

Item 6.1 - Business Bulletin

Communities and Neighbourhoods Committee

10.00am, Tuesday 10 May 2016

Dean of Guild Room, City Chambers, High Street, Edinburgh

Convener:	Members:	Contact:
<p>Convener Councillor Maureen Child</p>  <p>Vice-Convener Councillor Lewis Ritchie</p> 	<p>Councillor Nigel Bagshaw Councillor Mike Bridgman Councillor Ron Cairns Councillor Paul Edie Councillor Nick Gardner Councillor Joan Griffiths Councillor Allan Jackson Councillor Karen Keil Councillor Alex Lunn Councillor Mark McInnes Councillor David Walker Councillor Andrew Burns (ex officio) Councillor Frank Ross (ex officio)</p>	<p>Laura Millar Committee Services Tel: 0131 529 4319</p> <p>Lesley Birrell Committee Services Tel: 0131 529 4240</p> <p>Nick Croft Corporate Policy & Strategy Manager Tel: 0131 469 3726</p> <p>David Bruce Senior Education Manager (Community Services) Tel: 0131 469 3795</p> <p>John Arthur, Council Customer Engagement Manager Tel: 0131 529 7260</p>

Recent news	Background
<p>Tenants' Panel Conference 2015</p>   <p>A Tenants' Panel conference, held on 24 October 2015, focused on ways rents could be spent to keep costs down and how tenants could be more involved in helping to develop and improve housing services.</p> <p>The 30 tenants who came along on the day heard</p>	<p>Further information is available from Samantha Reeves, Communities and Families, Local Community Planning Team.</p>

presentations and took part in small discussion groups. Some braved the Video Diary Room and others gave their views on the 'Have Your Say' board.

One of the tenants who attended described the conference as "A very worthwhile event and very informative for tenants." Another attendee said, "The event proved to be very successful and well attended...The tenants were very active and vocal in their determination to improve the quality, quantity and service provision provided by the Council."

A report on the event has been circulated to all participants and their views have informed a programme of Tenant Led Inspections which will be delivered over the next three years.

Partnerships in Action

On 17 February 2016 an event was held by Murrayfield Community Council in Murrayfield Parish Church for students from Edinburgh University as part of a Leadership Programme. The event enabled 20 students to find out more about the Western Edinburgh Neighbourhood Partnership and the role of the community council as key partner, together with current environmental proposals for the Roseburn area. This focused on changes to the roads layout and proposed implementation of a new cycle path.

Further information is available from [Audrey Primrose](#), Communities and Families, West Neighbourhood Team.

Community Council – Development and Support Programme



The final two sessions of the current Community Council Development and Support Programme have been delivered comprising 'How to Apply for a Grant Workshop' and 'What Needs Planning Permission?'

The programme, informed by feedback from community council members, comprised a range of sessions including Neighbourhood Partnerships, community engagement, communications and social media. A total of 140 community council members from across the city participated in the sessions, alongside 10 members of

Further information is available from [Julie Dickson](#), Communities and Families, Local Community Planning Team.

community groups or Registered Tenants Organisations.

The materials from all the sessions are available to view on the Neighbourhood Partnership [website](#).

A programme evaluation is currently being carried out and the findings will be used to inform future support for community councils.

Talks on Scams and Frauds

The Local Community Planning Team is currently delivering a number of city wide talks to older people's groups on the subject of scams. Although all ages can be targeted by scammers, 85% of reporting victims are aged 65 or over. The talks are aimed at increasing awareness and cover how to spot scams, the varieties of tricks now practiced, how they work and what to do if you think you have been targeted. A number of groups have benefited from the talk including lunch clubs, day care centres and older people's social groups.

Further information is available from [Alex Jones](#), Communities and Families, Local Community Planning Team.

Spotlight on Council housing repairs



Getting tenants involved in shaping services is important. Their views can identify the areas for improvement and help to provide high quality services.

Recently a group of tenants carried out an inspection on the customer experience of reporting a repair. The tenants spent time at the Contact Centre, interviewed staff and tenants, and visited neighbourhood offices before producing a detailed report, with the support of Edinburgh Tenants' Federation (ETF). The Inspectors made a number of recommendations, including letting tenants know they can report a repair on Facebook and Twitter and always giving out a job number so tenants can easily find out when a repair is going to be carried out. In response, the

Further information is available from [Samantha Reeves](#), Communities and Families, Local Community Planning Team.

Council produced a detailed action plan outlining how the recommendations would be implemented. Progress will be reported to the tenant inspectors over the next six months.

Both staff and the tenants got a lot out of the experience:

"I enjoyed the opportunity to work with the Tenants' Federation and provide information which I hope can help improve the Repairs Direct Service tenants receive and expect." (Staff member).

"It was a very worthwhile experience. It certainly was an eye opener and very enlightening as well." (Tenant Inspector).

Tenant Led Inspections provide the Council with an independent, objective and affordable assessment of housing services. They also provide tenants with the opportunity to check closely how their landlord is performing, have a direct impact on service provision, and develop new skills and confidence.