



## MINUTES OF THE MEETING OF THE CABINET

TUESDAY 8 SEPTEMBER 2020  
VIA A DIGITAL MEETING FACILITY

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**Committee Members Present:**

Councillor S Akhtar  
Councillor J Goodfellow  
Councillor N Hampshire (Convener)  
Councillor J McMillan  
Councillor F O'Donnell

**Other Councillors Present:**

Councillor L Bruce  
Councillor F Dugdale  
Councillor J Findlay  
Councillor A Forrest

**Council Officials Present:**

Mrs M Patterson, Chief Executive  
Mr A McCrorie, Depute Chief Executive – Resources and People Services  
Mr J Lamond, Head of Council Resources  
Mr T Reid, Head of Infrastructure  
Mr D Proudfoot, Head of Development  
Ms L Brown, Head of Education  
Mr C Grilli, Service Manager – Legal  
Ms Z Rathe, Team Manager – Information Governance  
Mr S Cooper, Team Manager – Communications  
Ms L Gillingwater, Team Manager – Democratic Services

**Clerk:**

Ms A Smith

**Apologies:**

Councillor W Innes

**Declarations of Interest:**

None

**1. MINUTES FOR APPROVAL – CABINET 10 MARCH 2020**

The minutes of the meeting of the Cabinet of 10 March 2020 were approved.

**2. FREEDOM OF INFORMATION (SCOTLAND) ACT 2002 AND DATA PROTECTION ACT 2018 – COMPLIANCE STATISTICS IN 2019**

A report was submitted by the Depute Chief Executive (Resources and People Services) on the Council's compliance with a) the 20 working day timescale laid down by the Freedom of Information (Scotland) Act 2002 and b) the one month timescale laid down by the Data Protection Act 2018 (GDPR), both for the calendar year 2019 (i.e.: from 1 January 2019 to 31 December 2019).

Zarya Rathe, Team Manager for Information Governance, presented the report. She gave details of the total number of Freedom of Information (FOI) requests in 2019, a decrease from the previous year. She drew attention to the tables at paragraphs 3.5 and 3.6, which provided a breakdown of response timescales, highlighting the improved performance. She informed Members that the improved performance was the result of a significant effort from all Service areas to improve response times, the full backing of the Council Management Team, and new measures introduced by the Feedback Team Leader.

Councillor Goodfellow asked about the cost of responding to FOI requests and whether monitoring indicated costs were escalating. Ms Rathe advised that there was an upper limit of £600, beyond which the Council did not need to respond to requests. She clarified that the costs of each FOI were not tracked but she would discuss this with the Team Leader for Customer Feedback and FOI to see if this was possible. She stated that charging had been introduced for environmental requests as permitted under the legislation.

Responding to a query from Councillor McMillan regarding persistent FOI enquirers, Ms Rathe advised that every request was allocated a case reference number along with the enquirer's name; persistent enquirers for the last 3 years could be identified. She added that the Council had not had to refuse any requests due to their vexatious nature.

The Convener asked if Councillors, MPs and MSPs made a FOI request if this came under the 'General Public' category. Ms Rathe thought this was the case but said she would check and confirm to Members.

Councillor McMillan praised the officers for the totally confidential way in which these requests were handled.

**Decision**

The Cabinet agreed to note the report.

*Post Meeting Note*

Ms Rathe confirmed that requests from Councillors, MPs and MSPs were categorised under 'General Public' for the purposes of reporting. These enquiries were not currently tracked as a distinct group.

**3. SCOTTISH GOVERNMENT TOWN CENTRE FUND 2019–20**

A report was submitted by the Head of Development seeking approval to amend the project list that would receive Scottish Government Town Centre Fund 19/20 support in the context

of COVID-19 and the prospect that no further flexibility would be forthcoming in respect of grant criteria, most specifically when the grant monies required to be fully spent by.

Douglas Proudfoot, Head of Development, presented the report. He took Members through the background to the current position, highlighting the Scottish Government's grant allocation and criteria and the projects originally planned. The Scottish Government had since extended legal commitment and spent by dates by one year but had indicated that these dates would not be extended any further. He stated that the extension of the grant criteria was welcomed however with a realignment of priorities due to COVID-19 the Whittingehame Drive project could not be completed within the extended timeframe. Officers had therefore re-visited the original options appraisal in the context of the now tighter deadline and reviewed the readiness of potential projects against grant criteria most notably the overall funding deadline to identify a replacement project. He outlined the details of the replacement Prestonpans project, drawing attention to its aim, context and impact. He also referred to the financial implications and to stipulations of the Scottish Government grant.

Referring to the Prestonpans works Councillor O'Donnell asked if the September 2021 deadline would be met given the specialist nature of the work and also queried, after restoration, who would be responsible for maintenance. Mr Proudfoot stated it would be a challenge; it would have been better if there had been flexibility at the outset. The Council would continue to engage with Scottish Government officers. He reiterated that the Scottish Government required confirmation in March 2021 of the funds committed and of the full spend by September 2021. Officers, across many departments of the Council, were working closely together and working with external appointed contractors and the local community. Tom Reid, Head of Infrastructure, added that a detailed study had been commissioned by the PSG Area Partnership on the scope of works required which placed the Council in a good position as regards procurement works. He was sure the work could be done within the timeframe. Regarding maintenance, this would remain with the Council's Engineering Team who would work with the National Trust regarding ongoing protection of the asset.

Responding to Councillor McMillan's queries, referring to sections 3.13/3.14 of the report, Mr Proudfoot reiterated his earlier comments. He added a caveat, stressing that the Council had to continue to meet Scottish Government guidelines and criteria and needed to work with, and engage with, the community. This needed to be a transformative project for the town.

Councillor Bruce asked how this project would be used to help people in the community get new skills. Mr Reid outlined some potential opportunities. He indicated that there were a number of organisations across the area that would be involved and that PSG Area Partnership involvement would be pivotal.

Opening the debate Councillor O'Donnell thanked officers and stated that the local community, Prestonpans Community Council, PSG Area Partnership, and Heritage Groups all had a desire to see this project through. She stressed that tackling inequalities was not just about welfare but about giving a sense of hope for the future. Other areas had seen the benefits of investing in heritage; this was great news for the local community as this area had a rich heritage. This project would provide young people with opportunities. It would encourage visitors to the area. Prestonpans was a great place to live, learn and work.

Councillor McMillan drew attention to the investment in Haddington over recent years including works to the Corn Exchange and the upcoming modernisation works to the Town House. He made reference to the need to realign priorities due to COVID-19. He highlighted the *Stay Safe and Love East Lothian* campaign. Regarding parking, more provision was still needed in Haddington; consultation and community engagement were currently taking place.

Councillor Akhtar welcomed the paper. She stressed the importance of having full flexibility from the Scottish Government as without this the Council could not engage as required with local communities to take this process forward.

The Convener also welcomed this paper; the proposals would be hugely beneficial.

**Decision**

The Cabinet agreed (unanimously by roll call vote):

- i. to approve the change of proposal for inclusion in the Scottish Government Town Centre Fund from the project *Haddington Town Centre: New facilities at Whittingehame Drive to increase public parking availability in support of Town Centre improvements* with a project to re-generate Preston Tower, Doocot and enclosure walls at Prestonpans; and
- ii. to note the following (revised) key deadlines associated with the Town Centre Fund:
  - Progress including notification of any underspend to be reported to Scottish Government by November 2020,
  - Funds must be legally committed by end March 2021, and;
  - Funds must be spent by September 2021.

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Signed .....

Councillor Norman Hampshire  
Depute Council Leader and Depute Convener of the Cabinet

**REPORT TO:** Cabinet

**MEETING DATE:** 10 November 2020

**BY:** Depute Chief Executive (Resources and People Services)

**SUBJECT:** Setting of fee for Animal Dealing Licence

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**2**

**1 PURPOSE**

- 1.1 To advise Cabinet of the proposed fee for a new category of licence in respect of Animal Dealing activities.

**2 RECOMMENDATIONS**

- 2.1 That Cabinet approve the fees proposed in paragraph 3.6 below.

**3 BACKGROUND**

- 3.1 The Council has been responsible for various licences in respect of animals for many years, in particular in respect of Dog Breeding establishments and animal boarding businesses.
- 3.2 The Animal Health & Welfare (Scotland) Act 2006 empowered Scottish Ministers to promote regulations that require the licensing of certain activities relative to the dealing in (rather than breeding of) dogs and cats. The relevant regulations are the Licensing of Animal Dealers (Young Cats & Young Dogs) (Scotland) Regulations 2009, which came into force on 31 March 2009 for activities after 30 April 2009.
- 3.3 The Regulations require a licence for carrying on the business of acquiring and keeping with a view to sale, and selling, a young cat or dog (defined as less than 84 days old). The Regulations make it an offence to carry on such an activity unless a licence is held. Applicants will therefore require to apply for, pay for and obtain the licence prior to undertaking any of the activities falling under the definition of animal dealing. The Council is required to process an application for this licence within a period of three months from the date of receipt of an application. The regulations specifically state that they do not apply to dog breeding establishments under the Breeding of Dogs Act 1973, pet shops, the sale of the offspring

of a family pet, or where no more than two young animals are sold in any 12 month period. So a person in the commercial business of breeding dogs and then selling them, will require to be licenced under the Breeding of Dogs Act and not under the above-mentioned Regulations, as the two regimes are made mutually exclusive.

- 3.4 It would appear that general awareness of these regulations is not as wide as may have been expected, and East Lothian Council did not introduce an Animal Dealers licence under these Regulations at the time of their introduction. As there have been no applications for such a licence for many years, this position was not initially noted.
- 3.5 This position has, however, now being rectified and the category of Animal Dealers Licence is being added to our system. As a new licence, a fee for it requires to be set, which is the purpose of the present report.
- 3.6 It is proposed that the fee for this licence be in line with other licences for similar and related activities. The present fee in respect of licences for Dog Breeding, Animal Boarding, Riding Establishments etc is £126 per annum in each case. It is therefore proposed that the fee for the Animal Dealers Licence be set initially at the same level, **£126 per annum**. The fee would be revised annually along with all other non-fixed licence fees with regard to RPI.

#### **4 POLICY IMPLICATIONS**

- 4.1 None - Standing Orders empower Cabinet to set fees for new categories of licence.

#### **5 EQUALITIES IMPACT ASSESSMENT**

- 5.1 This report is not applicable to the well being of equalities groups and an Equalities Impact Assessment is not required.

#### **6 RESOURCE IMPLICATIONS**

- 6.1 Financial – The new licence will be a new potential income source, though it is not anticipated that there will be a high number of licences issued under the regime.
- 6.2 Personnel - None.
- 6.3 Other - None

#### **7 BACKGROUND PAPERS**

- 7.1 None

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<b>DESIGNATION</b>	Senior Solicitor
<b>CONTACT INFO</b>	x7389
<b>DATE</b>	23.10.2020





**REPORT TO:** Cabinet

**MEETING DATE:** 10 November 2020

**BY:** Head of Infrastructure

**SUBJECT:** Establishing a Multi-modal Transport Interchange  
(multi-hub) Network in East Lothian

**3**

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**1 PURPOSE**

- 1.1 The purpose of this report is to inform Cabinet of the proposal to establish a network of multi-modal transport interchanges (multi-hubs) across East Lothian. To enable an informed approach to be taken we seek approval for a pilot project in Musselburgh to be used to develop the most efficient way to operate multi hubs and subsequent network. Multi-hubs are designed to encourage the use of active and sustainable transport as an alternative to the private car.

**2 RECOMMENDATION**

- 2.1 To approve the trial of a multi-hub at the Brunton, Musselburgh as the first in a potential network of interlinked transport interchanges located across East Lothian, which are designed to improve transport connectivity, reliability and the promotion of sustainable transport.
- 2.2 To note that East Lothian has an opportunity to lead the way in establishing a network of multi-hubs in Scotland and these will promote a green transport recovery from the impact of Covid-19.

**3 BACKGROUND**

- 3.1 East Lothian Council adopted the Local Transport Strategy in 2018 with a vision too have well-connected communities with increased use of sustainable transport modes to access services and amenities. The development of multi-hubs resonates with this vision.
- 3.2 The concept is for a network of multi-modal transport interchanges (multi-hubs) linked by regular bus and/or train services connected by attractive paths for cycling and walking and supported by other transport facilities (such as car clubs, bike hire and car charging) to make travel options convenient, reliable and affordable. To ensure waiting times at the hubs will be minimised

it is proposed to work with service providers to introduce seamless journey planning apps and the provision of real-time bus information, but if waiting is necessary, there will also be facilities such as seating and wi-fi to improve the experience.

