers and provides a focus for involvement with regard to the opportunities available to engage with us and influence our decision making processes.



## 2. Legislative Context

| Legislation                 | Duties and Responsibilities  | How do we do this?  |
|-----------------------------|--|---|
| Housing (Scotland) Act 2001 | Legal requirement for landlords to actively develop and support Tenant Participation and to produce a Tenant Participation Strategy to ultimately enable continuous improvement in landlords' performance in supporting and enabling tenants and customers to participate  | Co-production approach to development and implementation of strategies, plans and performance reporting: <ul style="list-style-type: none"> <li>• Tenant Participation Strategy</li> <li>• Local Housing Strategy</li> <li>• Housing management</li> <li>• Repairs and maintenance</li> </ul> |
| Housing (Scotland) Act 2010 | Requires the council and tenants and customers to work in partnership to achieve positive outcomes for communities in North Lanarkshire<br>Introduction of the Scottish Social Housing Charter (SSHC) and the independent Scottish Housing Regulator (SHR) to allow tenants and customers to be involved in assessing the performance of services to ensure they are receiving quality and value for money | Tenant Scrutiny activity to consider: <ul style="list-style-type: none"> <li>• Standards of service to be provided in relation to housing management, repairs and maintenance</li> <li>• Changes to rent and service charges</li> </ul>   |

### 3. Local Context

- 3.1 Tenant Participation is embedded throughout related plans and strategies within North Lanarkshire Council and can be seen clearly in our commitment to co-production and engagement for both our Local Housing Strategy 2016-2021 and The Plan for North Lanarkshire where one of the five priorities is “Enhance participation, capacity and empowerment across our communities”.
- 3.2 North Lanarkshire has an extremely active Federation of Tenants and Residents and we felt it was important for the current Chair to tell you more about Tenant Participation in a local context for North Lanarkshire:

*‘North Lanarkshire Federation are the largest tenants and residents representative group in Scotland. We are made up of tenants and residents groups and individual tenants from across the whole of North Lanarkshire. We work closely with the council on service and service delivery.*

*Tenants are supported in Tenant Scrutiny activities, allowing tenants to make recommendations on service provision and service delivery.*

*We gather information from tenants through our Food for Thought programme and for more in-depth analysis and information sharing we hold Open Meetings on a range of topics allowing tenants to liaise with the council on the issues that matter to them’.*

**Anne McGhee,**  
Chairperson,  
North Lanarkshire  
Federation



- 3.3 A review of Tenant Participation services was undertaken in 2016 which resulted in significant changes to our model of service delivery which has seen an unprecedented increase in performance in relation to tenant satisfaction in relation to overall service, keeping tenants informed and opportunities to participate.

| Scottish Social Housing Charter Indicator                                 |         |         |
|---|---------|---------|
|   | 2017/18 | 2018/19 |
| Satisfied with the overall service provided                               | 84.0%   | 91.0%   |
| Landlord good at keeping them informed about services and outcomes        | 85.25%  | 92.5%   |
| Satisfied with opportunities to participate in landlord's decision making | 68.0%   | 92.5%   |

- 3.4 This strategy focuses on our relationship and service delivery for our tenants and other customers, the Scottish Housing Charter Guidance defines those as:
- People who are already tenants of a social landlord
  - People who may become tenants in the future – for example, someone who has applied for a tenancy
  - Homeless people
  - People who use the housing services provided by a social landlord – for example, home owners who pay a social landlord to provide a factoring service, or Gypsies/ Travellers who use sites provided by a social landlord.

## 4. Regulation and Performance

- 4.1 The Scottish Social Housing Charter (SSHC) is supported by a framework of 37 indicators and outlines a total of 16 outcomes and standards that all social landlords should aim to achieve when performing their housing activities. The outcomes in the Charter are those which authorities require to monitor, assess and report on to the Scottish Housing Regulator (SHR). The Charter requires social landlords to describe the results they achieve in relation to housing activities to tenants and other customers.
- 4.2 The Charter works towards improving the quality and value of the services that social landlords provide, and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland by:
- Stating clearly what tenants and other customers can expect from social landlords, and helping them to hold landlords to account
  - Focusing the efforts of social landlords on achieving outcomes that matter to customers
  - Establishing a basis for the SHR to assess and report how well landlords are performing. This assessment helps the SHR, social landlords, tenants and other customers to identify areas of strong performance and areas needing improvement.
- 4.3 The Charter has seven sections covering: equalities; the customer/landlord relationship; housing quality and maintenance; neighbourhood and community; access to housing and support; getting good value from rents and service charges; and other customers.
- 4.4 A full list of the Charter outcomes and standards is included within the supporting documents available on Scottish Government website, these are also set out at [www.gov.scot/publications/scottish-social-housing-charter-april-2017/](http://www.gov.scot/publications/scottish-social-housing-charter-april-2017/)
- 4.5 Social landlords must provide the SHR with an Annual Return on the Charter (ARC) by the end of May each year. The ARC reports our performance information to the SHR against the charter outcomes and includes contextual data relating to our stock.
- 4.6 Assessing the ARC requires tenant and customer involvement and we are committed to working with both to implement and report on all 16 Charter outcomes. Following submission of the ARC, the SHR then produces an independent report on our performance by the end of August each year. This report is available to the public on the SHR website at [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk) and can be used to compare our performance against that of other Social Housing landlords in Scotland.



- 4.7 Following publication of the independent report by the SHR, we are required to produce an Annual Performance Report by the end of October each year to communicate the outcome of the SHR assessment and performance information to our tenants and customers. Tenants are involved in the working group which developed our most recent report which is available at [www.northlanarkshire.gov.uk/performance-report](http://www.northlanarkshire.gov.uk/performance-report)
- 4.8 We will continue to review the Scottish Social Housing Charter outcomes and ensure that our broad strategy aims and actions provide the strategic framework to meet these outcomes. This includes developing our tenant survey method in line with key benchmarking requirements.
- 4.9 In February 2014 the Scottish Government issued guidance on the Operation of the Local Authority Housing Revenue Accounts (HRAs) in Scotland. The aim of the guidance is to ensure tenants receive the maximum benefits from their rents and ultimately the best standards of service. It also intends to help council tenants better understand and to provide better transparency about what must and must not be credited and debited to the HRA in their area and why.
- 4.10 The guidance contains specific key principles on the operations of local authority HRAs in Scotland. With regard to consultation the specific key principle is;
- Key Principle 4: In addition to the existing statutory obligations, local authorities must have clear, published mechanisms and procedures for discussing with council tenants and/or registered tenant organisations (RTOs) any matters of financial transparency relating to the HRA in accordance with outcomes 2 (communication) and 3 (participation) of the SSHC.
- 4.11 In addition, outcomes 13 (value for money), 14 and 15 (rents and service charges) of the Charter, getting good value from rents and service charges reflect our legal duty to consult tenants about rent setting; the importance of taking account of what current and prospective tenants and other customers are likely to be able to afford; and the importance that many tenants place on being able to find out how their money is spent.
- 4.12 Significant work has been carried out over the lifetime of the previous strategy to engage and involve tenants in HRA and rent setting, this includes:
- Tenants' newsletter which included articles giving information on rental increase and advising what rent money pays for
  - Various NLF Open Meetings held on rent increase and rent restructure proposal
  - Electronic and postal survey conducted regarding rent increase and rent restructure proposal
  - NLF Food for Thought training session conducted on NLC's rent increase and rent restructure proposal
  - Annual tenants' conference; electronic voting on rents carried out as part of conference evaluation
  - Face to face survey carried out and rent questions included
  - Workshop facilitated by NLC staff during North Lanarkshire Federation's annual conference focusing on the rent increase and rent restructure proposal
  - Continuation of HRA scrutiny group
  - Quarterly Tenant Participation Steering Group meetings
  - Pop-up events in every First Stop Shop to engage with tenants relating to rent restructure

## 5. Aim and Objectives

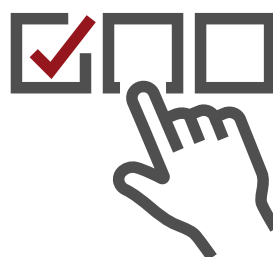
- 5.1 The aim of this strategy is to continue to develop and improve how we communicate with our tenants and residents and to ensure we provide opportunities for participation and involvement that are accessible to all.
- 5.2 Our aim has been developed from the key messages we have heard from our consultation and engagement programme and in order to achieve this aim we have developed objectives which can be measured to enable us to demonstrate our success to our tenants and residents.
- 5.3 The objectives set out within this five year strategy highlight the activities required to help achieve the overall aim. They are the main tasks required and are mindful of the key messages provided by our tenants and residents throughout consultation.



