

# Health, Social Care and Housing

10am, Tuesday 13 September 2016

## Tenant Participation and Engagement Services Update

Item number	7.1
Report number	
Executive/routine	Executive
Wards	All

### Executive Summary

---

The purpose of this report is to provide Committee with an update on the co-production of a new Tenant Participation and Engagement Service and to seek Committee agreement on an approach to its procurement.

The purpose of the Tenant Participation and Engagement Service is to continuously improve services and standards by actively encouraging tenants to participate and engage in a range of ways in scrutinising housing and related services to ensure those services are of good quality and provide value for money.

The outline of a high level service specification is attached, which has been informed by the co-production process and developed with the Co-production Working Group.

### Links

---

Coalition Pledges	<a href="#">P8</a>
Council Priorities	<a href="#">C16</a> and <a href="#">C23</a>
Single Outcome Agreement	<a href="#">SO4</a>

## Tenant Participation and Engagement Services Update

### 1. Recommendations

---

It is recommended that the Health, Social Care and Housing Committee:

- 1.1 Approves the proposed approach to extend funding arrangements while further consultation takes place on the scope of the independent tenant representative function to align with any future Tenant Participation and Engagement Service.
- 1.2 Approves the outline high level Tenant Participation and Engagement Service specification, which has been informed by the co-production process and developed with the Co-production Working Group.
- 1.3 Agrees to forward this report to Finance and Resources Committee for consideration.

### 2. Background

---

- 2.1 A new Tenant Participation Strategy was approved by the Health, Social Care and Housing Committee on 21 April 2015. Discussions on approaches to supporting its implementation are ongoing. Services to support the implementation of the Strategy are required to be in place by 1 April 2017.
- 2.2 On 8 September 2015, the Health, Social Care and Housing Committee agreed to continue discussions on co-production options. On 24 September 2015, the Finance and Resources Committee agreed to extend the current service level agreements with Edinburgh Tenants Federation (ETF) and the Neighbourhood Alliance (NA) to 31 March 2017 to facilitate this discussion.
- 2.3 The 26 January 2016 Health, Social Care and Housing Committee agreed to continue discussions to ensure that ETF and the NA had sufficient opportunity to consult their members on the potential to work collaboratively with other agencies to co produce tenant participation services.
- 2.4 A co-production of tenant participation services with ETF, the NA, the Tenant Participation Advisory Service (TPAS) and the Tenants' Information Service (TIS) was agreed by the Health, Social Care and Housing Committee on 19 April 2016. To mitigate a risk of challenge from providers not invited to take part, a Future Contract Opportunity notice was placed on the Public Contracts Scotland website. PS Consultants, UK Impact Generation Ltd and Wider Role Solutions joined the co-production as a result. PS Consultants decided to withdraw from the co-production in June 2016 due to other commitments.

- 2.5 To meet the requirement to report to the 13 September 2016 Health, Social Care and Housing Committee, the co-production of a Tenant Participation and Engagement Service specification took place between 16 May and 31 August 2016.

### 3. Main report

---

- 3.1 A Memorandum of Understanding (MOU) was agreed to guide the co-production. The MOU clarified the role of the parties involved and the timetable for developing the draft specification. All parties to the MOU have had the same opportunity to make their views known throughout the co-production.
- 3.2 The City of Edinburgh Council, ETF, the NA, TIS, TPAS, UK Impact Generation Ltd and Wider Role Solutions formed the Co-production Working Group (CWG), which met twice (17 May and 2 August) to discuss an approach to designing the draft service specification and then to draft the specification.
- 3.3 A Tenant Advisory Group has advised on approach. 11 tenants from the Tenants' Panel and Registered Tenants' Organisations (RTOs) agreed to take part in the Advisory Group. The Advisory Group met twice (25 May and 20 July), providing early suggestions to the CWG on the draft specification; advice on the stakeholder event proposed by the CWG, and general comment on the approach. Group members have expressed views on the pace of the co-production process.
- 3.4 An internal Council Project Board has monitored progress. The Project Board is chaired by Natalie McKail (Locality Manager). The Project Board met twice (23 June and 8 August) to monitor the approach and to ensure required deadlines were met.
- 3.5 The CWG agreed that a stakeholder event should inform the content of the specification. This took place on 27 June 2016 in the City Chambers and included the Tenants' Panel, RTOs, front-line housing officers, senior housing managers and councillors. This event was well received with 97% of those who completed the evaluation rating the event as excellent or good overall (Appendix One).
- 3.6 An outline high level service specification has been developed (Appendix Two). There is much agreement around the service specification and an all round strong commitment to the delivery of an excellent service for tenants and their neighbours. The importance of the representative function was highlighted by tenants both at the stakeholder event and the Tenant Advisory Group.
- 3.7 One key element considered was the provision of advice services. While it is inevitable that individual tenants will seek advice and support, the CWG felt that there are risks for organisations taking on this role where their main purpose is not the provision of professional advice services. It is proposed that the development of advice and support services for individual tenants is included in work to develop the Council's overall advice services to ensure that tenants receive the best quality advice and to remove the risk of duplication and overlap.

