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**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 21  
NOVEMBER 2023**

**SUBJECT: TENANT PARTICIPATION STRATEGY 2024-2029**

**BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND  
FINANCE)**

**1. REASON FOR REPORT**

- 1.1 This report provides the Committee with an update on the development of the Council's next Tenant Participation Strategy covering the period 2024-2029 and seeks permission to consult with key stakeholders.
- 1.2 This report is submitted to Committee in terms of Section III (G) (10) of the Council's Scheme of Administration relating to the formulation and implementation of the Council's strategic housing plans.

**2. RECOMMENDATION**

**2.1 It is recommended that the Committee:**

- (i) notes the requirement to review the Tenant Participation Strategy;**
- (ii) approves the draft Tenant Participation Strategy 2024-2029 set out in APPENDIX I and detailed in Section 4, for consultation;**
- (iii) agrees that a consultation on the draft Tenant Participation Strategy 2024-2029 is undertaken with key stakeholders, as set out in Section 4;**
- (iv) considers the draft Integrated Impact Assessment (IIA) at APPENDIX II and notes that this may be updated following the consultation; and**
- (v) notes that a further report detailing the outcome of the consultation and providing a revised draft Tenant Participation Strategy and updated Integrated Impact Assessment will be presented to this Committee in May 2024.**

### **3. BACKGROUND**

- 3.1 The Housing (Scotland) Act 2001 introduced the first legal framework for tenant participation in Scotland. Section 53 (1) of the 2001 Act sets out the statutory requirement for the development of a tenant participation strategy. The Act also requires all social landlords to consult tenants on a range of housing issues that affect them.
- 3.2 The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter which came into force on 1 April 2012. The Charter sets out the minimum standards that tenants can expect from their landlord and is monitored by the Scottish Housing Regulator. Outcome 2 (communication) and Outcome 3 (participation) of the Charter are the most relevant to the development of a tenant participation strategy.
- 3.3 On 16 February 2021, the Economic Growth, Housing and Environmental Sustainability Committee were advised that following consultation with the Moray Tenants' Forum and the Scottish Housing Regulator the review of the Tenant Participation Strategy would be delayed but would commence at the earliest opportunity (paragraph 11 of the Minute refers).

### **4. DEVELOPMENT OF THE DRAFT STRATEGY**

- 4.1 The review of the tenant participation strategy commenced following the appointment of the Customer Engagement Officer earlier this year. The Moray Tenants' Forum and a list of interested tenants were approached to identify the key areas they felt should be incorporated within the review. Their feedback has contributed towards the draft Tenant Participation Strategy 2024-2029 set out in **APPENDIX I**. The main changes within the draft Strategy include:
- Amending references to new and updated documents;
  - Reflecting current guidance and good practice;
  - Incorporating recommendations identified as part of the Council's involvement in the Scottish Government's Next Steps programme, delivered by the Tenant Participation Advisory Service (TPAS); and
  - Widening the range of opportunities available to encourage and support participation, including offering more options to support digital participation.
- 4.2 A draft IIA in **APPENDIX II** has been produced to consider the impact of the review on equalities and human rights issues. The overall aim of the draft Tenant Participation Strategy 2024-2029 is to actively encourage tenant participation, and provide a structure for involving tenants and service users. While the Council acknowledges that hard to reach groups are often under represented, the review aims to provide further opportunities for the needs of diverse communities to be incorporated in the development of housing services.

- 4.3 It is proposed to carry out a formal consultation process with stakeholders on the draft Tenant Participation Strategy 2024-2029. With the timing of this consultation falling over the festive period it is proposed to run the consultation over a longer period of 12 weeks. The consultation will be publicised through Winter Tenants' Voice newsletter, on the Council's website and through social media. An easy read version of the draft Strategy will be developed to support this.
- 4.4 Feedback gathered from the consultation will be analysed to consider any necessary amendments to the draft Tenant Participation Strategy 2024-2029 and IIA, with the intention of presenting these to the Committee to consider for final approval in May 2024.

## **5. SUMMARY OF IMPLICATIONS**

### **(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))**

The draft Tenant Participation Strategy is closely aligned with the objectives of the Corporate Plan and 10 Year Plan. Both recognise the importance of engaging with communities and the need to coordinate engagement activities to better enable communities to influence decisions and participate in the development and delivery of services.

### **(b) Policy and Legal**

A Tenant Participation Strategy is a legal requirement under the Housing (Scotland) Act 2001. The Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter which came into effect in 2012. The Charter sets out the minimum standards and outcomes that social landlords should meet and includes outcomes relevant to tenant participation. The Scottish Housing Regulator is responsible for monitoring compliance with the Charter.

### **(c) Financial implications**

There are no financial implications arising directly from this report. Costs associated with the consultation and implementation of the tenant participation strategy are accommodated within the existing Housing Revenue Account budget process.

### **(d) Risk Implications**

The Scottish Housing Regulator requires that tenants are provided with meaningful opportunities to participate in the management of their homes and decision making processes. Failure to develop an appropriate tenant involvement strategy presents a regulatory risk along with a failure to deliver a customer focussed service.

### **(e) Staffing Implications**

There are no staffing implications arising directly from this report. Staffing relating to the development and implementation of the strategy is met from existing resources.

**(f) Property**

There are no property implications arising directly from this report.

**(g) Equalities/Socio Economic Impact**

As part of the review of the Strategy, an Integrated Impact Assessment (**APPENDIX II**) has been produced with no negative impacts identified. This will be reviewed following the formal consultation process with tenants.

**(h) Climate Change and Biodiversity Impacts**

The tenant participation strategy links into the Local Housing Strategy which has specific outcomes and actions on fuel poverty and energy efficiency and is closely aligned to the Council's Climate Change Strategy, and Local Heat and Energy Efficiency Strategy (LHEES).

**(i) Consultations**

Consultation has taken place with the Head of Housing and Property, senior managers within Housing and Property, Senior Solicitor (Georgina Anderson), the Equal Opportunities Officer and the Democratic Services Manager. Their comments have been reflected within the report.

**6. CONCLUSION**

**6.1 This report presents the draft Tenant Participation Strategy 2024-2029 for consideration and seeks the Committee's agreement to proceed with a formal consultation with key stakeholders.**

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Background Papers: [Performance Report \(Housing and Property Services\) for Year to December 2020](#)  
[Tenant Participation Strategy 2017-2020](#)  
Ref: SPMAN-1285234812-1419