



REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 7 MAY 2024

SUBJECT: TENANT PARTICIPATION STRATEGY 2024-2029

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

1. REASON FOR REPORT

- 1.1 This report presents the Committee with the revised draft Tenant Participation Strategy (2024-2029) for approval (**Appendix I**), following a recent consultation with tenants.
- 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) considers the feedback received during the consultation period;**
- (ii) approves the revised draft Tenant Participation Strategy 2024-2029 for implementation as set out in APPENDIX I; and**
- (iii) notes that there were no changes made to the Integrated Impact Assessment (IIA) at APPENDIX II following the consultation.**

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).
- 3.4 On 21 November 2023, this Committee agreed to a wider consultation on the draft Tenant Participation Strategy 2024-2029 with key stakeholders (paragraph 8 of the Minute refers).

4. CONSULTATION PROCESS

- 4.1 The consultation period ran from 22 November 2023 to 16 February 2024. Feedback was gathered through an online survey and the Moray Tenants' Forum were also consulted. Tenants with email addresses (3,845 tenants) were contacted informing them of the consultation. The online survey was publicised in the winter 2023 issue of the Tenants' Voice newsletter, which all tenants receive by post. Paper copies of the survey were available on request. The online survey was promoted on the Council's website and social media platforms. A prize draw incentive of a £75 shopping voucher was used to encourage tenants to respond.
- 4.2 The consultation survey asked key questions relating to the draft Tenant Participation Strategy 2024-2029 including:
- whether tenants supported the Strategy;
 - whether tenants found the Strategy easy to read and understand;
 - whether tenants felt any parts should be reworded;
 - whether tenants felt anything was missing;
 - whether tenants thought anything should be removed; and
 - an opportunity to provide general comments about the Strategy.

5. CONSULTATION RESPONSES

- 5.1 The consultation received 96 responses. An overview of the results and comments received is set out below.

Do you support the revised Tenant Participation Strategy?

- 5.2 Out of the 96 responses received, 95 (99%) supported the revised Strategy.

Do you find the Tenant Participation Strategy easy to read and understand?

- 5.3 There were 95 responses to this question, 90 (95%) of these found the revised Strategy easy to read and understand.

Is there a section that you would like to see reworded?

- 5.4 There were 95 responses received for this question and only 2 (2%) of these wanted to see a section reworded. However, their comments related to parking and repairs, areas not relevant to the Strategy. Following consideration of the responses received, no changes were made.

Is there something that we've missed that you think should be included?

5.5 There were 94 responses to this question. The majority of those responding 89 (95%) did not think anything had been missed. The remaining 5 respondents (5%) who felt something had been missed provided comments relating to:

- Repairs (3 respondents)
- Local amenities and infrastructure (1 respondent)
- Assistance for vulnerable tenants (1 respondent)

5.6 Consideration was given to the feedback received, however since these were not relevant to the Strategy no changes were made.

Is there anything you think should be removed?

5.7 There were 95 responses to this question and of these 93 (98%) did not think anything should be removed. 2 respondents (2% of those who answered this question) thought something should be removed. The comments received regarding what should be removed were unrelated to the Tenant Participation Strategy.

Do you have any other comments on our Tenant Participation Strategy?

5.8 There were 5 respondents who provided additional comments. Although these comments were taken into consideration, they did not require any changes to be made to the strategy and were in relation to:

- the Strategy being fair;
- allocation decisions;
- feeling that the Housing Service will not listen;
- tenant participation being “words and no action”; and
- repairs.

6. 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, notably the priorities to ensure that Moray offers caring and healthy communities for all of our citizens, to empower communities to build capacity by becoming more informed, involved and influential in service design and delivery and to improve our understanding of the issues in our communities based on the experience of local people in order to target resources.

(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 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.

(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 Lissa Rowan, Committee Services Officer. Their comments have been reflected within the report.

7. CONCLUSION

7.1 This report provides the Housing and Community Safety Committee with the consultation results for the draft Tenant Participation Strategy 2024-2029 and presents a revised draft Strategy for approval.

Author of Report:

Rebecca Irons, Customer Engagement Officer

Background Papers:

[Tenant Participation Strategy 2017-2020](#)

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