

Housing, Homelessness and Fair Work Committee

10.00am, Tuesday, 5 December 2023

Tenant Participation and Community Engagement 2024/27

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| Executive/routine Wards Council Commitments | Executive All |
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1. Recommendations

- 1.1 Housing, Homelessness and Fair Work Committee is asked to:
 - 1.1.1 Agree to fund Edinburgh Tenants' Federation (ETF) for a further two years to 31 March 2026, on a maximum standstill budget of £241,083 per annum; and
 - 1.1.2 Agree to fund the Neighbourhood Alliance from one year to March 2025 on a maximum standstill budget of £70,940

Paul Lawrence

Executive Director of Place

Sarah Burns, Head of Housing Operations

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Tenant Participation and Community Engagement 2024/27

2. Executive Summary

- 2.1 The report provides an update on tenant participation activities in 2023/24, the development of a new Tenant Participation Strategy (TPS) and seeks agreement of funding for Edinburgh Tenants' Federation (ETF) for a further two years from 1 April 2024 - 31 March 2026 to support tenant participation and engagement.
- 2.2 The report also provides information on the future work of the Neighbourhood Alliance and seeks 12 months funding to support tenant participation, community engagement and placemaking initiatives.

3. Background

- 3.1 The Housing (Scotland) Act 2001 requires social landlords to 'consult tenants on proposals that affect them and take account of their views'. All social landlords must also have a TPS which sets out the support, resources and actions to enable tenants to participate.
- 3.2 On [20 January 2022](#), Committee agreed to fund ETF up to 31 March 2024 on a maximum standstill budget of £241,083 per annum. The Neighbourhood Alliance (NA) was funded for a further year up to 31 March 2023 on a maximum standstill budget of £67,200 per annum. As per the report recommendations, the funding was subject to delivery against priorities and outcomes set in Service Level Agreements (SLAs).
- 3.3 The Scottish Housing Regulator monitors tenant participation, emphasising the importance of tenants and social landlords scrutinising services together to improve performance and ensure value for money. This now also forms part of the Annual Assurance Statement for the Housing Service.
- 3.4 Committee also approved the Tenant Participation Strategy 2020/23 as part of the report in January 2022. The strategy was shaped through consultation and input from tenants, resident groups and ETF. The strategy focused on making sure that tenants know the different ways they can become involved; can take part and

influence decisions if they want to; have the support and resources they need to take part; and can help to develop quality services.

- 3.5 To support the delivery of the TPS, a Tenant Scrutiny Framework has been developed in consultation with ETF and tenants and with independent support from the Tenant Information Service (TIS), to ensure that tenants can continue to participate and scrutinise Council services effectively. Implementation of the framework is a priority of the current SLA.

4. Main report

Edinburgh Tenants Federation

- 4.1 Since 1990, ETF has played an important role in representing tenants and supporting local residents and Registered Tenants' Organisations (RTOs) to participate and influence decisions. ETF have strong links with communities across the city and are respected as an independent voice for tenants. Over the last thirty-three years, ETF has played a vital role working with the Council and tenants to improve outcomes for those most in need and driving positive change.
- 4.2 A variety of models are used by local authorities across Scotland to support tenants to have their say on housing services including:
- Contracting independent tenant support organisations to provide ongoing support to tenants and tenants' groups (e.g. City of Edinburgh Council and ETF);
 - In-house support from Council staff (North Lanarkshire Council);
 - Buying in independent advice or training support as required (e.g. East Ayrshire Council); and
 - A combination of inhouse and project support (e.g. East Lothian).
- 4.3 In the latest Annual Returns on the Charter 2022/23, 99% of Council tenants were satisfied with the opportunities to participate. This was significantly higher than the local authority average of 76.5% and the second highest in Scotland. North Lanarkshire Council narrowly came first with 99.1% satisfaction. East Ayrshire Council reported satisfaction levels of 76.3% and East Lothian 80.2%.
- 4.4 The current funding for ETF was approved for a two-year period up until 31 March 2024. The provision of funding was, and will continue to be, subject to delivery of initiatives and areas for improvement that are jointly developed and agreed with ETF and set out in an SLA. The SLA is covered by the standard Council terms and conditions and sets out expected outputs and the long-term outcomes. Ongoing reviews and regular meetings with officers are required, with evidence provided of the progress and delivery against the agreed SLA.

- 4.5 Areas of work taken forward by ETF includes:
- 4.5.1 Building on opportunities created by the Covid-19 pandemic and developing innovative ways to engage with tenants. This included making best use of digital media to engage with more tenants and greater use of telephone/video conferencing to enable all tenants to take part. New ways of communicating and engaging with tenants are also being developed, such as the creation of a new comic which will use tenants' experiences to explore issues such as tackling stigmas and their sense of community;
 - 4.5.2 Fully implementing the recommendations of the Tenant Scrutiny Framework. The Housing Repairs Scrutiny Group and Sheltered Housing Scrutiny Group have already begun meeting and agreed new remits. Priorities raised by tenants will focus on communications regarding the use of community rooms and first time right repairs performance. A new Tenant Scrutiny Group, to help coordinate tenant activities and scrutiny, will be formed by the end of the year;
 - 4.5.3 Supporting RTOs which may have stopped meeting as a result of the pandemic and the formation of new groups. ETF have continued to maintain strong links to groups, making sure they have the skills, knowledge and resources to provide a local voice for tenants. Examples of groups which have been supported include: the Calder's Sheltered Housing Group, the Craigmillar/Oxcars Regeneration Group and Hailesland Park Neighbourhood Council. ETF works in partnership to ensure the views and priorities of tenants are taken into account in the decision-making process and shares regular advice and information within its quarterly Tenant's Voice publication.
 - 4.5.4 ETF play an important role in independent advocacy, particularly for those more vulnerable tenants who often raise confidential issues with members of the Executive Committee and staff members following public meetings or directly at their offices. These often sensitive issues are then discussed with TP Council staff or locality operations managers;
 - 4.5.5 Supporting the development of a new TPS 2024/27;
 - 4.5.6 Providing feedback on the new TPS and supporting engagement with tenants and RTOs so that tenants can set out their priorities, consider emerging issues agree their participation preferences. An Integrated Impact Assessment (IIA) will be completed with ETF to inform the development of the strategy; and
 - 4.5.7 Focusing on a comprehensive and innovative approach to tenant engagement, embracing traditional methods but embracing digital opportunities, video conferencing, focus groups and membership of estate improvement groups. Appendix 1 highlights early measures, actions and initiatives to support the SLA and review of the TPS. Other areas of discussion include:

- Online platforms for surveys, discussions and feedback collection, including as an important partner in utilising the Council's forthcoming CX engagement platform;
- Ongoing schedule of clear communication to keep tenants informed, engaged and with opportunities for input;
- Inclusive events, collaborative projects and mobile alerts to gain ideas to improve shared space within HRA land assets;
- Multilingual materials to ensure all tenants can understand and engage; and
- Clear objectives that define the purpose and goals.

4.6 ETF have continued to work closely with the Tenant Information Service (TIS), who provide support to the ETF Board, to complete the improvements agreed in the SLA and to take on board advice on strengthening governance and conduct within the organisation. TIS will continue to provide support to ETFs volunteer members in staff management and development and help ETF continue to adapt as an organisation and future proof their services to deliver the priorities for the organisation and the SLA requirements.

4.7 Officers are satisfied that ETF has been able to evidence delivery against the SLA objectives to date and recommend that Committee agrees to fund ETF for a further two years to 31 March 2026, on a maximum standstill budget of £241,083 per annum. Annual audited accounts provide a detailed outline of ETF's expenditure. Staffing costs, TIS support fees and operating costs, such as premise and printing costs, are the highest area of expenditure.

4.8 ETF will use existing reserves of £199k to meet financial responsibilities to 31 March 2024, and with no further drawdown of remaining standstill budget. A further spend review following successful funding for the next 2 years will take place prior to 2025/26.

4.9 ETF reserves have been built up over the last few years due to covid prohibitions, staff vacancies and lower costs around event hire, catering, travel costs, training, and development.

4.10 Following successful funding approval, ETF will undertake the following actions to meet their strategic objectives during 2024-26.

4.10.1 Recruit to the vacant post of Development Officer to expand the capacity of the team to strengthen and develop grassroots groups to drive tenant participation forward;

4.10.2 ETF will ensure that their executive committee has IT equipment, training, and support is in place to ensure committee members can participate in a blended way to meet both face to face and digital needs of tenants and stakeholders.

- 4.10.3 ETF will invest to ensure that their IT infrastructure is in place to provide a combined approach to learning and development;
- 4.10.4 ETF will carry out a review of all its communications to meet future needs of all tenants and service users; and
- 4.10.5 A cost-of-living increase to reflect ongoing TIS service is required.