- 3.3 Multi-hubs have the potential to change the way we travel by making it much easier to access public transport and other forms of sustainable travel. They raise the profile of alternatives to private car use in local communities, by bringing together information about, and access to, different modes of transport in high profile locations.
- 3.4 External funding discussions with Sustrans, Paths for All, are being concluded to establish a pilot multi-hub at the Brunton Hall in Musselburgh this year. Future potential external funding has been identified in the form of the [MaaS Innovation Fund](#)<sup>1</sup> and the Bus Priority Fund to develop a journey-planning app and extend the network of multi-hubs out to other communities.
- 3.5 The multi-hub proposal also brings together aspects of other programmes such as Spaces for People programme working with Transport for Edinburgh the 'just eat' Serco bike hire scheme, Bewegen electric bike hire trial, Low emission Zone, bus information systems and the Musselburgh Active Town project.
- 3.6 It is proposed to realise and develop networks working in partnership through the City Region Deal Transport Appraisal Board and SEStran, to explore synergies and learning opportunities to introduce economically viable Demand Responsive Transport (DRT), with car hire and car clubs reducing the reliance on the private car.
- 3.7 Work to expand the idea into other communities will follow with the potential to seed larger scale multi-hubs and adapt existing transport interchanges. Conversations with a private transport operator to host an intercity electric bus terminus in East Lothian connecting to the existing transport network is also being explored, to drive forward a greener transport renewal and recovery.
- 3.8 It is appreciated that introducing the concept of change to travel behaviour during a global pandemic, when the Scottish Government message is not to use public transport and only travel if absolutely necessary, appears to be a conflict. However, the programme will not actively promote the multi-hub proposal until it is reasonable to do so.
- 3.9 Advertising and promotion is key to the success of this project but this needs to be timed appropriately. To get public buy-in local people need to understand what the product is, how it benefits them, and what the benefits are over traditional travel, journey-time savings, cost and reliability with onward interconnections between modes. In this context, it is proposed to develop a journey planning app through the Mass Innovation Fund linking all parties who wish to use the hub.

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<sup>1</sup> <https://www.transport.gov.scot/our-approach/mobility-as-a-service/maas-investment-fund-mobility-as-a-service/>

- 3.10 In addition, to ensure the public have confidence with information provided, high quality integration of data between services is essential, including monitoring of patronage (users) and location of transport services through live bus tracking (real-time passenger information), CCTV and demand monitoring.
- 3.11 To help develop the public perception and concept of a hub, a focus group reflected on an appropriate brand that could be used across the different towns and villages. The workshops aim was to identify a term which people could associate with the wider benefits of sustainable travel and that can be used as the main name for the interchange in Musselburgh. The group was asked to remark on 'multi-hubs' or 'mobility hub' but rejected the term as they felt it sounded more medical and was also associated with disabilities and mobility scooters. No one option was favoured above one other, however, it was agreed that the name should be transferable, short and relevant to the local community.
- 3.12 The Transport Scotland Act 2019 made provision for the introduction of Low Emission zones in the four main cities (including Edinburgh) however, due to Covid a hiatus was made on advancing the Orders. Emerging through the Scottish government route map, on the restarting of development will place strain on access to Edinburgh and the hubs will assist in addressing travel demand.
- 3.13 As part of the Spaces for People programme consultation, the principles of the trial site at Brunton Hall have been agreed with local stakeholders. Further consultation and public engagement through public questionnaire and tests will be taken to measure public attitude and seek learning opportunities.

## **4 POLICY IMPLICATIONS**

- 4.1 The multi-hubs will promote and support active and sustainable transport in line with our following policies:
- Local Transport Strategy *Policy 3: Active travel and healthy lifestyles*
  - Local Transport Strategy *Policy 5: Encouraging sustainable travel*
  - Climate Change Strategy *Outcome 2: Active travel and sustainable transport used for everyday journeys to drastically cut transport emissions and improve air quality*
  - Climate Change Strategy *Outcome 7: Our communities are places encouraging low carbon lifestyles and are prepared for the effects of climate change*

## **5 INTEGRATED IMPACT ASSESSMENT**

- 5.1 An Integrated Impact Assessment is has been undertaken.

## 6 RESOURCE IMPLICATIONS

- 6.1 Financial – External funding of £30,000 will be sourced to cover capital costs and maintenance for first three years. Beyond that, an ongoing maintenance budget will be required from income generators. Opportunities exist through private EVCP leasing, advertisement, BSIP arrangements and Cost recovery on Traffic Regulation Orders to allocate road space.
- 6.2 Maintenance and operational costs for the first 3 years will be covered by warranty. The longer term costs are currently unknown, likewise the quantum of potential income streams. A part of the pilot will be to explore opportunities to make the concept cost neutral to become financially sustainable.
- 6.3 Personnel – Staff have been involved in drafting proposals, developing a branding and communication strategy, attracting external funding and leading on design. Further commitments will be required to manage installation, promotion, liaise with stakeholders, and follow through to the wider projects to develop a complete network.
- 6.4 Other - None

## 7 BACKGROUND PAPERS

- 7.1 *East Lothian Multi-hub network – a proposal for a local network of transport interchanges – See Appendix 1*

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<b>DATE</b>	October 2020

# East Lothian multi-hub network

A proposal for a local network of multi-modal transport interchanges



East Lothian Council Road Services  
Partnerships and Services for Communities

John Muir House

Haddington

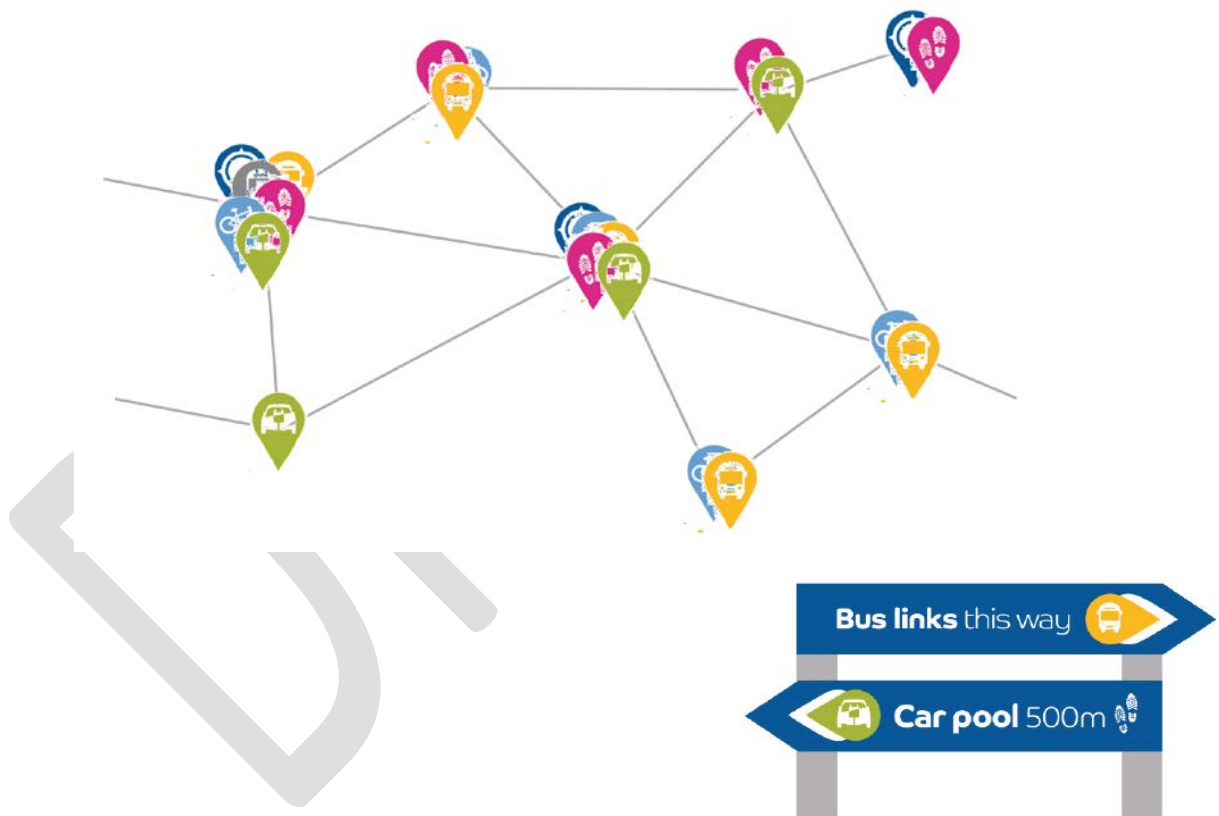
EH41 3HA

August 2020

# Executive Summary

The vision for East Lothian is for a network of multi-modal transport interchanges (multi-hubs) linked by regular bus services and attractive paths. People travel to the hubs by the most convenient means in order to pick up a link to the next one. The waiting times at the hubs will be minimised due to seamless journey planning apps and the provision of real-time bus information but, if waiting is necessary, there will be facilities such as seating and wifi to improve the experience.

Multi-hubs have the potential to change the way we travel by making it much easier to access public transport and other forms of sustainable travel. They raise the profile of alternatives to private car use in local communities, by bringing together information about, and access to, different modes of transport in high profile locations.



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# 1 Introduction

## 1.1 What is a multi-hub?

1.1.1 An East Lothian multi-hub is our proposed local term for what has been described in the sector as a 'mobility hub', defined by SEStran<sup>1</sup> as:

“a recognisable and easily accessible place which integrates different transport modes and supplements them with enhanced facilities, services and information aimed at encouraging more sustainable travel, creating sense of place and improving journeys and travel choices”

1.1.2 We have used a different term to avoid perceptions that these interchanges are only to support people with additional mobility needs. They are for everyone who needs to travel locally.

1.1.3 'Multi-hub' is a working title, and further focus group work will be carried out later in the year to establish a term which people associate with the wide benefits of sustainable travel.

## 1.2 Why create multi-hubs?

1.2.1 It is widely recognised that the threats arising from climate change are already impacting upon our communities. East Lothian Council declared a Climate Emergency<sup>2</sup> in August 2019, resolving to take urgent action to make all our council services Net Zero Carbon as soon as reasonably practicable and by 2045, and to work with our partners towards a Carbon Neutral East Lothian. The Council's Climate Change Strategy 2020–2025<sup>3</sup> sets out the Council's commitment to tackling the Climate Emergency at local level, with the specific outcomes, key priority areas and actions over the next five years towards achieving these overall aims. Transport currently accounts for the largest source of Scotland's total greenhouse gas emissions. Tackling the emissions from transport by prioritising, delivering and promoting active and sustainable travel choices locally is a key outcome in our strategy.

1.2.2 In addition to this priority, there are growing health and social inequality crises exacerbated by our reliance on private motor vehicle use. Multi-hubs bring together all the elements of sustainable transport into easy-to-recognise locations that can be jointly promoted. The hubs will be obvious places to change buses/modes and are useful for wayfinding.

1.2.3 In this way, the network will be an important element in promoting local bus use, and contribute to the recovery of bus services post-Covid.

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<sup>1</sup> <https://sestran.gov.uk/wp-content/uploads/2020/05/SEStran-Mobility-Hubs-Strategic-Study-Final-Report.pdf>

<sup>2</sup> [https://www.eastlothian.gov.uk/news/article/13064/climate\\_emergency\\_declared](https://www.eastlothian.gov.uk/news/article/13064/climate_emergency_declared)

<sup>3</sup> [https://www.eastlothian.gov.uk/downloads/download/13283/climate\\_change\\_strategy\\_2020-25](https://www.eastlothian.gov.uk/downloads/download/13283/climate_change_strategy_2020-25)

- 1.2.4 Additionally, multi-hubs support car clubs, which have been shown to be a stepping-stone for drivers towards reducing their mileage and moving away from car ownership. Other elements such as bike hire also benefit from being part of the bigger picture.
- 1.2.5 Multi-hubs can also be an interchange for demand responsive transport (DRT) services. Under this model, flexible/local services e.g. taxis or private hire services could be subsidised to carry travellers to their closest multi-hub to complete their onward journey by more mainstream means. Alternatively they could be a recognised pick-up point for private journey-sharing arrangements.

### 1.3 What is the benefit of a multi-hub network?

- 1.3.1 Ultimately, we envisage a complete network which will raise the profile of sustainable transport in East Lothian. Once residents are aware of the hub closest to them, they will view it as 'gateway' to access the rest of East Lothian and beyond. While car parking will be available at some hubs, there will be incentives to encourage people to travel only to their closest hub in order to pick up public transport or another mode to their final destination.

