



2025-08-19
N 56° 0' 25", W 3° 42' 31"
97 Claret Road

Paragon's Tenant Scrutiny Panel

Engaging tenants in housing oversight and improvements





Meeting Tuesday 16th June, Paragon Offices



AGENDA

Introductions

Update from last meeting

Update on legislation changes around Domestic Abuse

Draft Safeguarding Policy

Internal Audit Plan for 2026/27

SPA Rebate

Tenant Scrutiny – terms of reference and recruitment

Update of Tenant Participation Action Plan / Diary of Events

Update on External Events



Update from last meeting

- ARC been submitted, no significant concerns, next steps look at benchmarking and production of Annual Report
- ASB – consultation on new policy ongoing
- Website Review – Members reminded to have a look at their review form and complete if they can



Update on legislation changes around Domestic Abuse

- **New law from 01 August 2026 strengthens protection for victims of domestic abuse** – housing providers can remove perpetrators from tenancies and allow victims to stay safely in their home.
- **Tenancy rules are changing** – a new eviction ground (15A) is introduced, and landlords must offer the victim a tenancy (within 28 days where required).
- **Paragon will need to update policies, procedures and staff training** – including Domestic Abuse, Tenancy Management and Allocations policies, with a stronger focus on safeguarding and trauma-informed support.
- **Overall aim is to support victims to remain in their homes safely** – while ensuring robust processes, partnership working, and consistent decision-making to manage risks



Draft Safeguarding Policy

- **New Safeguarding Policy introduces a clear framework for action** – setting out how Paragon will identify, report and respond to concerns, with a zero-tolerance approach to abuse or neglect.
- **Everyone has a role in safeguarding** – all staff must recognise and report concerns, with clear responsibilities for managers and a Safeguarding Lead, supported by partnership working with Police and Social Work.
- **Stronger focus on early intervention and protecting vulnerable tenants** – aiming to improve consistency, responsiveness and support for people at risk, including those experiencing abuse or neglect.
- **Currently out for consultation before final approval** – tenants (including the TS Panel), staff and partners will help shape the final policy, with implementation planned later in 2026



Internal Audit Plan for 2026/27

- Gas Servicing
- Plean Fire Safety
- Cyber Security
- Right First Time / Damp Mould & Condensation Approach



SPA Rebate

- Around **£28,700 of community funding** is available to support projects for tenants and local communities over 2025/26 and 2026/27.
- The funding will be used to **support wellbeing, prevent hardship, and help tenants sustain their tenancies**, including early intervention support.]
- A **pilot “HoPE Fund” (£3,000)** is proposed to give small, flexible support to tenants (e.g. food, fuel, or essential costs during difficult times).
- The Housing Team will develop project ideas and **seek input from staff and the Tenant Scrutiny Panel**, with full proposals going to Committee later in 2026.



Tenant Scrutiny – terms of reference and recruitment

- **Tenants working together to improve services** – the panel reviews how services are performing and makes suggestions based on real experiences.
- **We act as a “critical friend”** – asking questions, challenging where needed, and helping Paragon make things better.
- **Focus on key tenant services** – including repairs, damp and mould, complaints, ASB, customer service and contractor performance.
- **We turn feedback into action** – making recommendations and tracking what changes as a result.
- **Simple, flexible and open to all tenants** – informal meetings every two months, no Chair, and support provided by Paragon.



Tenant Scrutiny – terms of reference and recruitment: Questions

- **What flexibility do we need around timings and locations of meetings?**

Agreed to keep meetings Tuesday afternoon and every 8 weeks

- **Is informal best approach?**

Panel happy with informal approach with the option for individual members to lead on different meetings / topics.

- **Anything else?**

Agreed to hold additional single topic meetings as and when required / requested.

Date / Time	What	Comments / Location if not PHA
Wednesday 29th July 10:00am	Online meeting with Dogs Trust	Meeting to discuss potential for the Association to obtain Pet Friendly accreditation
Thursday 30th July 2pm	Review of Domestic Abuse Policy and Draft Safeguarding Policy	First meeting of short life working group
Tuesday 4th August 2pm	TS Panel Meeting	Any Paragon tenant is welcome to come along to a meeting of the panel and there is an option to join online
Thursday 20th August 11am	Review of Domestic Abuse Policy and Draft Safeguarding Policy	Second meeting of Short life working group
October date / time to be confirmed	Scotland's Housing Network Performance Review	Let us know if you would like to come along and find out how we compare to other social landlords
Tuesday 29th October 2pm	TS Panel Meeting	Any Paragon tenant is welcome to come along to a meeting of the panel and there is an option to join online
Tuesday 24th November 2pm	TS Panel Meeting	Any Paragon tenant is welcome to come along to a meeting of the panel and there is an option to join online
Monday 21st December 2pm	TS Panel Christmas Meeting	Why not come along for some festive cheer
Monday 11th January TBC	Rent Consultation Focus Group	Come along and have your say about the rent increase.
Tuesday 19th January 2pm	TS Panel Meeting	Any Paragon tenant is welcome to come along to a meeting of the panel and there is an option to join online

Tenants Information Service – Diary of events

When	What	Booking arrangements
Tuesday 14th July 6:30 – 8pm online	Tenant Workshop – state of play tenant participation	Let us know if you would like us to book you on this or we can email you the link so you can book yourself
Wednesday 22nd July 2pm – 4pm Glasgow	Tenant Workshop – state of play tenant participation	Let us know if you would like us to book you on this or we can email you the link so you can book yourself – note Paragon will cover all reasonable costs incurred
Wednesday 29th July 2pm – 4pm Edinburgh	Tenant Workshop – state of play tenant participation	Let us know if you would like us to book you on this or we can email you the link so you can book yourself – note Paragon will cover all reasonable costs incurred
Wednesday 19th August – Perth (timings to be confirmed)	TIS Member Gathering	Let us know if you would like us to book you on this– note Paragon will cover all reasonable costs incurred
Thursday 3rd September 10am – 3.30 pm Glasgow	Rent Setting and Affordability	Let us know if you would like us to book you on this– note Paragon will cover all reasonable costs incurred