Neighbourhood Alliance

- 4.11 The NA has historically provided a range of advocacy support for tenants, residents and community groups/initiatives in the North East Locality, focusing on community engagement and playing a significant role in the Craigmillar regeneration of the last 20 years.
- 4.12 The NA has and continues to promote tenant participation on CEC strategies at the core of their work e.g, the ongoing work to refurbish Niddrie House and support with the Magdalene Matters project. The NA also supports neighbourhood groups in areas where there is a significant number of council houses i.e., Bingham, Magdalene and Niddrie House and continues to offer individual tenants advocacy support for unresolved issue(s) where specific support and intervention is required with Council staff to address the problem.
- 4.13 Examples include literacy issues where the tenant uses the NA as a conduit for discussion with Council staff and uncertainty or process or procedure within Council services.
- 4.14 The current funding for the NA was approved for a one-year period up until 31 March 2023.
- 4.15 An SLA was drafted, focusing on supporting the delivery of TPS objectives and for the NA to look at innovative ways to engage with tenants and increase local involvement. Actions were agreed and completed to finalise the changing governance arrangements for the NA Management Committee and the Community Alliance Trust Board.
- 4.16 Unfortunately, 2022/23 was a particularly difficult year for the NA with the passing of four long term Directors. This left a large gap in management support, knowledge, and guidance of the service as a whole, and made more difficult by ongoing efforts to re-establish tenant's groups during the period of Covid recovery. The NA has now recruited six new Directors who have experience of local management committees and the wider community in general. The NA have employed a training consultant to support new Directors and the NA Manager has deferred retirement for the time being to ensure transition.
- 4.17 Due to the above difficulties, the draft SLA was not finalised, and no funding has been provided by the Council in 2023/24. However, Officers are currently working with NA members to review a draft SLA for 2024/25 and agree a number of initiatives that will significantly benefit local tenants and residents. Examples of these include:

- 4.17.1. Responding to the issues highlighted from their Changing Craigmillar thesis of 2020 which used the Placemaking Standard Tool to better understand community views and aspirations in the period following significant physical regeneration. Edinburgh Council's Transport team has also been using this information to help support a Sustrans application for an improved cycle network in the area;
 - 4.17.2 Establishing further social regeneration and community connections involving local social landlords and tenants;
 - 4.17.3 Supporting residents with food poverty pressures, energy efficiency, community growing, improved greening and local estates investment;
 - 4.17.4 Improved recycling and waste options; and
 - 4.17.5 Advocacy, community support for Craigmillar's diverse neighbourhoods and maximising the opportunities within existing community assets.
- 4.18 In recognition of the NA's changing role to also include work around community empowerment and placemaking, a funding application has been made to EVOCs Community Connections fund for three years financial support within a health and wellbeing framework. Two applications to the North East's Community Grant Fund will also be made to assist with local community projects.
- 4.19 Any funding success for these three applications will reduce drawdown on the Council's maximum TP grant to the NA of £70940

5 Next Steps

- 5.1 The SLA with ETF will be updated for 2024/25 to focus on building on the progress that has been made on actions during the period of the current SLA and to support the development and delivery of the new TPS 2024/27.
- 5.2 Funding for ETF will be transferred in six monthly blocks and, subject to delivery against the SLA, evidence of the ETF's expenditure each period and copies of annual accounts being provided.
- 5.3 Funding for the NA will be made quarterly with drawdown reviewed against other successful funding streams which will support essential project work.

6 Financial impact

- 6.1 The cost to the Housing Revenue Account (HRA) of extending ETF funding from 1 April 2024 to 31 March 2026 would be £482,166 (£241,083 per annum). Payments will be released in six-monthly blocks, subject to the conditions set out in paragraph 5.2.

- 6.2 Social landlords are required to make resources available to support tenant participation and engagement. Provision for the funding being recommended of £482,166 is included within the HRA Business Plan.
- 6.3 Funding for tenant participation and engagement ensures that tenants' views continue to inform and influence the Council's approach to delivering services and make sure they deliver value for money.

7 Equality and Poverty Impact

- 7.1 ETF provide support and advice services for tenants and other RTOs. They also support the delivery of the TPS and ensure that all tenants have an opportunity to participate and influence services. Implementation of the Scrutiny Framework will ensure that tenants and social landlords are scrutinising services together to improve performance and ensure value for money.
- 7.2 An IIA will be completed at part of the development of the TPS 2024/27.

8 Climate and Nature Emergency Implications

- 8.1 There are no adverse environmental implications arising from this report. Digital and innovative ways of engaging may reduce carbon emissions by removing unnecessary travel. Work is ongoing to support more tenants and other residents to engage actively in the development of policies and practices that support sustainable living, e.g. community gardens.

9 Risk, policy, compliance, governance and community impact

- 9.1 This report has been informed by ongoing discussions with stakeholders and the services involved to ensure that the approach taken by the organisations through these SLA supports the implementation of the TPS, the revised Tenant Scrutiny Framework, the HSIP and ensures effective community engagement in areas of the city where there is ongoing development and regeneration.
- 9.2 Consultations and discussions with stakeholders will inform the development of the TPS 2024/27. An IIA will be completed as part of the development of a new strategy with the support of ETF.
- 9.3 Funding is subject to delivery against the SLA, evidence of spend each period and copies of annual accounts being provided. Regular meetings take place with ETF to ensure that the requirements of the SLA are being delivered. ETF will continue to work with TIS to strengthening the governance and conduct practices of members within the organisation.

10 Background reading/external references

- 10.1 Tenant Participation and Community Engagement, Monday 20 January 2020

11 Appendices

- 11.1 Appendix 1 - Initiatives and measures to support delivery of the 2023/24 SLA outcomes and the TPS 2023/27.
- 11.2 Appendix 2 – ETF Accounts to March 2023.
- 11.3 Appendix 3 – ETF Budget Spend March – September 2023.
- 11.4 Appendix 4- Progress Reporting information April – September 2023.

Appendix 1

Initiatives and measures to support delivery of 2023/24 SLA outcomes and the Tenant Participation Strategy 2023/27

| Initiative | Key output measures | Long-term outcome measures |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Engage with and support the Council to develop a new Tenant Participation 2024-27, including an Integrated Impact Assessment (IIA). | <ul style="list-style-type: none"> - Input into consultation place and process to gather tenants' views. - Promote consultation with tenants and ETF members. - Evidence that ETF are involved in informing the IIA and supporting any relevant actions identified. | Tenants are satisfied with the opportunities given to them to take part in their landlord's decision-making processes. (Tenant Survey reported to the Scottish Housing Regulator at minimum every three years). |
| Develop innovative ways to engage with tenants, including making best use of digital media, including greater use of telephone/video conferencing to enable all tenants to continue to be able to take part. | <ul style="list-style-type: none"> - Work plan includes a range of innovative engagement and digital initiatives. - ETF's digital platform is strengthened. - Traditional measures will be used to continue dialogue with those who are unable to take part digitally (post/phone). | Evidence of a range of innovative engagement approaches being used indicate that tenants are satisfied with the opportunities given to them to take part in their landlord's decision-making processes. (Tenant Survey). |
| Tenant Scrutiny Framework to be fully implemented by CEC and ETF jointly to support the delivery of the Tenant Participation Strategy and the Housing Service Improvement Plan | <ul style="list-style-type: none"> - Remits of the Sheltered Housing Scrutiny Group (SHSG) and Housing Repairs Scrutiny Group (HRSG) agreed by 30 June 2023. - Remit and the formation of a new Tenants Scrutiny Group (TSG) by 31 August 2023. - All groups agree standard terms and conditions. | Tenants are satisfied with the opportunities given to them to take part in their landlord's decision-making processes. (Tenant Survey). Any negative impacts of the TPS have been mitigated. |
| Quarterly video conferencing meetings with senior managers to assist with prioritising work and preparatory business planning meetings as required. | <ul style="list-style-type: none"> - Meetings have taken place and actions are being progressed. - Tenant Participation Strategy Action Plan regularly reviewed and updated. | Evidence of a more streamlined and coherent approach to tenant participation and engagement work. |

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| CEC and ETF to jointly review actions agreed following the completion of the rent collection tenant led inspection. | <ul style="list-style-type: none"> - Review report produced by 30 November 2023. | More tenants will be satisfied with services (Tenant Survey). |
| Progress a mini tenant led inspection of a service area to be agreed. Develop methods that can be used safely and mitigate any tenant concerns, e.g. telephone surveys. | <ul style="list-style-type: none"> - Approach developed and inspectors recruited by 30 June 2023. - Inspection completed by 30 November 2023. | Recommendations from the tenant led inspection will be helping to improve the service provided to tenants. |
| Continue with proactive work in the localities on housing and with other key service areas such as the Contact Centre to inform and improve the front facing customer service that tenants experience. This may be digital/telephone/socially distant contact. | <ul style="list-style-type: none"> - ETF will update on EC member liaison in each of the localities by 30 September 2023. - Joint actions agreed with each locality and updates will continue to be reported to regular ETF meeting with CEC senior Managers | More tenants will be satisfied with services (Tenant Survey) |
| Support ongoing tenant participation in a range of policy initiatives, including, rents, allocations and other strategic work such as the Housing service Improvement Plan (HSIP), e.g. repairs, tenant participation, stair-cleaning and work on mixed tenure initiatives (ongoing) | <ul style="list-style-type: none"> - Evidence that ETF is supporting tenants on the Housing Service Improvement Group (HSIG). - Evidence that ETF is supporting a wide range of tenants to take part in ongoing strategic work | Tenants will be satisfied with their opportunities to take part (Tenants' Survey). Assessed as part of ongoing joint evaluation of initiatives and the annual review and impact assessment |
| Jointly with the housing service, promote the Neighbourhood Networks to tenants to strengthen the tenant voice in the localities (ongoing) | <ul style="list-style-type: none"> - Promotional material circulated to tenants via CEC and ETF communications, including on ways to become involved and feedback on impact of tenant contribution. | More tenants will be influencing local work (evidence of tenant input) |
| Support tenants to form new Registered Tenant Organisation and help groups which may want to re-register as RTOs. | <ul style="list-style-type: none"> - Information is provided to CEC to update the Register of RTOs, evidencing increased number of groups operating and meeting regularly agreed by 30 September 2023 | Tenants will be satisfied with their opportunities to take part (Tenants' Survey). |
| Complete a joint mid-point review with CEC on progress with delivery of the 2023/24 SLA outputs and outcomes and the IIA (midpoint year 1) | <ul style="list-style-type: none"> - Review completed and evaluation report agreed by 30 November 2023 - Actions for improvement added to future SLAs as appropriate | Future SLAs strengthened. |