### 2020-2025 Objectives



Contribute to delivering “The Plan for North Lanarkshire” by enhancing participation, capacity and empowerment across our communities



Ensure effective use of Tenant Participation resources to involve tenants and residents in the decisions and development of services and supports



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



Demonstrate continued commitment to customer satisfaction and feedback

## 6. Our Standards

- 6.1 We continue to provide high standards of service delivery to meet the needs of our tenants and other customers.
- 6.2 The Code of Practice was developed in partnership between tenants, residents and the council and it represents the agreed standards of communication and practice between NLF, local tenants' and residents' groups, individual tenants and residents and ourselves. If you would like to know more about our Code of Practice you will find it at this link:  
**[www.northlanarkshire.gov.uk/NLFederation](http://www.northlanarkshire.gov.uk/NLFederation)**
- 6.3 Customer feedback is a key priority which

ensures services continue to be delivered in a customer focussed manner and that feedback is meaningful, effective and acted upon. North Lanarkshire Council is committed to providing high quality customer services. We value feedback and use this information to help us improve our services. Our leaflet, "how to make a complaint – listening to you" is available at **[www.northlanarkshire.gov.uk/complaints](http://www.northlanarkshire.gov.uk/complaints)** It describes our complaints procedure and how to comment on our services. Contact 01698 274188 or email **[BusinessDevelopment&Support@northlan.gov.uk](mailto:BusinessDevelopment&Support@northlan.gov.uk)**

## 7. Developing our Tenant Participation Strategy.

- 7.1 We have taken a co-production approach to the development of our Tenant Participation strategy, this means we have gone beyond our statutory duties and legislative requirements by not only consulting and involving tenants in the development of the strategy but we have taken a real partnership approach to identifying and writing the content, thinking about the layout and providing information on what matters most to our tenants and residents.
- 7.2 We would like to take this opportunity to thank all our tenants, residents, partners and stakeholders who have taken time to assist us in producing the strategy. There were a large range of opportunities to participate in this process including online and face to face surveys, focus groups, local pop-up events and conversation cafes as well as partner events such as NLF's Annual Conference, Community Matters Events (Local Area Partnership) and our two Tenant Conference events in November 2019. Tenants and residents groups, individual tenants and the members of local Chairpersons groups and Tenant Scrutiny groups as well as NLF Executive Committee have been instrumental in developing our shared vision and objectives that form this strategy.
- 7.3 Our tenants' and residents' groups, individual tenants and NLF along with our partners and stakeholders have had an important role in developing this strategy. Their involvement has ensured that the strategy addresses priorities within our local communities and in relation to how we deliver our services.
- 7.4 The consultation and engagement opportunities were therefore split into two phases with Phase 1 focusing on face to face consultation and surveys to gather views, ideas and priorities whilst Phase 2 provided an opportunity to influence a working draft of the document.
- 7.5 A scoping exercise was carried out in early 2019 with our Convener of Communities and Housing and with the NLF. This provided an opportunity to agree our consultation framework and provided an initial insight into the key messages that we needed to address within the strategy.
- 7.6 Shortly after the initial scoping exercise NLF held their annual conference. This was an excellent opportunity to engage with those tenants and residents who are already familiar with Tenant Participation and whose views have helped inform this strategy.

- 7.7 Both exercises provided a robust sense of what the key Tenant Participation messages were in our communities and helped us develop the focus groups, interviews, surveys and activities for the consultation.
- 7.8 Considerable work was carried out by the NLF through their Business Plan Meetings, Open Meetings and at our Tenant Participation Steering Group meetings. All of which helped us develop our topic guides for face to face consultation opportunities, our survey and subsequently informed the key messages and priorities.
- 7.9 Our Tenant Participation Strategy survey was extremely successful in gathering views from a wide range of stakeholders, collecting 957 responses from both council tenants and residents of North Lanarkshire. The greatest proportion of respondents were over 50 years old and a significant proportion of those responding had been involved in Tenant Participation in some way.
- The key messages from our survey highlighted that respondents felt Tenant Participation provided an opportunity to be consulted on major housing issues and connect with like-minded people and to shape and improve housing services.
- 7.10 Wider consultation has been undertaken with older persons living in our retirement complexes, North Lanarkshire Youth Council, young people engaged with our Barnardos housing support contract, our communities through local pop up events, Housing Matters events, Members Briefing, presentations to corporate working groups and Partnership Boards, Co-production Group, social media, eGov delivery, NL Connected, news releases and through face to face and online surveys.
- 7.11 We have been fortunate to have considerable support from local groups, Community Councils, Community Forums, elected members and Cumbernauld Radio station and would like to take this opportunity to thank them for sharing our social media posts and consultation opportunities on their own platforms.



## 8. Your key messages

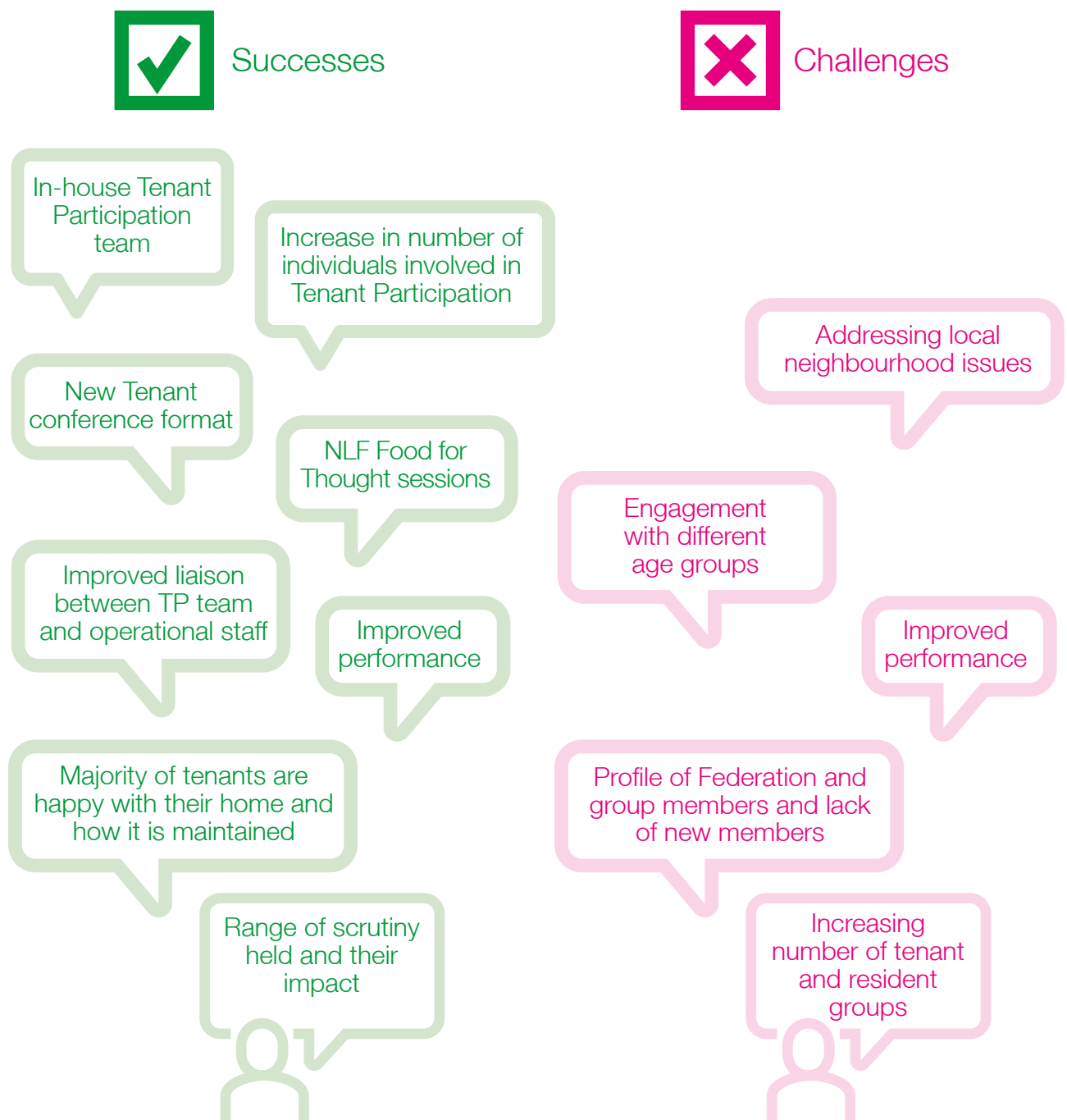
8.1 The consultation process highlighted a number of key messages:

- Raise awareness of Tenant Participation services and activities within our local communities and council services
- Deliver Tenant Participation services at a neighbourhood level to respond to needs as they arise
- Increase participation by reducing bureaucracy for groups and individuals starting their Tenant Participation journey
- Develop opportunities and consider how we can support short-life groups who want to address a particular issue
- Improve communication about Tenant Participation opportunities and make better use of existing outlets such as the Tenants Newsletter and social media
- Contribute to delivering The Plan for North Lanarkshire by enhancing participation, capacity and empowerment across our communities
- Encourage more individuals to become involved in Tenant Participation
- Be mindful that staff turnover and changes can cause communication challenges, however, Tenant Participation is the responsibility of all our staff and a positive and enthusiastic approach is required
- Our tenants and residents have requested training and information as well as practical assistance and support on digital services as they progress
- The majority of our tenants are happy with their home and how it is maintained and managed
- Existing groups feel social and community activities would encourage a greater level of interest and involvement in Tenant Participation
- We need to do more to promote Tenant Participation with the voluntary sector organisations in North Lanarkshire
- Our tenants and residents would like to see greater visibility of staff within communities
- Tenant Scrutiny is an important element of Tenant Participation and recognition of recommendations and a planned approach to implementation where possible to be agreed
- NLF sub groups provide a continued resource to tackle challenging and often wider community issues, the continued support and representation from other council services is vital to their success
- Our tenants and residents would like to see the use of case studies to demonstrate achievements and success



## 9. What does success look like?

9.1 We asked our staff, tenants and residents what Tenant Participation success and challenges looked like throughout our various consultation events and here is what they said they look like:



## 10. Information, Involvement and Consultation

- 10.1 A key aim of the strategy is to continue to develop engagement and consultation opportunities using a wide range of activities that will meet the needs of everyone who wants to get involved.
- 10.2 We offer a variety of formal and informal methods to get involved and have provided a short summary of some of these here as examples of the Tenant Participation activities within communities:

### NON REGISTERED AND REGISTERED TENANTS ORGANISATIONS

- 10.3 Some tenants choose to become formally involved in the form of either non registered or registered tenants and residents groups. Becoming a Registered Tenants Organisation (RTO) gives groups a recognised role in the decision making process and contact details are maintained on a public register for consultation and information distribution. We would encourage groups to apply for RTO status however non registered groups can still promote the interests of their neighbourhood and are also eligible to apply for an annual administration grant.