## 2 Features of Multi-Hubs

### 2.1 All hubs are not the same

2.1.1 We envisage that all hubs will have the following basic features:

- Bus stop
- Bike rack
- Information board

2.1.2 Major hubs will be defined as those which have associated car parking and therefore can be considered to have a larger catchment area.

### 2.2 Walking and cycling

2.2.1 In many cases the first or last mile of any journey can easily be made on foot or by bike. All multi-hubs will provide local area maps showing destinations that can be easily reached by these modes. Bike parking will be available.

### 2.3 Bike hire

2.3.1 Public bike hire will be a central pillar of East Lothian multi-hubs, providing onward links but also being available for leisure trips for local people. We have already extended the on-street Edinburgh Cycle Hire scheme into Musselburgh and E-bike hire is coming soon.

### 2.4 Public transport

2.4.1 All multi-hubs will be centred on an existing bus stop/interchange or rail station and will provide facilities to make it easier to access the public transport network.

### 2.5 Demand Responsive Transport / taxis/ private hire

2.5.1 For people who are some distance from the public transport network, subsidised taxis or private hire vehicles could provide a Demand Responsive Transport (DRT) link.

### 2.6 Journey-sharing

2.6.1 Multi-hubs would provide easily identifiable pick-up points for shared journeys (where one person gives a lift to someone going in the same direction), with a mobile app or community noticeboard providing the facilities to link drivers with passengers.

2.6.2 In town centre locations, some nearby parking spaces may be reserved for vehicles which are part of a shared journey. We understand that 'certification' of journey-sharing is available via the TripshareEastLothian and similar apps.

### 2.7 Car clubs

2.7.1 Car Clubs have been demonstrated to reduce private car ownership and are a

stepping-stone for individuals towards more sustainable travel patterns.

- 2.7.2 However, car clubs have not yet been demonstrated to be profitable/sustainable in rural locations, due to the need for a minimum level of potential members within walking distance. Where our multi-hubs can provide easy to access to car club vehicles, this will help to promote the concept and support their operation.

## 2.8 Electric vehicle charging

- 2.8.1 East Lothian has a growing network of electric car chargepoints and, where the multi-hubs provide a 'park and ride' element, the parking spaces will be equipped with EV chargepoints. There are likely to be opportunities to include electric bike charging in future.
- 2.8.2 Additionally, some multi-hub sites may offer opportunities to integrate off-street car charging for residents without driveways.

## 2.9 Additional features – seating, public wifi and top-up taps

- 2.9.1 Where possible public wifi will be provided at hubs, and we will work in partnership with Scottish Water to provide top-up taps for drinking water, particularly at hubs with E-Bike hire facilities. Attractive seating and enhanced shelters, where required will provide comfortable place to wait.

## 2.10 Biodiversity, climate change adaptation and public realm

- 2.10.1 Multi-hubs should add value to the public realm in terms of being high quality and attractive destinations. Where possible the biodiversity of the area will be enhanced through green network features such as vegetative roofs on shelters, and public realm improvements will be incorporated. We hope to work with the Green Action Trust to incorporate rain gardens into as many hubs as possible, adding these climate adaptation features in all our towns.

## 2.11 Journey planning apps

- 2.11.1 Ultimately we would like to have a journey planning app associated with the East Lothian on the Move hubs which will make it easy to use all the transport elements as well as adding a promotional aspect, and the ability to incentivise different modes of transport.

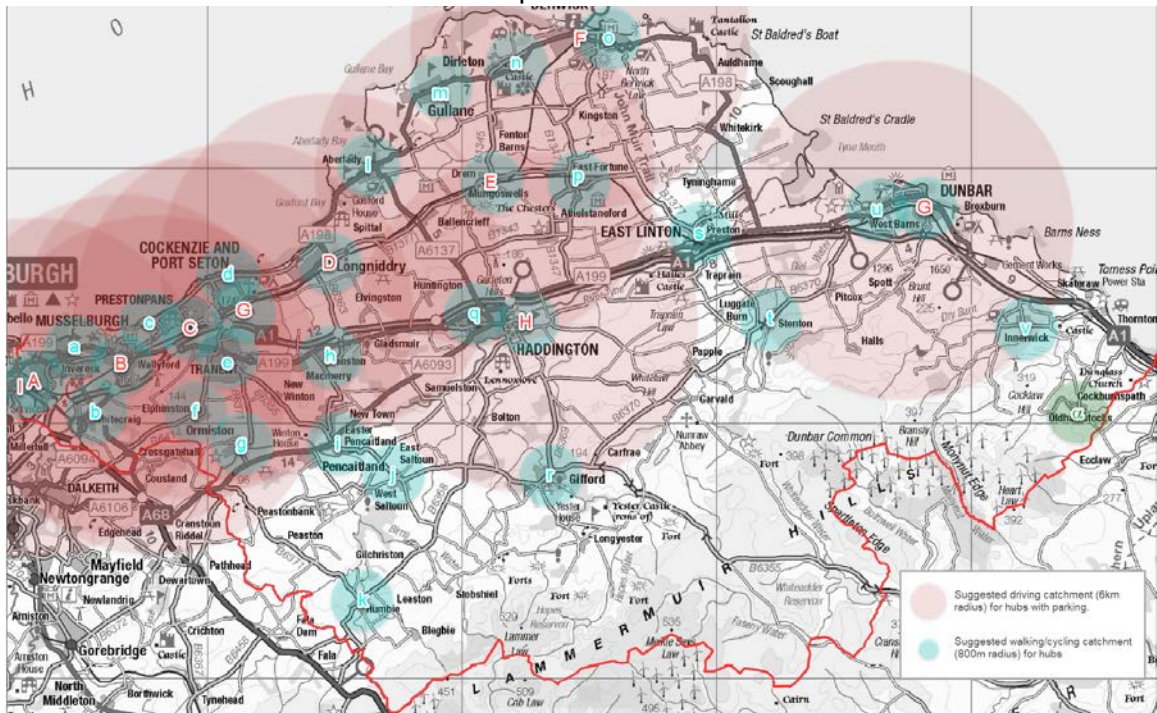
## 2.12 Cycle/pedestrian counters

- 2.12.1 These could be sited on key routes to the hubs to gather data but also have a promotional aspect.

# 3 East Lothian Multi-Hubs

3.1.1 We propose a comprehensive network of multi-hubs across East Lothian as suggested in the figure below. The mobility hubs will improve connectivity through and between the town centres, making the towns more attractive for residents, local businesses and visitors.

3.1.2 We have made a distinction between ‘major’ hubs where generally car parking will be provided and a higher level of facilities can be expected, and ‘standard’ hubs which can be seen as access points to the wider network.



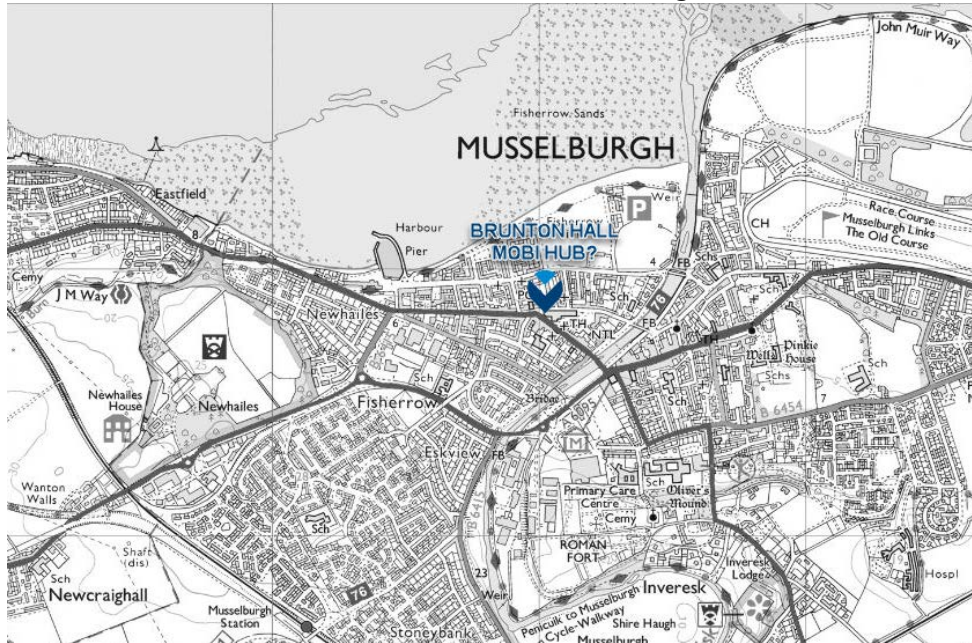
The hubs will be developed in three phases starting with a trial at Brunton Hall in Musselburgh in the winter of 2020.

This envisages a network where nearly every household in East Lothian is within walking distance of a standard hub location, and within easy driving distance of a major hub.

# 4 Phase 1 – Brunton Hall trial

## 4.1 Partnership

4.1.1 A trial multi-hub will be established in partnership with Musselburgh Area Partnership, SEStran, CoMoUK, Scottish Water and potentially the Green Action Trust at the Brunton Hall in Musselburgh.



## 4.2 Why Brunton Hall?

4.2.1 This site has been selected as it is in a high profile location which has several existing essential elements. As well as being a town centre location with frequent bus services and good local facilities, there is already public electric vehicle charging nearby, a Co-Wheels car club vehicle and taxi rank. Public e-bike hire is coming soon, and the site has been identified as a potential site for a trial of the inductive charging of car club and taxi vehicles.

4.2.2 The adjacent bike shop has been approached and is receptive to supporting additional e-bike hire.

4.2.3 We have had initial discussions with Scottish Water regarding the installation of a water bottle top-up tap and the location seems to fit their requirements. They may be able to install one before the end of the year.

4.2.4 SEStran have offered to provide an electronic bus information display to complement the other five which are available across East Lothian. This will make it easy to keep up-to-date bus timetables and present relevant information about other modes of transport.

4.2.5 Conversations with Lesley Smith the Councils Arts Team Manager responsible for major events at the Brunton Hall, alerted us to the need to reconsider the parking/loading layout at the rear of the building.

## 4.3 Timescales for Brunton Hall

4.3.1 It is proposed to implement the multi-hub in stages as opportunities become available. The first phase is a drawing together of existing initiatives, and easy-to-implement measures.

		Element	Cost	Fund	Comment
Many elements already in place	Target date: Winter 2020	Branding	-	ELC	Initial designs are now available
		Signage and marketing	£2000	SCSP	Road markings/signs/online in first instance.
		Design of posters and information boards	£1000	ELC	Can be shown in electronic display or printed out for inside Brunton Hall.
		Electric vehicle chargepoints for car club vehicles	£9,000	SEStran	Bollard-style chargepoints to distinguish them from general chargepoints. Potential for inductive charging
		Bike racks (6 hoops)	£600	SfP	
		Installation of two electronic info display	£20,000	SEStran	
		Drop kerbs for cycle pass	£1400	SfP	Need to move bollards to protect area from parking
		On-street E-bike hire	£50,000	SEStran	Capital costs plus 3 years + 1 +1 contract for support
		Bike hire	-	n/a	Available via adjacent bike shop (Ace Bikes)
		Bike repair station	£1000	TBC	Need to check with Ace Bikes
		Parcel drop-off and collection	TBC	ELC	Already available via CollectPlus at Fisherrow Newsagents. Could jointly promote?
		Water bottle top-up tap	-	SW	
		Seating	TBC	ELC	Integrate with biodiversity features
Advertising within Brunton Hall	TBC	ELC			
These elements require planning permission and consultation	Target date: Spring 2021	Signage	£1000	SEStran	Totems
		South Street closed to through traffic		ELC	Access maintained to community centre etc.
		Move bus shelter		ELC/ Adshell	Bus shelters belong to AdShel. Need to liaise with them. May need planning permission
		Streetscape works to tie elements together	£3000	ELC	Create a 'sense of place'. Include: <ul style="list-style-type: none"> <li>Continuous footway over top of South Street</li> <li>Move/repurpose phone box</li> <li>Move bike hire to more central location</li> </ul> Different surfacing?
		Journey-sharing spaces / Multi-Hub user spaces in North High Street car park		ELC	For Brunton Hall staff, and other businesses? Impact of repurposing car park?
		Risk Assessment/ Quality Audit			Assess and respond to issues raised
	Target: 2022	Cycle link to Wallyford Station	TBC	ELC	Route 2 from Musselburgh Active Toun
		Cycle link to Musselburgh Station/QMU	TBC	ELC	Route 5 from Musselburgh Active Toun
		Cycle link to Primary Care centre	TBC	ELC	Local link identified through Musselburgh Active Toun consultation
		Fully segregated in-town cycle lane	TBC	ELC	Consider interaction with pedestrian crossings and bus shelters

ELC = East Lothian Council; SCSP = Smarter Choices, Smarter Places (paths for All), SW = Scottish Water; SEStran = ShareNorth Project; SfP = Spaces for People (Sustrans); GAT=Green Action Trust.