Improvement actions to be delivered by ETF

| Action | Output measure | Outcome measure |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| <i>Strengthen the ETF Executive Committee (EC)</i> | | |
| Secure the involvement of a range of people with diverse backgrounds and skills | Promotional material | Increased membership |
| Effective induction and ongoing learning and development are essential. | Learning plan and event summaries | Strengthened EC (EC survey, membership and stakeholder views) |
| <i>Shared understanding of views and data</i> | | |
| Clear understanding from EC members on their representative role for ETF and their personal views/circumstances. This is particularly important in accurately representing the work and priorities for ETF/membership in meetings with external parties, elected members etc | ETF EC demonstrate this understanding through their actions. | |
| <i>Strategic focus and planning of priorities</i> | | |
| ETF work plan to ensure clear strategic direction and focus on members' priorities | Updated work plan developed and agreed with the membership by 30 September 2023 | Member satisfaction with ETF Ongoing review and regular reporting |
| Value for money to be ensured for the Housing Revenue Account. | ETF to provide six monthly financial reports to CEC: 30 Sept 2023 and 31 March 2024 | SLA delivered within budget |
| <i>Monitoring and review</i> | | |
| Complete a joint mid-point review with CEC on progress with delivering the specific actions set out in this Table B | <ul style="list-style-type: none"> - Review complete and evaluation report agreed by 31 October 2023 - Any further improvement actions required to be added future SLAs as appropriate | Future SLAs are strengthened and delivered effectively |

EDINBURGH TENANTS FEDERATION SCIO

**Report and Financial Statements
Year ended 31 March 2022**

Scottish Charity Number: SC048236

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Edinburgh Tenants Federation SCIO

Year ended 31 March 2022

Legal and administrative information

Edinburgh Tenants Federation SCIO was incorporated as a Scottish Charitable Incorporated Organisation on 22 March 2018, charity number SC048236. All assets and liabilities from Edinburgh Tenants Federation, an unincorporated organisation, were transferred to Edinburgh Tenants Federation SCIO on 1 April 2019.

Trustees

John Aitken
Christine Hudson
Nicol Johnstone (resigned 5 July 2021)
Robyn Kane (appointed 16 November 2021)
Terry Kirby (appointed 29 October 2021)
Irina Lazarenko
Damien May
Barbara Stark (resigned 29 October 2021)
Betty Stone
Susan Taylor (resigned 29 October 2021)
David Thomson
Paul Vaughan
Maud Wylie (passed away January 2022)

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Edinburgh Tenants Federation SCIO

Year ended 31 March 2022

Report of the Trustees

The trustees are pleased to present their annual trustees' report together with the financial statements of the charity for the year ended 31 March 2022.

ETF was successfully registered as a Scottish Charitable Incorporated Organisation (SCIO) in 2019 and commenced activities on 1 April 2019.

The financial statements comply with the Charities and Trustee Investment (Scotland) Act 2005, the Charities Accounts (Scotland) Regulations 2006 (as amended), the Constitution, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

The Trustees can confirm they have taken into regard the Charity Commission's guidance on public benefit.

ETF Objectives and Activities

Edinburgh Tenants Federation (ETF) was established in 1990 and represents over 19,000 tenants in the social rented sector in Edinburgh. It is the longest established Federation of its kind in Scotland and works in partnership with the City of Edinburgh Council (CEC) to represent tenants' views across the city.

The SCIO is run by a voluntary Executive Committee (EC) of tenant representatives who are elected to serve for three years by members at the Annual General Meeting (AGM).

The organisation's main objectives are:

- To advance citizenship and community development to safeguard and promote the rights of tenants of rented accommodation (local authority, co-operative, housing associations and private) and in particular of those at risk of discrimination or social exclusion in Edinburgh.
- To promote the rights of individuals and associations by providing opportunities for advice and information about the maintenance and improvement of their housing conditions, environment, and communities.
- To provide opportunities for individuals and associations to influence and participate fully in decisions that affect their housing conditions, environment, and communities.
- To support the development of associations and providing opportunities for them to work together on matters of common interest for the benefit of their members.
- Promoting the improvement of the quality of life of residents and the housing conditions of all tenants of rented accommodation.
- To empower and give tenants throughout Edinburgh their voice. We work in partnership with the City of Edinburgh Council to improve housing services across the city.

Report of the Trustees (continued)

ETF Objectives and Activities (continued)

ETF has an excellent partnership relationship with the City of Edinburgh Council to represent the views of tenants across the city at a strategic and local level. ETF provides a range of bespoke training and development opportunities to support local tenants' and residents' groups to participate fully. ETF is funded by the City of Edinburgh Council through an annual Service Level Agreement (SLA) and a detailed annual work plan is produced to outline key activities:

- Provide independent advice, information and learning opportunities for tenants.
- Provide information, advice and support to tenants' and residents' organisations to assist them develop and achieve their goals.
- Networking opportunities bringing local organisations together to work on issues of collective interest.
- Events to assist people to participate individually and through their groups in decision making about their homes, locality and environment.
- Work in partnership with CEC to implement the Tenant Participation Strategy.
- A regular training programme is provided to increase tenants' skills and knowledge to participate fully.
- Outreach support to existing and new tenants' groups to participate fully.
- Support to get involved digitally.

ETF directly employs staff to support the development of ETF and local tenant and resident groups to have the skills, training, and information to participate fully. The staff team are working in a hybrid way with a combination of home working and working in the ETF office in Norton Park Business Centre.

ETF continues to be committed to working in partnership with statutory agencies and other voluntary organisations throughout Edinburgh.

ETF Achievements and Performance

ETF have had a successful year in adapting its services to provide online information, training, and support to empower and give tenants throughout Edinburgh their voice. Our work has a positive and lasting impact on the lives of tenants in Edinburgh. In particular:

- ETF services support over 19,000 tenants in the social rented sector in Edinburgh.
- ETF has supported local tenants' and residents' groups to participate online during Covid-19 safety restrictions.

Building our Organisation

In 2021 the Tenants Information Service (TIS) completed an independent Governance Review on behalf of ETF to ensure our constitution, policies, procedures, and practices are "fit for purpose" and will assist us develop and thrive in the coming years. Over 2021-22 the EC have implemented the majority of the recommendations from the governance review.

Report of the Trustees (continued)

Building our Organisation (continued)

Our members meetings, both in person and on-line have ensured tenants are at the heart of everything we do. This year we have hosted members' meetings and events to find out our members' views to enable ETF to review, develop and respond to proposals including:

- The Scottish Government's consultation on the rented sector strategy;
- The Scottish Government's consultation on Housing to 2040;
- Rent affordability and ensuring tenants struggling to pay their rent have support measures in place.
- Approaching net zero by 2045.

ETF have also worked in partnership with the following organisations to develop effective tenant participation practice:

- The Scottish Government
- Poverty Alliance
- Scottish Housing Regulator
- Shelter Scotland
- Scottish Government Regional Networks
- The Tenants Information Service

Supporting Tenant Influence Across the City

ETF have been working in partnership with CEC Senior Managers to discuss key issues and ensure tenants have a say on service delivery and standards. Our representatives played a key role in influencing:

- Rent consultation
- CEC's Housing Service Improvement Plan
- The framework for Tenant Participation and Scrutiny across the city of Edinburgh.

The ETF High Flats Sub-Group have worked with CEC to ensure Fire Safety in High Flats is a priority.

The ETF Repairs Sub-Group has worked in partnership with CEC to monitor the Council's Responsive Repairs Budget, the performance targets for Housing Property and tenant satisfaction levels.

ETF's Sheltered Housing Liaison Group is currently undergoing a review to ensure the structure of the group is fit for the future.

Report of the Trustees (continued)

Financial Review

ETF acknowledges the assistance of continued funding from The City of Edinburgh Council to fund the full project costs.

The Trustees are satisfied with the financial performance of ETF for the year ended 31 March 2022.

The Federation currently has total available funds of £178,550 which is made up of £509 restricted funds and £178,041 unrestricted funds, of which £21,224 is allocated to the pension reserve.

We continue to monitor our cost base closely — although total costs decreased slightly on last year due to the extended lockdown for the Coronavirus pandemic. Staff costs are by far our largest single cost representing around 32% of total revenue.