### CHAIRPERSONS' MEETINGS

- 10.4 As a minimum, four Local Chairpersons' meetings are held every year which give local tenants' and residents' groups the opportunity to meet and have discussions with the Local Area Housing Manager. Representatives from tenants groups within each locality can attend these meetings. Further to a recent scrutiny exercise, in the absence of an established tenants group or in the event of a group folding, an individual representative may attend.

### TENANT LED ESTATE WALKABOUTS

- 10.5 Local Housing offices carry out Estate Walkabouts each year with local tenants and residents groups and active tenant representatives. They are led by tenants and residents who are given the opportunity to highlight any priorities or issues of concern within their local areas to Housing Solutions staff.

### NLF SUB GROUPS

- 10.6 NLF sub groups have continued to go from strength to strength, with the introduction of a new and exciting sub group to our list (Ambition) in early 2019:

#### Ambition

The Ambition subgroup aims to work in partnership with North Lanarkshire Council on their exciting plans for North Lanarkshire including the redevelopment of all eight town centres and the re-provisioning of the towers in North Lanarkshire over the next 20-30 years. This group was formed in January 2019 and the updates they will receive include:

- How quickly the tower blocks in Phase 1 are being emptied
- Plans and timescales for demolition and rebuild on vacated sites
- Information on NLC new build sites including number and types of units
- Information on the Town Centre masterplans

#### Roads and Street Lighting

This group has been running for a number of years now and has proven to be very useful in meeting the needs of tenants and residents. The group works in partnership with NLC Roads Department and is a very useful two way forum for any roads issues and updates which effect all of our communities. Members are encouraged to raise any issues they see or hear about from their local communities but also learn of any updates and planned programmes NLC have ongoing. The group work on a live document which allows them to track the progress of any issues raised in real time. As always NLF would like to thank the NLC staff who dedicate their time to the group.

### Waste Management

This group was set up in 2017 and has proved very popular. The issues raised within this sub group really do affect every resident across North Lanarkshire. The early days of this group focused heavily on the changes to waste collection services introduced in late 2017, since then the group has been a key educational tool.

Waste Management legislation is constantly being updated and changed and this has a knock-on effect on collection services and what we can and cannot recycle. This group is a key point of contact for NLC to share ideas and suggestions on how best to serve our communities. Like all other sub groups members are encouraged to share any issues or concerns with staff and feedback on how swiftly things are dealt with is very positive.

### Motherwell Towers

This year has seen a shift in focus for the Motherwell Towers sub group. This is due to the major plans and changes underway at North Lanarkshire Council with the planned demolition of 11 towers and other low rise properties over a 5 to 6 year period. This group provides a forum for residents throughout Motherwell to receive quarterly updates on the towers within Motherwell. The group continue to focus on fire safety and parking issues ensuring the most robust and safest systems are in place for residents and emergency services. Over the last year we have tried to boost the reach of the group and would encourage residents of any tower in Motherwell and beyond to attend the group.

## Tenant Scrutiny

- 10.7 Tenant Scrutiny is the term being used to involve tenants and other service users in the self-assessment process of landlords to take an in depth look at parts of the Housing Service.
- 10.8 We have developed a Tenant Scrutiny activity framework in partnership with the NLF and our tenants have already focussed on areas such as void management, capital investment in kitchens and the development of our Annual Performance Report. Over the period of the previous strategy our tenants and residents have successfully scrutinised:
- Reporting a Repair
  - Housing Revenue Account (HRA)
  - Complaints
  - Allocations
  - Tenant and Resident Association admin grant
  - Communications
  - Estate Walkabouts and Chairpersons meetings



10.9 We would like to involve more tenants in this process. Tenant Scrutiny groups operate on behalf of tenants and residents to ensure their landlord delivers housing services that meet the needs of tenants and other service users and are of the highest standard. As a result of our extensive review of Tenant Participation in 2016 we commissioned North Star Consulting and Research, our independent Tenant Advisors to carry out Tenant Scrutiny on our behalf.

This approach has been successful with feedback from groups being positive. Throughout the lifetime of this strategy we will continue to engage with our tenants and residents to identify the best opportunities and methods of Tenant Scrutiny activity.

Here is some of the feedback we have received from those involved in tenant scrutiny topics within North Lanarkshire:

'Tenant Scrutiny gives the tenants the opportunity to be involved in the working of the different departments within the council. The council management teams are willing to answer any relevant questions asked of them.

Changes are ongoing as the council strives towards improving their Website and I.T. technology to make it easier for tenants to contact the department required'.

**Jim and Sandra Dobbie, North Lanarkshire Federation**

'I find these Scrutiny exercises to be informative and beneficial expanding information to tenants and sometimes can help tenants as to the "inner workings" of NLC - and helpful and assist NLC to improve service'.

**Teresa Mullen, Individual**

'The last scrutiny I took part in was the allocations. I found it extremely interesting, it gave good insight into how the whole allocation system works. We got to look at how other areas addressed their housing issues.

We basically changed the application booklet, the new one is easier to follow looks so much more inviting, brighter and more up to date. It did take a little longer than other scrutiny topics but the end result was worth it'.

**Isabel Simpson,  
Glassford Tower TARA**



‘Being involved with Tenant Participation and also the Federation gives everyone in North Lanarkshire the ability to have their say and perhaps help to change things for the better. In my view where possible everyone should be involved in the processes because it is the only way changes can be made.

Having joined the scrutiny group the process is really easy to understand and everyone's opinion is openly considered and discussed with recommendations made to the council, hopefully for positive change.

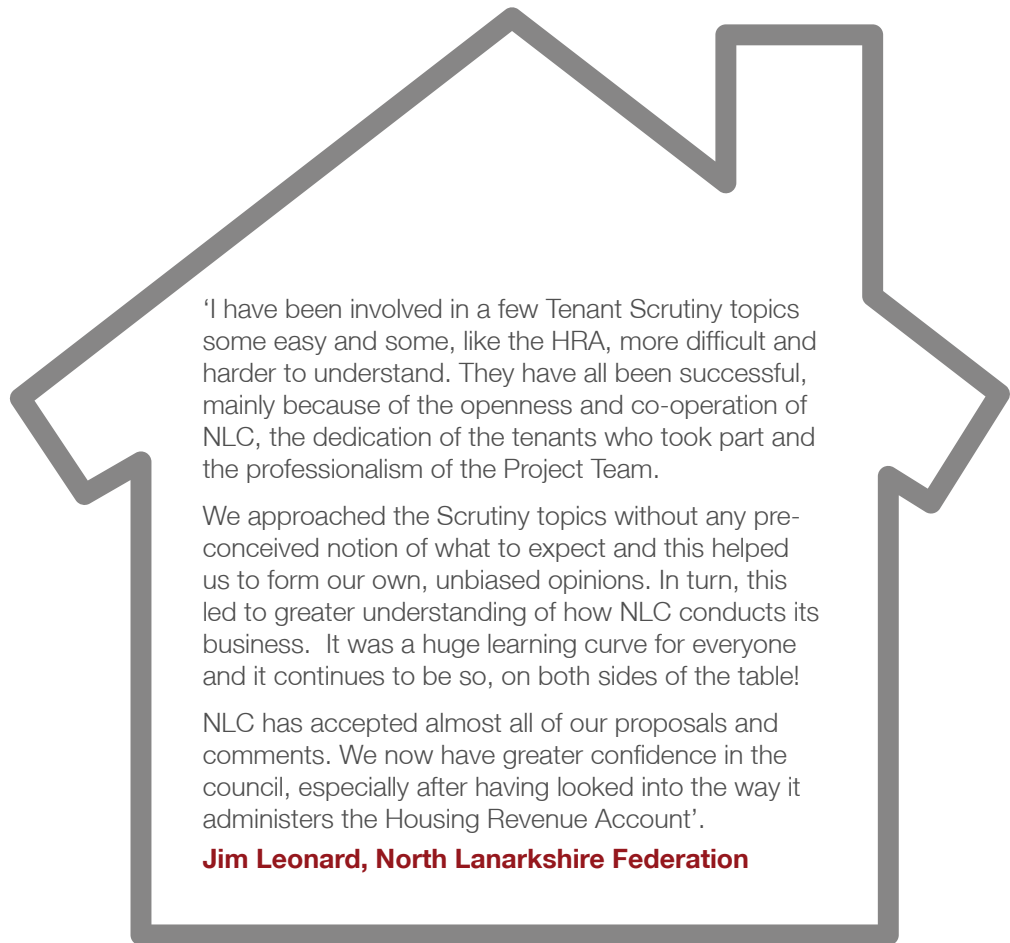
The group were very representative of the residents within North Lanarkshire and we all had varied opinions but came to a consensus.