#### 4.4 Brunton Hall stage 1 designs

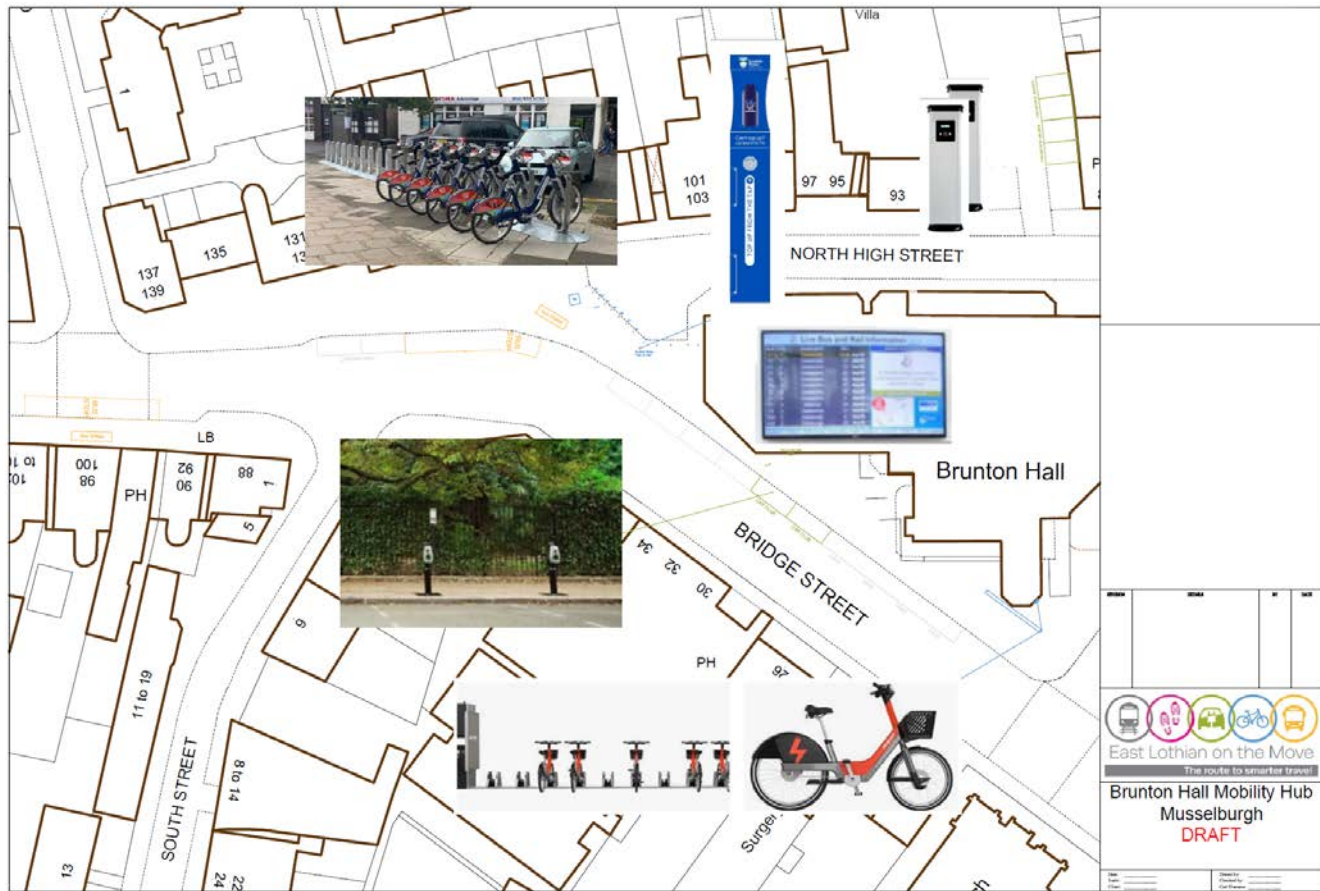


Figure 1: Sketch of plans for Brunton Hall Multi-Hub stage 1



# 5 Phase 2 – major hubs

## 5.1 Overview

5.1.1 As the trial is developed and learning emerges, we will start to pull together features for multi-hubs in each of our biggest towns. These hubs will be based at existing interchanges.

5.1.2 An important feature will be the availability of e-bikes for hire. We have identified 3 main uses of e-bike hire:

- **Commuting / Utility trips by local people** – Linking people to multi-hubs for onward travel. We are focussing on this market through the Spaces for People funding for on-street e-bike hire which is providing opportunities for people to replace bus trips with cycling in the wake of Covid-19.
- **Leisure trips by local people** – those without space to store/money to buy an e-bike could take one and go for a spin. In this way the
- **Leisure visitors to East Lothian** – there will be a need to work closely with Economic Development colleagues and other specialists to reach this market

## 5.2 A - Musselburgh Station/ Queen Margaret University

5.2.1 This will be provided with e-bike hire this year. There may be opportunities to work with QMU to support car club use, and integration of different modes of transport. Walking/cycling links should be made to Newcraighall station to the south.

## 5.3 B - Wallyford Station

5.3.1 Both bus and train services are currently available at Wallyford 'Park & Choose' and it is the site of Scotland's largest EV charging hub including 100kW and 150kW public EV chargepoints. However, the car park is nearing capacity, and effort is required to convert some of the trips to the station to sustainable transport. Bus routes would need to be reconfigured for the site to function as a proper interchange; currently no express bus services call there, and the local routes are slow. However, initial discussions with Lothian and East Coast buses have been positive, and there is interest in supporting

facilities such as a waiting area and toilets.



Figure 2: Wallyford Park & Choose - space for e-bike hire has been identified

5.3.2 The disruption to bus services during the Covid-19 pandemic has offered an opportunity to re-evaluate the shape they will take in future. The Spaces for People programme is consulting on measures to improve The Loan for walking and cycling by banning motorised vehicles except buses. This will make the train station and the bus stops feel closer together. The speed limit is also being reduced.

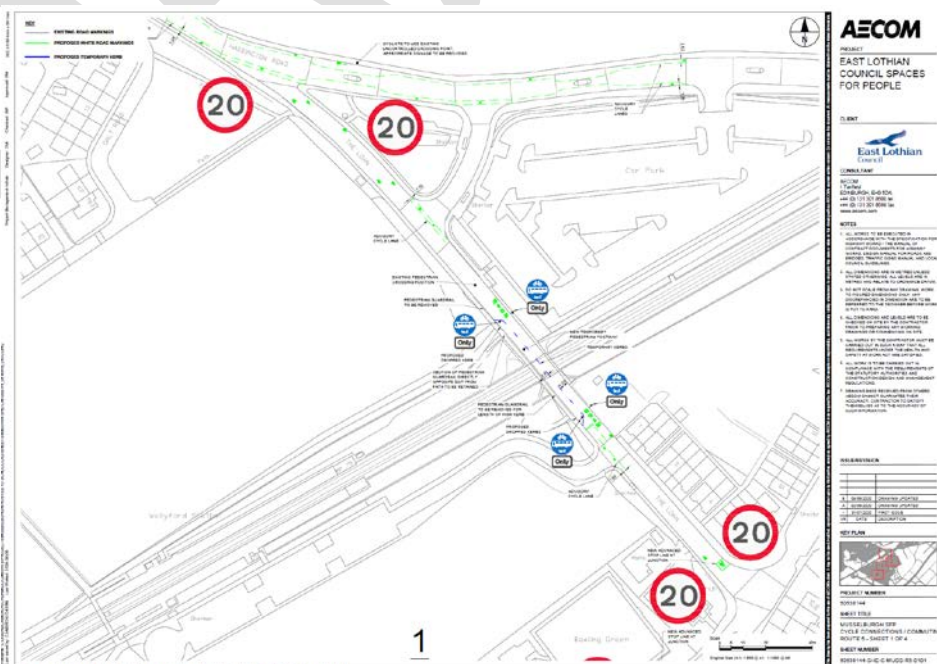


Figure 3: Spaces for People proposals for The Loan at Wallyford Park & Choose (August 2020)

## 5.4 C - Prestonpans Station

- 5.4.1 At Prestonpans Station there is a location suitable for e-bike hire just outside the entrance. This is on a bus route, and opportunities exist for providing better links to the town.

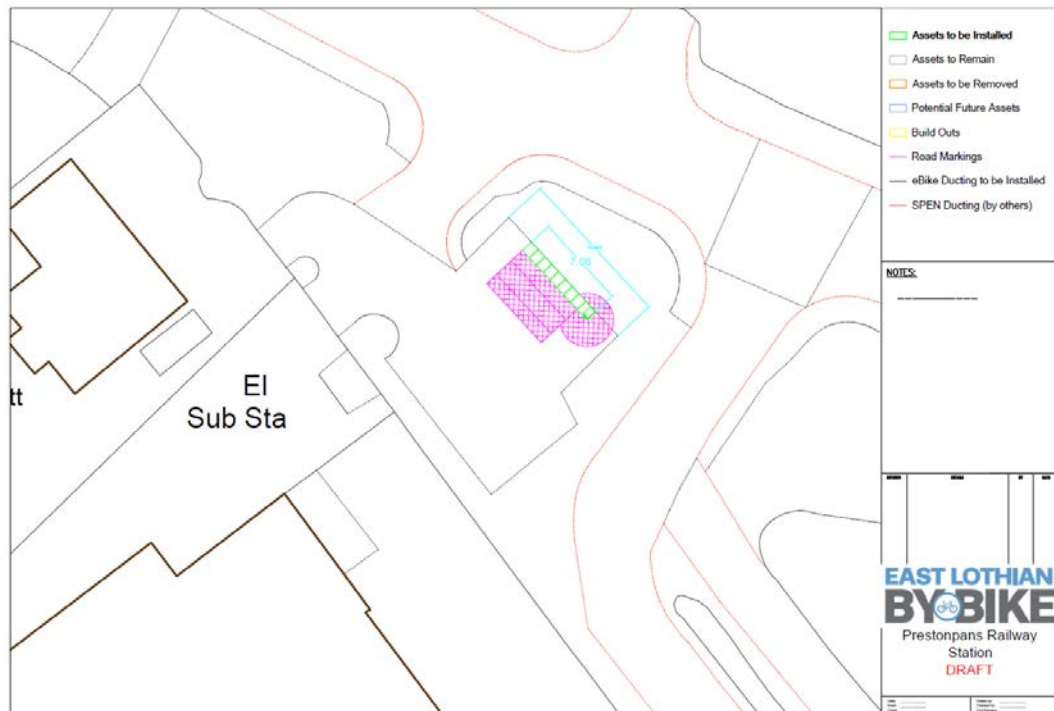


Figure 4: Proposals for e-bikes close to Prestonpans station

## 5.5 D - Longniddry Station

- 5.5.1 The new car park has space to provide facilities such as e-bikes. There are good walking and cycling connections.

## 5.6 E - Drem Station

- 5.6.1 Planning restrictions in this conservation village may make it difficult to agree a site for e-bike hire. However, other elements such as bus links and cycle routes can be integrated.

## 5.7 F - North Berwick Station

- 5.7.1 There is an opportunity for siting e-bikes on ELC managed land adjacent to the bus shelter/train station. Cycle links to the high street and the beach will need to be established.



Figure 5: Proposals for e-bikes near North Berwick station

## 5.8 G - Dunbar Station

5.8.1 Walking routes to provide direct access to the station from the south and east are being developed. Bus access from the east would make it easy for interchange between bus and train.

## 5.9 H – Haddington High Street

5.9.1 Haddington is an important bus interchange for East Lothian, and the High Street has space for all the features of a major transport hub. Although no dedicated parking is currently available, we are appraising the use of on-street and off-street car parks.

5.9.2 There is scope for an e-bike hire station in the town centre; we are reviewing potential locations with community and business stakeholders.

## 5.10 I & J - Major hubs still in development

### 5.10.1 I - Blindwells

The new town at Blindwells is an opportunity to embed sustainable travel with the housebuilding. An eventual population of over 20,000 will need seamless public transport connections if they are going to choose to use them rather than drive.

