



**East Lothian Development  
Support Project**

**Annual Report**

**2005-2006**

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## **1.0 INTRODUCTION**

This is the fifth Annual Report of the Tenants Information Service (TIS) East Lothian Development Support Project (ELDSP). This year has been a successful one for the Project, with tenant participation activity continuing to increase locally and at a regional level.

The appointment of a full-time Outreach Officer has strengthened grassroots tenant activity by increasing the number of new local groups in areas with no organised tenant activity, and assisting in the organisational development of existing groups. Development support for East Lothian Tenants and Residents Panel (ELTRP) has been consolidated with this Project expansion since the Development Officer now focuses on strategic and policy work.

The ongoing development of the Tenant Participation (TP) Strategy including the delivery of tenant participation awareness sessions for East Lothian Council (ELC) staff has been a key piece of work that has strengthened the relationships between tenants, ELC and TIS staff. The strong working relationships with the Project partners, and the commitment and resources that have been put in place to support tenant participation, provides a solid base for the future of tenant involvement in the county.

## **2.0 AIMS OF PROJECT**

There are four key aims to the Project:

- ❑ Establishing new tenants and residents groups
- ❑ Strengthening existing tenants and residents groups
- ❑ Supporting ELTRP in influencing policy
- ❑ Supporting ELTRP and its Executive Committee

This report will focus on the delivery of those aims in Section Four.

## **3.0 STAFF AND CONTRACTUAL ISSUES**

In March 2005 TIS, ELC and ELTRP jointly agreed a new three-year contract.