The results of our groups' recommendations were forwarded to the council and they responded to most of our recommendations positively, and we were given the opportunity to explain why we suggested the changes that we requested and to respond to their comments too. So the whole process is an excellent opportunity to have your say to hopefully be involved with positive changes to the council's processes, but it is a rewarding and enjoyable experience that I would recommend to anyone.

NLC take these groups very seriously and they do listen to the groups comments. Within our group we had questions at various stages and NLC provided a relevant staff member to come to our meeting out with normal business hours and in most cases they were able to answer our questions.

To me this shows the council's willingness to engage with the residents of NLC so anyone that has a fear that they won't be listened to then I can say they will listen but for them to listen we have to first speak up and to achieve that we should get involved’.

**Jim Clark, Sunart Street TARA**

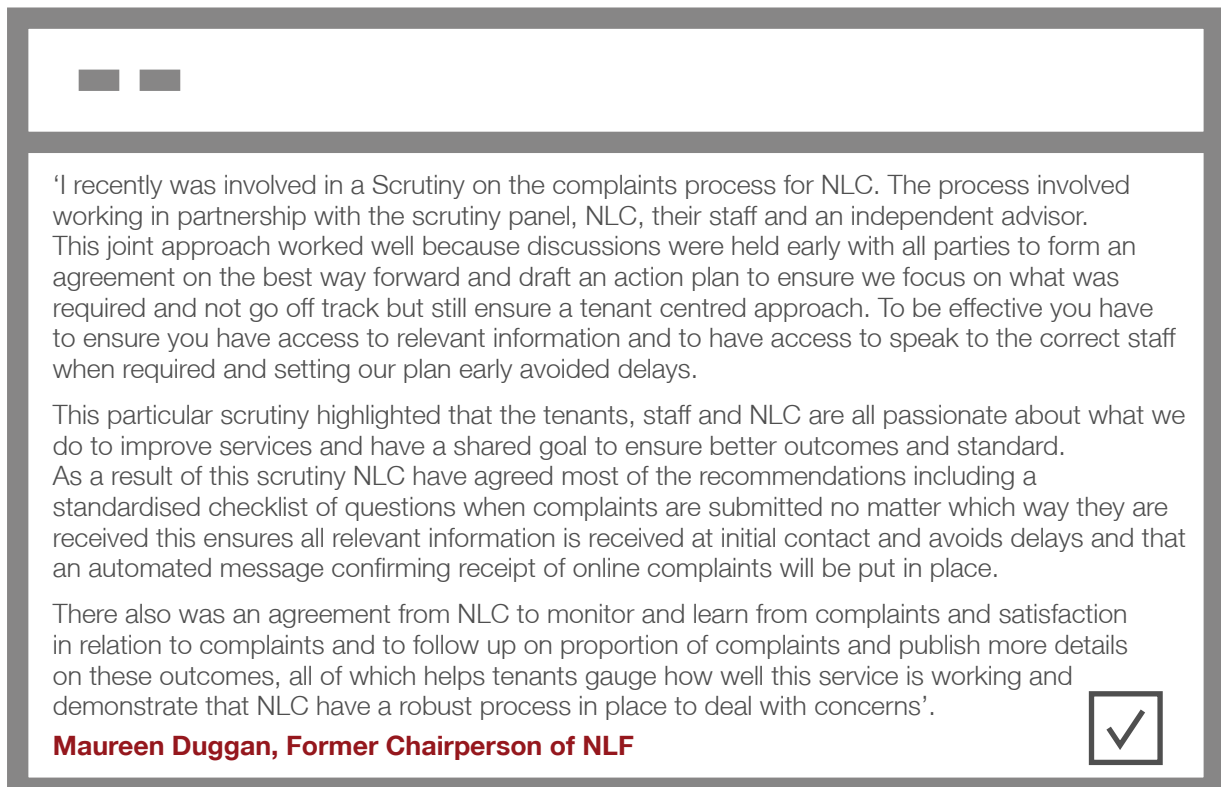


'I have been involved in a few Tenant Scrutiny topics some easy and some, like the HRA, more difficult and harder to understand. They have all been successful, mainly because of the openness and co-operation of NLC, the dedication of the tenants who took part and the professionalism of the Project Team.

We approached the Scrutiny topics without any pre-conceived notion of what to expect and this helped us to form our own, unbiased opinions. In turn, this led to greater understanding of how NLC conducts its business. It was a huge learning curve for everyone and it continues to be so, on both sides of the table!

NLC has accepted almost all of our proposals and comments. We now have greater confidence in the council, especially after having looked into the way it administers the Housing Revenue Account'.

**Jim Leonard, North Lanarkshire Federation**



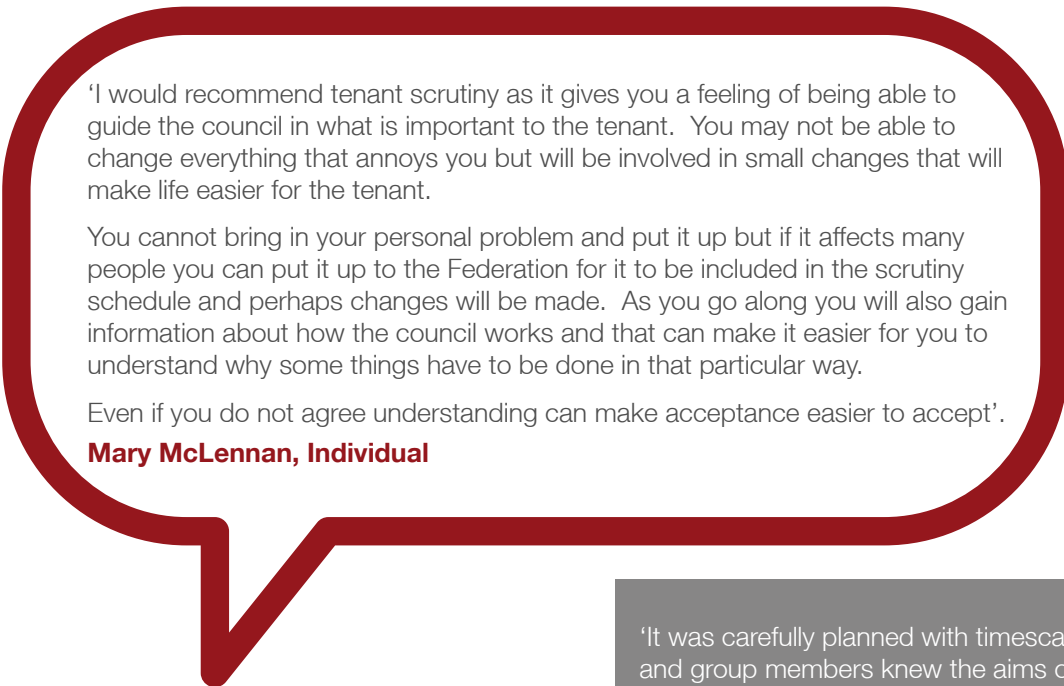
'I recently was involved in a Scrutiny on the complaints process for NLC. The process involved working in partnership with the scrutiny panel, NLC, their staff and an independent advisor. This joint approach worked well because discussions were held early with all parties to form an agreement on the best way forward and draft an action plan to ensure we focus on what was required and not go off track but still ensure a tenant centred approach. To be effective you have to ensure you have access to relevant information and to have access to speak to the correct staff when required and setting our plan early avoided delays.

This particular scrutiny highlighted that the tenants, staff and NLC are all passionate about what we do to improve services and have a shared goal to ensure better outcomes and standard. As a result of this scrutiny NLC have agreed most of the recommendations including a standardised checklist of questions when complaints are submitted no matter which way they are received this ensures all relevant information is received at initial contact and avoids delays and that an automated message confirming receipt of online complaints will be put in place.

There also was an agreement from NLC to monitor and learn from complaints and satisfaction in relation to complaints and to follow up on proportion of complaints and publish more details on these outcomes, all of which helps tenants gauge how well this service is working and demonstrate that NLC have a robust process in place to deal with concerns'.

**Maureen Duggan, Former Chairperson of NLF**






'I would recommend tenant scrutiny as it gives you a feeling of being able to guide the council in what is important to the tenant. You may not be able to change everything that annoys you but will be involved in small changes that will make life easier for the tenant.