### 5.10.2 J - East Linton new station

Network Rail are advancing proposals for a new rail station at East Linton. We are working to ensure that this will have all the features expected of a major multi-hub.

## 6 Phase 3 – standard hubs

6.1.1 While we are building our network around existing bus stops we are looking to complement these with other features as detailed in Section 2.

6.1.2 Key features for further development are linking the standard hubs into the major hubs to provide onward travel. This could be via cycle lanes or local bus, and we will also look to provide complementary e-bike hire stations. The current proposed 'standard' hubs which are likely to feature e-bike stations are:

- War Memorial Square, Prestonpans
- War Memorial Park, Prestonpans
- Civic Square, Tranent

The e-bikes are being funded through the Spaces for People programme currently underway.

DRAFT

# 7 Initial designs

Some initial ideas about branding have already been developed for further discussion

Sustainable, Shared & Active Travel Interchange Brand Development VISUAL IDENTITY/ BRANDED ASSETS



Contact: ELC Communications Team – Louise Stewart: Graphic Design & Creative Adviser T:01620 827226 lstewart2@eastlothian.gov.uk

# 8 Funding request

8.1.1 We are requesting £30,000 from SEStrans to support the introduction of first multi-hub in the region, at the Brunton Hall in Musselburgh. In line with the table in Section 4.3. This will provide the following

Electric vehicle chargepoints for car club vehicles	£9,000
Installation of two electronic info display	£20,000
Signage and promotion	£1000
<b>TOTAL</b>	<b>£30,000</b>

8.1.2 The Brunton Hall multi-hub itself is scheduled for completion by March 2021, while the wider links requiring consultation and planning permission will take longer to implement and form part of complementary projects.

8.1.3 Funding will be sought from a variety of sources to establish additional multi-hubs in the East Lothian network, as opportunities become available.

DRAFT





**REPORT TO:** Cabinet

**MEETING DATE:** 10 November 2020

**BY:** Depute Chief Executive (Resources and People Services)

**SUBJECT:** Sustainable Procurement Policy

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**4**

## **1 PURPOSE**

- 1.1 The purpose of this report is to present the proposed Sustainable Procurement Policy for approval.

## **2 RECOMMENDATIONS**

- 2.1 Cabinet is recommended to approve the proposed Sustainable Procurement Policy (set out in Appendix 2 to this report), to agree the key areas identified in the Policy, and to support the work towards meeting the key priority area under the Council's Climate Change Strategy 2020-2025 Outcome 1, which is 'Sustainable Procurement' with the specific action to "Produce and implement a revised and updated Sustainable Procurement Policy, to ensure that goods and services are procured ethically and responsibly, from ethical and sustainable sources, including through the supply chain and sub-contractors".
- 2.2 Cabinet is requested to note that this proposed Sustainable Procurement Policy has been developed with input and feedback from Zero Waste Scotland through their capacity building mentoring programme undertaken by ProCirc, which supports public bodies to embed circular procurement and deliver circular economy and sustainable outcomes, with an emphasis on proactively supporting green recovery and delivering local benefits.

## **3 BACKGROUND**

- 3.1 East Lothian Council spends approximately £140 million every year on goods, services and works, which represents a substantial opportunity to deliver additional social, environmental and economic benefits to East Lothian through its procurement exercises.

- 3.2 Under the Climate Change (Scotland) Act 2009 and Procurement Reform (Scotland) Act 2014, as a public body, East Lothian Council is expected to lead by example in reducing carbon emissions, contributing to climate change adaptation, and acting sustainably by improving economic, social and environmental wellbeing of the authority's area, facilitating the involvement of SMEs, third sector bodies and supported business and promoting innovation.
- 3.3 The main areas of focus of this Sustainable Procurement Policy, which are illustrated in the associated Sustainable Procurement Charter (Appendix 1), are:
- **Promoting equality:** As a responsible employer the council is committed to promoting equal opportunities to all of the East Lothian community, employees and suppliers alike. Consideration of equal opportunities is fully integrated into our procurement practices and is fully committed to the values and ethos of the Equality Act 2010.
  - **Facilitating a varied economy:** Facilitating SMEs, social enterprises, supported business and third sector in the procurement process.
  - **Promoting innovation:** Influencing the market towards innovative solutions in order to create a catalyst for local job creation, sustainable innovation and market development.
  - **Fair work practices:** Encouraging the wider adoption of the Scottish Living Wage by suppliers. To support this the council has adopted the Scottish Government guidance on the selection of tenderers and award of contract which address fair work practices as part of the procurement for relevant contracts.
  - **Stakeholder engagement:** Service user and, where appropriate, wider community consultation is an integral part of commissioning considerations.
  - **Health & Safety compliance:** Achieving a culture that ensures the council complies with all current Health and Safety legislation and in so doing endeavours to provide safe places and safe systems of work.
  - **Fairly & ethically traded goods sourcing:** Embedding Fair Trade into contracts with suppliers where the council has a direct bearing on the required goods, services and works.
  - **Healthy, sustainable food provision:** Promoting a sustainable food supply chain by using national Scottish Frameworks (SXL) which supports the use of Scottish produce and the delivery of healthy choices to support healthy eating.
  - **Prompt payment:** Making payment of invoices within 30 days of receipt of a valid invoice which supports the cash flow and the ability to trade for SMEs.

- **Information governance:** Providing business transparency and ensuring legislative compliance. Relationship with 3<sup>rd</sup> parties who handle data on behalf of the council, or with whom we share data are carefully managed.
- **Environmental impact and climate change:** Reducing the council's environmental impact, including carbon emissions, and improving sustainability wherever possible. The Climate Change (Scotland) Act 2009 places duties on the council to deliver services in a way which supports this, and the council's Climate Change Strategy 2020-2025 sets out our commitment to achieving this through both internal activities, such as energy saving within buildings, and our work with partners.
- **Community benefits:** Improving the economic, social and environmental wellbeing of East Lothian by linking to local improvement actions set out in the Local Area Partnerships' Area Plans through the inclusion of specific clauses where appropriate within contracts known as community benefits clauses (CBCs).
- **Conflict of interest:** Any individual whether employee or supplier to declare such an interest before any procurement activity commences, as the best way to handle conflicts of interest is to avoid them entirely.
- **Modern Slavery Act 2015:** Addressing any areas of concern in the tendering process through requiring minimum standards.

3.4 In order to identify and address how the council can optimise economic, social and environmental outcomes, where appropriate, the council will utilise a series of tools provided by the Scottish Government to assist the sustainable procurement process:

- **Prioritisation tool:** Designed to assist early stage strategic planning, and brings a standard, structured approach to the assessment of spend categories.
- **The Sustainability test:** Designed to help embed relevant and proportionate sustainability requirements in the development of frameworks and contracts.
- **Lifecycle impact mapping (whole-life mapping including end-of-life sustainability):** Used to identify and assess the social and environmental impacts of raw materials, manufacturing and logistics, use and disposal or end of life management.
- **Scottish flexible framework assessment tool:** Used to assess current level of performance and the actions required to embed good procurement practice to realise intended sustainable outcomes.

3.5 This Sustainable Procurement Policy has been developed with input and feedback from Zero Waste Scotland through their capacity building mentoring programme undertaken by ProCirc. ProCirc's capacity building work supports public bodies to embed circular procurement and deliver circular economy and sustainable outcomes, with an emphasis on

proactively supporting green recovery and delivering relevant local benefits.

- 3.6 The Council will undertake regular assessment against the Flexible Framework and monitor progress against the resulting Action Plan. The Sustainable Procurement Policy, Best Practice Guidance and Action Plan will be reviewed (and updated) where appropriate, on an annual basis.

Procurement staff will be provided ongoing training on sustainable procurement principles to enable delivery of this policy.

- 3.7 If this Sustainable Procurement Policy is approved, it is the intention to subsequently bring forward for approval detailed guidance documents on the implementation of the Policy, specifically:

- Sustainable Procurement Guidance, with details of the implementation of the Policy to ensure it is embedded across the council, and to provide information on the expectations of the sustainable procurement process for potential tenderers; and
- Procurement Community Benefits Strategy, setting out guidelines on incorporating and providing additional sustainable benefits to the community within the procurement process, to achieve social, economic and environmental sustainability.

#### **4 POLICY IMPLICATIONS**

- 4.1 This policy aligns with the wider objectives of the Council Plan 2017-22, East Lothian Partnership's East Lothian Plan 2017-27 and East Lothian Council's Climate Change Strategy 2020-2025.

#### **5 INTEGRATED IMPACT ASSESSMENT**

- 5.1 The subject of this report has been through the Integrated Impact Assessment process and no negative impacts have been identified.

#### **6 RESOURCE IMPLICATIONS**

- 6.1 Financial - None
- 6.2 Personnel - None
- 6.3 Other - None

## 7 BACKGROUND PAPERS

- 7.1 Appendix 1: Sustainable Procurement Charter, illustrating the key areas of focus of the Sustainable Procurement Policy.
- 7.2 Appendix 2: Sustainable Procurement Policy

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<b>DATE</b>	20 <sup>th</sup> October, 2020





East Lothian  
Council

# Sustainable Procurement Charter





East Lothian Council is committed to minimising the environmental impact of goods, services and works procured whilst maximising social and economic benefit for the community it serves.



### Promoting equality

As a responsible employer the council is committed to promoting equal opportunities to all of the East Lothian community, employees and suppliers alike. Consideration of equal opportunities is fully integrated into our procurement practices and is fully committed to the values and ethos of the Equality Act 2010. Consideration of equal opportunities is fully implemented into our procurement practices and is fully committed to the values and ethos of the Equality Act 2010.



### Facilitating a varied economy

Facilitating SME's, social enterprises, supported business and third sector in the procurement process. Our procurement strategy aims to achieve a mixed economy of suppliers to support and develop our local rural market, particularly, micro, small and medium sized enterprises, Third Sector organisations and supported business. This approach includes that contracts are simplified, standardised and advertised in such a way that SMEs, third sector organisations and supported businesses are aware of the opportunities by using The Public Contracts Scotland (PCS) portal, meet the buyer events and lotting system to help reduce any barriers to involvement in procurement opportunities.



### Promoting innovation

Influencing the market towards innovative solutions can focus public spending on sustainable goods, services and works and create an important catalyst for local job creation, sustainable innovation and market development. Our procurement strategy notes the importance of innovation through procurement and we encourage all our suppliers to consider an innovative approach to the way goods and services are delivered.



### Fair work practices

East Lothian Council is committed to encouraging the wider adoption of the Scottish Living Wage by suppliers and to support this has adopted the Scottish Government guidance on the Selection of Tenderers and Award of Contracts which address Fair Work Practices as part of the procurement for relevant contracts. The Living Wage is an hourly rate set by the Living Wage Foundation and is revised in November every year. The current rate is £9.00 (November 2019).





## Stakeholder engagement

Service user and, where appropriate, wider community consultation is an integral part of commissioning considerations. The strategic importance and complexity of required outcomes will mainly govern the level of consultation undertaken and the choice of the procurement route followed. The final decision on these matters will always be considered in light of what is likely to provide best value for the local community.



## Health & Safety compliance

East Lothian Council is committed to achieving a culture that ensures it complies with all current Health and Safety legislation and in so doing endeavours to provide safe places and safe systems of work. This principal extends to those employed to do contracted works for and on behalf of the council. The council will only employ contractors who are fully accredited SSIP members of Constructionline or equivalent.



## Fairly & ethically traded goods sourcing

The council supports the Fair Trade initiative because it reflects our commitment to sustainable development and offers the prospect that marginalised producers across the world will receive fairer deals for their produce. The council will promote the use of fair trade products across all its services and raise awareness of fair trade amongst its staff and customers. The council will (to the extent permitted by procurement legislation) embed Fair Trade into contracts with suppliers where it has a direct bearing on the required goods, services and works.



## Healthy, sustainable food provision

The procurement of food considers the wider community focus of improving the health and wellbeing of young people and communities in East Lothian. Promoting a sustainable food supply chain by using national Scottish Frameworks (SXL) which supports the use of Scottish produce and the delivery of healthy choices to support healthy eating. Food security and ethics are of equal importance and the council follows Scottish Government guidance to ensure consideration of the highest levels of animal welfare.



## Prompt payment

The effect of late payment on SME's can be significant, impacting cash flow and the ability to trade. As direct support the council has a prompt payment policy and related performance indicator which aims to make payment of invoices within 30 days of receipt of a valid invoice. To make sure this policy flows through all stages of the supply chain, our terms and conditions of contract obliges our contracted suppliers to make payment of valid invoices within a similar 30 day period.