- 3.8 There have been ongoing references to challenging timescales during a period of extensive change within the Council. On 26 January 2016, Health, Social Care and Housing Committee sought to mitigate these concerns by continuing discussions to ensure that ETF and the NA had sufficient opportunity to consult their members on the potential to work collaboratively with other agencies to co-produce tenant participation and engagement services.
- 3.9 Council Contract Standing Orders (CSOs) state that, for services in excess of £25,000, a public advertisement followed by an invitation to tender should be carried out before the award of contract. Under Paragraph 9, the CSOs can be waived if justified as a legislative exemption or in the Council's best interests.
- 3.10 On 9 June 2016, Finance and Resources Committee considered a report on co-production and procurement. Based on this report, and in accordance with CSOs, the recommended approach is to explore funding an independent tenant representative function that would align with any future Tenant Participation and Engagement Service. The scope of these services, and any required tender documentation, would be based on the specification attached as Appendix Two.
- 3.11 Further consultation is required with the services directly affected by this approach to ensure the scope of the representative role is properly scoped and to ensure that there are no adverse impacts on the continuity of both the representative role and the development of engagement services.
- 3.12 This further consultation will require a further extension of the existing funding arrangements for ETF and the NA for a further six months.

#### **4. Measures of success**

---

- 4.1 Tenants will report greater satisfaction with the opportunities they have to engage with the development of housing services.
- 4.2 Tenants will be more involved in shaping public services and their communities, including through the neighbourhood partnerships and increasing representation on community councils.

#### **5. Financial impact**

---

- 5.1 The 2016/17 service level agreements with ETF and the NA will cost £241,083 and £67,200 respectively. Further work will be required to determine the cost of any new service to ensure a best value approach.
- 5.2 This work is contributing to ensuring best value for tenants in terms of the support they receive to participate in influencing decision-making.

#### **6. Risk, policy, compliance and governance impact**

---

- 6.1 The Council must ensure that any future arrangements are compliant with procurement requirements.
- 6.2 CSOs state that, for services in excess of £25,000, a public advertisement followed by an invitation to tender should be carried out before the award of contract. Under Paragraph 9, the CSOs can be waived if justified as a legislative exemption or in the Council's best interests. There would remain a risk of challenge should Committee decide to seek a waiver to award the contract to a single provider and not tender the service.
- 6.3 On 24 September 2015, the Finance and Resources Committee noted the commissioning approach and extended the current ETF and NA service level agreements to 31 March 2017 to complete this process. The new service was scheduled to be in place by 1 April 2017 and a further report will be provided to Finance and Resources Committee.
- 6.4 While there is much agreement around the service specification and a strong commitment to the delivery of an excellent service for tenants and their neighbours, there is tenant support for existing providers and uncertainty about change. Strong views were expressed on the importance of the representative function to tenants.

## **7. Equalities impact**

---

- 7.1 The Tenant Participation Strategy includes actions to remove barriers to participation and enhance people's ability to influence decision making, which have been developed in light of the equalities and rights impact assessment carried out on the Strategy.

## **8. Sustainability impact**

---

- 8.1 There are no adverse environmental implications arising from this report. The Tenant Participation Strategy contributes positively to green initiatives citywide, for example, energy efficiency information events.