You cannot bring in your personal problem and put it up but if it affects many people you can put it up to the Federation for it to be included in the scrutiny schedule and perhaps changes will be made. As you go along you will also gain information about how the council works and that can make it easier for you to understand why some things have to be done in that particular way.


Even if you do not agree understanding can make acceptance easier to accept'.

**Mary McLennan, Individual**




'I enjoyed scrutiny for being able to ask questions and finding out about the subject you are scrutinising and being able to change things for the better I hope. It is always good to hear others people's opinions and point of view and finding out facts and figures about the subject you're discussing'.

**Tom Muir,  
North Lanarkshire Federation**



'The HRA Scrutiny Group decided to follow the Scotland's Housing Network Self-Assessment framework which means they are undertaking a very thorough review of how the HRA operates and the systems which the council has in place.'

**Freya Lees,  
North Star Consultancy**



'It was carefully planned with timescales and agendas and group members knew the aims of the scrutiny. Queries and follow up questions were raised and responded to by NLC, T.P. and tenants. Some Federation members are actually tenants and this assisted the whole point of the exercise, given two (tenant and Fed) views from one sub group member.

Though some concerns were not answered or resolved an agreement was reached where the scrutiny was addressed and all parties satisfied. Fundamentally, the commitment to the scrutiny was apparent from the start to finish and even before the start with communications and ambition in particular. I felt that pre-meeting information was important and raised this, and the T.P. team adhered to this and it showed clear, driven focus from the T.P. team. In essence, with each group (I attended) I felt my opinions mattered and was actively encouraged to contribute - but I know some members felt they didn't qualify to be present - and that opinion, too, was discouraged by all.

As a new-ish member of sub groups and as a new Executice Committee member, I can't really compare on changes except that since in the 12 months since I joined sub groups I've seen the confidence of members grow and that reflected on the whole group. Within NLC there are huge changes in progress towards ambition, communications and grants and those areas are most interesting and exciting to myself and other group members. This is not a new approach to me but I sense it was a tad new to groups. It's important to state that the groups and the Federation asked NLC to reconsider various plans and practices - and that they responded to the positive'.

**Thom Dorman, North Lanarkshire Federation**

## Information and Training

- 10.10 A variety of training and briefing sessions are delivered to consult with and inform our tenants and customers on key service areas. These include the North Lanarkshire Federation annual programme of “Food for Thought” sessions, tenants’ conferences, open meetings and consultation events which are co-ordinated in line with training needs, service priorities and legislative changes.
- 10.11 We also support tenants to attend external conferences and training sessions to gain knowledge and understanding about national housing issues and share good practice.

## Social Media

- 10.12 We are using social media such as Facebook and Twitter to consult electronically via online surveys and to publicise topical news and events to maximise and publicise involvement opportunities.
- 10.13 In addition, a new service is now available for tenants to keep in touch with housing news and services via email alerts. eGov Delivery provides an opportunity to subscribe to a range of topics and receive an email direct to your inbox. Our tenants and customers only need to enter their email address to subscribe and as well as housing news, subscription is available to a range of other topics including school menus, refuse collection, information on roads amongst many others. To sign up, visit [www.northlanarkshire.gov.uk](http://www.northlanarkshire.gov.uk)

## Surveys

- 10.14 We conduct various surveys and questionnaires regarding our services including our biennial Tenant Satisfaction Survey.

## National Tenant Engagement

- 10.15 The Scottish Government supports Registered Tenants Organisations (RTOs) through four fully established regional networks. One purpose of the RTO representatives is to communicate practically with the Scottish Government on national policy issues. Having this two way conversation means that the government can tap into the knowledge and expertise of the RTO members. Additionally this also means that RTOs are able to participate and respond to consultation documents in a more effective and uniformed way.
- 10.16 Each network covers a number of local authority areas. Our region (Region 4) covers:
- Clackmannanshire
  - East Dunbartonshire
  - Falkirk
  - Glasgow City
  - North Lanarkshire
  - South Lanarkshire
  - Stirling
  - West Dunbartonshire

The four national networks have their own constitution, communication strategy, and election process. You can visit their website

[www.regionalnetworks.org.uk](http://www.regionalnetworks.org.uk)

## 11. Resources and Support

### Tenant Participation Budget

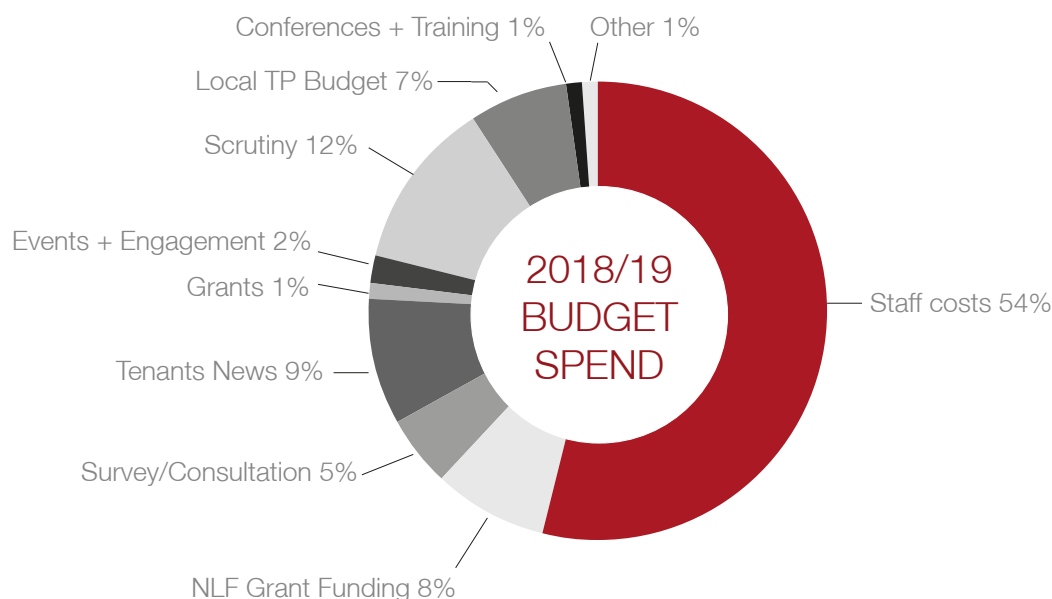
11.1 Resources of approximately £275,000 were ear-marked to support and resource Tenant Participation for 2018/19, with a further £20,000 allocated to local teams. There is commitment for the foreseeable future to continue with this level of support for delivery of Tenant Participation services and the strategy has been prepared on this basis. The Tenant Participation Budget is used to fund a range of service provision and engagement activities, examples of these are listed below:

- In-house Tenant Participation Team
- Independent Tenant Scrutiny Support
- North Lanarkshire Federation funded to support the activities in their Business Plan
- Direct grant funding to tenants and residents groups/RTOs
- Bi-annual tenants newsletters
- Biennial tenant satisfaction survey
- Consultation with our tenants and residents groups, RTOs, individual tenants and other customers/service users
- Hosting a range of tenant and resident consultation and engagement opportunities

11.2 The 2018/19 budget for Tenant Participation was just under £295,000. The table below provides a breakdown of how those resources were allocated.

| DESCRIPTION                    | £              | % of BUDGET  |
|--------------------------------|----------------|--------------|
| Staff Costs                    | 159,732        | 54.2         |
| NLF Grant Funding              | 22,721         | 7.7          |
| Tenants Survey/Consultation    | 14,447         | 4.9          |
| Tenants News                   | 25,589         | 8.7          |
| Tenants Grants                 | 2,012          | 1.0          |
| Tenants Events & Engagement    | 7,572          | 2.6          |
| Scrutiny (North Star Contract) | 37,289         | 12.7         |
| Conferences and Training       | 3,010          | 1.0          |
| Local TP Budget                | 20,000         | 6.8          |
| Other                          | 2,357          | 0.8          |
| <b>Total</b>                   | <b>294,729</b> | <b>100.0</b> |

11.3 The actual spend for 2018/19 is presented in the pie chart below. This illustrates where and how our Tenant Participation resources have been distributed throughout the year and provides a good indicator of the requirement of resources to enable successful delivery of this strategy.





## Tenant Participation Team

11.4 The Tenant Participation Team's main role is to support local tenants and residents with issues that matter to them. This is achieved by working with existing Tenants and Residents Associations, RTOs and identifying and supporting new groups as well as engaging with individual tenants and residents in a variety of ways. The team aim is to involve the community by consulting with tenants and residents and by providing information, support and advice to help develop and strengthen Tenant Participation across North Lanarkshire as well as strengthening tenants' voices to help shape housing services.

11.5 The team ensure that the views of those living in our neighbourhoods are heard as they are the experts on what works well and what needs to be improved. We want to deliver the services that tenants need and we want to get it right first time. We can only do this if tenants and community members work with us and tell us what is important to them and their communities. Our in-house team play a key role in enabling this communication.