## Information governance

East Lothian Council regards information as a valuable corporate asset which must be obtained, processed and protected diligently, lawfully and ethically. The approach to information governance focuses on safeguarding customers, providing business transparency and ensuring legislative compliance. Relationships with 3rd parties who handle data on behalf of the council, or with whom we share data are carefully managed. Contracts include information governance compliance conditions with these arrangements being documented and monitored. We will expect all suppliers to take the same robust approach to information management as we do, even after their contract has expired.



## Environmental impact and Climate Change

East Lothian Council is committed to reducing its environmental impact, including carbon emissions, and improving sustainability wherever possible. The Climate Change (Scotland) Act 2009 places duties on the council to deliver services in a way which supports this, and the Council's Climate Change Strategy 2020–2025 sets out our commitment to achieving this through both internal activities, such as energy saving within buildings, and our work with partners. The way that the council procures goods and services can have a huge environmental impact, and by purchasing items which can demonstrate a reduced negative effect on wildlife, natural resources and carbon emissions, we can reduce our carbon footprint and support suppliers to do the same..



## Community benefits

Improving the economic, social and environmental wellbeing of the area. Adding value to communities through Community Benefits\* or social requirements is intended to ensure that wider local economic and social issues are considered when delivering construction works, service or supplies contracts. This is achieved through the inclusion of specific clauses within contracts known as community benefit clauses (CBCs).



## Conflict of interest

Council Officers and Members conducting business on behalf of the organisation have a responsibility to do so in a manner that is objective and ethical. As such we require any individual whether employee or supplier to declare such an interest before any procurement activity commences as the best way to handle conflicts of interest is to avoid them entirely.

## Modern Slavery Act 2015

The council adopts a zero tolerance approach to modern slavery and human trafficking. We expect all those who work for and with us to adhere to this approach. As appropriate we will address areas of concern in the tendering process through requiring minimum standards and contract management.

\*To find out more about Community Benefits visit:

[www.eastlothian.gov.uk/communitywishlist](http://www.eastlothian.gov.uk/communitywishlist)

For more information:

Email [procurement@eastlothian.gov.uk](mailto:procurement@eastlothian.gov.uk) or call **01620 827827** and ask for 'Procurement'  
East Lothian Council, John Muir House, Brewery Park, Haddington, East Lothian EH41 3HA



Versions of this leaflet can be supplied in Braille, large print, audiotape or in your own language. Please phone Customer Services if you require assistance on 01620 827199



## **SUSTAINABLE PROCUREMENT POLICY**

Benefiting the organisation, community and economy,  
whilst minimising damage to the environment.

October, 2020

# Sustainable Procurement Charter

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# 1. Policy Statement

- 1.1. Alongside achieving value for money, East Lothian Council (the council) is committed to maximising the social and economic benefit derived from its procurement and in minimising the environmental impact of goods, services and works that it procures. This policy sets out the principles East Lothian Council will apply to ensure procurement is carried out in a sustainable manner.
- 1.2. This Sustainable Procurement Policy demands a systematic, measured and continuous improvement approach, recognising that sustainable procurement must be meaningful and substantial. The council has declared a Climate Emergency<sup>1</sup> that requires urgent action to make all Council Services net Zero Carbon as soon as reasonably practicable and in any case by 2045 and to lobby, support and work with all relevant agencies, partners and communities to fulfil this commitment. The council has also committed to work with its communities and partners towards making East Lothian a carbon neutral county. Sustainability is embedded within the council's Climate Change Strategy 2020–2025<sup>2</sup> with the commitment to continue to reduce the environmental impact of East Lothian Council Service provision. Sustainable Procurement is a Key Priority Area for the council as set out in its Climate Change Strategy.
- 1.3. The council spends approximately £140 million every year on goods, services and works, which represents a substantial opportunity to deliver additional social, environmental and economic benefits to East Lothian. It is important that this spending power is used to support key council objectives. This approach is consistent with the position of the Scottish Government, which believes that 'procurement is a key means of achieving the social, economic and environmental benefits that sustainable economic growth demands'.<sup>3</sup>

## 2. What is Sustainable Procurement?

### 2.1. The UK Sustainable Development Task Force defines Sustainable Procurement as:

*'The process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis. It results in benefits not only to the organisation, but also to society and the economy, whilst minimizing damage to the environment'.<sup>4</sup>*

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<sup>1</sup> [https://www.eastlothian.gov.uk/news/article/13064/climate\\_emergency\\_declared](https://www.eastlothian.gov.uk/news/article/13064/climate_emergency_declared)

<sup>2</sup> [https://www.eastlothian.gov.uk/downloads/download/13283/climate\\_change\\_strategy\\_2020-25](https://www.eastlothian.gov.uk/downloads/download/13283/climate_change_strategy_2020-25)

<sup>3</sup> John Swinney, Cabinet Secretary for Finance, Employment and Sustainable Growth

<sup>4</sup> John Swinney, Cabinet Secretary for Finance, Employment and Sustainable Growth

We consider this work falls into three themes:

- Environment
- Equality (Social)
- Economic (Social)

## 3. Aims of the Policy

### 3.1 Through this policy, the council seeks to:

- Protect and enhance the environment and create better lives, well-being and opportunities for the people of East Lothian through our procurement process;
- Deliver value for money, whilst purchasing environmentally and socially responsible products and services;
- Embed and promote the UN's Sustainable Development Goals locally;
- Ensure the council's commitment to social, ethical, environmental and economic sustainable procurement is communicated and understood by East Lothian Council employees, suppliers and other external stakeholders, Councillors and the wider community as a whole;
- Set the standards of expectation and embed sustainability throughout council services and the wider East Lothian through the supply chain, local businesses and the local economy;
- Align our policies and strategic direction with our partners;
- Point our suppliers and potential suppliers towards the East Lothian Council's expectations and to inform the commercial offer;
- Guide our service managers and corporate management team so they can be clear about East Lothian Council's objectives and shape their procurement activities accordingly.

## 4. Statutory Obligations

There are a number of important legislative drivers for the Sustainable Procurement Policy.

### 4.1 The Climate Change (Scotland) Act 2009 and the Climate Change (Emissions Reduction Targets) (Scotland) Act 2019

The Climate Change (Scotland) Act 2009 placed the statutory requirements on all public bodies in Scotland, in exercising their functions, to contribute to carbon emissions reduction targets, help deliver climate adaptation, and act in the way that it considers most sustainable.

Scotland's new Climate Change Act, the Climate Change (Emissions Reduction Targets) (Scotland) Act 2019, set the world-leading target of Net Zero emissions for Scotland by 2045, with strong interim emissions reduction targets of 75% by 2030 and 90% by 2040, relative to a 1990 baseline.

In April 2019 Scotland's First Minister declared a 'Climate Emergency'.

## 4.2 The Procurement Reform (Scotland) Act 2014

The Procurement Reform (Scotland) Act 2014 established legislation about sustainable public procurement to maximise the social, environmental and economic benefits through effective and efficient procurement activity.

The Sustainable Procurement Duty under the Procurement Reform (Scotland) Act 2014 means that, before carrying out a regulated procurement, consideration must be given to how it can improve the economic, social and environmental wellbeing of the authority's area, facilitate the involvement of SMEs, third sector bodies and supported businesses and promote innovation.

## 4.3 The Equality Act 2010

East Lothian Council as a public body must comply with the Public Sector Equality Duty (PSED) in the Equality Act 2010 which requires public bodies to have due regard to three equality aims when exercising their functions, including procurement<sup>5</sup>:

- Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct;
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not;
- Foster good relations between people who share a protected characteristic.

This is referred to as the general duty and is a legal requirement for all procurement that ELC undertakes.

In addition to the general duty, the 2012 regulations contain a specific duty relating to procurement. When awarding contracts on the basis of the most economically advantageous tender, the contracting authority must have due regard to:

- whether the award criteria should include considerations to enable it to better perform the equality duty
- when a contracting authority proposes to stipulate performance conditions in a contract or framework agreement, whether those conditions should include considerations to enable it to better perform the equality duty

The Fairer Scotland Duty places a requirement on ELC to have due regard to how it can reduce inequalities of outcome caused by socio-economic disadvantage, when making strategic decisions. Compliance with the Fairer Scotland Duty aligns with the Sustainable Procurement Duty in the Procurement Reform (Scotland) Act 2014.

# 5. Putting it into practice

Detailed guidance documents will be published on the implementation of this Policy, specifically Sustainable Procurement Guidance and Procurement Community Benefits Strategy. In order to identify and address how the council can optimise economic, social and environmental outcomes, where

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<sup>5</sup><https://www.gov.scot/publications/equality-sustainable-procurement-guidance/pages/policy-context/>

appropriate, we will utilise a series of tools to assist the sustainable procurement process. It is intended to engage with senior managers for the development of the 'Sustainability test' and lifecycle impact mapping in order to embed sustainability within all procurement exercises across the council where possible.

- Prioritisation tool
  - Designed to assist early stage strategic planning, and brings a standard, structured approach to the assessment of spend categories.
- The Sustainability test
  - Designed to help embed relevant and proportionate sustainability requirements in the development of frameworks and contracts.
- Lifecycle impact mapping (whole-life mapping including end-of-life sustainability)
  - Used to identify and assess the social and environmental impacts of raw materials, manufacturing and logistics, use and disposal or end of life management.
- Scottish flexible framework assessment tool
  - Used to assess current level of performance and the actions required to embed good procurement practice to realise intended sustainable outcomes.

## 6. Links to East Lothian Council Priorities

This policy applies to the procurement of all goods, services and works and supports a wide variety of corporate policies and priorities, including:

- East Lothian Council Plan 2017-2022 [Available on: [https://www.eastlothian.gov.uk/info/210603/performance\\_and\\_spending/12283/the\\_east\\_lothian\\_council\\_plan\\_2017-2022](https://www.eastlothian.gov.uk/info/210603/performance_and_spending/12283/the_east_lothian_council_plan_2017-2022)]
- East Lothian Corporate Procurement Strategy 2017-2022 [Available on: [https://www.eastlothian.gov.uk/directory\\_record/257826/procurement\\_strategy\\_2017-2022](https://www.eastlothian.gov.uk/directory_record/257826/procurement_strategy_2017-2022)]
- East Lothian Plan 2017–2027 [Available on: [https://www.eastlothian.gov.uk/info/210592/community\\_planning/11857/the\\_east\\_lothian\\_plan\\_2017-27](https://www.eastlothian.gov.uk/info/210592/community_planning/11857/the_east_lothian_plan_2017-27)]
- East Lothian Council's Climate Change Strategy 2020–2025 [Available on: [https://www.eastlothian.gov.uk/info/210560/your\\_council/12389/climate\\_change\\_and\\_sustainability](https://www.eastlothian.gov.uk/info/210560/your_council/12389/climate_change_and_sustainability)]
- East Lothian Council's Equality Plan 2017-2021 [Available on: [https://www.eastlothian.gov.uk/downloads/file/22879/east\\_lothian\\_council\\_equality\\_plan\\_2017-21](https://www.eastlothian.gov.uk/downloads/file/22879/east_lothian_council_equality_plan_2017-21)]
- East Lothian Council Economic Development Strategy 2012-2022 [Available on: [https://www.eastlothian.gov.uk/site\\_search/results/?q=economic+development+strategy](https://www.eastlothian.gov.uk/site_search/results/?q=economic+development+strategy) ]
- Area Partnerships' Area Plans [Available on: [https://www.eastlothian.gov.uk/downloads/download/12861/area\\_partnership\\_area\\_plans](https://www.eastlothian.gov.uk/downloads/download/12861/area_partnership_area_plans)]



## 7. Monitoring and Review

The council will undertake regular assessment against the Flexible Framework and will monitor and report annually on progress against the resulting Action Plan. The Sustainable Procurement Policy, Best Practice Guidance and Action Plan will be reviewed (and updated) where appropriate, on an annual basis.

Procurement staff will be provided ongoing training on sustainable procurement principles to enable delivery of this policy.



**REPORT TO:** Cabinet

**MEETING DATE:** 10 November 2020

**BY:** Head of Development

**SUBJECT:** Tenant Participation Strategy 2020-2023

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**5**

## **1 PURPOSE**

- 1.1 To seek approval of the Council's Tenant Participation Strategy as the basis for effective tenant participation between now and 2023.

## **2 RECOMMENDATIONS**

- 2.1 That Cabinet approves the Tenant Participation Strategy publication in line with legal requirements under the Housing (Scotland) Act 2001.
- 2.2 That Cabinet recognises that the Strategy is a living document and that as such the action plan in particular will evolve as consultation with tenants and tenant organisations help inform the Council's future plans in this area.