## **9. Consultation and engagement**

---

- 9.1 This report has been informed by discussions with key stakeholders, including the Tenants' Panel, RTOs, ETF, the NA, TIS, TPAS, UK Impact Generation Ltd, Wider Role Solutions, councillors and Council officers, and feedback gathered from a range of consultations: Tenant Participation Strategy (2014), Equalities and Rights Impact Assessment (2015), Tenant Participation Service Focus Groups (2015) and the Tenants' Panel and RTOs surveys (2016).

## 10. Background reading/external references

---

[Implication for Co-production and Procurement, Finance and Resources Committee - 9 June 2016](#)

[Tenant Participation and Engagement Services, Health, Social Care and Housing Committee - 19 April 2016](#)

[Procuring Tenant Participation Services, Health, Social Care and Housing Committee - 26 January 2016](#)

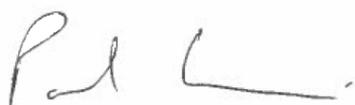
[Review of Tenant Participation Service Procurement Options – referral from the Health, Social Care and Housing Committee, Finance and Resources Committee - 24 September 2015](#)

[Review of Tenant Participation Service Procurement Options, Health, Social Care and Housing Committee - 8 September 2015](#)

[Tenant Participation Strategy 2015-18, Health, Social Care and Housing Committee - 21 April 2015](#)

[housingcharter.scotland.gov.uk](http://housingcharter.scotland.gov.uk)

[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



### Paul Lawrence

Executive Director of Place

Contact: Samantha Reeves, Senior Housing Development Officer

E-mail: [sam.reeves@edinburgh.gov.uk](mailto:sam.reeves@edinburgh.gov.uk) | Tel: 0131 529 7805

## 11. Links

---

<b>Coalition pledges</b>	P8 - Make the sure the city's people are well housed
<b>Council outcomes</b>	CO16 - Well housed – people live in a good quality home that is affordable and meets their needs in a well managed neighbourhood CO23 - Well engaged and well informed – communities and individuals are empowered and supported to improve local outcomes and foster a sense of community
<b>Single Outcome Agreement</b>	SO4 - Edinburgh's communities are safer and have improved physical and social fabric
<b>Appendices</b>	Appendix 1 - Stakeholder Event 27 June 2016 Appendix 2 – City of Edinburgh Council Tenant Participation and Engagement Service - outline high level service specification

## Appendix 1 - Supporting tenants to take part Monday 27 June 2016, City Chambers

### 1) Background

- a) 41 participants took part in a 'World Cafe' held on Monday 27 June 2016 in the City Chambers to discuss what should be included in a tenant participation and engagement service specification.
- b) Invitations were sent to the Co-production Working Group, the Tenant Advisory Group, the Tenant Panel, Registered Tenant Organisations, Council officers and the Health, Social Care and Housing Committee. Background information is appended along with the evaluation. 97% of those completing the evaluation rated the event as 'excellent' or 'good' overall.

### 2) Introduction

- a) Councillor Cammy Day welcomed everyone and congratulated Gateside Tenants and Residents' Association as this year's winners of the 'Tenant and Resident Association of the Year' award from the Tenants Information Service. Cllr Day reiterated the Council's commitment to supporting tenants to take part to influence Council decision-making.

### 3) World Cafe

- a) Participants shared their ideas in three consecutive conversations. They were also encouraged to write their thoughts on the 'table cloths'. Participants' key messages and the facilitators' notes from each of the five tables have informed the content of this summary report.

### 4) Key themes

- a) A time of change
  - i) The 'one stop approach' was welcomed. There was some concern that it will be difficult as housing officers will take time get to know their new jobs and their tenants. It was felt that it's hard for tenants to take part at the current pace of change.
  - ii) Ensuring friendly and confident people in the housing officer posts was seen as important and that they should be well supported and well trained, including on engaging with tenants and RTOs. The new service could assist with staff training and also involve tenants in providing staff training.
  - iii) It was suggested that housing officers could also help with continuity by making sure that they tell tenants when they are going to move and who their new

housing officer will be. There were views that they need to be easily contactable. A key contact list was requested.