Reserves Policy

The Executive Committee of ETF has ultimate responsibility for the charity, its assets, and activities. All funds of the organisation are held for the purpose of carrying out its mission and charitable activities.

Reserves are held for four main purposes:

- To meet the financial obligations arising in the event of ETF ceasing to operate and allow the organisation to wind up in an orderly manner;
- To fund working capital;
- To ensure adequate liquidity;
- To manage potential risks and contingencies that may arise from time to time.

To meet these objectives, it is considered necessary to have general reserves of approximately three months running costs which equates to approximately £45,379 based on expenditure levels and pension deficit payment requirements at the time of approving this report.

When non-current liabilities relating to the pension deficit are excluded, ETF currently has unrestricted reserves of £199,265 which is equivalent to c13 months running costs. On this basis ETF has sufficient reserves to meet its objectives.

Coronavirus and Going Concern

The Trustees have considered going concern in the context of economic uncertainty caused by COVID-19. The staff team have made a seamless transition to working in a hybrid way and have successfully adapted all of its services digitally to meet its work plan objectives in line with its Service Level Agreement with the City of Edinburgh Council.

ETF have successfully adapted its services to provide a range of digital participation and training opportunities. The Executive Committee (EC) of ETF has continued its regular monthly meetings using the Zoom platform to monitor and forward plan its activities. The staffing and finance subgroups have continued to meet virtually to monitor the organisation's finances and support to staff. The Federation has continued to host its working groups and members' meetings online with good turnouts at these digital events.

Report of the Trustees (continued)

Coronavirus and Going Concern (continued)

Funding has been guaranteed by the City of Edinburgh Council to 31 March 2024 for £241,083 per annum and the Federation received the first tranche for 22/23 of £120,542 on 28 April 2022. This is the primary source of funds for the Federation and facilitates the organisation's charitable activities. The Trustees ensure that the Federation's costs each year do not exceed this funding to ensure that the Federation is sustainable.

The Trustees remain confident that there are no reasonably foreseeable circumstances under which the Federation cannot continue to operate on a going concern basis. Accordingly, the financial statements have been prepared on a going concern basis.

Plans for the Future

In a challenging climate and with an increasing demand for our service, we must ensure continued focus on delivering and extending the reach of our service so that we can continue to fulfil the critical role and impact we have in the life of tenants throughout Edinburgh. In the year ahead we also focus on the following objectives and deliverables in our strategic plan for 2022-23:

- To increase our capacity to support local tenants and residents' groups and to develop participation in areas where tenants are currently not involved.
- We will work in partnership with the City of Edinburgh Council, the Scottish Government and other agencies to inform and implement the new framework for tenant participation and scrutiny in Edinburgh.
- Grow and expand our digital presence by creating an accessible website and appropriate social media channels.
- Build upon the recommendations of our independent Governance Review.
- Continue to build a well-structured, fit for purpose operational infrastructure which fulfils the current and future needs of our service, where workers are valued, empowered and motivated to deliver services for tenants.
- Identify a range of opportunities to work in partnership with statutory and voluntary agencies.

ETF have a number of plans to ensure it meets the above objectives;

- A new post of Development Officer is to be recruited to expand the capacity of the team to strengthen and develop grassroot groups to drive tenant participation forward.
-
- ETF will ensure that the EC has IT equipment, training and support in place to ensure EC members can participate in a blended way.
-
- ETF to invest to ensure that the IT infrastructure is in place to provide a blended approach to learning and development

Edinburgh Tenants Federation SCIO

Year ended 31 March 2022

Report of the Trustees (continued)

Reference and Administrative Details

Edinburgh Tenants Federation is a Scottish Charitable Incorporated Organisation (SCIO) SC048236 regulated by the Scottish Charity Regulator (OSCR).

Our advisors include:

- Edinburgh Voluntary Organisations Council.
- Henderson Loggie;
- Scottish Council for Voluntary Organisations;
- Tenants Information Service;
- WorkNest.

Executive Committee

The Executive Committee of the SCIO are its trustees for the purpose of charity law. The trustees serving during the year and since the year end were as follows:

| | | |
|------------------|-----------------------------------------------------------------|--------------------|
| John Aitken | North Sighthill Residents Association | |
| Christine Hudson | Laichfield Community Association | |
| Nicol Johnstone | Magdalene Residents Association | Resigned 5/7/21 |
| Robyn Kane | Appointee | Appointed 16/11/21 |
| Terry Kirby | Wharton Square | Elected 29/10/21 |
| Irina Lazarenko | Minorities Initiative Residents Association | |
| Damien May | West Cromwell, Persevere & Citadel Courts Residents Association | |
| Barbara Stark | Ratho Station Residents Association | Resigned 29/10/21 |
| Betty Stone | Birnies Court Residents Association | |
| Susan Taylor | Willowbrae and Duddingston Residents Association | Resigned 29/10/21 |
| David Thomson | Redbraes Residents Association | |
| Paul Vaughan | Gateside Residents Association | |
| Maud Wylie | Hailesland Park Neighbourhood Council | Passed away Jan 22 |

Structure, Governance and Management

ETF is registered as a Scottish Charitable Incorporated Organisation (SCIO) with the Office of Scottish Charities Regulator. There are four classes of membership of the SCIO as follows: Ordinary Membership, Corporate Membership, Non-Voting Individual Membership and Non-Voting Associate Membership.

The constitution states the minimum number of EC members to be five and the maximum to be thirteen.

Ordinary members elect an Executive Committee annually to run the business of ETF to meet its Service Level Agreement with CEC.

The SCIO has nine EC members at the year end.

Report of the Trustees (continued)

Induction for EC

All new EC members receive a full induction to the organisation and the governance role which includes obligations under charity law and an introduction to ETF's structure and services, our plans and financial status.

Organisational Structure

The EC can have a minimum of five and a maximum of thirteen members, administer the SCIO. The EC meets every month and there are sub-committees covering:

- Budget Subgroup
- Staff Subgroup
- Complaints Subgroup
- Appeals Subgroup.

ETF currently employs the Tenants Information Service (TIS) to provide the Co-ordinator and Outreach Officer roles to manage the day-to-day operations of the charity. To facilitate effective operations, the Co-ordinator has delegated authority, within terms of delegation approved by the EC for operational matters including finance, employment, and service delivery.

The EC elect the offices of Convenor, Vice-Convenor, Treasurer, Secretary, and such other office bearers (if any) as they consider appropriate. These appointments are made by the EC following the AGM. All office bearers shall cease to hold office at the conclusion of each AGM but shall then be eligible for re-election.

Related Parties

None of our EC receive remuneration or other benefit from their work with the SCIO. In the current year no related party transactions were reported.

Pay Policy for Senior Staff

The pay of staff is based on the local authority national pay awards. All EC members give their time freely and do not receive any remuneration in the year. The practice of the SCIO is that EC members are reimbursed for work related expenses.

Risk Management

The EC have a risk management strategy which comprises:

- A quarterly and annual review of the principal risks the SCIO may face;
- The establishment of policies, systems and procedures to mitigate those risks identified, and
- The implementation of procedures designed to manage any potential impact on the SCIO should any of these risks materialise.

This work has identified that sustaining core funding is the major risk for the SCIO.

Report of the Trustees (continued)

Statement of Trustee Responsibilities

The EC (who are also the Trustees of the SCIO) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

In preparing financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charity SORP.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records which disclose with reasonable accuracy at any time the financial position of the SCIO. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Provision of Information to Independent Examiners

The trustees at the date of approval of this trustees' report confirm that, so far as they are individually aware, there is no relevant audit information of which the independent examiners are unaware; and each trustee has taken all the steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the company's independent examiner is aware of that information.



Betty Stone
Convenor
Edinburgh Tenants Federation

11/9/2022

Independent Examiner's report to Trustees of Edinburgh Tenants Federation SCIO

I report on the financial statements of the charity for the year ended 31 March 2022 which are set out on pages 11 to 24.

This report is made to the trustees, as a body, in accordance with the terms of my engagement. My work has been undertaken to enable me to report my opinion set out below and for no other purpose. To the fullest extent permitted by law I do not accept or assume responsibility to anyone other than the trustees, as a body, for my work or for this report.

Respective responsibilities of the Trustees and Examiner

The charity's trustees are responsible for the preparation of the financial statements in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). The charity trustees consider that the audit requirement of Regulation 10(1) (a) to (c) of the Accounts Regulations does not apply. It is my responsibility to examine the financial statements as required under section 44(1) (c) of the Act and to state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

My examination is carried out in accordance with Regulation 11 of the Charities Accounts (Scotland) Regulations 2006 (as amended). An examination includes a review of the accounting records kept by the charity and a comparison of the financial statements with those records. It also includes consideration of any unusual items or disclosures in the financial statements and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the financial statements.

Independent examiner's statement

In the course of my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with Section 44(1) (a) of the 2005 Act and Regulation 4 of the 2006 Accounts Regulations (as amended); and
- to prepare accounts which accord with the accounting records and comply with Regulation 8 of the 2006 Accounts Regulations (as amended);

have not been met, or

2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.



