

# Nomination Form

## Outstanding Contribution to Tenant Participation: **Housing Staff**



### TIS National Excellence Awards 2024

The **TIS National Excellence awards** recognise and celebrate housing organisations, staff, volunteers, tenants, residents, and community groups **who are leading the way and making positive change in the Scottish social housing sector.**

Categories honour excellence in everything **from partnership working, tenant participation and scrutiny practice, to digital creativity and innovation.** Hotly anticipated, the awards offer a seal of approval for the most outstanding work.

Finalists are selected by an expert and independent judging panel, and **winners announced at an awards ceremony on Thursday 7th November 2024 at the Grand Central Hotel in Glasgow.**

**The closing date for applications is 5:00pm on Thursday 11th July 2024.** TIS accepts submissions in more than one award category.

#### Category Overview

The **Outstanding Contribution to Tenant Participation** award recognises an inspiring, individual member of staff who has demonstrated an exceptional commitment to driving tenant participation practices forward, to achieve great practice that others can learn from.

Submissions must **evidence how the individual has demonstrated an ability to go above and beyond, empowered tenants, residents, and communities** to influence housing policies, services, and standards, explored innovative new ways to get people involved, strengthened relationships and communication, and **championed tenant participation practices within their organisation.**

#### Who you can nominate

This award is open to an individual member of staff working within a housing organisation throughout the Scottish social rented sector.

## About you

Please note information about the individual, organisation, or group submitting the application:

<b>Name</b>	Davey Leggat
<b>Position</b>	Chairperson
<b>Organisation</b>	East Ayrshire Federation of Tenants and Residents
<b>Email address</b>	chair@eafederation.com
<b>Telephone number</b>	01563 641000

## About the nominee

Please note information about the individual you are nominating:

<b>Name</b>	Kevin Hamilton
<b>Position</b>	Customer Liaison Officer
<b>Organisation</b>	East Ayrshire Council
<b>Email address</b>	Kevin Hamilton <Kevin.Hamilton2@east-ayrshire.gov.uk>
<b>Telephone number</b>	01563 576000

## Background

### Maximum 250 words

Please outline background information about the individual that you are nominating.

For example, detail:

- The background of the individual.
- The specific role they undertake.

Kevin Hamilton has over 40 years of experience working with East Ayrshire Council, initially within the grounds maintenance team, prior to becoming a housing officer in the south of the authority, where he supported the development of local tenants and residents associations. Kevin works with the groups to agree their key objectives and develop good working relationships with council services, other statutory bodies, and Elected Members, to help improve their homes and communities.

In 2014, Kevin became part of the Housing Services Development Team, where he supported tenants to influence the council's new build development plan and proposals. This work ensured that tenants influenced the Council's Strategic Housing Asset Management Framework. This strategy identified at risk stock for demolition and sites for new build projects, to achieve the Local Housing Strategy, meet housing needs and aspirations and enhance local communities.

In 2018, Kevin was appointed to the role of Customer Liaison Officer, the strategic lead for tenant participation and engagement within the housing service. Since taking on the role, Kevin has worked hard to deliver a range of ways to maximise tenant involvement in Council decisions. He has a great relationship with tenants, colleagues, elected members and partners, ensuring tenants are at the heart of everything the council does and to make sure tenant voices are heard, locally, authority-wide and nationally.

In partnership with East Ayrshire Federation of Tenants and Residents Associations and TIS, Kevin has supported the development of local tenants' and residents' groups, facilitated staff and tenant training on participation and engagement, legislation and good practice, consultation events, and policy reviews/development.

## Actions

### Maximum 500 words

Please outline specific actions of the individual that demonstrate an exceptional commitment to driving tenant participation practices forward.

**For example, outline:**

- How the individual has gone above and beyond and championed tenant participation practices.
- How the individual has empowered tenants, residents, and communities to influence housing policies, services, and standards.
- How the individual has explored innovative new ways to get people involved.
- How the individual has championed tenant participation practices within their organisation.
- The work involved and their overall aim.

As the Housing Service's Customer Liaison Officer, Kevin has the operational lead role for developing tenant participation, engagement and scrutiny practice within the Council. Working with the Federation, colleagues and partners, he has developed a robust new Strategy that will see participation continue to grow across the authority.

Kevin leads on the development of the Service Level Agreement with the Federation and supports the delivery of its workplan and ensures other colleagues and partners work collaboratively with the Federation, its members and tenants, to ensure tenant voices are heard and services are improved.