- iv) Tenants wanted more information on patch working: How will holidays be covered? How will any issues be escalated? They also wanted to know how the new tenant participation and engagement service could support officers to engage with private renters, owner occupiers and housing associations to help resolve cross tenure issues.
- v) The strategic and practical support provided by Edinburgh Tenants' Federation (ETF) and the Neighbourhood Alliance (NA) was valued. Some felt that it should be made clearer to tenants that the co-production may lead to new service providers. There were questions about how any change would be managed to a new provider, if that were to happen.
- vi) There were views that any new service supporting tenants to take part should be independent of the Council, tenant-controlled and use a community development approach. It was felt that independent advice is important to help tenants to understand how to hold their landlord to account. Tenants also pointed out that they are part of a wider community of other residents who may also need support to take part.

b) Working together to strengthen tenant/Council relationships

- i) Many wanted to strengthen the Council/tenant relationship and build a more equal and trusting relationship. Improving communication and information were common themes at the event and seen as central to building better relationships to resolving problems. Feedback following consultations and complaints/suggestions was seen as important to prevent tenants disengaging and to maintain communication.
- ii) Tenants would welcome more local consultation focused on their areas, like the Housing Road-shows, which they felt have gone well and are a way to reach out to people that are not involved.
- iii) Tenants wanted more than just consultation. They want to participate at an earlier stage with more time; to be listened to and know that their views are valued. It was suggested that the new service could help by sharing good practice; developing meeting guidance and participation standards; supporting the Council and tenants to communicate better, including on tenant involvement and avoiding jargon, which is seen as a barrier, and evaluating the impact of tenant involvement.
- iv) There were views that Council/tenant successes should be celebrated better, for example, awards for tenants/officers to encourage involvement and promote new ideas.
- v) More regular meetings with tenants/RTOs were requested and specific information sessions, particularly on rents so tenants understand how their rent is being used, and the kitchen and bathrooms programme.

c) Scrutinising services

- i) Tenant led inspections were seen as a successful way to involve people. It was suggested that housing officers could encourage tenants in their patches to take part in tenant led inspections. There were views that the new service could support tenants to scrutinise more services.

d) Raising awareness of ways to become involved

- i) It was felt that the Council should seek to support and engage new tenants as soon as they move in to help foster a sense of community. Information on ways to become involved could be in tenant welcome packs with other useful information, for example, mental health. There were views that ETF should also be promoted in the welcome packs.
- ii) There were views that Information provided to tenants should be easy to understand to encourage engagement and that the new service could help with this work. The Tenants' Courier was seen as a good way to raise awareness of ways to become involved. It was felt that the Council housing website could be improved.

e) Involving young tenants

- i) It was suggested that a youth engagement campaign should be run, including with young people living in a Council home with their family and in schools. It was suggested that there could be an outreach worker dedicated to supporting young tenants to become involved.
- ii) There were views that young tenants need additional support at the start of their tenancy to help set them off on the right path and that using social media would be a positive way to involve young tenants.
- iii) Tailored support for different age groups was suggested and for those tenants with additional needs or responsibilities.

f) Working with others

- i) RTOs want to be recognised in their own right locally without having to be part of a community council but there was also support for developing better working relationships with community councils and other local community groups, including the Neighbourhood Partnerships. There was an idea that RTOs could be given a place on the Community Council.
- ii) It was said that people value coming together and that this should be part of the work of the new service, including linking RTOs. It was felt that the new service should be working closely with local communities and RTOs to help empower them to resolve their issues. RTOs said they want to feel more included and not obstructed.