Jaslin Bhagrath CA
Partner
For and on behalf of Henderson Loggie LLP
Chartered Accountants
11 -15 Thistle Street
Edinburgh
EH2 1DF

1191 2022

Edinburgh Tenants Federation SCIO
Year ended 31 March 2022

Statement of financial activities

| | Note | Unrestricted Funds £ | Restricted Funds £ | Total 2022 £ | Unrestricted Funds £ | Restricted Funds £ | Total 2021 £ |
|-----------------------------------------|--------|----------------------------|--------------------------|--------------------|----------------------------|--------------------------|--------------------|
| Income from: | 3 | | | | | | |
| Donations | | - | - | - | - | 547 | 547 |
| Charitable activities | | 241,083 | - | 241,083 | 252,736 | - | 252,736 |
| Total | | 241,083 | - | 241,083 | 252,736 | 547 | 253,283 |
| Expenditure on: | 4 | | | | | | |
| Charitable activities | | (181,516) | - | (181,516) | (193,143) | (580) | (193,723) |
| Total | | (181,516) | - | (181,516) | (193,143) | (580) | (193,723) |
| Net income | | 59,567 | - | 59,567 | 59,593 | (33) | 59,560 |
| Actuarial gain/(loss) on pension scheme | 10 | 36,703 | - | 36,703 | (3,127) | - | (3,127) |
| Transfer between funds | 11,12 | - | - | - | (33) | 33 | - |
| Net movement in funds | | 96,270 | - | 96,270 | 56,433 | - | 56,433 |
| Reconciliation of funds | 11, 12 | | | | | | |
| Total funds at 31 March 2021 | | 81,771 | 509 | 82,280 | 25,338 | 509 | 25,847 |
| Total funds at 31 March 2022 | | 178,041 | 509 | 178,550 | 81,771 | 509 | 82,280 |

The statement of financial activities includes all gains and losses in the year.

The notes on pages 13 to 24 form part of these financial statements.

Edinburgh Tenants Federation SCIO
Year ended 31 March 2022

Balance sheet

| | Notes | 2022 £ | 2022 £ | 2021 £ | 2021 £ |
|-------------------------------|-------|-----------------|-----------------|-----------|-----------|
| Fixed assets | | | | | |
| Tangible assets | 6 | | 2,506 | | 3,390 |
| Current assets | | | | | |
| Debtors | 7 | 577 | | 917 | |
| Cash at bank and in hand | | 227,029 | | 161,381 | |
| | | | 227,606 | 162,298 | |
| Current liabilities | | | | | |
| Creditors due within one year | 8 | (40,187) | | (26,027) | |
| Net current assets | | | 187,419 | | 136,271 |
| Creditors | | | | | |
| Due greater than one year | 9 | | (11,375) | | (57,381) |
| Net assets | | | 178,550 | | 82,280 |
| Represented by | | | | | |
| Restricted funds | 11 | 509 | | 509 | |
| Unrestricted funds | 12 | | | | |
| General funds | | 199,265 | | 151,231 | |
| Pension reserve | | (21,224) | | (69,460) | |
| Total funds | | | 178,550 | | 82,280 |

Approved by the Trustees and signed on their behalf



Betty Stone

Trustee

11/9/2022

The notes on pages 13 to 24 form part of these financial statements.

Notes to the financial statements

1 Accounting policies

1.1 Basis of accounting

The Edinburgh Tenants Federation SCIO ("The Federation") is a Scottish Charitable Incorporated Organisation limited by guarantee. It is registered with the Office of the Scottish Charity Regulator (OSCR) under charity number SC048236.

The address of the registered office is Norton Park, 57 Albion Road, Edinburgh EH7 5QY.

The financial statements have been prepared in accordance with the Charities and Trustee Investment (Scotland) Act 2005 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102)".

The preparation of financial statements in compliance with FRS 102 requires the use of certain critical accounting estimates. It also requires management to exercise judgement in applying the accounting policies as detailed in note 2.

The Federation is a public benefit entity as defined by FRS102.

The presentation currency of these financial statements is GBP with rounding to the nearest GBP.

Going concern

The Trustees have considered going concern in the context of economic uncertainty caused by COVID-19. The staff team have made a seamless transition to working in a hybrid way and have successfully adapted all of its services digitally to meet its work plan objectives in line with its Service Level Agreement with the City of Edinburgh Council.

ETF have successfully adapted its services to provide a range of digital participation and training opportunities. The Executive Committee (EC) of ETF has continued its regular monthly meetings using the Zoom platform to monitor and forward plan its activities. The staffing and finance subgroups have continued to meet virtually to monitor the organisation's finances and support to staff. The Federation has continued to host its working groups and members' meetings online with good turnouts at these digital events.

Funding has been guaranteed by the City of Edinburgh Council to 31 March 2024 for £241,083 per annum and the Federation received the first tranche for 22/23 of £120,542 on 28th April 2022. This is the primary source of funds for the Federation and facilitates the organisation's charitable activities. The Trustees ensure that the Federation's costs each year do not exceed this funding to ensure that the Federation is sustainable.

The Trustees remain confident that there are no reasonably foreseeable circumstances under which the Federation cannot continue to operate on a going concern basis. Accordingly, the financial statements have been prepared on a going concern basis.

Notes to the financial statements (continued)

1. Accounting policies (continued)

1.2 Depreciation

Depreciation is provided using the following rates to reduce by annual instalments the cost, less estimated residual value, of the tangible assets over their estimated useful lives:-

| | |
|--------------------|------------------------|
| Computer equipment | 33.3% reducing balance |
| Office equipment | 25% reducing balance |

1.3 Operating leases

Operating lease rentals are charged in the income and expenditure account on a straight line basis over the lease term.

1.4 Pension

The Federation participates in a multi-employer defined benefit pension scheme. The information on the assets and liabilities attributable to individual employers within this scheme are not able to be independently identified by the scheme actuary and so the costs of the scheme are recognised as and when they arise. The assets of the scheme are held separately from those of the Federation in an independently administered fund. The Federation has agreed to a deficit funding agreement and recognises a liability for this obligation.

The amount recognised the net present value of the deficit reduction contributions payable under the agreement and is calculated using the discount rate of 2.3% (2021: 0.86%). More details are contained in note 10.

Contributions to the Federation's defined contribution pension scheme are charged to the income and expenditure account in the year in which they become payable.

1.5 Income

All income is included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy.

1.6 Expenditure

Expenditure is recognised as soon as there is a legal or constructive obligation committing the Charity to the expenditure. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. The charity is not registered for VAT and, accordingly, expenditure is shown gross of irrecoverable VAT.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs include governance costs which support the charity's programmes and activities. These costs include the expenses of the statutory accounts and legal and professional fees.

Notes to the financial statements (continued)

1. Accounting policies (continued)

1.7 Financial instruments

The Federation's cash at bank and in hand and trade and other debtors and its trade and other creditors and bank overdrafts are measured initially at the transaction price, including transaction costs, and subsequently at amortised cost using the effective interest method. Debt instruments that are payable or receivable within one year are measured at the undiscounted amount of the cash or other consideration expected to be paid or received.

1.8 Cash and cash equivalents

Cash and cash equivalents include cash at bank and in hand and highly liquid interest-bearing securities with maturities of three months or less subject to insignificant risk of changes in value.

1.9 Fund accounting

Unrestricted funds are incoming resources generated for the objects of the charity without further specified purpose and are available as general funds.

Designated funds are unrestricted funds that have been earmarked by the trustees for a specific purpose.

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure that meets these criteria is charged to the fund together with a fair allocation of management and support costs.

2. Judgements in applying accounting policies and key sources of estimation uncertainty

In preparing these financial statements, the executive committee have had to make the following judgements:

- Tangible fixed assets are depreciated over their useful lives considering residual values, where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors.
- The actuarial assumptions used in calculating the present value of deficit funding on the pension scheme requires judgement on the part of the Trustees. In making these assumptions, advice has been taken from an independent qualified actuary. The assumptions are all shown in note 10.

3. Income

| Donations | Unrestricted | Restricted | Total | Total |
|------------------|---------------------|-------------------|--------------|--------------|
| | £ | £ | 2022 | 2021 |
| | £ | £ | £ | £ |
| Donations | - | - | - | 547 |
| | ===== | ===== | ===== | ===== |

Edinburgh Tenants Federation SCIO
Year ended 31 March 2022

Notes to the financial statements (continued)

3. Income (continued)

| Charitable activities | Unrestricted £ | Restricted £ | Total 2022 £ | Total 2021 £ |
|-----------------------------------|-------------------|-----------------|--------------------|--------------------|
| City of Edinburgh Council SLA | 241,083 | - | 241,083 | 241,083 |
| Community Jobs Scotland income | - | - | - | 11,499 |
| Training funding | - | - | - | 154 |
| | <u>241,083</u> | <u>-</u> | <u>241,083</u> | <u>252,736</u> |

4. Expenditure

| | Unrestricted £ | Restricted £ | Total 2022 £ | Total 2021 £ |
|------------------------|-------------------|-----------------|--------------------|--------------------|
| Charitable expenditure | 125,223 | - | 125,223 | 142,593 |
| Support costs | 51,349 | - | 51,349 | 46,791 |
| Governance costs | 4,944 | - | 4,944 | 4,339 |
| | <u>181,516</u> | <u>-</u> | <u>181,516</u> | <u>193,723</u> |

There was £nil of restricted expenditure during the year ended 31 March 2022 under support costs (2021: £580).