## **3 BACKGROUND**

- 3.1 The Housing (Scotland) Act 2001 introduced new rights for tenants and obligations for social landlords in relation to tenant participation and consultation.
- 3.2 These duties include:
- Councils and Registered Social Landlords (RSL's) must prepare and publish a Tenant Participation Strategy. The Strategy must include an assessment of resources required to ensure effective tenant participation. The Strategy should show how the Council intends to take the views of tenants into account, what matters the Council is likely to consult tenants about and the information that it will provide to tenants.
  - The requirement to set up a publicly available Register of Tenants Organisations (RTO's) in line with guidance from the Scottish Government.

- Landlords must ensure that the Tenant Participation Strategy complies with equal opportunities requirements.
- 3.3 The 2016-2019 Tenant Participation Strategy was approved by Cabinet in June 2016.
  - 3.4 Prior to the development of the 2020-23 Strategy it was agreed with East Lothian Tenants and Residents' Panel (ELTRP), who are the umbrella organisation for tenants and residents groups in East Lothian, that the 2016-2019 Strategy should first be reviewed before embarking on the development of a new Strategy.
  - 3.5 This review of the 2016 Strategy involved the Tenant Participation Strategy Group comprising both Council staff and tenant representatives looking at the successes and challenges of the old Strategy.
  - 3.6 The review of the Strategy included, but was not restricted to, consultation with tenants, tenant groups and staff.
  - 3.7 The new draft Strategy was fully consulted on during January and March 2020 and further amendments made to reflect the changes around participation and involvement brought about by the Coronavirus pandemic.
  - 3.8 Consultation methods used included, but were not limited to, letter, email, website information, a consultation event hosted by ELTRP and a freephone service.
  - 3.9 There was strong support for the new Strategy. All views were considered by the Tenant Participation Strategy Group and where appropriate reflected in the new draft Strategy.
  - 3.10 Subject to formal approval, the Strategy will be formally launched at a joint event with ELTRP, the details and date of the event have still to be discussed and agreed.

#### **4 POLICY IMPLICATIONS**

- 4.1 The Tenant Participation Strategy recognises, links to and underpins other Council Strategies, including the Local Housing Strategy.

#### **5 INTEGRATED IMPACT ASSESSMENT**

- 5.1 The subject of this report has been through the Integrated Impact Assessment process and no negative impacts have been identified. The report can be accessed using the below link:

<https://www.eastlothian.gov.uk/iia-housing>

## **6 RESOURCE IMPLICATIONS**

- 6.1 Financial – The existing tenant participation budget will not be significantly impacted by the new Strategy.
- 6.2 Personnel – None.
- 6.3 Other – None.

## **7 BACKGROUND PAPERS**

- 7.1 Appendix – East Lothian Council Tenant Participation Strategy 2020-23

<b>AUTHOR'S NAME</b>	James Coutts
<b>DESIGNATION</b>	Service Manager, Community Housing & Homelessness
<b>CONTACT INFO</b>	James Coutts – 07770 653162
<b>DATE</b>	October 2020





East Lothian  
Council

# 2020-23 TENANT PARTICIPATION STRATEGY



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*East Lothian Tenants & Residents Panel members*



*Spring into Action in East Lothian Event, March 2019*



# Welcome

Welcome to East Lothian Council's fifth Tenant Participation Strategy, which sets out how we plan to involve our tenants and make sure that they can influence and scrutinise the housing services that we deliver. We will continue to give tenants a menu of options to choose from so that they can get involved in a way that suits them.

We want to build on our recent achievements and continue to support tenants, working in partnership with them and East Lothian Tenants and Residents Panel (ELTRP). In the last few years we have achieved Tenants Information Service (TIS) Gold Scrutiny Accreditation, our Tenant Scrutiny Group won the TIS Scrutiny Excellence Award in 2018 and ELTRP won the Tenants Group of the Year Award in 2019.

We realise the importance of involving tenants when we are developing and reviewing our policies. We always strive to work together to provide excellent housing services. We value our tenant volunteers and the work that they do with us every day. We hope this strategy reflects how much more we want to achieve and the steps we will be taking to involve tenants in the next three years.



**Jim Herron**  
Chair  
East Lothian Tenants  
& Residents Panel



**Jim Goodfellow**  
Councillor and  
Cabinet Spokesperson  
for Housing and  
Community Wellbeing



**Monica Patterson**  
Chief Executive  
East Lothian Council

# Our Vision

Our vision for tenant participation in East Lothian is to maximise our tenants' involvement in influencing and scrutinising our housing services. We share the same principles of tenant participation with our tenants, ELTRP and tenants and residents groups.

GOOD  
WORKING  
RELATIONSHIPS

SHARING  
INFORMATION  
IDEAS &  
POWER

AGENDA  
SETTING

TIME TO  
FULLY  
CONSIDER  
ISSUES

RESOURCES  
FOR TENANT  
ORGANISATIONS

TRUST  
RESPECT &  
PARTNERSHIP

DECISION  
MAKING

EQUAL  
OPPORTUNITIES

RECOGNITION  
FOR TENANT  
ORGANISATIONS

INVOLVING  
RURAL  
TENANTS



# Background

East Lothian Council's Tenant Participation Strategy comes from the Housing (Scotland) Act 2001 which introduced rights for tenants and placed duties on landlords. We have developed our strategy in partnership with East Lothian Tenants and Residents Panel. We carried out a list of actions to review our last strategy and help us to develop this one.



# Legislation

The Housing (Scotland) Act 2001 gives tenants rights, and sets out duties for landlords.

Tenants have the right to:

- Form independent representative associations
- Access information about housing policies
- Be consulted on issues that affect them
- Participate in decisions that affect the services tenants receive and be given adequate time to fully consider proposals.

Key Landlord duties are to:

- Produce a Tenant Participation Strategy
- Make sure that our Tenant Participation Strategy complies with equal opportunities requirements
- Set up a register of tenant organisations in line with Scottish Government guidance
- Take into account representations made by individual tenants or tenants groups
- Inform tenants and Registered Tenant Organisations (RTOs) of proposals for housing management, standards of service and the Tenant Participation Strategy.



*Spring into Action in East Lothian Event, March 2019*

# Our Aims

We aim to encourage as many tenants as possible to get involved with us and will give them a range of options. We want tenants to get involved in a way that suits them and will agree timescales with tenants to make sure they can properly participate. We will make sure our tenant participation activities are accessible to all and will be responsive to tenants' individual needs. We will provide tenants with access to the services and resources they need to allow them to become fully involved. We have carried out an impact assessment of this strategy to make sure that we do not discriminate against anyone and uphold equal opportunities in all the work that we do.

We value all forms of tenant participation equally and will make sure that support is available to encourage participation. We will consult, inform, involve and work with our tenants as equal partners to make sure our services are tenant focussed and our scrutiny work is tenant led.

## Ways our tenants can get involved include

- as an individual
- through a tenants and residents group
- by getting involved with East Lothian Tenants and Residents Panel

## We will involve tenants at different stages of our work

Co-production	Drawing on the skills, knowledge and experience of our tenants working with them as equal partners to plan and deliver our services.
Participation	Sharing information and giving tenants the opportunity to take part in decision-making and influence our housing services.
Consultation	Tenants are given the opportunity to comment on services, policies and procedures before they are finally agreed.
Information	Is where tenants are being asked to comment on changes in policy. They will be provided with information in good time to allow them to make informed decisions.

# Social Housing Charter

The Social Housing Charter (SHC) was introduced by the Housing (Scotland) Act 2010 and sets out the standards and outcomes that social landlords should aim to achieve whilst performing their housing services.

## The charter has 16 outcomes:

### The Customer / Landlord Relationship

1. **Equalities**
2. **Communication**
3. **Participation**

### Housing Quality and Maintenance

4. **Quality of Housing**
5. **Repairs, maintenance and improvements**

### Neighbourhood and Community

6. **Estate Management, antisocial behaviour, neighbour nuisance and tenancy disputes**

### Access to Housing and Support

7. **8. & 9. Housing Options**
10. **Access to social housing**
11. **Tenancy sustainment**
12. **Homeless people**

### Getting Good Value from Rents and Service Charges

13. **Value for money**
14. **& 15. Rent and Service charges**

### Other Customers

16. **Gypsy / Travellers**



## Annual Return on the Charter

The purpose of the Charter is to help improve the quality and value of the services that social landlords provide. We are required by the Scottish Housing Regulator (SHR) to submit an Annual Return on the Charter by the end of May each year. We then need to produce by October a Landlord's Report to explain to our tenants how we are performing as a service.

For more information and a copy of the Charter please go to:

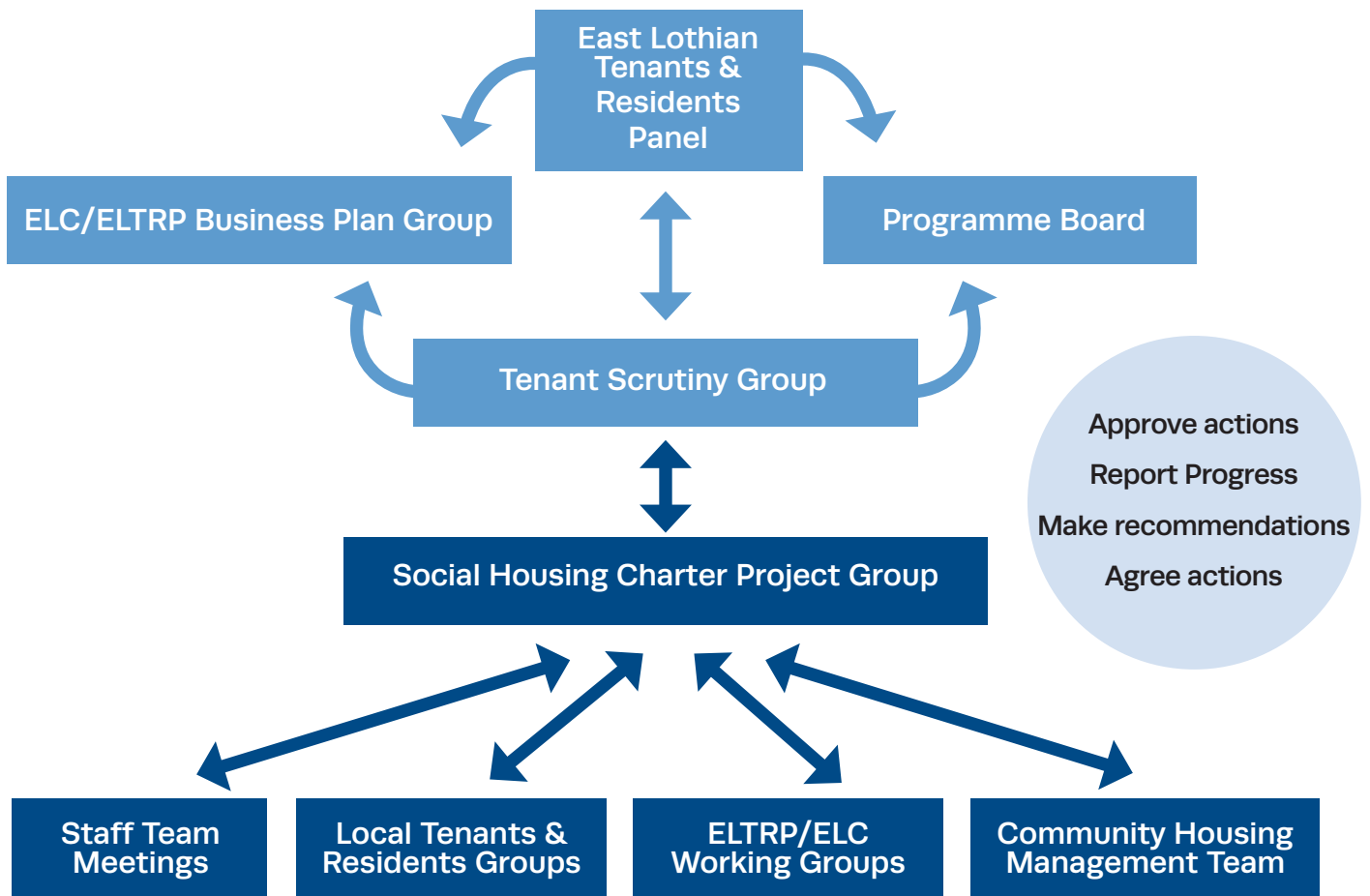
[www.gov.scot/publications/scottish-social-housing-charter-april-2017](http://www.gov.scot/publications/scottish-social-housing-charter-april-2017)

## Annual Assurance Statement

In October each year, we are also required to submit an Annual Assurance Statement to the SHR. [www.housingregulator.gov.scot](http://www.housingregulator.gov.scot) The council needs to confirm to the SHR that it is complying with all regulatory requirements and standards. If it is not meeting these requirements, ELC must advise the SHR and say what it is doing to address the issues. The council gathers evidence from various sources to assess overall compliance and this is monitored on an ongoing basis. A report is submitted to the council's Audit and Governance Committee for approval. Once it has been approved, the Statement is signed and submitted to the SHR and then made available publicly on the council's website. [www.eastlothian.gov.uk](http://www.eastlothian.gov.uk) We continue to monitor our compliance throughout the year and should there be any issues where we are failing, we will inform the SHR and develop an action plan to address the issues.

