

# DRAFT SUMMARY TENANT PARTICIPATION STRATEGY

2025-2030



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We understand that sometimes documents can be lengthy and hard to read. We have produced this summary version of our Draft Tenant Participation Strategy to provide an easier to read version of the full strategy. If you have any comments or suggestions on how the strategy could be improved, or if there is something that you would like further information on, please get in touch and we will do our best to help: email [tenantparticipation@northlan.gov.uk](mailto:tenantparticipation@northlan.gov.uk) or call 0789043843.

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## Introduction

Our Tenant Participation Strategy 2025-2030 has been developed in partnership with tenants' and residents' groups, individual tenants and North Lanarkshire Federation of Tenants' and Residents' through seeking and listening to their views. This strategy outlines how we will support and resource Tenant Participation (TP) over the five years of this strategy.

By TP, we mean a two-way process whereby tenants and landlords share information, ideas, and responsibilities in order to shape and improve our housing services and the standard of our housing stock. The Council is committed to working with tenants and residents, recognising the clear benefits that TP delivers for the people and communities of North Lanarkshire and the Council. Participation is at the heart of our business and is a continuous process which we are committed to reviewing regularly and developing to make sure our approach continues to be effective.

## Legislation

We have a legal duty to actively develop and support TP and to produce a TP strategy in consultation with tenants. This first became a requirement in the Housing (Scotland) Act 2001. Later legislation in the Housing (Scotland) Act 2010 introduced the Scottish Social Housing Charter and the independent Scottish Housing Regulator. With this came outcomes and standards for communication and participation. These are:

- **Equalities**  
Every tenant has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.
- **Communication**  
Tenants find it easy to communicate with and get the information they need about their landlord, how and why it makes decisions and the service it provides.
- **Participation**  
Tenants find it easy to participate in, and influence their landlord's decisions at a level they feel comfortable with.

The Community Empowerment (Scotland) Act 2015 also helps local communities voices to be heard in the planning and delivery of local services.

## Links to other strategies and structures

The strategy is aligned to the main Plan for North Lanarkshire, which sets the direction of travel for the council and its partners, to make North Lanarkshire the place to Live, Learn, Work, Invest and Visit.

The strategy also links to other key strategies:

- The Local Housing Strategy
- The Equalities Strategy
- Housing to 2040

There are nine Community Boards in North Lanarkshire. These boards provide a way in which tenants and residents in North Lanarkshire can get involved in wider decision making. This strategy helps tenants and residents to achieve their full involvement potential and therefore supports the wider work of the Community Boards.

## Aims and objectives

Our aims are:

***To continue to develop and improve how we communicate with our tenants and residents; and to ensure we provide equal opportunities for participation and involvement that are accessible to all.***

To achieve our aims we have developed four objectives:

**Objective 1:** Enhance participation, capacity and empowerment across our communities.

**Objective 2:** To develop engagement opportunities for our tenants, residents and under-represented groups that will develop their capacity to help themselves.

**Objective 3:** Ensure effective use of tenant participation resources to involve tenants and residents in the development of services and support.

**Objective 4:** Demonstrate continued commitment to customer satisfaction and feedback.

## How we developed the strategy

Our draft strategy was informed by what our tenants and residents have identified as what's most important to them. We gathered views using a range of different ways. This included an online survey and various discussion groups with tenants and residents. We also looked at what has worked well over the course of the last strategy and examples of good practice elsewhere.

The development of the strategy will take place over two phases. The first phase has involved the development of the draft strategy and takes us up until where we are now. The second phase will focus on getting your views on the draft strategy. This will help us develop a final strategy, which we will then present to Housing Committee for approval in November this year.

## Benefits of Tenant Participation

There are lots of benefits to TP. These include:

- Improved service delivery and outcomes for tenants which provide value for money.
- Working in partnership to identify and achieve shared goals.
- Improved knowledge amongst tenants of housing services.
- increased skills and confidence amongst tenants and residents to enable participation and influence decisions.
- Increased tenant satisfaction with homes, neighbourhoods, and communities.

## How to get involved

There are lots of different ways to get involved. Some of the key ways are described below:

### **Tenants and Residents Groups**

Some tenants choose to become involved in a tenants' and residents' group. Groups can apply to become a Registered Tenants Organisation (RTO) or can be non-registered. Both can still promote the interests of their neighbourhoods, be included in our contact register and are eligible to apply for an annual grant to help with group costs.