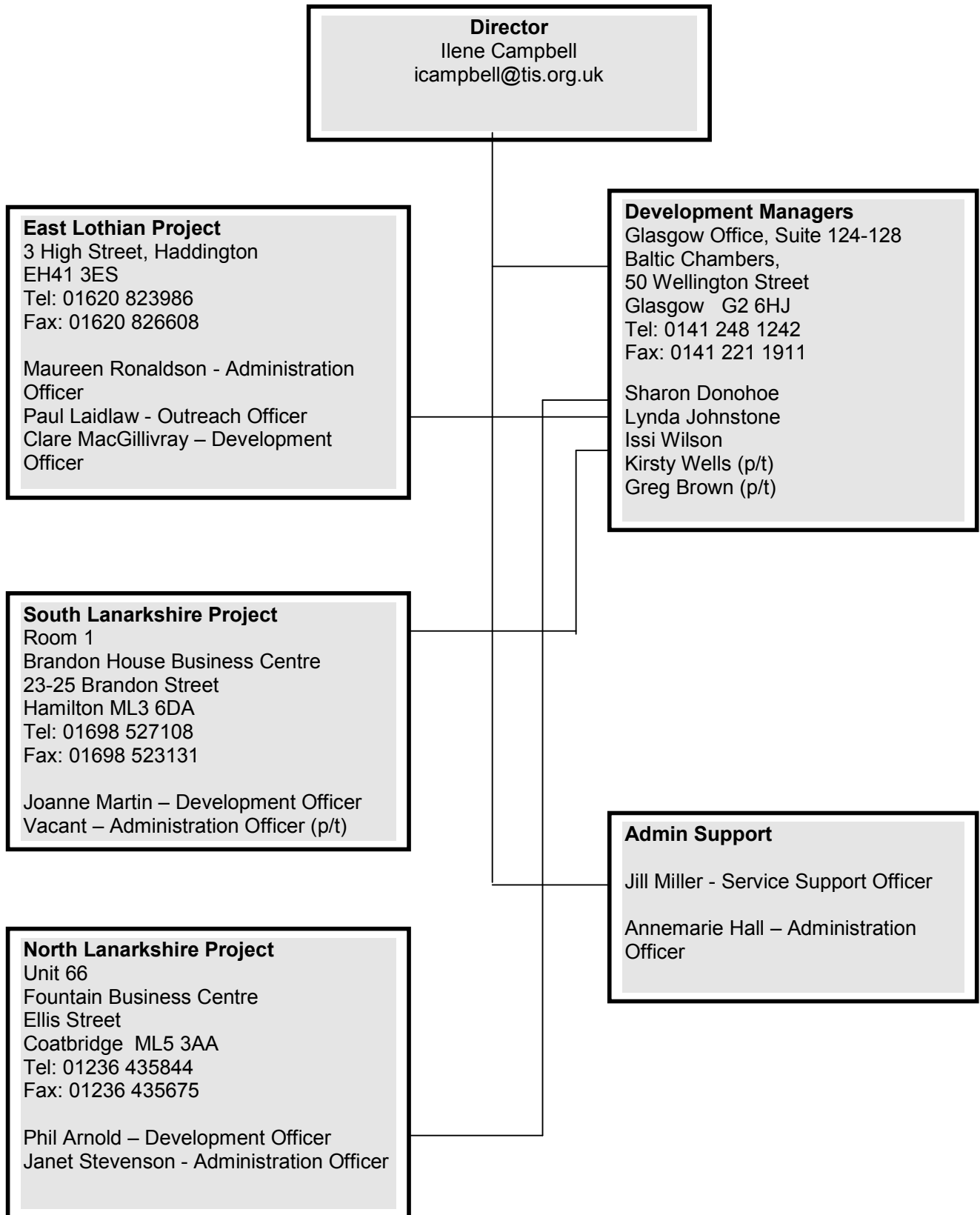
### **3.1 Staff**

The Project is staffed by an Administration Officer, Maureen Ronaldson, an Outreach Officer, Paul Laidlaw, a Development Officer, Clare MacGillivray, and a TIS Development Manager, Lynda Johnstone, who oversees the management of the Project.

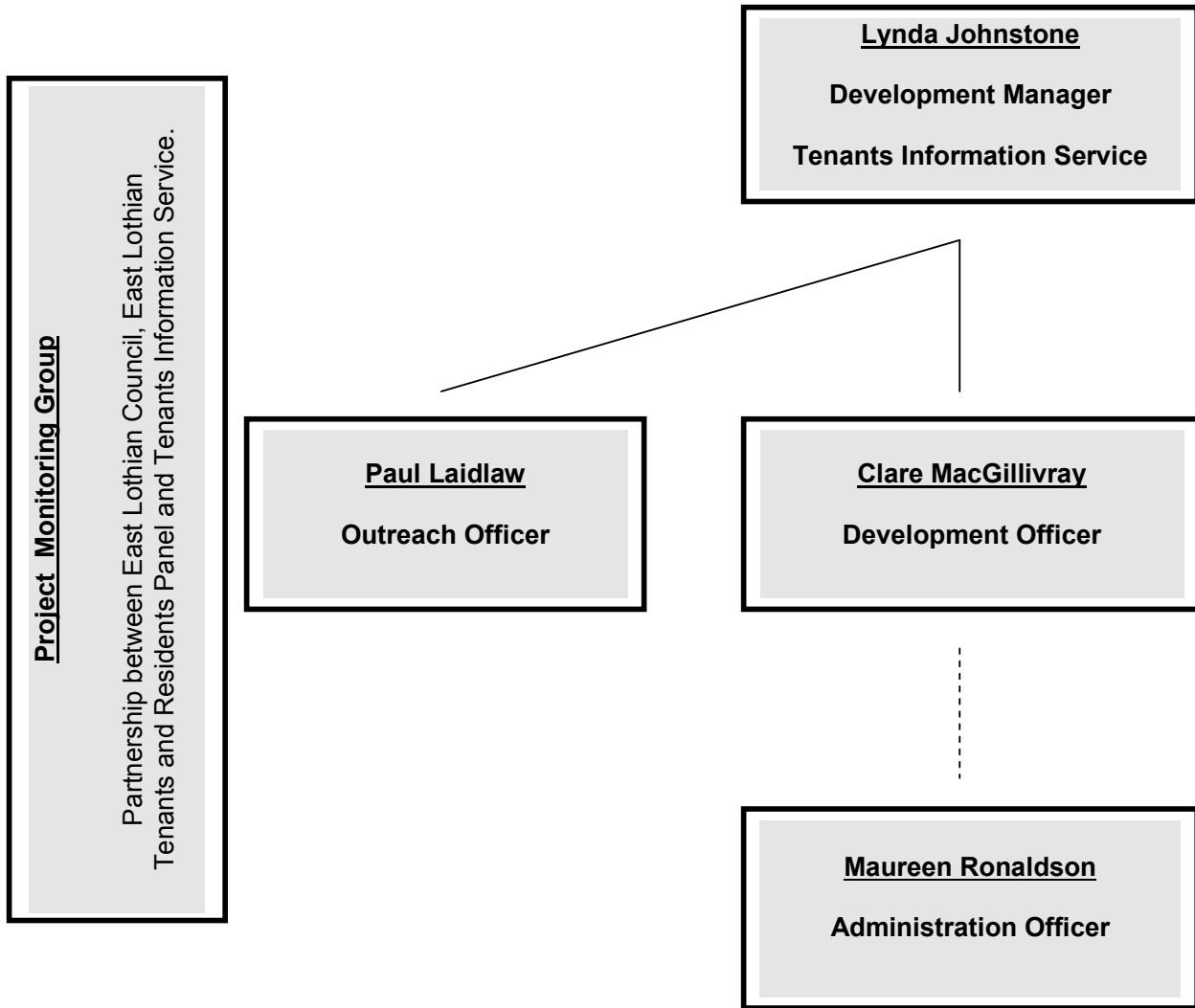
Michelle King, Temporary Administration Officer resigned in July 2005, and was replaced by Helen Power. Helen resigned in January 2006, and Maureen Ronaldson has been in post since March 2006.