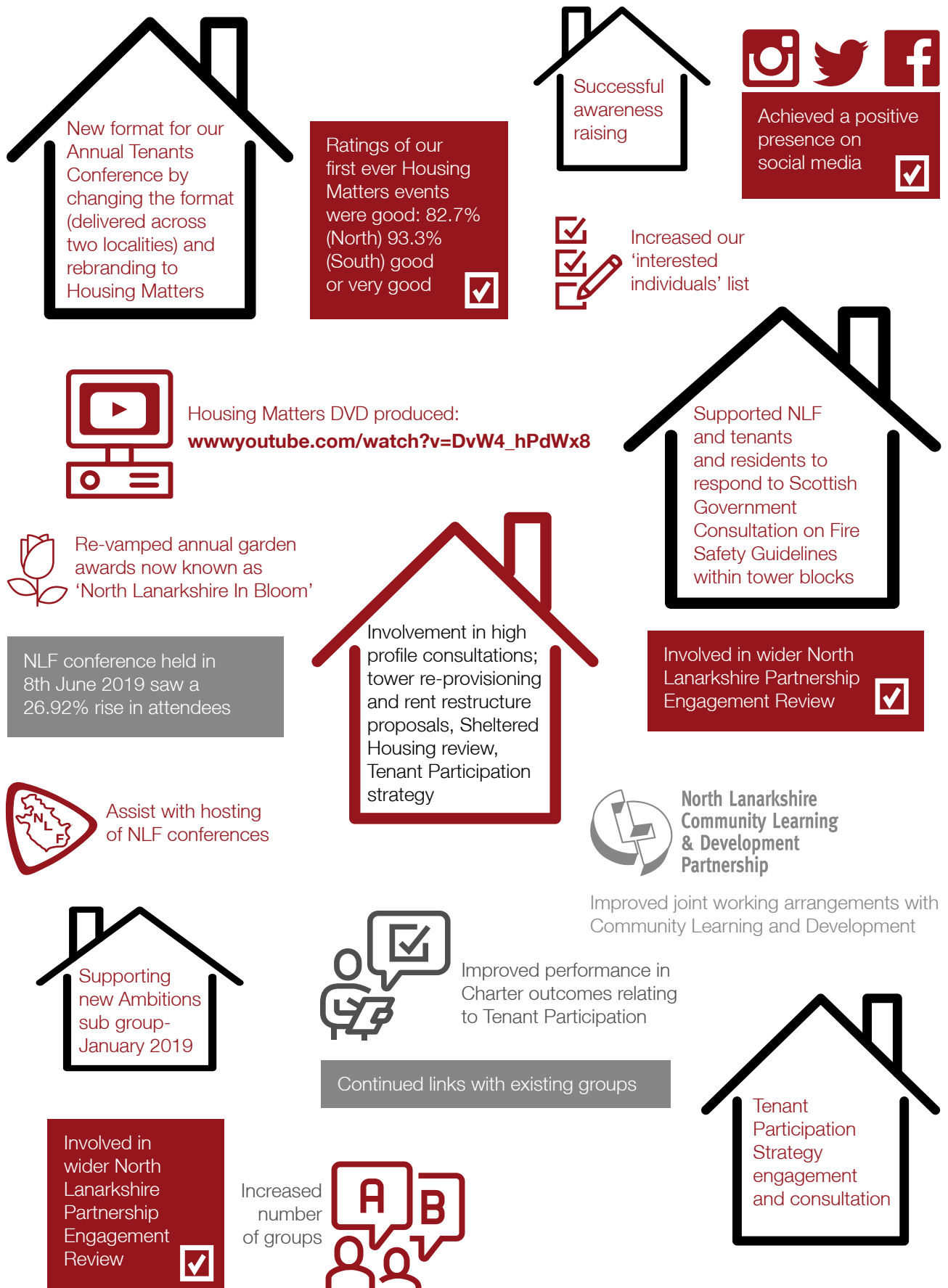
11.6 The team work with a wide range of groups and individuals in a variety of ways, these include:

- Attending Estate Walkabouts and Chairperson meetings
- Attending and facilitating NLF Sub Group meetings
- Supporting / forming Tenants and Residents groups
- Working with Interested Individuals to get involved in housing related activity

- Providing training to groups and individuals
- Administration of Tenants Groups grant funding
- Offering support with Tenant Scrutiny activities
- Maximising the use of social media and regular releases being published via Facebook, NL Connected and eGov Delivery email service
- Supporting the development of the Annual Performance Report whilst ensuring that tenants are consulted throughout the process
- Central point of contact within the council in relation to Tenant Participation and engagement
- Plan and deliver annual Tenants' Conference
- Supporting NLF to achieve actions within their Business Plan:
  - Organise a minimum of four Food for Thought sessions
  - Assistance with Open Meetings
  - Event planning
  - Supporting consultations and campaigns

11.7 The team are predominantly based within our area teams and have taken a locality based approach to engagement and tenant involvement to maximise accessibility. Working alongside the housing team also helps to build stronger relationships and identify area based issues that the Tenant Participation team can help address.

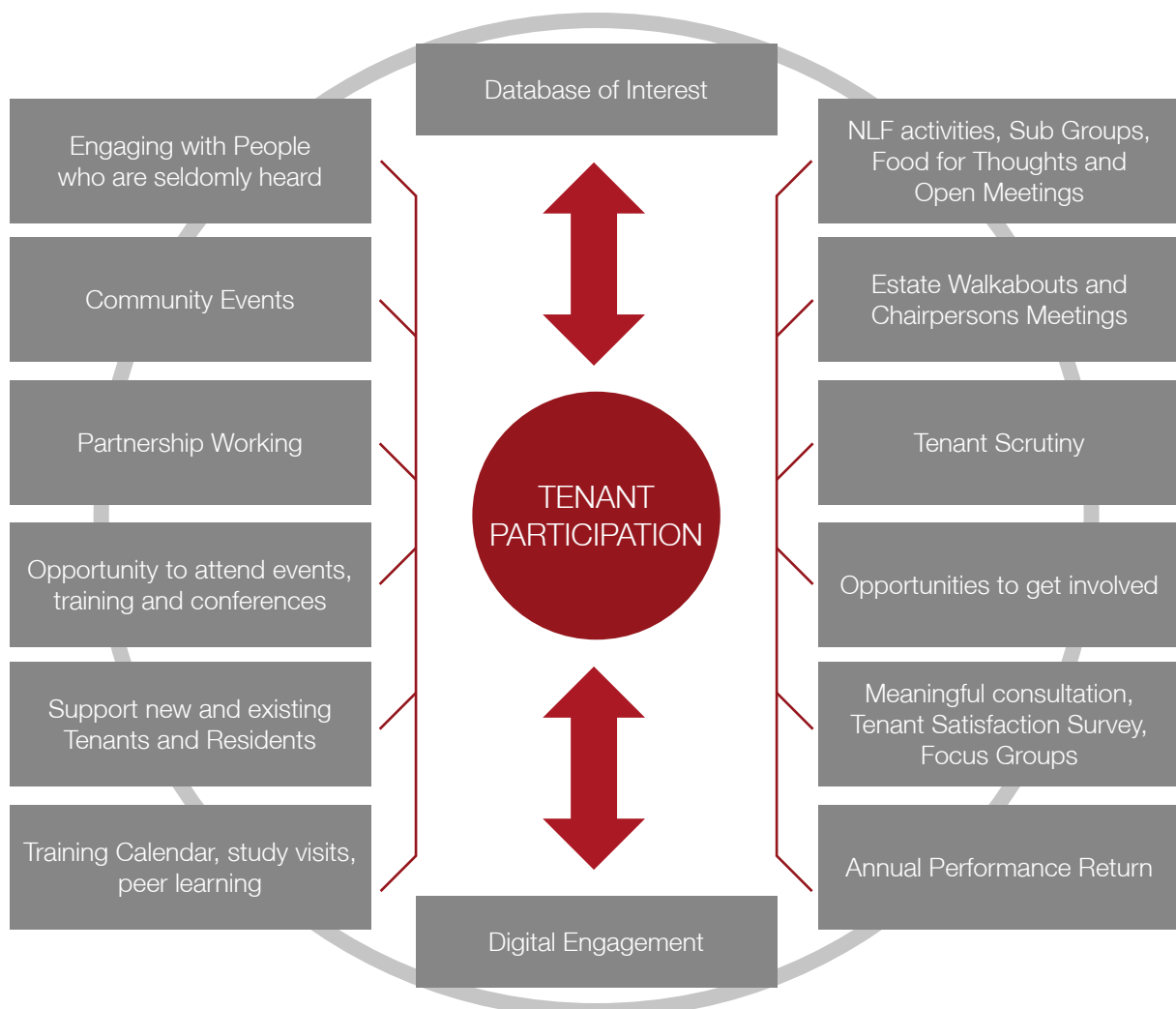
11.8 Here are some of the achievements of our Tenant Participation team:



11.9 A pro-active, enthusiastic and motivated approach from our Tenant Participation Team will help us to continue to achieve future success and develop and improve our services. The Tenant Participation Team's workload is organic and is led by tenants, residents and environmental factors, however, in order to do so it is important that we ensure our tenants have as many opportunities as possible to get involved in shaping their housing service and that they know how to access the team.