The work Kevin has been involved in includes:

- The development of a new Tenant Participation, Engagement and Scrutiny Strategy in partnership with tenants.
- The development and delivery of participatory budgeting events to agree environmental budget expenditure in local communities.
- Delivery of staff training on participation and engagement legislation such as Housing Acts 2001 and 2010, the Scottish Social Housing Charter.
- Supporting tenants to participate in the review of the allocations policy, working with Common Housing Register colleagues to ensure inclusion of tenants of all 5 landlords.
- Supporting the development and sustainment of local tenants and residents' groups, including providing funding and assisting groups with applying for external funding.
- Supporting tenant engagement in regeneration areas.
- Assisting the Federation to organise and deliver its annual tenant conferences, which brings together tenants, staff, elected members and partners to increase awareness of policy and service delivery through workshops, presentations and information stalls.
- Working with colleagues, the Federation, local groups and others to increase participation in the Councils annual rent setting review, which during 2023/24 increased to over 1000 from a few hundred in previous years.
- Working in partnership with the Federation to increase its membership, leading to 70 new members in 2023/24 and 5 new members on the Federation committee.

- The introduction of new consultation forums in areas that have no RTO's to increase the tenant voice in these communities, with 3 new ones established so far in 2024.

He has pioneered the development of an online tenant participation module for staff, to be included in the Council's continuous learning and development programme and ensured the input of tenant representatives in the process. It is envisaged this will then roll out to tenants too in the future.

In addition, Kevin supports local groups at community events such as galas, fund days, information stalls et al.

## Outcomes

### Maximum 700 words

Please outline positive outcomes the individual has achieved as a result of their commitment to empowering tenants, residents, and communities.

For example, detail the impact on:

- The delivery of housing services.
- The improvement of satisfaction levels.
- The strategic approach of the organisation.
- The culture of the organisation and its core values.
- Communication, strengthening relationships, and partnership working.
- The inclusion and lasting benefits of tenants, residents, and communities.
- The skills and knowledge of tenants, residents, and communities.
- How others can learn from the individual's good practice now and in the future.

Some positive outcomes include:

- New tenant participation, engagement and scrutiny strategy.
- Supported the Federation and local groups remain active during the Covid 19 pandemic through access to digital equipment.
- Supported tenant involvement in the New Common Allocations Policy from both the Council and partner landlords.
- Increased involvement in the annual rent setting consultation.
- Supporting tenants to influence the development of the new online housing application forms.

- Supporting tenant involvement in the Council’s Annual Tenant Visit Pilot.
- Delivery of the Annual Tenants Conference, in partnership with the Federation.
- Supporting tenants- to influence and agree priorities for environmental budget expenditure.
- Supported the Federation to deliver an outreach programme across the authority to raise awareness of participation and scrutiny opportunities.
- Supporting the Federation to procure a research team to carry out the tenant satisfaction survey, ensure questions are easy to understand and include non-charter specific ones to assist in assessing local issues, concerns and priorities. The draft is then piloted by tenants to ensure suitability prior to roll out to others.
- Development of an online tenant participation and scrutiny staff training module.
- Supporting tenant involvement in the annual report to tenants.
- Supporting tenant involvement in performance monitoring and reporting.

Kevin has also developed excellent relationships with colleagues in other council departments to champion tenant participation and scrutiny of not only housing services.

## What makes this nominee stand out from the rest?

### Maximum 100 words

**Please provide a short testimonial on why this individual deserves to win.**

Kevin is committed to the principles of tenant participation, engagement and scrutiny and continually drives forward the Council’s approaches to ensuring effective tenant influence through a variety of methods. He supports the work of the Federation, tenants’ groups and individual tenants to challenge the council to be the best it can be and works hard to ensure other colleagues “are committed to the cause” as well. He is well respected by all these groups and the results of his work are clearly mirrored in the community.

## Declaration

As the proposer I have completed this nomination form to the best of my knowledge, and the information provided is a true representation of the nominee’s achievements.

<b>Name</b>	<b>Davey Leggat</b>
<b>Signature</b>	<b>Davey Leggat</b>
<b>Date</b>	<b>31<sup>st</sup> July 2024</b>

Thank you for taking the time to complete this nomination form.

Please submit your nomination by **5:00pm on Thursday 11th July 2024** to TIS by email at: [info@tis.org.uk](mailto:info@tis.org.uk) or by post to: **TIS – Clockwise Offices, 77 Renfrew Street, Glasgow, G2 3BZ.**

## Next steps

- **All applications will be acknowledged on receipt by TIS.** If you do not receive acknowledgement within 3 working days, please contact us to ensure your application has been received.
- An **independent judging panel** will rate your application against the award criteria. The panel will consist of representatives from organisations across the Scottish social rented sector.
- Your award submission will provide the basis for both the shortlist and final decision of the winning entry.
- **TIS welcomes applications in more than one award category.**
- Please ensure you answer all questions as fully as possible and keep the content of your nomination focused – avoid exceeding the suggested word count.
- **TIS will inform all proposers of the outcome of their application Thursday 29th August 2024.**
- Finalists will be invited to the **TIS National Excellence Awards Ceremony**, as part of the TIS National Housing Conference and Exhibition, on **Thursday 7th November 2024** at the Grand Central Hotel in Glasgow.