During part of 2005-2006, the Development Officer was on maternity leave. Throughout this time, two TIS Development Managers, Kirsty Wells and Lynda Johnstone covered the Project work.

## Tenants Information Service Staff Structure 2005 -2006



**East Lothian Development Support Project Structure 2005 -2006**



**Key**

**Line Manager**  
\_\_\_\_\_

**Day-to-day Management / Monitoring**  
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#### **4.0 DELIVERING KEY OBJECTIVES**

In order to deliver the aims of the Project outlined in Section Two, TIS uses a community development approach. This focuses on building the capacity of the tenants' movement to influence issues by providing information, training, practical assistance, and development support.

Development support can take many forms ranging from advice on taking minutes or writing a constitution to negotiating local service level agreements. Details of the delivery of this aspect of the Project will be outlined in 4.2 and 4.4.

#### **4.1 Outreach development support**

The successful appointment of an Outreach Officer to the Project in July 2005 has resulted in TIS being able to proactively provide development support to the grassroots tenants' movement in East Lothian.

An Outreach Programme has been jointly agreed with ELTRP, ELC and TIS and is currently in the process of being implemented. This programme has agreed targets and objectives.

#### **4.2 Establishing new tenants and residents groups**

TIS has assisted five new groups to establish this year. These are:

- ❑ Goose Green TRA (Musselburgh)
- ❑ Muirpark TRA (Tranent)
- ❑ Nungate TRA (Haddington)
- ❑ Tranent West TRA (Tranent)
- ❑ Wimpey TRA (Musselburgh)

##### Identifying new groups

New groups have been identified from a variety of sources including TIS Project staff, ELC staff, Councillors, local tenants and residents groups and the ELTRP Executive Committee. TIS has worked closely with the ELTRP Executive Committee when establishing new groups.

##### Developing new groups

TIS has been proactive in providing information and advice to potential new groups. Specifically, TIS has assisted developing groups to:

- ❑ Define a tenants and residents group
- ❑ Identify local issues
- ❑ Form steering groups
- ❑ Produce flyers and newsletters
- ❑ Work with model constitutions
- ❑ Identify and access funding
- ❑ Understand the benefits of tenant participation
- ❑ Understand the benefits of being members of ELTRP
- ❑ Understand the benefits of being members of TIS.

In some areas, contact has not resulted in the formation of a group. This is the case in the following areas:

- ❑ Gifford (Rural East Lothian)
- ❑ Glenkinchie (Rural East Lothian)
- ❑ Hardgate (Haddington - RSL tenants)
- ❑ Inchview Crescent (Wallyford)

Although in these areas no new groups have been formed there are significant community development outcomes to note; interested tenants increased their knowledge of tenant participation and gained understanding of the aims and objectives of East Lothian Tenants and Residents Panel.

Contact with individuals or informal groups of people that that are ongoing currently and may develop into formal or informal tenants and residents group are as follows:

- ❑ Cockenzie and Port Seton
- ❑ Elphinstone
- ❑ High Street (Musselburgh)
- ❑ Humbie (Rural East Lothian)
- ❑ Links Avenue (Musselburgh)
- ❑ Lochbridge Road (North Berwick)
- ❑ Riverside (Haddington)

#### Case study of developing a new tenants and residents association

Goose Green TRA has benefited from TIS development support in a number of ways. TIS assisted with producing flyers, organising meetings, prioritising issues, developing and adopting a constitution, identifying training needs and providing training. In addition, the group found it useful to access independent advice, information and resources.

As an example of good practice the group was chosen as a case study for the TIS Annual Conference 2006 on how to start a local group successfully.

Goose Green TRA continues to grow in strength. Current activities include planning the first AGM, producing a newsletter and considering an application to become a Registered Tenant Organisation.

#### **4.3 Engaging with under-represented groups**

Progress in this area has been slow to develop but significant outcomes are evident. The basis of forming working relationships with under-represented tenants and relevant statutory and voluntary agencies is well underway.

TIS has produced a list of action points through the Outreach Programme that are linked to priorities set in the Tenant Participation Strategy. These form the basis of an integrated workplan to enable under-represented tenants to influence tenant participation structures in East Lothian.

#### Tenants in sheltered accommodation

Tenants in sheltered accommodation have been identified as a priority group within the Tenant Participation Strategy. TIS and ELTRP are currently undertaking a round of visits to establish contact, identify issues and raise awareness of the benefits of tenant participation in all of East Lothian Council's sheltered housing complexes.

#### Gypsy Travellers site at Whitecraig

TIS supports ELTRP in the Mid and East Lothian Gypsy Travellers Forum. TIS is also assisting ELTRP to establish working relationships with the Gypsy Traveller community at the site in Whitecraig through visits to the site in conjunction with Save the Children. TIS is working with partner agencies towards engaging Gypsy Travellers in tenant participation processes in the future.