## Tenant Scrutiny

Tenant scrutiny is a form of self-assessment which involves tenants working in partnership with their landlord. The **Scrutiny Framework** below which we have in place ensures the work we are doing is agreed by management and feeds into our group structure.



*The framework ensures that communication flows freely, recommendations for improvement are taken on board and progress is made to make sure we improve our services. We continue to develop tenant scrutiny in partnership with ELTRP and carry out scrutiny activities with our tenant volunteers, which are tenant-led.*



# Resources for tenant participation

We recognise that tenants need adequate time and proper resources to consider proposals and fully participate. The council and ELTRP work in partnership to make sure this is in place to support tenants, tenants groups and ELTRP.

The council has employed the Tenants Information Service (TIS) to provide independent support to ELTRP, tenants and local tenants and residents groups. The East Lothian Development Support Project employs three members of staff to provide a range of support, resources and training to help continue with the development of the tenants movement in East Lothian.

East Lothian Tenants and Residents Panel (ELTRP) offers tenants and local groups the opportunity to get involved with them. ELTRP is the umbrella organisation for local tenants and residents groups throughout East Lothian and is run by an Executive Committee. The committee regularly consults with its members on relevant topics like rent levels and policy reviews. They organise events and support and encourage the development of tenant participation in East Lothian.

For more information about the panel visit [www.eltrp.co.uk](http://www.eltrp.co.uk)



*ELTRP TP Strategy Consultation Meeting– Burns Supper 2020*



We provide a budget for our tenant participation activities and shown in the table below is a list of some of the key items of expenditure. The Tenant Participation Budget for 2018/19 was £269,130.

<b>Budget</b>	<b>£</b>
Development Support Contract	112,000
Tenant Group Grants	850
TIS Annual Membership for Tenants and Residents Groups	120
Production of Tenants Newsletter (Homefront)	30,000
ELTRP Delegated Budget	22,000
ELTRP Office costs – i.e. rent, water rates	12,000
<b>Annual spend per tenant</b>	<b>£30.80</b>

**We also provide some in-kind support and resources including:**

- Free access to council venues for meetings
- Reimbursement of travel expenses
- Training for tenants and tenants and residents groups
- Access to photocopying and stationery supplies
- Transport on request for specific events
- A dedicated council officer with responsibility for tenant participation.

We will provide other resources on request to assist tenants who may be traditionally excluded or have particular needs.

We will always make sure that we keep our tenants informed through regular communication and make sure that they have enough time to consider our proposals when we are consulting with them. Giving feedback to tenants after consultations is something we always do. The methods of communication we will use to do this will be through Homefront, our tenants' newsletter, our website, social media, letters and we will provide information in other formats on request. (e.g. large print, Braille, in other languages).



*Spring into Action in East Lothian Event*

# Our Digital Participation Strategy

We want to make sure we offer tenants a range of different ways for them to get involved and at the same time we want to promote the use of digital channels of communication.

We work hard to increase our digital and online presence through the development of our website and use of social media, mainly Facebook and Twitter.

This is in line with some of our aims for tenant participation to make tenant participation accessible and inclusive, encourage engagement, build confidence and continue to build on our success.

## Making tenant participation accessible and inclusive

The COVID-19 pandemic required us to, find new and innovative ways of keeping in touch and engaging with our tenant representatives, ELTRP members and local tenants and residents groups.

In particular to make greater use of online communication channels.

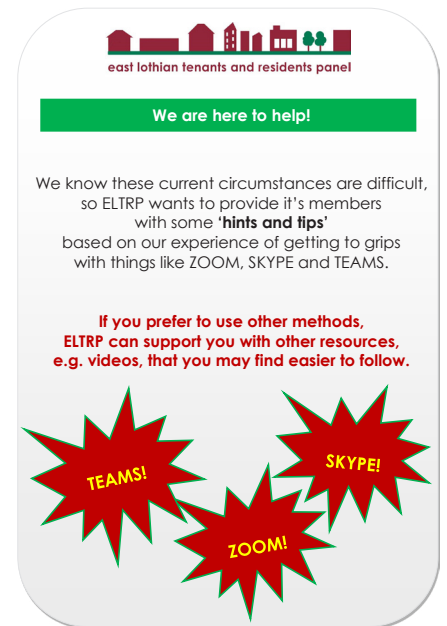
We did a number of things to change the way we worked. We:

- kept in touch with tenants by email and phone
- provided support to enable tenants to attend online meetings with us
- gave one-to-one and group support to help tenants to attend online meetings on Skype, Zoom and Microsoft Teams.



We worked in partnership with ELTRP who:

- were successful in obtaining funding for IT equipment to get more tenants online
- produced a 'Hints and Tips' guide to getting online
- introduced a fortnightly newsletter
- held online quizzes to engage with tenants in a less formal way
- attended regular online meetings to carry on the business of ELTRP with the council
- provided an online Mental Health Awareness Training Session.



The infographic features a header with a silhouette of buildings and trees, labeled 'east lothian tenants and residents panel'. Below this is a green bar with the text 'We are here to help!'. The main body of text explains that ELTRP provides 'hints and tips' based on experience with ZOOM, SKYPE, and TEAMS. It also offers alternative resources like videos for those who prefer other methods. At the bottom, three red starburst shapes contain the words 'TEAMS!', 'ZOOM!', and 'SKYPE!'.

east lothian tenants and residents panel

**We are here to help!**

We know these current circumstances are difficult, so ELTRP wants to provide it's members with some **'hints and tips'** based on our experience of getting to grips with things like ZOOM, SKYPE and TEAMS.

**If you prefer to use other methods, ELTRP can support you with other resources, e.g. videos, that you may find easier to follow.**

**TEAMS!**

**ZOOM!**

**SKYPE!**

We see this as a great opportunity to continue to work with ELTRP to:

- support more tenants to get online and participate with us
- provide resources to make equipment available to those who need it
- upskill our staff and ELTRP so they can provide training and support
- continue to use informal ways to encourage tenants and tenants groups to meet online
- regularly engage in innovative ways to increase online tenant participation
- increase the number of online meetings in the future and provide this an option for tenants to get involved.



A red graphic with a white circuit board pattern on the left side. The text is centered and reads: 'EAST LOTHIAN TENANTS & RESIDENTS PANEL & EAST LOTHIAN COUNCIL'. To the right of a vertical line, the text reads: 'OUR ZOOM/SKYPE/TEAMS MEETING JOURNEY SO FAR....'.

**EAST LOTHIAN  
TENANTS &  
RESIDENTS PANEL  
& EAST LOTHIAN  
COUNCIL**

**OUR  
ZOOM/SKYPE/TEAMS  
MEETING JOURNEY  
SO FAR....**

# Working together

We aim to work in partnership with our tenants, ELTRP, colleagues in other council departments and key organisations.

It is essential that tenant participation links into other council policies and strategies, for example:

- *East Lothian Council Plan 2017–2022*
- *East Lothian Plan 2017–2027*
- *Local Housing Strategy 2018–2023*
- *East Lothian Equality Plan 2017–2021*
- *Community Housing & Homelessness Service Plan 2020–21*



We also work hard to make sure that our strategy for tenant participation feeds into other service improvement activities and groups like:

- **How Good Is Our Service (HGIOS)**
- **Social Housing Charter Project Group**
- **Community Housing Communications Group**

## Monitoring & review

We will review our strategy every three years through our Tenant Participation Strategy Group. We will also regularly monitor and evaluate our tenant participation activities.

We will do this in a number of different ways by gathering quantitative and qualitative information. This work may involve carrying out impact assessments to make sure that the work we are doing is effective and is working well. Impact assessments help us to show what some of the benefits of getting involved can be, for example increasing skills, knowledge and confidence. Measuring the impact will also allow us to see how our activities are having an impact on our communities.

# Celebrating success

We are proud of our tenant participation structures and work hard to support them and have achieved a number of successes since our last strategy was written. We want to continue to build on these and become even more successful.

The infographic features a central cluster of blue stars of various sizes, with larger stars pointing towards specific award boxes. The boxes are arranged in a grid-like pattern, with some overlapping. The text in the boxes is white on a blue background. The overall theme is celebrating tenant participation and success.

We achieved the Tenants Information Service **Gold Scrutiny Accreditation** in 2017

Our Tenant Scrutiny Group were **TIS Scrutiny Excellence Award 2018 Winners**

89% of tenants are satisfied with being **kept informed**

Our Tenant Scrutiny Group reached the **CIH Excellence Awards finals** in 2017 & 2018

Leah Hay, of the East Lothian Champions Board won **TIS Awards 2019 Young Achiever of the Year**

87% of tenants satisfied with the **quality of their home**

East Lothian Tenants & Residents Panel were **TIS Excellence Awards 2019 Tenants Group of the Year Winners**

85% of tenants are satisfied with **opportunities to participate**

Our Tenant Scrutiny Framework features in the CIH publication **Developing Effective Tenant Scrutiny**

88% of tenants satisfied with their **neighbourhood**

92% of tenants satisfied with our **repairs service**

88% of tenants rate rent as **good value money**

84% of tenants satisfied with **overall service**



# Registered Tenant Organisations

A Registered Tenant Organisation (RTO) is an independent organisation which is set up to represent tenants' interests on housing and related issues. The Housing (Scotland) Act 2001 gives tenants groups a statutory right to register with their landlords as a RTO.

Some tenants groups may want to become registered and there is a criteria which requires the group to be democratically elected, have an appropriate constitution and a defined area. The benefits of being a registered tenant organisation can include:

- **A right to be consulted over proposed changes to housing services**
- **It places a duty on the council to consult with RTOs on issues that affect them**
- **In addition, the council is required to take notice of representations made by RTOs within a reasonable timescale (these timescales will be agreed with tenants)**
- **An opportunity for RTOs to get involved in the regional networks which operate across Scotland.**

East Lothian Council set up and maintain the register of RTOs in East Lothian on behalf of the council, East Lothian Housing Association and Homes for Life Housing Partnership. The council has a duty to provide and maintain the register and it is updated annually. The register is on public display in our offices. More information about registered tenant organisations and a copy of the register can be found on the council website [www.eastlothian.gov.uk](http://www.eastlothian.gov.uk)



# Action Plan

We have specific aims for tenant participation activities in East Lothian. The purpose of these is to make sure that tenant participation is inclusive and accessible. We will regularly look at the tasks we need to complete and the timescale for doing this will be for the life of this strategy. The Action Plan will be monitored and reviewed by our Tenant Participation Strategy Group and will help us achieve our aims and plan for a successful future in tenant participation.



# Contact us

## Email

tenantconsultation@eastlothian.gov.uk

## Write

East Lothian Council  
Community Housing Service  
Service Development Team  
Penston House  
Macmerry EH33 1EX

## Call

East Lothian Council Tenant Consultation Line	0800 413 721
East Lothian Tenants And Residents Panel	0131 665 9304
East Lothian Council Contact Centre	01620 827827

## Visit

[www.eastlothian.gov.uk](http://www.eastlothian.gov.uk) [www.eltrp.co.uk](http://www.eltrp.co.uk) [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



Versions of this leaflet can be supplied in Braille, large print, audiotape or in your own language. Please phone Customer Services if you require assistance on 01620 827199

## Data Protection

East Lothian Council uses the personal data you provide for purposes associated with the delivery of our services. For more information go to: [www.eastlothian.gov.uk/communityhousingpn](http://www.eastlothian.gov.uk/communityhousingpn)

Personal data will be retained in line with East Lothian Council retention policies. Data Protection Officer, East Lothian Council, John Muir House Haddington, EH41 3HA. Email: [dpo@eastlothain.gov.uk](mailto:dpo@eastlothain.gov.uk)