Charitable expenditure

| | Total 2022 £ | Total 2021 £ |
|----------------------------------------------------|--------------------|--------------------|
| Wages and salaries | 62,275 | 77,110 |
| Social security costs | 2,024 | 3,060 |
| Pension contributions | 7,818 | 7,538 |
| Pension interest expense defined benefit (note 10) | 546 | 1,797 |
| Pension scheme expenses | 1,777 | 1,726 |
| Staff training | 1,675 | 2,116 |
| Staff travel & subsistence | 76 | 94 |
| Payroll processing costs | 456 | 651 |
| DIS staff insurance | 576 | 501 |
| Tenants Information Services | 48,000 | 48,000 |
| | <u>125,223</u> | <u>142,593</u> |

Notes to the financial statements (continued)

4. Expenditure (continued)

Support costs

| | Total 2022 £ | Total 2021 £ |
|--------------------------------|-----------------------------|--------------------|
| Rent, service charge and rates | 20,548 | 19,370 |
| Insurance | 1,243 | 1,151 |
| Equipment and repairs | 263 | 436 |
| POL IT fund | - | 580 |
| Stationery and postage | 4,361 | 4,235 |
| Telephone and internet | 1,161 | 1,297 |
| Photocopier costs | 1,686 | 2,532 |
| Legal and professional fees | 2,808 | 2,769 |
| Training & conferences | 2,744 | 909 |
| Travel & subsistence | 466 | 150 |
| Room hire & catering | (124) | 216 |
| Printing & publicity | 7,059 | 4,612 |
| Computer | 5,136 | 4,758 |
| Membership and subscriptions | 505 | 402 |
| Bank charges | 301 | 306 |
| Miscellaneous | 360 | 62 |
| Donation | 100 | 1,000 |
| Website | 1,490 | 325 |
| Depreciation | 1,242 | 1,681 |
| | 51,349 | 46,791 |

Governance costs

| | Total 2022 £ | Total 2021 £ |
|----------------------------|-----------------------------|--------------------|
| Audit fees | - | 180 |
| Other fees paid to auditor | 1,537 | 1,043 |
| Independent examiner fees | 3,150 | 3,000 |
| Other accounting fees | 72 | - |
| Trustee expenses | 185 | 116 |
| | 4,944 | 4,339 |

5. Staff numbers and costs

The average number of employees (excluding trustees) during the year was 2 (2021: 3). The average number of Trustees for the year was 10 (2021: 10). No employee received salary and benefits of more than £60,000 per annum (2021: £60,000).

Key management personnel included employees who are involved in planning, directing and controlling the activities of the charity. The total paid to key management for services in the year was £73,501 (2021: £77,496).

No remuneration was paid to any Trustee (2021: Nil). A total of 3 Trustees (2021: 2) were reimbursed expenses of £185 (2021: £116).

Edinburgh Tenants Federation SCIO
Year ended 31 March 2022

Notes to the financial statements (continued)

6. Tangible fixed assets

| | Computer equipment £ | Office equipment £ | Total £ |
|-----------------------|----------------------------|--------------------------|-------------|
| Cost | | | |
| At 31 March 2021 | 5,619 | 154 | 5,773 |
| Additions | 358 | - | 358 |
| | <hr/> | <hr/> | <hr/> |
| At 31 March 2022 | 5,977 | 154 | 6,131 |
| | <hr/> | <hr/> | <hr/> |
| Depreciation | | | |
| At 31 March 2021 | 2,315 | 68 | 2,383 |
| Charge for year | 1,220 | 22 | 1,242 |
| | <hr/> | <hr/> | <hr/> |
| At 31 March 2022 | 3,535 | 90 | 3,625 |
| | <hr/> | <hr/> | <hr/> |
| Net book value | | | |
| At 31 March 2022 | 2,442 | 64 | 2,506 |
| | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> |
| At 31 March 2021 | 3,304 | 86 | 3,390 |
| | <hr/> <hr/> | <hr/> <hr/> | <hr/> <hr/> |

7. Debtors

| | Total 2022 £ | Total 2021 £ |
|--------------------------------|--------------------|--------------------|
| Prepayments and accrued income | 577 | 917 |
| | <hr/> | <hr/> |

8. Creditors: Amounts falling due within one year

| | Total 2022 £ | Total 2021 £ |
|------------------------------|--------------------|--------------------|
| Accruals and deferred income | 28,373 | 12,386 |
| Taxation and social security | 1,202 | 1,562 |
| Other creditors | 763 | - |
| Pension deficit (note 10) | 9,849 | 12,079 |
| | <hr/> | <hr/> |
| | 40,187 | 26,027 |
| | <hr/> <hr/> | <hr/> <hr/> |

9. Creditors: Amounts falling due in more than one year

| | Total 2022 £ | Total 2021 £ |
|---------------------------|--------------------|--------------------|
| Pension deficit (note 10) | 11,375 | 57,381 |
| | <hr/> <hr/> | <hr/> <hr/> |

Notes to the financial statements (continued)

10. Pension

Edinburgh Tenants Federation participates in Scottish Voluntary Sector Pension Scheme. The Pension Scheme is a multi-employer defined benefit scheme. The scheme is funded and is contracted out of the state scheme. The Trustees closed the pension scheme for future accrual with effect from 31 March 2010. The Executive Committee has decided to pay an annual amount to the scheme as calculated by the scheme actuary to meet their share of the deficit.

The Scheme operated a single benefit structure, final salary with a 1/60th accrual rate, to September 2007. From October 2007 there were two benefit structures available. These were a final salary with a 1/60th accrual rate and final salary with a 1/80th accrual rate. Participating employers chose which benefit structure that they wished to offer their employees.

Edinburgh Tenants Federation decided to continue to offer the 1/60th accrual benefit structure to employees from October 2007.

The Trustee commissions an actuarial valuation of the Scheme every 3 years. The main purpose of the valuation is to determine the financial position of the Scheme in order to determine the level of future contributions required so that the Scheme can meet its pension obligations as they fall due.

The actuarial valuation assesses whether the Scheme's assets at the valuation date are likely to be sufficient to pay the pension benefits accrued by members as at the valuation date. Asset values are calculated by reference to market levels. Accrued pension benefits are valued by discounting expected future investment returns.

At the balance sheet date there were no active members of the Scheme employed by the Federation. It is not possible in the normal course of events to identify the share of underlying assets and liabilities belonging to individual participating employers. Accordingly, due to the nature of the Plan, the accounting charge for the period under FRS102 Section 28 represents the employer contribution payable. Employer contributions to the deficit in the year were £12,079 (2021: £11,727).

The last formal valuation of the Scheme was performed as at 30 September 2020 by a professionally qualified actuary using the "projected unit credit" method.

The market value of the Scheme's assets at the valuation date was £153.3 million, liabilities of £160.0 million and a deficit of £6.7 million.

To eliminate this funding deficit, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

| | |
|-----------------------------------------|-------------------------------------------------------------------------------------|
| From 1 April 2019 to 31 October 2026 | £1,404,638 per annum (payable monthly and increasing by 3% each on 1st April) |
| From 1 April 2019 to 30 September 2027: | £136,701 per annum (payable monthly and increasing by 3% each on 1st April) |

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the scheme liabilities.

Notes to the financial statements (continued)

10. Pension (continued)

Where the scheme is in deficit and where the entity has agreed to a deficit funding arrangement the entity recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures.

Following a change in legislation in September 2005 there is a potential debt on the employer that could be levied by the Trustee of the Scheme. The debt is due in the event of the employer ceasing to participate in the Scheme or the Scheme winding up.

The debt for the Scheme as a whole is calculated by comparing the liabilities for the Scheme (calculated on a buyout basis i.e. the cost of securing benefits by purchasing annuity policies from an insurer, plus an allowance for expenses) with the assets of the Scheme. If the liabilities exceed assets there is a buyout debt.

The leaving employer's share of the buy-out debt is the proportion of the Scheme's liability attributable to employment with the leaving employer compared to the total amount of the Scheme's liabilities (relating to employment with all the currently participating employers). The leaving employer's debt therefore includes a share of any 'orphan' liabilities in respect of previously participating employers. The amount of the debt therefore depends on many factors including total Scheme liabilities, Scheme investment performance, the liabilities in respect of current and former employees of the employer, financial conditions at the time of the cessation event and the insurance buy-out market. The amounts of debt can therefore be volatile over time.

Edinburgh Tenants Federation has been notified by the Pensions Trust of the estimated employer debt on withdrawal from the Plan based on the financial position of the Scheme as at 30 September 2017. As of this date the estimated employer debt for the Federation was £566,103. It is not provided for in these financial statements because it is contingent on a future event which is in the control of the entity.