11.10 The diagram below details a menu of opportunities to get involved and to be kept informed, however, this is a flexible approach which can be changed and adapted as required.

### Menu of Tenant Participation Opportunities



## Independent Tenant Scrutiny Support

11.11 North Star Consulting and Research, our Independent Tenant Advisors are contracted to provide consultancy services and scrutiny support to North Lanarkshire Federation, tenants' and residents' groups and our wider Tenants and Residents in relation to Tenant Scrutiny and co-ordination, facilitation and reporting of tenant led engagement and consultation opportunities until 31 March 2021.

Tenant Scrutiny has been a key success in improving tenants and residents ability to influence how our services are delivered. NLF and our tenants' and residents' groups as well as individuals who are engaged in Tenant Participation have helped identify and scrutinise a number of topics.

26 Tenant Scrutiny meetings were delivered between April 2018 and March 2019, which covered four scrutiny topics:

- Housing Revenue Account (HRA)
- Reporting a Repair
- Complaints
- Allocations

North Star Consulting and Research also delivered four consultation events on the following topics:

- NLF Annual Conference and AGM
- Scottish Housing Regulator – New Regulatory Framework
- The Implementation of the Housing (Scotland) Act 2014
- NLC Digital Futures

Tenant Scrutiny training was delivered to interested tenants over three sessions during June and July 2018, which provided an introduction to scrutiny and allowed tenants to take part in a mock scrutiny exercise. A training session for NLC staff was delivered over a one day session.

In addition to the scrutiny and consultation sessions, North Star consultants worked collaboratively with NLF and Tenant Participation Team to co-produce a Code of Conduct and Terms of Reference in relation to Tenant Scrutiny which can be found at:

**[www.northlanarkshire.gov.uk/tpstrategy](http://www.northlanarkshire.gov.uk/tpstrategy)**

In April 2019 North Star Consulting and Research were successful in obtaining a further two year contract to support scrutiny practices within North Lanarkshire, which allowed for the existing HRA scrutiny to continue and reporting a repair, allocations and complaints to be concluded as well as starting two brand new scrutiny topics; tenants grants and communications which commenced August 2019.

Notable successes and achievements:

- A recent success of our scrutiny panel saw our tenants' recommendations being brought to life by introduction of the newly designed application form (CHR application)
- As part of the HRA scrutiny groups' research a field trip was arranged to the Communities and Housing Committee where the Convener of Communities and Housing introduced and welcomed the group
- A consultation event was delivered on the Scottish Housing Regulators(SHR) consultation on future regulation of social housing, this allowed our tenants to be fully informed and supported to provide a response which was submitted to the SHR
- Tenants were informed and consulted on the changes required by NLC in order to meet the obligations of the implementation of the Housing (Scotland) Act 2014 and allowed feedback to be given to NLC on tenants views on various aspects of the implementation of the Act

## North Lanarkshire Federation of Tenants and Residents (NLF)

11.12 NLF is one of Scotland's largest tenant federations and works in partnership with our Tenant Participation Team and local offices to support and develop tenant and customer involvement.

There are many benefits of becoming a member of the NLF and it is very rewarding to become part of a larger movement that is successful in influencing services within local communities.

Two types of membership are available: membership for tenants and residents groups and individual membership (where no groups already exist). Both types of membership are free of charge.

**Contact: 01236 435844**

**[www.northlanarkshirefederation.org.uk](http://www.northlanarkshirefederation.org.uk)**

## Housing Solutions staff

11.13 All Housing Solutions staff are responsible for supporting and encouraging Tenant Participation. This includes in-kind support for example: assistance with photocopying, help to source meeting venues for new groups, attendance at meetings (where requested) and general advice and assistance.

11.14 We recognise from consultation and engagement activities that our tenants and residents value contributions from other services in relation to Tenant Participation. They also value the commitment within The Plan for North Lanarkshire to improve engagement with communities in order to develop their capacity to help improve the way in which communities are involved the decision making process: developing these services and supports will help us meet this requirement.

## Grants and expenses

11.15 Tenants' and residents' groups can apply to Housing Solutions for an annual grant of £400 to cover the administration and running costs of their group.

11.16 New groups are paid this grant in two 6 monthly instalments of £200 for the initial year with the onus being on groups to make an application within the correct timescales. Established groups are paid a £400 lump sum.

11.17 Groups may apply for a grant by completing an application form which is available from:

Housing Solutions  
Tenant Participation Team  
North Lanarkshire Council  
Enterprise and Communities  
3rd Floor Civic Centre  
Windmillhill Street, Motherwell  
ML1 1AB

**Contact: 01698 302565**

**[TenantParticipation@northlan.gov.uk](mailto:TenantParticipation@northlan.gov.uk)**

## Enterprise and Communities

11.18 Enterprise and Communities administer the following two grant schemes;

- Community Grant Scheme (small grants for local projects)
- Grants Awards Programme (annual funding for voluntary organisations)

11.19 Any registered community group can apply for these grants subject to eligibility criteria.

11.20 To find out more about the eligibility criteria and how to make an application, please contact Enterprise and Communities.

**Contact: 01236 812629**

**[communitydevelopment@northlan.gov.uk](mailto:communitydevelopment@northlan.gov.uk)**

## Wider Council and Other

- 11.21 **Voluntary Action North Lanarkshire (VANL)**, the development agency for third sector organisations in North Lanarkshire can assist tenants and residents groups who require further information about external funding programmes or external funding in general.

**Contact: 01236 748011**

**[www.voluntaryactionnorthlanarkshire.org/](http://www.voluntaryactionnorthlanarkshire.org/)**

- 11.22 Enterprise and Communities provide support and guidance on external funding and produce a monthly newsletter which provides up to date information on new funding programmes and forthcoming funding deadlines for organisations within the private, public and community/ voluntary sector.

- 11.23 To find out more or to sign up for a funding alert, please contact Economic Development Officer (Funding) at:

**Contact: 01236 632855**

**[externalfunding@northlan.gov.uk](mailto:externalfunding@northlan.gov.uk)**

## National Organisations

- 11.24 **Scottish Government Tenant Priorities Team** provide targeted support to the four Registered Tenant Organisation Regional Networks throughout Scotland and work with them to promote the interests of tenants in national policy development. The team also develops and promotes the empowerment of social landlord tenants to enable them to participate in decisions made by the Government and their landlords which affect them.

**Contact: 0141 242 5448**

**[tpadminsupport@scotland.gsi.gov.uk](mailto:tpadminsupport@scotland.gsi.gov.uk)**

- 11.25 **The Tenants Information Service (TIS)** provide independent information, advice and training to individuals and groups. Free courses are run at various locations in Scotland or can be brought to your area at a time to suit you.

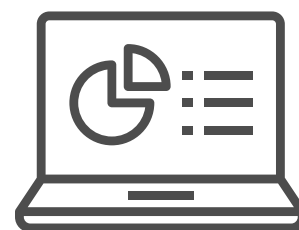
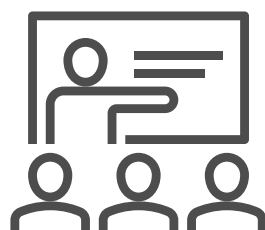
**Contact: 0141 248 1242**

**[www.tis.org.uk](http://www.tis.org.uk)**

- 11.26 **The Tenant Participation Advisory Service (TPAS)** is the national tenant and landlord participation advisory service for Scotland. TPAS provide a range of services and training opportunities for tenants and landlords to increase knowledge, skills and confidence and works with both to improve housing conditions and services at a local level.

**Contact: 0141 552 3633**

**[www.tpasscotland.org.uk](http://www.tpasscotland.org.uk)**



## 12. Monitoring and Evaluation of the Strategy

- 12.1 The Tenant Participation Steering Group, which includes tenant representatives from the NLF and is chaired by the Convener of Communities and Housing.
- 12.2 This group meets quarterly and is responsible for ensuring the strategy is effectively implemented and monitored and that the aim, objectives and outcomes set out in the action plan are achieved.
- 12.3 The strategy's action plan will be reviewed annually in consultation with the NLF and our tenants and residents.
- 12.4 Progress reports are produced annually and issued at the local Chairpersons' Meetings and published on our website at  
**[www.northlanarkshire.gov.uk/tpstrategy](http://www.northlanarkshire.gov.uk/tpstrategy)**
- 12.5 If you would like to be part of the Tenant Participation Steering Group or wish to comment on the strategy, please contact our Tenant Participation Team, Contact: 01698 302564 or e-mail:  
**[tenantparticipation@northlan.gov.uk](mailto:tenantparticipation@northlan.gov.uk)**

## 13. Supporting documents available

- Tenant Scrutiny Terms of Reference
  - List of SSHC outcomes
  - Guidance on the operation of Local Authority Housing Revenue Accounts (HRAs) in Scotland
  - Tenant Participation Code of Practice
  - Guidance notes – applying for a tenants and resident' administration grant
  - Guidance notes – registration of tenants groups
  - Area office structure and contacts for Enterprise and Communities
  - List of registered tenants and residents groups
  - List of other contacts/useful sources of assistance
- 13.1 All supporting documents can be viewed or downloaded from our website  
**[www.northlanarkshire.gov.uk/tpstrategy](http://www.northlanarkshire.gov.uk/tpstrategy)**
- 13.2 Alternatively, you may contact the Tenant Participation team to request these documents; telephone: 01698 302564, e-mail:  
**[tenantparticipation@northlan.gov.uk](mailto:tenantparticipation@northlan.gov.uk)**