#### Engaging with young people

TIS staff have attended two major youth events aimed at engaging with young tenants. The first, organised by members of the Edinburgh and Lothians Tenant Participation Workers' Forum was called *Your Place Your Say* and engaged around 30 young tenants, although unfortunately none were from East Lothian. TIS attended to find out the issues for young tenants in the area and to establish links with partner organisations.

The second event was organised in East Lothian by the Dialogue Youth Project. TIS produced a young person's housing quiz and staffed an ELTRP stall aimed at highlighting the benefits of participation, and of local tenants and residents groups to young people. Most of the young people who attended knew about the existence of tenants groups, with attendees from Tranent in particular, having some knowledge of Northfield TRA.

These events have increased the ELTRP profile among younger members of the community, and established links for more proactive partnership working to engage young people for the future.

#### **4.4 Strengthening existing tenants and residents groups**

TIS provides a range of practical support, information and advice to existing tenants and residents associations (TRAs). Development support is flexible depending on the needs of the group and the level of involvement is jointly agreed between the group and TIS staff.

#### Aims of development support

Development support has focused on working with groups to identify and prioritise issues and develop and support their ability to influence these. The main aims and objectives of strengthening existing TRAs are to:

- Assist TRAs to identify important and relevant local issues
- Review and reinforce aims and objectives of TRAs

- ❑ Agree and provide appropriate support, which includes training, action plans, networking, written information and support to access training from other agencies
- ❑ Increase relevant, needs met training opportunities improving the skill base of tenants and residents
- ❑ Build capacity of members through effective representation
- ❑ Develop TRA ownership
- ❑ Increase networking opportunities amongst existing groups.

#### Provision of development support

TIS has provided support to existing groups on request. This has included informal or formal information, advice and attendance at meetings. The following groups have benefited from this service:

- ❑ Eskview TRA
- ❑ Northfield TRA
- ❑ Ravensheugh TRA
- ❑ Stoneybank TRA
- ❑ Tenants and Residents of Pinkie Area (TAROPA)
- ❑ Windsor Park TRA

Activities TIS has provided this year include:

- ❑ Information on housing issues
- ❑ Assistance with constitutions
- ❑ Information on roles of committee members
- ❑ Advice on how to manage accounts
- ❑ Advice on the effective organisation of meetings
- ❑ Networking and developing effective working relationships
- ❑ Assistance in resolving conflict
- ❑ Information on writing a newsletter
- ❑ Advice on consulting with members and effective representation/getting people involved
- ❑ Assistance in setting goals
- ❑ Support in agreeing a local action plan
- ❑ Information on planning a campaign and community event.

Section Five provides more detail regarding training that TIS has delivered.

#### Case study of strengthening existing TRAs

TIS has assisted to strengthen TRAs in Musselburgh by facilitating discussions regarding the establishment of a Musselburgh Area Forum: a networking opportunity that will develop effective communication channels.

At present there are seven TRAs in the Musselburgh area with two potential groups establishing in the near future. The issue of how local groups could share experiences, practice and make best use of time and resources was discussed at an ELTRP Open Meeting. It was agreed to form a Musselburgh Area Forum. TIS has facilitated two meetings of the Forum to date. These have focused on:

- ❑ Why set up a Forum?
- ❑ What is the purpose and aims of a Forum?
- ❑ What issues should the Forum consider?
- ❑ How should it link to local groups and agencies?
- ❑ How formal should the Forum be?

Local groups in Musselburgh are currently considering the structure and role of the Forum. It is envisaged that the Forum will be an opportunity for communication, participation and partnership working between Musselburgh's tenants and residents associations, ELC and other agencies.

#### **4.5 Supporting ELTRP in influencing policy with ELC**

ELTRP continues to be involved in influencing many areas of policy with ELC. The TIS Project assists ELTRP to forward plan its activities, and the current level of tenant involvement is extensive.

TIS has supported ELTRP members to work efficiently and effectively addressing ELC priorities, ensuring meaningful participation without over stretching tenant capacity. TIS will continue to assist ELTRP through this process to ensure the tenants' agenda is given equal weight.

In delivering this objective, TIS provides ELTRP members with information to enable full participation. Where training is required, this is accommodated (see Section Five). TIS also assists ELTRP to collect tenant opinion and reflect this opinion in negotiations.