- iii) There were suggestions that the Council could approach other projects to assist with consultations, for example, projects working with young people. Housing officers could also visit other organisations to promote services.
- iv) Partnership working with a range of organisations was seen as important from support for young tenants to linking with the NHS on tenants coming out of hospital. There were views that community centres, local councillor surgeries, libraries, doctors' surgeries and job centres could promote involvement. Feedback from community surveys was seen as useful.
- v) There was support for wider community engagement initiatives but a desire for a focus to ensure value for rent. There were views that area boards and the Neighbourhood Environment Programme can work well.

g) A range of support sought by tenants

- i) In addition to support referred to elsewhere in this report, participants also made the following suggestions:
  - Support provided for individual tenants as well as groups
  - Administrative and development support for tenants/RTOs, including support to prepare for meetings with the Council.
  - Support for ETF, including to raise their profile
  - Support for the Sheltered Housing Liaison Group
  - Support with setting up groups and getting information out to tenants.
  - Support in each of the localities that is consistent across the city.
  - Training on committee skills; rents; insurance for community groups; understanding drug and alcohol dependency; influencing the Council; accessing and using the internet and challenging discrimination.
  - There were views that an advocacy service was important to help tenants with communication where needed.
  - Some tenants wanted a neutral meeting space where they could meet with each other and Council officers at no cost.
  - Meetings were seen as important and they should be held at times that suit people. Alternatives to meetings were also seen as important. informal drop in events for tenants would also be useful.
  - Tenants wanted more information on funding opportunities, including for local participation.

## 5) General

- a) More general Council service queries/concerns have been noted (early intervention required for rent arrears; better response to service failure; working with other agencies on tenancy sustainment; information required on accessing the planning portal; grass cutting needs to be better resourced and repairs need to be followed up properly).

## **Background information**

### **1) Introduction**

- a) The City of Edinburgh Council's Health, Social Care and Housing Committee agreed to 'co-produce' a service specification for a tenant participation and engagement service on 19 April 2016. These are services that support tenants to take part and influence decisions about housing and other public services. Some of this work is carried out by Edinburgh Tenants' Federation and the Neighbourhood Alliance currently.
- b) All social landlords are required to have a Tenant Participation Strategy and to "consult tenants on proposals that affect them and take account of their views". This event will focus on how tenants are supported to take part so that we can work together to improve housing and other public services. The Council is committed to working cooperatively and collaboratively with residents and communities to ensure that public services work better for the communities they serve and that communities have more influence over them.
- c) To co-produce is to build something together, to co-create, to jointly develop and innovate. It is about equal and respectful, trusting and purposeful relationships between policy-makers and those affected by policies and their outcomes.
- d) The Co-production Working Group will be drafting the service specification. A specification sets out what should be included in a service. It's an agreement between organisations about the various tasks that will be done as part of the day to day work of a service.
- e) Councillors on the Health, Social Care and Housing Committee will consider progress and agree next steps at their meeting on 13 September 2016.

### **2) The Co-production Working Group**

- a) The following organisations are part of the Co-production Working Group: The City of Edinburgh Council; Edinburgh Tenants' Federation; the Neighbourhood Alliance; the Tenants' Information Service; the Tenant Participation and Advisory Service, UK Impact Generation Ltd and Wider Role Solutions. They have agreed to work together co-operatively to draft a tenant and engagement service specification by 31 August 2016.

### **3) The Tenant Advisory Group**

- a) A Tenant Advisory Group has been set up to provide feedback on the approach to help with the design of future tenant participation and engagement services. The views of the Advisory Group will inform the decisions made by the Co-production Working Group.

#### **4) The 27 June 2016 event – Supporting tenants to take part**

- a) The Co-production Working Group decided that it was important to hold an event to gather ideas from the different people who have an interest in the services to be provided. As well as everyone on the Co-production Working Group and the Tenant Advisory Group, invitations have been sent to the Tenants' Panel, Registered Tenant Organisations, Council officers and Councillors on the Health, Social Care and Housing Committee.
- b) The event has been designed to encourage participants to think about what support everyone needs to ensure that tenants can take part and help to develop and shape housing and other public services. It will be an informal and interactive opportunity to give your views on ways you think you should be supported to take part. There will also be information on what is known already, for example, feedback from earlier consultations, surveys and discussions.
- c) The Tenant Advisory Group has helped with the approach to this event and provided their early ideas on what could be included in the specification:
  - support for tenant scrutiny and tenant led inspections
  - information and training
  - support for individual tenants
  - help to resolve issues in mixed tenure blocks
  - help to understand community development
  - support for ETF's representative role
  - support for housing officers to help tenants to take part
  - understanding 'patch' tenant groups
  - using small pilot projects to test possible approaches.

