



Paragon's Tenant Scrutiny Panel

Engaging tenants in housing oversight and improvements

Meeting NOTES Tuesday 4th August

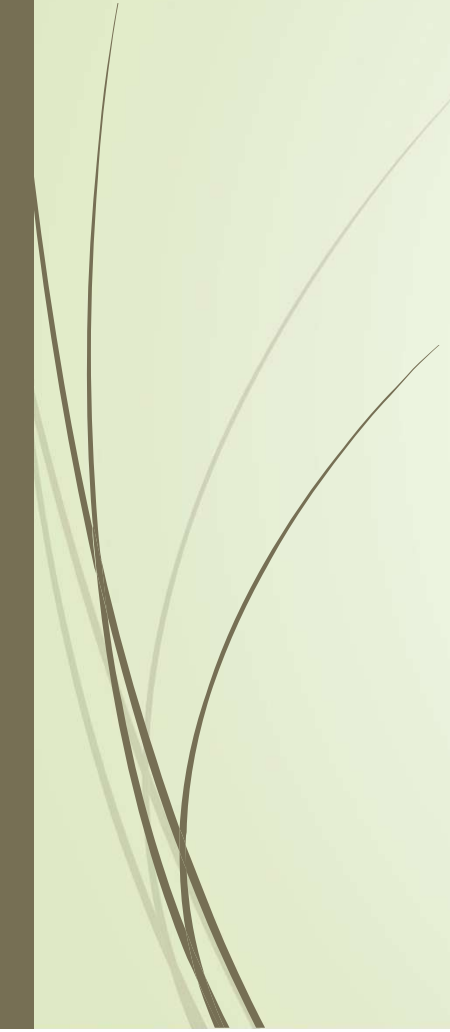


Putting the people we serve at the heart of our services and putting heart into our communities



Meeting Tuesday 4th August

The Housing Manager noted that 3 members had joined the meeting on line and also introduced Alan Christie from Falkirk Council who had joined the meeting to discuss Tenant Participation especially in relation to the Annual Return on the Charter. As we had a visitor we went round the panel introducing ourselves.





Update from last meeting

- The Housing Manager confirmed that Notes had been previously circulated – and were available on the website
- A Housing Management Summer Newsletter was posted out to all tenants with details of changes to the tenancy agreement
- The ASB Consultation Survey had been issued by email
- Agreed Panel terms of reference and these will be uploaded on to Website

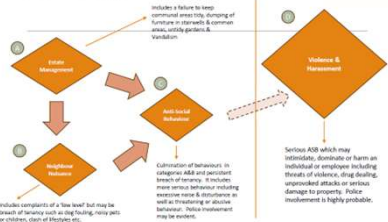
Review of Tenant Scrutiny Achievements

The Housing Manager outlined the panel's achievements from the past couple of years.

- Scrutiny Reports – Complaints and Reactive Repairs
- Co-design Tenant Communication Profile
- Co-production Draft Anti-Social Behaviour Policy – Consultation ongoing
- Involved in procurement – JRW contract, new kitchens, OSM
- Blogs and other tenant led articles
- Award Finalist– CIH Excellence in Tenant Scrutiny
- Attended joint meetings with Housing Management & Investment Sub Committee
- Speakers at National Events – TIS & SHN

ASB Categorisation

PARAGON



RISK ASSESSMENT
Used for Category C & D, or vulnerable complainants.
Criteria: Severity, vulnerability, history, behaviour, escalation.
Informs response plan and safeguarding

Risk Assessment Matrix	Values Level				
	Very High	High	Medium	Low	Very Low
Level 1: Very High	Very High	High	Medium	Low	Very Low
Level 2: High	High	Medium	Low	Very Low	Very Low
Level 3: Medium	Medium	Low	Very Low	Very Low	Very Low
Level 4: Low	Low	Very Low	Very Low	Very Low	Very Low
Level 5: Very Low	Very Low	Very Low	Very Low	Very Low	Very Low

Legend: Very High Risk (Red), High Risk (Orange), Medium Risk (Yellow), Low Risk (Green), Very Low Risk (Light Green)

ASB Consultation Update

An update was given on the ASB Consultation Survey

Around 100 responses to the email survey – overwhelming support for the approach outlined in the draft policy

But also highlighting where we can do better

Improved communication

Timescales for investigation process

Leaflets explaining the ASB process

Next Steps: Focus Group early September

Committee in October for adoption from 1/4/27



Tenant Wellbeing Update

- Pre meeting (tenants) of Short Life Working Group 3/8/26
- Briefing Pack circulated
- Around 7 meetings over 12 months
- First look at Domestic Abuse Policy, Then Safeguarding, then wider wellbeing agenda.
- Not to late to get involved.



SPA Rebate

- ▶ A **pilot “HoPE Fund” (£3,000)** has been approved. The aim is to give small, flexible support to tenants (e.g. food, fuel, school uniforms etc). Pilot should be live from 1st September
- ▶ 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. - is Panel willing to have a single topic meeting in mid September to go over proposals?

Dogs Trust – Pet Friendly Accreditation



- Accreditation details circulated
- HM has initial teams call scheduled for 5/8/26
- Suggestion is a small group (2 staff and three tenants) meet to start process of working through the checklist

Volunteers?



Kitchen Design Pilot (Glasgow School of Arts)

- Video diary of how you use your kitchen – over three consecutive days
- Aim to see how information can be collected on the impact of good and bad design of a kitchen in social housing.
- Don't need to cook just show how you use your kitchen for the preparation of a main meal.
- All members of the panel welcome to participate (or not).
- Exact dates to be confirmed but likely to be mid September.

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
Monday 3rd August 2pm	Review of Domestic Abuse Policy and Draft Safeguarding Policy	Pre 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
Tuesday 8th September 2pm	Single topic (SPA Rebate) meeting of the Tenant Scrutiny Panel	Your opportunity to review what the SPA Rebate money is spent on
September 15 – 17th tbc	Glasgow School of Arts – Kitchen pilot	Still time to volunteer if you want to take part in this innovative pilot to help understand the impact of good (and bad) design has on how you feel about your kitchen
Wednesday 19th September	Paragon HA AGM	Members of tenant scrutiny panel welcome to attend even if not members of the Association (only costs a pound).
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

Tenant Wellbeing – Working Group,

All meetings 2PM and Hybrid (office or zoom)

Date / Time	Detail
Thursday 27 th August 2026,	Meeting 1 – Setting the Direction
Thursday 8 th October 2026	Meeting 2 – Domestic Abuse Policy Review (Part 1)
Thursday 19 th November	Meeting 3 – Domestic Abuse Policy Review (Part 2)
Thursday 7 th January 2027	Meeting 4 – Consultation Findings and Safeguarding Policy Review
Thursday 11 th February 2027	Meeting 5 – Safeguarding Policy Development
Thursday 25 th March 2027	Meeting 6 – Wider Tenant Well being
Thursday 6 th May 2027	Meeting 7 – Tenant Wellbeing Strategy Workshop



Update on External Events

Tenants Information Service (TIS) Events

- TIS Member Gathering – Perth – Wednesday 19th August – up to 3 places but no staff Able to attend
- Rent Setting and Affordability –Thursday 3rd September
- Tenant Participation Summit – Tuesday 17th November 2026
- Connected for Change – Wednesday 24th February 2027

Tenants Together Scotland

<https://tenantstogether.scot/subscribe>