In the past year, ELTRP has benefited from TIS support in the following:

- ❑ ASB Overview Group
- ❑ Business Change: PIB
- ❑ Business Change: Allocations Policy
- ❑ Business Change: Voids Policy
- ❑ Business Change: Responsive Repairs
- ❑ Business Change: Customer Contact
- ❑ Community Safety Forum
- ❑ Gypsy Travellers Forum
- ❑ HRA Budget Discussions
- ❑ HRA Capital Programme Group
- ❑ Homefront Editorial Board
- ❑ LHS: Quarterly meeting
- ❑ LHS: Stakeholders Steering Group
- ❑ LHS: Affordable Housing Group
- ❑ LHS: Homelessness Strategy Group
- ❑ Rehousing Panel
- ❑ Road Safety Working Group
- ❑ Tenant Participation Sub Group
- ❑ Tenant Participation Training Group
- ❑ East Lothian Tenant Participation Forum
- ❑ Senior Managers' Meetings

With TIS assistance, ELTRP has directly influenced:

- ❑ ELC's Affordable Housing Policy
- ❑ The draft bathroom standard for ELC properties, and its consultation process
- ❑ ELC's draft allocations policy, and its consultation process
- ❑ Void policy and procedures and the development of a void standard for ELC properties
- ❑ ELC's customer satisfaction form that is used with all Category E responsive repairs
- ❑ ELC's responsive repairs service
- ❑ *Homefront* – the design and content of ELC's tenants' newsletter
- ❑ The design and delivery of the tenant participation awareness sessions for CHPM staff
- ❑ ELC's tenant participation strategy review
- ❑ Development of an estate walkabout procedure for ELC
- ❑ ELC's rent setting process
- ❑ The Council's Housing Revenue Account capital programme
- ❑ The implementation of a new design of speed reducing measures
- ❑ The Housing Quality Standard for ELC Houses

Of the groups ELTRP is involved with, some continue to stand out as most significant in terms of processes and outcomes: the Tenant Participation Sub Group, Capital Programme Group, and ELC Business Change Programme Implementation Projects.

#### Tenant Participation (TP) Sub Group

TIS has supported tenants to influence the agenda and outcomes of the Tenant Participation (TP) Sub Group which has included:

- ❑ Review of the 2003-2006 Tenant Participation Strategy
- ❑ Development of a repairs customer satisfaction form
- ❑ Development of the ELC Tenants Handbook
- ❑ Development of the *Homefront* structure
- ❑ Christmas quiz for tenants and ELC staff
- ❑ Tenant Participation Guidance Manual
- ❑ The planning, delivery and evaluation of tenant participation awareness sessions for ELC staff
- ❑ Customer Contact Project

The TP Sub Group drives tenant participation in East Lothian, and is a successful example of genuine participation and partnership working.

#### Capital Programme Group

TIS has supported ELTRP in the ELC Capital Programme Group for a number of years, but 2005-2006 provided tenants the first opportunity to actively influence and engage with standards being developed by ELC.

TIS supported ELTRP to:

- Develop a new bathroom standard
- Influence the consultation process
- Increase awareness of tenant participation legislation and good practice
- Involve tenants in the consultation process.

The development of the bathroom standard has been by far the most successful consultation process in terms of numbers of tenants participating since TIS has been involved in East Lothian.

Tenants on the Capital Programme Group were fully involved in developing the standard and TIS provided advice on consultation methods. ELTRP held an interactive Open Meeting in January 2006 to enable members to decide on the elements of the bathroom standard, including the fixtures and fittings that would be taken out to wider consultation.

TIS provided information to the Capital Programme Group on the legislation governing tenant participation, and suggestions for consultation. A road show of bathroom displays attracted over 1300 tenants, whose views have now informed the new bathroom standard.

#### Programme Implementation Board and Projects

TIS continues to support the ELTRP Chairperson to sit on the ELC Programme Implementation Board. This Board oversees the management of all the project work currently being done to improve the housing service within East Lothian and the ELTRP Chairperson is directly involved in decision making alongside ELC senior management.

Similarly TIS supports the ELTRP members that sit on each of the various project implementation teams.

#### Allocations Group

The ELTRP members on the Allocations Group have been assisted by TIS to develop a new allocations policy with ELC.

TIS supported ELTRP to plan and deliver its second Annual Conference in June 2006 that focussed on the allocations policy.

TIS was selected by ELC and ELTRP to assist in the consultation strategy for the allocations policy. Kirsty Wells, TIS Development Manager produced a consultation strategy and chaired four meetings of Tenants and Residents Associations, and six public meetings where the new policy was discussed. TIS will issue a final report in September 2006 on tenants' views.

#### **4.6 Supporting ELTRP and its Executive Committee**

##### Support to the EC

TIS has continued its support to the ELTRP Executive Committee (EC) in their committee roles and to develop ELTRP as an organisation.

TIS has continued to support individual EC members in their roles and responsibilities. Executive Committee members have increased their committee skills and confidence in roles as a result.

The Treasurer continues to work independently on the accounts, with some support still being provided by TIS where required. The ELTRP budget has been well managed and the EC has grown in confidence in financial matters.

##### Reviewing ELTRP work

TIS facilitated part of a review day in October 2005. The aims of the Review day were for ELTRP and members of local tenants and residents groups to review:

- How well ELTRP has worked on issues identified as priorities by local groups in 2005
- Organisational development of ELTRP

And to outline for the forthcoming year:

- Work priorities
- Organisational development of ELTRP

Part of the Review Day focussed on the delivery of the TIS Project and was facilitated by Anne McNeil from Talkback. More details about monitoring the TIS Project are outlined in Section Seven.