#### **5) Next steps**

- a) The event results will be provided to the Co-production Working Group, along with any comments made by the Tenant Advisory Group. The Advisory Group will meet to consider feedback from the 27 June event before the next meeting of the Co-production Working Group in August 2016.
- b) The Co-production Working Group will draft the specification, taking in to account people's views on what they think is working well currently, what needs to be improved and where there might be gaps.
- c) Councillors on the Health, Social Care and Housing Committee will consider progress and agree next steps at their meeting on 13 September 2016.

## Event evaluation

41 attendees – 30 completed the evaluation form:

<b>Usefulness</b>	Excellent	33%	Good	60%	Average	7%	
<b>Venue</b>	Excellent	50%	Good	50%	Average	0%	
<b>Catering</b>	Excellent	47 %	Good	43%	Average	7%	No response 3%
<b>Organisation</b>	Excellent	60%	Good	37%	Average	3%	
<b>Overall</b>	Excellent	33%	Good	64%	Average	0%	No response 3%

### Your key message from the event

- Involve tenants in discussions to get their views over and be listened to
- Just hope that it will improve relations with the Council and their tenants, with the ongoing help and assistance from ETF
- Liked discussions from all the tables – best suggestion - Council contact list
- I want that knowledge about how to help our tenants more
- Council really needs to engage with tenants on how things work
- How to engage participation from young people – work together with other organisations to take the message out to young people
- Key thing for me was it wasn't really explained that this was about the future of ETF/CNA and not just about improving housing and related services
- Being in a group to be able to put forward our fears and listen to others
- Most important - independent support for tenants
- Listening to other's wider views about how they want to be included in decisions that affect them
- One notable surprise to me was how enthusiastic people were to know more and how similar the aspirations are despite coming from different areas. Also the prompt sheets are very relevant.
- Key things - communication to get info to tenants and groups and continued independent development support to RTOs and tenants
- Independent support is very important. I feel this is done through ETF
- There are gaps between RTOs and Community Councils
- Being able to express our Committee's views on the main problems we face and engaging with our housing officers and local housing offices
- Well I'm still unsure about the future of tenants' views. I'm not convinced that the local groups that are working well just now are going to remain. Don't see the point of getting new when the already working well groups are doing well. Local knowledge is key and somebody new won't have that. I understand about procurement and sometimes it doesn't work. Council needs to talk to local people/activist to get a feel of issues before putting their ideas forward – would save loads of money and time.
- People's commitment
- Communication – lack of in staff and feedback on any issue reported, complaint, repair, etc

### Comments/suggestions

- I felt valued and felt I was giving back some knowledge of my experiences and also felt socially accepted. Thank you
- Very interesting and rewarding
- Glad to see everyone had a subject to discuss
- Advertise better
- Very interesting event
- Found this event to be very informative. Being face to face having discussions is excellent as it opens up lots of topics
- Really good way of putting things across and informative
- Discussion groups provided a wide range of information and chance to discuss with like minded people our thoughts
- Themed events
- Need more of these
- Another good exercise, good to see some new faces again
- It's a good way to get more information that is very helpful to us
- Very enlightening
- Conversation cafe: needs less repetition and different questions or ideas at tables
- Needs to be done more frequently. Use this as an opportunity to have a base level before new practices come in.
- Hope to get an invite back
- It was good for the discussion to carry on at the tables
- Excellent idea with conversation cafe – prompted some energetic discussion
- Good conversation, hope to have more of these events
- This was an excellent event. Topics well covered. Times are restrictive if you work full time.
- Have more of them as decisions are made to keep us updated
- Please take on board what is being said by on the ground people
- Repetition again – same, same, same
- You make the suggestions and I will comment on them
- I felt it would be better split in two rooms, a lot of noise

### Finding out about the event

Attendees found out about the event by letter from the Council and/or ETF, emails from the Council and/or ETF, ETF and Council social media, ETF meeting.