## 14. Action Plan

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

### Objective 1

#### Contribute to delivering The Plan for North Lanarkshire by enhancing participation, capacity and empowerment

| Action  | Milestones  | Timescale | Lead          |
|---|---|-----------|---------------|
| 1.1 In partnership with our tenants and residents annually review the Tenant Participation Strategy and update the action plan              | <ul style="list-style-type: none"> <li>Complete an annual review of Tenant Participation Strategy to align with current policy and legislative requirements</li> <li>Update progress on achieving actions within the plan</li> </ul>  | 2025      | TPT           |
| 1.2 Review and revitalise local Tenant Participation action plans in consultation with local groups and chairpersons meetings               | <ul style="list-style-type: none"> <li>Review current local Tenant Participation action plans</li> <li>Consider new format and agree approach to revitalising local Tenant Participation action plans</li> </ul>  | 2021      | TRA/TPT/LHT/I |
| 1.3 Consider and develop opportunities for social activities that will encourage Tenant Participation and build capacity within communities | <ul style="list-style-type: none"> <li>Consult with tenants and residents to develop a range of suitable social activities that encourage Tenant Participation and build capacity</li> <li>Develop a guidance note to outline social activities that can be supported through Tenants and Residents Association grant funding</li> <li>Provide training and support to Tenants and Residents Groups to create a diary of social activities</li> </ul> | 2025      | TPT           |
| 1.4 Develop annual Tenant Participation training and information programme  | <ul style="list-style-type: none"> <li>Review and evaluate current training plan</li> <li>Consult with tenants and residents on future training and information requirements</li> <li>Consult voluntary and public sector organisations on potential joint training opportunities</li> <li>Develop programme</li> </ul>   | 2025      | TPT/NLF/TRA   |
| 1.5 Review and implement recommendations in relation to grant assistance to support tenants and residents groups and NLF                    | <ul style="list-style-type: none"> <li>Review current funding arrangements</li> <li>Consider review and Tenant Scrutiny findings to inform future resourcing</li> <li>Consult on and develop proposals in relation to Tenant Participation and Participatory Budgeting</li> </ul>   | 2022      | ALL           |

## Objective 2

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

| Action  | Milestones   | Timescale | Lead |
|---|--|-----------|------|
| 2.1 Work with our tenants and residents to produce a 'Tenant Participation Guide'                                     | <ul style="list-style-type: none"> <li>• Consult and engage with tenants on content</li> <li>• Develop and produce a "Guide to Tenant Participation"</li> <li>• Consider and develop opportunities that will increase participation and reduce administrative burden on groups and individuals starting their Tenant Participation journey</li> </ul>  | 2022      | TPT  |
| 2.2 Undertake annual tenants' engagement opportunities to inform and influence service delivery                       | <ul style="list-style-type: none"> <li>• Develop and publicise annual diary of engagement opportunities                             <ul style="list-style-type: none"> <li>• Pop Up events</li> <li>• Conversation Cafes</li> <li>• Conferences</li> </ul> </li> <li>• Assist NLF to develop Open Meeting programme on key service areas</li> <li>• Assist NLF to develop and implement their Food for Thought (FfT) Programme                             <ul style="list-style-type: none"> <li>• Assist NLF to annually identify four FfT topics and facilitate programme</li> <li>• Ensure recommendations and findings from FfT programme inform future service delivery for Housing Solutions</li> </ul> </li> </ul> | Annual    | TPT  |
| 2.3 Raise awareness of Tenant Participation services and activities within our local communities and council services | <ul style="list-style-type: none"> <li>• Expand links with other agencies including:                             <ul style="list-style-type: none"> <li>• Those that work with young people and under-represented groups</li> <li>• Other voluntary sector organisations</li> </ul> </li> <li>• Encourage more individuals to become involved in Tenant Participation</li> <li>• Increase visibility of staff within communities</li> </ul>  | Annual    | ALL  |

### Objective 3

**Ensure effective use of Tenant Participation resources to involve tenants and residents in the decisions, and development of services and supports**

| Action   | Milestones   | Timescale | Lead    |
|--|--|-----------|---------|
| 3.1 Review Tenants Newsletter  | <ul style="list-style-type: none"> <li>• Carry out market research to determine best media/ form for newsletter</li> <li>• Develop Newsletter Working Group to involve tenants and residents in assisting with content ideas and tenant articles</li> <li>• Complete review and implement findings</li> </ul>  | 2021-2025 | ALL     |
| 3.2 Further develop use of technology to promote and increase Tenant Participation   | <ul style="list-style-type: none"> <li>• Review electronic publicity methods and develop action plan to implement findings</li> <li>• Increase use of social media and council website to inform, involve and engage on Tenant Participation</li> <li>• Develop and implement training programme for social media training to TRAs and Individuals</li> <li>• Develop virtual tenants and residents opportunities for engagement and participation</li> </ul>  | 2025      | TPT     |
| 3.3 Develop ongoing programme of Tenant Scrutiny topics and activities   | <ul style="list-style-type: none"> <li>• Complete annual programme of Tenant Scrutiny activities and implement recommendations/findings</li> <li>• Assist NLF to develop annual programme of tenant scrutiny</li> <li>• Review current service delivery model with a view to re-tendering independent tenant scrutiny support contract</li> </ul>  | Annual    | TPT/NLF |
| 3.4 Continue to develop Co-Production methods to harness the views and experiences of disabled people to inform service improvements | <ul style="list-style-type: none"> <li>• Develop a programme of engagement activity with co-production group</li> <li>• Enhance opportunities for co-production group to become involved in wider Tenant Participation activities through accessibility, use of technology and shared workstreams</li> </ul>   | Annual    | TPT     |
| 3.5 Deliver Tenant Participation services at a neighbourhood level to respond to needs as they arise                                 | <ul style="list-style-type: none"> <li>• Develop short-life groups to address particular local housing issues</li> <li>• Improve communication and relationships by keeping TRAs/Is updated on staff changes within local teams</li> <li>• Ensure all frontline housing staff are consistently trained and informed in relation to Tenant Participation</li> <li>• Provide joint training opportunities in relation to Tenant Participation for staff in other services</li> <li>• Contribute to North Lanarkshire Partnership Engagement Review to reflect feedback from our TRAs/Is</li> <li>• Develop relationships with other council services to enable 'piggy backing' at wider engagement events to promote Tenant Participation</li> </ul> | Annual    | TPT     |

## Objective 4

### Demonstrate continued commitment to customer satisfaction and feedback

| Action   | Milestones  | Timescale | Lead   |
|--|---|-----------|--------|
| 4.1 Review methods for measuring tenant satisfaction to reflect demographic profile of our tenants and meet requirements of the Scottish Housing Regulator | <ul style="list-style-type: none"> <li>• Complete review</li> <li>• Develop bank of case studies to demonstrate achievements and successes</li> <li>• Complete review of how we report back to tenants and residents the findings, recommendations and actions in relation to tenant surveys</li> </ul> | 2021      | HS/TPT |
| 4.2 Continue to develop and maintain a database of tenants/ customers who have agreed to be contacted to take part in consultation                         | <ul style="list-style-type: none"> <li>• Database reviewed annually</li> </ul>  | Annual    | TPT    |
| 4.3 Produce an annual performance report in consultation with tenant representatives and in line with SSHC guidelines                                      | <ul style="list-style-type: none"> <li>• Annual Performance Report produced and submitted</li> </ul>  | Annual    | HS     |
| 4.4 Annually review outcomes for NLF Sub Groups  | <ul style="list-style-type: none"> <li>• Complete annual review of NLF Sub Groups</li> <li>• Implement review findings</li> <li>• Develop programme of activity to be shared with other council services to demonstrate how wider council engagement is vital to success</li> </ul>                     | Annual    | TPT    |

## responsibility key

| Abbreviation | Description                       |
|--------------|-----------------------------------|
| TPT          | Tenant Participation Team         |
| LHT          | Local Housing Team                |
| TRA          | Tenants and Residents Association |
| I            | Individuals                       |
| HS           | Housing Solutions                 |
| NLF          | North Lanarkshire Federation      |







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- یی ل م اش یی ہب ے یی ل کش یی ئی اس ر ل ب اق روا ک ن ر ٹ کی ل ا، وی ڈ آ، (یئی اھ ک ل یی ک فورج ے ئی وہ ے رہب ے یی ل ے ک دار ف ا ان یی ان)  
ر پ ے ت پ س ا یی ے یی ر ک ہ ط ب ا ر ے س ز ن ش یی ک یی وی م ک ٹی رو پ راک ر پ 01698 302527 یی ان اب ر ہ م ے یی ئی ا ر ب ے یی ل ے ک ے ن ر ک ت س او خ ر و  
یی ج یی ہب ل یی م یی: [corporatecommunications@northlan.gov.uk](mailto:corporatecommunications@northlan.gov.uk)

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