##### Constitution

TIS assisted ELTRP to review its constitution and to develop an improved constitution for local groups.

##### Publicity

The publicity sub group, assisted by TIS has a planned programme of meetings, produces four newsletters per year, has continued to develop the tenants' pages of the ELC website, produced leaflets and posters and took an active role in the writing of the ELTRP Annual Report.

#### **4.7 Supporting ELTRP in national housing issues**

As ELTRP has developed, tenants have requested TIS support in influencing national housing issues and national tenant networking.

##### Influencing national policy

TIS assisted ELTRP to prepare for a meeting with Malcolm Chisholm MSP, Minister for Communities in November 2005. ELTRP lobbied the Minister and presented a case for more affordable housing in East Lothian.

Prior to the meeting TIS prepared a briefing paper with ELTRP members on the key issues regarding affordable housing in East Lothian and facilitated a meeting with key ELC officers and ELTRP to discuss the approach. Meeting the Minister for Communities was a key step forward in ELTRP engaging with and campaigning for national housing issues.

TIS has also assisted ELTRP to raise questions of the Scottish Executive and the Communities Scotland Tenant Participation and Development Team regarding aspects of national tenant participation policy. This has included the right for tenants on national working groups to be supported by an independent development support agency.

### Tenant Networking

The Project has facilitated national tenant networking, including ELTRP members meeting with tenants from Angus and North Lanarkshire Development Support Project.

Such events are key to establishing a national perspective for ELTRP and its Executive Committee, and allow tenants to share experiences of good practice in influencing landlords. Information is used informally as 'peer reviews' to assess landlord performance from the tenants' perspective.

ELTRP asked TIS to facilitate a pre-meeting for East Lothian tenants attending the Communities Scotland national engagement seminar to discuss aspects of national tenant participation importance.

### National Projects

In addition, East Lothian tenants have continued to be represented on several national Projects commissioned by Communities Scotland and the Scottish Executive. These are the Tenants Regulation Advisory Group (TRAG), the Tenants Assessors Scheme and the Collaborative Forum on Social Rents.

These groups have presented tenants' views on national issues and will directly influence national policies.

### Consultation Responses

TIS facilitated ELTRP's response to the *Ministerial Statement on the Abolition of Priority Need*. Due to the local workload, ELTRP chose not to respond to the consultations on:

- ❑ *Strategic Housing Investment Framework*
- ❑ *Housing (Scotland) Bill 2005*
- ❑ *Risk and Proportionality: Refocusing the Regulation and Inspection Framework for Housing.*

### Increased support

It has been identified that ELTRP will continue to require additional Project time spent on national issues as tenants' knowledge and

confidence increase and as the reputation of East Lothian tenants' gains profile in national circles.

## **5.0 TRAINING**

TIS has continued to offer training to individual tenants and residents, local groups and the ELTRP Executive Committee.

TIS uses a self directed approach to training that includes the learner initiating learning experiences, making decisions about what training and development activities will occur, and how.

Training benefits both tenants and residents individually and collectively as it compliments their existing abilities to self-help, mutually support tenant participation, increase capacities for self-representation, problem solving and collective action.

### **5.1 Training courses**

In response to requests from local groups, the Project delivered four half-day training sessions in spring 2006. The topics were:

- ❑ Committee Skills 1 & 2
- ❑ Getting People Involved
- ❑ How to write a newsletter

These sessions were well publicised in public access points, and to local groups. 44 places were taken for these sessions. An evaluation report has been produced and a summary of its findings including a breakdown of the local groups that attended each session are outlined in Appendix One.

In addition to training provided by the Project, TIS delivered two half-day training sessions on Committee Skills 1 and 2 in Spring 2005.

TIS assisted ELTRP office bearers to access external training opportunities, which have included ELC training courses on Information Technology.

TIS supported ELTRP to develop, deliver and evaluate tenant participation awareness sessions with ELC, for Community Housing and Property Maintenance staff. Six half-day sessions were successfully delivered between February and June 2006.

### **5.2 Informal training**

In addition to the courses offered, TIS supports informal learning with local groups and individuals on a one to one basis.

Informal learning can take place through discussion, dialogue and experience. Informal learning aims to improve the understanding, knowledge and skills of individuals or groups to increase their capacity to influence. Topics and issues covered in group settings include:

- ❑ Writing, understanding and using constitutions
- ❑ What is tenant participation?