## **Appendix 2 –**

### **City of Edinburgh Council Tenant Participation and Engagement Service Outline high level service specification**

#### **Introduction**

The City of Edinburgh Council is one of the largest local authorities in Scotland with a population of 490,000. Its responsibilities include the management of around 20,000 Council tenancies. The Council is committed to ensuring that its tenants are well supported to participate in Council decision-making on housing services and to engage with and influence a range of public services affecting their quality of life.

The Tenant Participation and Engagement Service will provide support to Council tenants and their neighbours, playing a key role in delivering the Council's Tenant Participation Strategy. The Tenant Participation Strategy seeks to ensure that tenants: know the different ways they can become involved; can take part and influence decisions if they want to; have the support and resources they need to take part, and can help to develop quality services.

#### **Background context**

A significant Council restructuring programme is underway with a focus on locality working and a more effective, 'joined up' partnership approach. This includes restructuring housing services with a move to generic patch working for housing officers and exploring increasing tenant and other resident participation through patch based panels. There will be around 100 patches with approximately 200 tenancies in each patch. Since 1 July 2016, housing services are beginning to be delivered through four localities with central support to ensure a consistent approach. The four localities are (Council stock in brackets): North East (5214), North West (5283), South East (3779) and South West (5751).

#### **Tenant Participation and Engagement Service**

A co-production with existing and possible new providers of tenant participation and engagement services has been carried out. This included discussion with key stakeholders and took account of information gathered from a range of earlier consultations: Tenant Participation Strategy (2014), Equalities and Rights Impact Assessment (2015), Tenant Participation Service Focus Groups (2015), Tenants' Panel Survey (2016) and the Registered Tenants' Organisations' Survey (2016). Five core themes have been identified and these have been set out below.

The purpose of the Tenant Participation and Engagement Service is to continuously improve services and standards by actively encouraging Council tenants to participate and engage in a range of ways in Council decision-making on housing and related services

and with the range of public services affecting their quality of life, to ensure those services are of good quality and provide value for money.

A single service is required to deliver city wide outcomes and to provide support for the requirements of each of the localities.

### **Service target group**

In the main the service will support Council tenants to participate and engage in Council decision-making on housing services and with the range of public services affecting their quality of life.

### **Service requirements – core themes**

#### **(1) Information**

- Signposting tenants to advice and support services as required
- Information on a range of funding opportunities to support tenant participation and engagement
- Provide tenants with objective information and analysis of services provided to them by the Council's housing service and other public services
- Provide professional advice to the Council on its compliance with regulatory tenant participation requirements

#### **(2) Consultation and participation**

- Assist with consultation on a range of policy proposals and the provision of a range of tenants' views and ideas on those proposals to the Council
- Assist with developing a range of participation opportunities for tenants
- Assist with sharing good practice on tenant participation and evaluating the impact of tenant involvement
- Increase tenant scrutiny of services, including tenants and support tenant led inspections
- Assist with identifying gaps in participation and reaching and encouraging a wide range of tenants, including under-represented groups, to become involved

#### **(3) Informal and formal learning opportunities**

- Provide a range of informal and formal learning opportunities for tenants
- Explore accredited training opportunities for tenants
- Assist with the provision of staff training on tenant participation and engagement, including supporting tenants to deliver training

#### **(4) Development and administrative support**

- Independent support for tenants to come together in a range of ways, including, for example, as individuals, as part of tenant panels and through Registered Tenant Organisations and Edinburgh Tenants' Federation
- Assist with strengthening the tenant voice in the new localities to ensure that tenants can engage with and influence a range of public services
- Work closely with tenants in their local communities to enable local tenant empowerment to assist with resolving housing and related issues
- Ensure a community development approach

#### (5) Communication

- Assist with strengthening Council and tenants communication on tenant participation and engagement
- Promote a range of different ways to become involved to tenants
- Assist with developing digital participation to encourage tenants to participate

#### **Key Performance Indicators (KPIs)**

KPIs will be developed, in discussion with the service provider that will meet the requirements of the Scottish Social Housing Charter.

#### **Service management and monitoring arrangements**

Service management and monitoring arrangements will be developed that will ensure that tenants have a clear role in the development of work priorities and progress monitoring of a service that will help them to hold their landlord to account.