Reconciliation of opening and closing provisions

| | Year ended 31 March 2022 £ | Year ended 31 March 2021 £ |
|----------------------------------------------------------|----------------------------------|----------------------------------|
| Provision at start of year/period | 69,460 | 76,263 |
| Unwinding of the discount factor (interest expense) | 546 | 1,797 |
| Deficit contribution paid | (12,079) | (11,727) |
| Remeasurements - impact of any change in assumptions | (317) | 3,127 |
| Remeasurements – amendments to the contribution schedule | (36,386) | Nil |
| Provision at end of year/period | 21,224 | 69,460 |

Notes to the financial statements (continued)

10. Pension (continued)

Income and expenditure impact

| | Year ended 31 March 2022 £ | Year ended 31 March 2021 £ |
|----------------------------------------------------------|----------------------------------|----------------------------------|
| Interest expense | 546 | 1,797 |
| Remeasurements – impact of any change in assumptions | (317) | 3,127 |
| Remeasurements – amendments to the contribution schedule | (36,386) | Nil |

Assumptions

| | 31 March 2022 % per annum |
|------------------|------------------------------|
| Rate of discount | 2.30 |

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

Deficit contributions schedule

| Year ended | 31 March 2022 (£) |
|------------|-------------------|
| Year 1 | 9,849 |
| Year 2 | 10,145 |
| Year 3 | 1,741 |

The Federation must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the Federation's balance sheet liability.

The Executive Committee has also set up a new defined contribution scheme to provide future benefits from 1 April 2010. During the accounting period the Federation paid contributions to this scheme at the rate of 10%. At the balance sheet date there were 2 (2021: 2) active members of the scheme employed by the Federation.

Edinburgh Tenants Federation SCIO
Year ended 31 March 2022

Notes to the financial statements (continued)

11. Restricted funds

| 2022 | At 1 April 2021 | Transfer from Edinburgh Tenants Federation | Income | Expenditure | Transfer Between Funds | At 31 March 2022 |
|-----------------|----------------------------|---------------------------------------------------------------|-------------------|---------------------|---------------------------------------|---------------------------------|
| | £ | £ | £ | £ | £ | £ |
| Start-up grants | 509 | - | - | - | - | 509 |
| | <u>509</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>509</u> |
| | <u><u>509</u></u> | <u><u>-</u></u> | <u><u>-</u></u> | <u><u>-</u></u> | <u><u>-</u></u> | <u><u>509</u></u> |
| 2021 | At 1 April 2020 | Transfer from Edinburgh Tenants Federation | Income | Expenditure | Transfer Between Funds | At 31 March 2021 |
| | £ | £ | £ | £ | £ | £ |
| Start-up grants | 509 | - | - | - | - | 509 |
| Port of Leith | - | - | 547 | (580) | 33 | - |
| | <u>509</u> | <u>-</u> | <u>547</u> | <u>(580)</u> | <u>33</u> | <u>-</u> |
| | <u><u>509</u></u> | <u><u>-</u></u> | <u><u>547</u></u> | <u><u>(580)</u></u> | <u><u>33</u></u> | <u><u>-</u></u> |

Start-up grants are for new Residents' and Tenants' groups to fund their set-up costs.

Port of Leith Housing Association Supporting Communities Funding awarded the organisation £547 to purchase multiple tablets and a smartphone for distributing to four tenant groups. There was a minor overspend which was transferred to general unrestricted funds during the year ended 31 March 2021.

12. Unrestricted funds

| 2022 | At 1 April 2021 | Transfer from Edinburgh Tenants Federation | Income | Expenditure | Transfer Between Funds | At 31 March 2022 |
|-----------------------------|----------------------------|---------------------------------------------------------------|-----------------|--------------------|---------------------------------------|---------------------------------|
| Designated funds | £ | £ | £ | £ | £ | £ |
| ETF Development | - | - | - | - | - | - |
| | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>-</u> |
| | <u><u>-</u></u> | <u><u>-</u></u> | <u><u>-</u></u> | <u><u>-</u></u> | <u><u>-</u></u> | <u><u>-</u></u> |

Edinburgh Tenants Federation SCIO
Year ended 31 March 2022

Notes to the financial statements (continued)

12. Unrestricted funds (continued)

| 2021 | At 1 April 2020 | Transfer from Edinburgh Tenants Federation | Income | Expenditure | Transfer Between Funds | At 31 March 2021 |
|---------------------|--------------------|-----------------------------------------------------|----------|-------------|------------------------------|------------------------|
| Designated funds | £ | £ | £ | £ | £ | £ |
| ETF Development | 2,302 | - | - | - | (2,302) | - |
| | <u>2,302</u> | <u>-</u> | <u>-</u> | <u>-</u> | <u>(2,302)</u> | <u>-</u> |

The ETF Development fund was to assist in the transfer to becoming a SCIO and for further organisational development work. With the transfer to a SCIO complete, the funds were released back to general unrestricted funds during the year ended 31 March 2021.

| 2022 | At 1 April 2021 | Income | Expenditure | Actuarial Gains/ (losses) | Transfer Between Funds | At 31 March 2022 |
|--------------------|--------------------|----------------|------------------|---------------------------------|------------------------------|------------------------|
| General funds | £ | £ | £ | £ | £ | £ |
| General funds | 151,231 | 241,083 | (180,970) | - | (12,079) | 199,265 |
| Pension reserve | (69,460) | - | (546) | 36,703 | 12,079 | (21,224) |
| | <u>81,771</u> | <u>241,083</u> | <u>(181,516)</u> | <u>36,703</u> | <u>-</u> | <u>178,041</u> |

| 2021 | At 1 April 2020 | Income | Expenditure | Actuarial Gains/ (losses) | Transfer Between Funds | At 31 March 2021 |
|--------------------|--------------------|----------------|------------------|---------------------------------|------------------------------|------------------------|
| General funds | £ | £ | £ | £ | £ | £ |
| General funds | 99,299 | 252,736 | (191,346) | - | (9,458) | 151,231 |
| Pension reserve | (76,263) | - | (1,797) | (3,127) | 11,727 | (69,460) |
| | <u>23,036</u> | <u>252,736</u> | <u>(193,143)</u> | <u>(3,127)</u> | <u>2,269</u> | <u>81,771</u> |

Edinburgh Tenants Federation SCIO
Year ended 31 March 2022

Notes to the financial statements (continued)

13. Analysis of assets between funds

| 2022 | <u>Unrestricted funds</u> | | | Total funds 2022 £ |
|------------------------------------------------|---------------------------|-------------------------|--------------------------|-----------------------------|
| | General funds £ | Pension reserve £ | Restricted funds £ | |
| | Fixed assets | 2,506 | - | |
| Net current assets | 196,759 | (9,849) | 509 | 187,419 |
| Creditors falling due greater than one year | - | (11,375) | - | (11,375) |
| | <u>199,265</u> | <u>(21,224)</u> | <u>509</u> | <u>178,550</u> |

| 2021 | <u>Unrestricted funds</u> | | | Total funds 2021 £ |
|------------------------------------------------|---------------------------|-------------------------|--------------------------|-----------------------------|
| | General funds £ | Pension reserve £ | Restricted funds £ | |
| | Fixed assets | 3,390 | - | |
| Net current assets | 147,841 | (12,079) | 509 | 136,271 |
| Creditors falling due greater than one year | - | (57,381) | - | (57,381) |
| | <u>151,231</u> | <u>(69,460)</u> | <u>509</u> | <u>82,280</u> |

14. Other commitments

At 31 March 2022 the SCIO had total commitments under operating leases as follows:

| | 2022 £ | 2021 £ |
|----------------------|---------------|---------------|
| Due within 1 year | 8,090 | 8,758 |
| Due within 2-5 years | 6,862 | 8,578 |
| | <u>14,952</u> | <u>17,336</u> |

Draft Spend to 31st August 2023
for financial year 1 Apr 2023 to 31 Mar 2024

ITEM 7a)

| | SLA allocation | spend to 30/09/23 | using reserves | spend to 30/9/23 |
|-----------------------------------|-------------------|----------------------|-------------------|---------------------|
| Income | | | | |
| Employment Allowance | £5,000 | £3,172 | | |
| Service Level Agreement | £241,083 | £120,542 | | |
| Total Income to date | £246,083 | £123,714 | | |
| <hr/> | | | | |
| Gross Profit | £246,083 | | | |
| <hr/> | | | | |
| Event Costs | | | | |
| Room Hire & Catering | £4,000 | £834 | | |
| Training & Conferences | £10,000 | £7,288 | | |
| Travel & Subsistence | £9,636 | £2,318 | | |
| Total Event Costs | £23,636 | £10,440 | £0 | £0 |
| <hr/> | | | | |
| Office Costs | | | | |
| Computer | £8,187 | £2,232 | £4,200 | |
| Equipment | £496 | £232 | | |
| Insurance | £1,424 | £1,588 | | |
| Photocopying costs | £3,000 | £792 | | |
| Postage | £6,061 | £1,737 | | |
| Rent | £13,740 | £6,870 | | |
| Repairs | £268 | £26 | | |
| Stationery | £1,228 | £162 | | |
| Telephone | £1,057 | £517 | | |
| Water Rates | £200 | | | |
| Total Office Costs | £35,661 | £14,156 | £4,200 | £0 |
| <hr/> | | | | |
| Organisational Costs | | | | |
| Bank Charges | £326 | £162 | | |
| Childcare | £244 | | | |
| Donations | | | £1,300 | |
| Internet Charges | £470 | | | |
| Membership | £671 | £411 | | |
| Miscellaneous | £300 | £110 | | |
| Printing & Publicity | £9,450 | £2,449 | | |
| Professional Fees | £56,656 | £21,145 | | |
| Website - reserves | £3,150 | £840 | | |
| Total Organisational Costs | £71,266 | £25,117 | £1,300 | £0 |
| <hr/> | | | | |
| Project Costs | | | | |
| Rebranding | | | £25,000 | |
| Comic Project | | | £3,000 | £71 |
| Study Visits | | | £5,000 | |
| Scrutiny Work | £5,000 | | | |
| Total Project Costs | £5,000 | £0 | £33,000 | £71 |
| <hr/> | | | | |
| Staff Costs | | | | |
| DIS staff insurance | £790 | £774 | | |
| Payroll Processing Costs | £677 | £168 | | |
| Pension Advice | £420 | | | |
| Salary cost | £113,128 | £46,475 | £11,865 | 5932.68 |
| Staff Recruitment | £2,447 | | | |
| Staff Training | £2,205 | -£90 | | |
| Staff Travel & Subsistence | £2,147 | 368.28 | | |
| Total Staff Costs | £121,814 | £47,327 | £11,865 | £5,933 |