- ❑ Housing (Scotland) Acts 2001 and 2006
- ❑ Constitutional checklist
- ❑ Writing newsletters
- ❑ Local campaigns
- ❑ Writing letters
- ❑ Developing action plans
- ❑ Becoming a Registered Tenant Organisation (RTO)
- ❑ Advice and information on tenants group grants
- ❑ New developments in respect of housing initiatives, policy, legislation
- ❑ Planning and organising meetings
- ❑ What is East Lothian Tenants and Residents Panel?
- ❑ Resolving conflict
- ❑ Treasurer's information
- ❑ Opening a bank account for the association
- ❑ Roles of committee members
- ❑ Accessing decision makers/ landlords' staff
- ❑ Information on wider funding networks
- ❑ Producing posters/flyers
- ❑ Utilising media sources
- ❑ Preparing agendas
- ❑ Writing minutes
- ❑ Gaining Influence.

In addition to this, informal training has been given where requested on a one-to-one basis on the following:

- ❑ Preparing an agenda
- ❑ Publicising meetings
- ❑ Preparing accounts
- ❑ Organising meetings.

Such sessions deliver learning in a method that is flexible and responsive to individuals' needs. Learning in this way increases individuals' skills and confidence in practical issues that can be applied immediately to improve the effectiveness of their organisation.

No evaluation reports are taken for such training, as the methods used are informal.

### **5.3 Additional TIS training**

The Project continues to promote the availability of additional TIS training opportunities. This includes TIS Home Study packs, Basic Guides, and Information Notes for Treasurers and Secretaries.

### **5.4 TIS Annual Conference**

Six delegates attended the TIS Annual Conference, *Tenants Setting the Agenda* at Heriott Watt University in June 2005. This provided delegates with information and advice through a series of workshops investigating and assessing how tenants can set and negotiate their agenda.

This was a valuable networking opportunity to meet activists from other tenant organisations across Scotland and to share knowledge and good practice.

## **6.0 PARTNERSHIP WORKING**

The Project continues to strive to form positive working relationships with statutory and voluntary agencies locally, nationally and internationally.

The Development Officer attends the Edinburgh and Lothians Tenant Participation Workers' Forum, a networking group that shares examples of good practice to the mutual benefit of staff and service users.

Some of the organisations the Project has worked with this year include:

- ❑ Communities Scotland
  - *Tenant Participation Team*
- ❑ Dialogue Youth
- ❑ Dundee Federation of Tenants Associations
- ❑ South Lanarkshire Tenants Federation
- ❑ East Ayrshire Tenant Participation Steering Group
- ❑ East Lothian Council
  - *Community Services*
  - *Legal Services*
  - *Transportation*
  - *Environmental Health*
- ❑ East Lothian Housing Association
- ❑ Edinburgh Tenants Federation
- ❑ Homes For Life Housing Partnership
- ❑ Lothian and Borders Fire Service
- ❑ Lothian and Borders Police
- ❑ Mid and East Lothian Drugs
- ❑ North Lanarkshire Tenants' Federation
- ❑ Paramatta Citizens Panel, Australia
- ❑ Save the Children
- ❑ Scottish Executive
- ❑ Shelter's East Lothian Project
- ❑ Social Inclusion Partnerships
- ❑ University Of Gloucester

## **7.0 MONITORING**

Monitoring progress in the Project continues to be on five levels:

- ❑ Informal day-to-day contact between the Chair of ELTRP and the Development Officer
- ❑ Regular team meetings with Project staff, the Chair of ELTRP and where required ELC Service Development Officer for Tenant Participation
- ❑ Quarterly, through Project Monitoring Group (PMG) Meeting
- ❑ Annually through review mechanisms agreed by the PMG
- ❑ Annually, through the Project Annual Report

In October 2005, an independent facilitator assisted in reviewing the delivery of the Project. Anne McNeil from Talkback held a half-day session that identified the strengths and weaknesses of the Project.

All forms of monitoring have reported satisfaction with the delivery of the Project.

## **8.0 CONCLUSION**

The TIS Project continues to thrive. Part of the success of the Project is in its genuine partnership approach. Recognition must go to ELTRP, members of local groups and ELC, who are invaluable to the ongoing achievements in tenant participation in East Lothian. The Project would not be this successful without their full commitment.

TIS provide the tenants' movement in East Lothian with good quality development and administrative support, which is being delivered to the satisfaction of all partners.

The potential for the tenants' movement to grow in strength, influence and numbers is evident from the successes that the partners have achieved over the past year. There is a tremendous opportunity to build on this success together, and the TIS Project, will continue to strive to ensure tenant participation flourishes in East Lothian.

## **Appendix One: Training Evaluation**

As outlined in Section Five, TIS provided four training sessions in Spring 2006. 44 places were taken during the sessions, and 41 evaluation forms were completed. This appendix outlines the key findings of the evaluation report. Copies of the full report are available from TIS.