### **North Lanarkshire Federation**

The Federation was established in 2006 and represents the views of tenants and residents across North Lanarkshire. The Federation have fortnightly meetings to discuss progress on achieving actions within the TP Strategy and have their own Business Plan which links to our TP strategy.

### **Chairpersons' Meeting**

Local Chairpersons' meetings are held quarterly. These meetings give local tenants' and residents' groups the opportunity to meet and have discussions with the local Area Housing Manager about issues in their local areas.

### **Estate Walkabouts**

Estate Walkabouts are led by tenants' and residents' groups and active tenant representatives along with local housing offices. Tenants, residents and housing staff carry out joint inspections to identify and agree on projects to improve local areas.

### **Tenant Scrutiny**

Tenants can become involved in reviewing our services, through taking part in a tenant scrutiny group. The groups choose a scrutiny topic and gather information on it to carry out an independent assessment. They then make recommendations to help improve service delivery and standards. Training and support is provided for taking part in tenant scrutiny.

### **North Lanarkshire Federation Subgroups**

There are currently three North Lanarkshire Federation Subgroups: Ambition, Roads and Street Lighting and Waste Management which meet on a quarterly basis. These groups explore specific areas and help identify improvements.

### **Register of Tenants/Customers**

We hold a list of groups and interested individuals which is reviewed and updated regularly. We know that some people may not want to join a group but would still like to be involved in decisions about housing services. By joining our register we can contact you about consultations that are relevant to you.

### **Annual Conferences**

An annual North Lanarkshire Federation of Tenants' and Residents' Conference & AGM takes place as well as a separate North Lanarkshire Council Tenants' Conference. The conferences are very popular and provide an effective involvement and networking opportunity.

## Consultations

If we are reviewing a service or making any significant changes to our policies or services we ask our tenants for their feedback. We promote our consultations on our website and on social media.

## How we will keep you informed

We will use a range of ways to keep you informed. We are committed to discussing and agreeing with tenants on a regular basis which methods are preferred to ensure we communicate effectively. As such, we will check in regularly with you on how you want to be kept informed and what information you want to receive.

We recognise that preferences, circumstances and priorities may change over time and how tenants want to be kept informed may depend on the particular issue. Many people have opted to be kept informed using online methods and we will make sure that we make best use of this method as an additional way to keep people informed, where this available. We also recognise that some people prefer to be kept informed by in-person ways, such as meetings and events. We will make sure that we provide a mix of different ways to meet the range of needs of all our tenants. These will include, but are not limited to:

- Tenants newsletters
- Information leaflets
- A Tenants Handbook
- Events such as the Tenants Conference and North Lanarkshire Federation Conference
- Open days
- Road shows
- Focus groups
- Workshop/discussion groups
- Consultation register/database
- Online via the council website and social media channels
- Text messages
- Emails
- Briefing sessions

## Consultation

We will use several methods to consult so that we can gather as wide a range of views as possible and we will tailor consultation to the particular issue and needs of tenants. We know that effective consultation is not a one-off process but rather a continual process and we aim to review our approach regularly to make sure we reach out to all groups of people to help tenants become fully involved, particularly tenants from groups that are underrepresented in TP and whose voices are seldomly heard.

We will produce a yearly participation calendar that clearly sets out priorities for the year ahead. This will reflect both tenants and the Council's priorities.

## Giving feedback

Giving feedback is one of the most important areas of tenant participation. We will give full consideration on the best way to feedback following all consultation processes reflecting on feedback from tenants. We will make sure that tenants are made aware of how their involvement has informed an issue. As a minimum we will provide feedback via:

- Letters
- Newsletters and leaflets
- Online via our webpage and social media channels
- Text messages
- Providing copies of policies, strategies or plans that have been influenced by views (online web links, printed or alternative format as required)
- In person or online meetings

## Resources

Our annual budget for TP in 2023/24 was £352,954. Our TP budget funds activities such as training (for tenants, staff and elected members), tenant scrutiny support, hiring meeting rooms/venues for events, catering for meetings and events, travelling expenses, printing for leaflets and newsletters, funding for groups, creche facilities to enable tenants to participate at meetings or events and costs to attend conferences/other events.



## Monitoring and review

The TP Strategy has a comprehensive action plan. The TP Steering Group, which is a monitoring group, comprising tenants and housing staff, is chaired by the Convener of Housing from the Council. The group meets quarterly, reviews progress and produces an annual progress report.

## Contact

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