| | | | | |
|-----------------------|-----------------|----------------|----------------|---------------|
| Total Expenses | £257,377 | £97,039 | £50,365 | £6,003 |
|-----------------------|-----------------|----------------|----------------|---------------|

underbudget by approx £26,000



EDINBURGH TENANTS FEDERATION
Edinburgh's Federation of Tenants' and Residents' Associations

EDINBURGH TENANTS
 FEDERATION

Progress Report April – June 2023

Introduction

This Progress Report provides information on the work carried out by the Federation's Executive Committee (EC) and staff between April and June 2023 to meet the aims, objectives, and priorities of the Federation's Work Plan.



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| <p>Objective 1</p> <p>Tenants are working with CEC to develop housing and related services citywide</p> |
| <p>Key Achievements</p> |
| <p>Hybrid working ETF staff continued to work in a hybrid manner, working at home and in the office. This way of working is very positive, and it is hoped it will continue in the future.</p> |
| <p>ETF High Flats Group A meeting of the ETF High Flats Group was held, with reps discussing the pertinent issues for tenants living in such properties across the city.</p> |
| <p>City of Edinburgh Council High Flats Investment Strategy Regular meetings continue to be held with ETF's Convenor, ETF staff and City of Edinburgh Council (CEC) Officers to discuss the Council's plans for investment in high rise blocks at Craigmillar/Peffermill Court and Oxcars/Inchmickory Court.</p> |
| <p>Tenant Participation and Scrutiny Framework Review The new Sheltered Housing and Repairs Subgroups have been established and terms of reference for both have now been agreed and are in place.</p> |
| <p>Repairs Contact Centre ETF EC members and ETF staff attended a quarterly meeting with the repairs centre staff to get an update on their services including waiting times, and to feedback on any issues reported by tenants to ETF or any TARAs affiliated with ETF.</p> |
| <p>Convenor of Housing, Homelessness and Fair Work Committee ETF's Convenor and Vice-Convenor have held regular meetings with the Convenor of the Housing, Homelessness and Fair Work Committee. These meetings enable the Convenor to learn more about the work of the Federation and ETF representatives are finding out about CEC initiatives.</p> |


Edinburgh Tenants Federation Norton Park 57 Albion Road Edinburgh EH7 5QY

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| <p>Business Planning Meeting</p> <p>ETF's Convenor and staff continue to participate in Business Planning meetings with CEC officers. CEC continues to be pleased with the progress of the Federation in its delivery of the Service Level Agreement.</p> |
| <p>Stair Cleaning Project Board</p> <p>The Stair Cleaning Project Board Meeting took place on 11th April. ISS representatives were in attendance during the first part of the meeting to give an update on recruitment and dealing with tenant complaints. Staffing levels are still a major factor in issues with ISS meeting the service requirements. Two sessions of stair cleaning inspections were planned for April but were cancelled due to EC availability and will be rescheduled later in the year.</p> |
| <p>Locality Meetings</p> <p>EC members continued to hold face-to-face meetings with senior housing staff in their respective localities. This included Estate Walkabouts and a collective sharing of ideas and information.</p> |
| <p>Key Challenges</p> |
| <p>Tenant Participation and Scrutiny Framework</p> <p>There have been no further meetings to discuss the Tenant Participation and Scrutiny Framework, however the repairs and sheltered housing groups have now been established.</p> |
| <p>Next Steps</p> <p>Work will continue to ensure ETF representatives remain involved in all aspects of housing policy and service delivery. Key priorities identified by the EC and ETF members include:</p> <ul style="list-style-type: none"> • Further development of the Repairs and Sheltered Housing Liaison Groups respectively. • Further discussions with Councillors, Council Officers and MSPs re affordability of rents for CEC tenants. • ETF High Flats Group Meeting. • Further discussions with the Convenor of the Housing, Homelessness and Fair Work Committee. • Stair Cleaning Project Board Meeting. • Face-to-face Locality Meetings. • Development of tenant scrutiny projects and recruitment of new tenants as per the TP and Scrutiny Framework recommendations. |

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| <p>Objective 2</p> <p>Tenants are working to improve housing and related services on a national level</p> |
| <p>Key Achievements</p> |
| <p>Seminars</p> <p>ETF hosted a national tenant and landlord gathering on Tenant Participation and Scrutiny challenges and successes in partnership with TIS. ETF reps delivered a session on ETF and local group achievements.</p> <p>ETF reps attended a TIS Tenant Member Online session to share good practice.</p> |
| <p>Key Challenges</p> |
| <p>Seminars</p> <p>There have been no challenges in this area during this quarter.</p> |
| <p>Next Steps</p> |
| <p>National housing agenda</p> <p>ETF staff and members will continue to help to shape the national housing agenda and take part in both online and face-to-face seminars, workshops, and conferences where possible.</p> |

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| <p>Objective 3</p> <p>Tenants' and residents' organisations are more vibrant and effective and are helping CEC to shape housing localities and neighbourhood services</p> |
| <p>Key Achievements</p> |
| <p>Support to existing groups</p> <p>ETF and TIS staff provided assistance to:</p> <ul style="list-style-type: none"> • Hailesland Park Neighbourhood Council <ul style="list-style-type: none"> ○ Support is being provided to the new committee to plan meetings and agree priorities. • Moredun Multis and Maisonettes Residents Association (MMMRA) <ul style="list-style-type: none"> ○ Staff continue to support the group to meet with CEC Officers to advise of housing improvements required and develop plans for the outdoor spaces. ○ Laichfield Community Association <ul style="list-style-type: none"> ○ Support is being provided to assist the new committee agree priorities and actions. • Willowbrae/Duddingston Residents' Association <ul style="list-style-type: none"> ○ Support is being provided to the group now that meetings have recommenced in the summer house. The main support is to assist the group as the number of committee members is low due to illness. |

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| Key Challenges |
| <p>Developing New / Supporting Existing Groups Some of the groups based in sheltered housing complexes are struggling for members.</p> |
| Next Steps |
| <p>Developing New / Supporting Existing Groups ETF and TIS will continue to support groups to hold face-to-face meetings. The following groups will hold face-to-face meetings over the coming months:</p> <ul style="list-style-type: none"> • MMMRA • Hailesland Park Neighbourhood Council • Calders Sheltered Housing Residents Association • Laichfield Community Association. <p>Staff plan to discuss ways to further support sheltered housing-based groups. ETF will keep in touch with RTOs who require assistance.</p> |

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| <p>Objective 4 Effective communication with individuals, member associations and all tenants and residents</p> |
| Key Achievements |
| <p>Communicate with tenants ETF produced and circulated the following:</p> <ul style="list-style-type: none"> • <i>Tenants Voice</i> • <i>Federation Matters</i> • E-Newsletters. |
| <p>ETF Social Media Platforms ETF's Facebook and Twitter pages were updated on a daily basis.</p> |
| Key Challenges |
| <p>ETF's Communications Strategy There has been no further work carried out with regards to updating ETF's Communications Strategy, due to competing priorities.</p> |
| <p>ETF's website Plans for a review of ETF's website is on hold as per review of the overall communications strategy.</p> |
| Next Steps |
| <p>Communicate with tenants The following ETF publicity will be produced:</p> <ul style="list-style-type: none"> • <i>Federation Matters</i> • E-Newsletters. |

ETF Communications Strategy

ETF's updated Communications Strategy will be progressed.

ETF social media

ETF's Facebook and Twitter pages will continue to be updated on a regular basis. ETF will look at using other social media platforms to promote the work of the Federation.

Objective 5

Ensure effective organisation, strong governance and member participation make ETF strong and successful

Key Achievements**Federation Meeting**

ETF held an in-person open meeting to raise awareness of and discuss issues relating to damp and mould in social housing.

Staff Development

Staff team meetings take place on a frequent basis and regular support and supervision sessions take place.

The new development officer induction is continuing.

Equalities

ETF's EC and staff ensure equalities considerations are an integral part of all work.

Key Challenges**Financial Management**

Online banking has yet to be finalised.

Next Steps

Work will progress on the following priorities:

- Handbooks will be finalised for EC members and staff.
- ETF will finalise Online Banking for the Federation
- ETF's Membership Survey Report will be written and issued.