### **Committee Skills One**

Held on 27<sup>th</sup> February 2006 in Musselburgh East Community Learning Centre. This session was attended by 14 participants and focused on:

- What is a committee?
- Why have a committee?
- What are the roles and responsibilities of a committee?
- Office bearers roles and responsibilities
- The roles of all committee members

Representatives from the following groups attended:

- Gifford (individual tenant)
- Goosegreen TRA
- Nungate TRA
- PETRA
- TAROPA
- Tranent West TRA
- Stoneybank TRA

### **Committee Skills Two:**

Held on 13<sup>th</sup> March 2006 in Musselburgh East Community Learning Centre. This session was attended by 10 participants and consolidated learning from Committee Skills One focussing on:

- How to set agendas
- How to use minutes effectively
- How to make good decisions
- What are good decisions?
- Observing and discussing committee skills in action.

Representatives from the following groups attended:

- Goosegreen TRA
- Nungate TRA
- PETRA
- Stoneybank TRA
- TAROPA
- Tranent West TRA
- Windsor Park TRA

### **How to write a newsletter:**

Held on 29<sup>th</sup> March 2006 in the Maitlandfield House Hotel, Haddington. This session was attended by 12 participants and focused on:

- Why do people read newspapers/internet/media?
- What makes a good or bad newsletter?
- Why would a Tenants and Residents group produce a newsletter?
- Who should be reading your newsletter?
- Practice in writing snappy headlines and articles
- Looking at examples of tenants newsletters.

Representatives from the following groups attended:

- Abbotsview, Haddington (individual tenant)
- Eskview TRA
- Goosegreen TRA
- PETRA
- Nungate TRA
- Stoneybank TRA
- TAROPA
- Tranent West TRA
- Windsor Park TRA

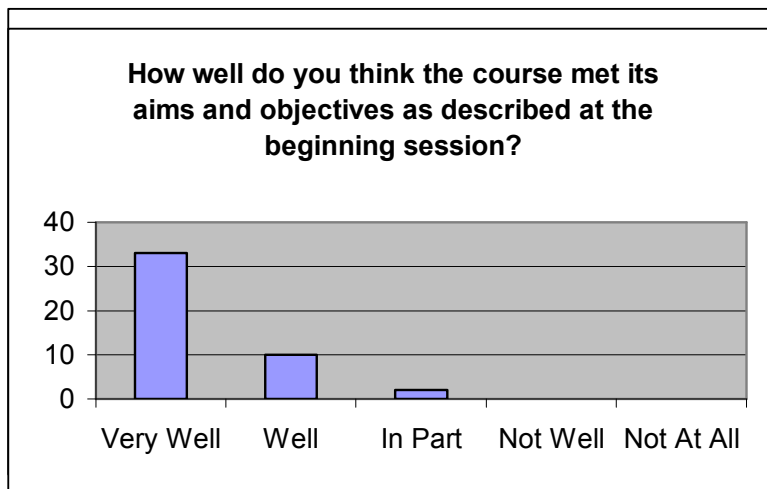
**Getting People Involved:**

Held on 19<sup>th</sup> April 2006 in the Tranmare Hotel, Tranent. This session was attended by 8 participants and focused on:

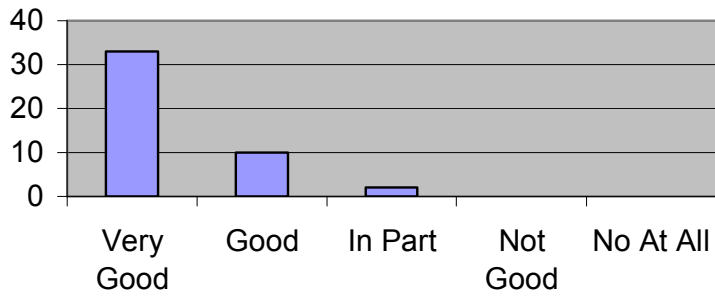
- Reasons people get involved
- Encouraging new members
- Evaluation of examples of involvement
- Ways of involving people locally
- Information on planning AGM
- Information on benefits of getting people involved

Representatives from the following groups attended:

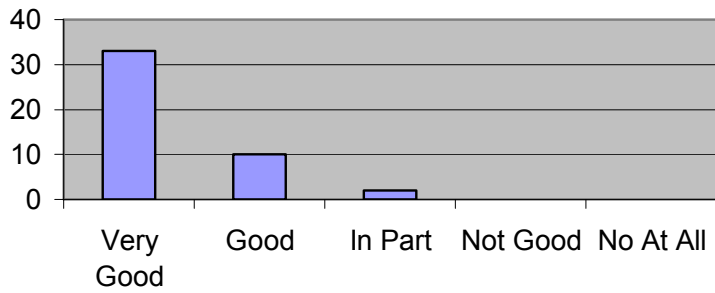
- PETRA
- Tranent West TRA
- TAROPA
- Nungate TRA
- Northfield TRA
- Individual from Tranent.



**How would you rate the persons who delivered the session today?**



**How would you rate the style and format of today?**



**Would this experience encourage you to seek further training?**

