

Our Homes Our Say



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A message from the Chair of the United Nations Committee on Economic Social and Cultural Rights, Ms Virginia Brás Gomes

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A message from the Chair of the United Nations Committee on Economic Social and Cultural Rights, Ms Virgínia Brás Gomes

“Home is the place where we feel physically safe and emotionally nurtured – at peace!

The right to housing is an essential element of the right to an adequate standard of living enshrined in Article 11 of the International Covenant on Economic, Social and Cultural Rights. It is therefore the obligation of public authorities to ensure that individuals and families have access to houses that they can call home.



This aspiration is at the heart of the action research being carried out by the sheltered housing tenants’ human rights monitoring group. They have brought to life one of the fundamental human rights principles – that of participation. I hope the Council will ensure the accountability they now need to make this an exemplary project of how to bring human rights home.”

1 Introduction – The Sheltered Housing Liaison Group



We are tenants of the City of Edinburgh Council living in sheltered housing complexes across the city. We are supported by Edinburgh Tenants Federation (ETF), Participation and the Practice of Rights (PPR) and The Scottish Human Right Commission (SHRC).

The Sheltered Housing Liaison Group was born out of the Protect Our Sheltered Housing Campaign in 2013. We came together to help save warden services (support staff for sheltered housing tenants now called Housing Support Officers). We have continued to meet regularly and engage the Council to help improve services for sheltered housing tenants.

We noticed a slip in communication and service standards during the 'transformation process' which impacted sheltered housing tenants. These changes were a result of Government decision making and cuts in public spending which were implemented by Council.

In January 2018, after a number of discussions with tenants who were reporting similar housing issues, we decided to find out if what we were experiencing was being felt in other sheltered housing complexes across

the city. We developed a survey to gather the experiences of people living in Sheltered Housing.

Now, using the survey results tested against existing local government policy and international human rights obligations, **we have set our own human rights indicators** for progress and reasonable targets for government to create positive change over the coming year. With this report we are launching a human rights monitoring group to monitor changes on the ground while engaging with government.

2 Why human rights?

The UK Government, the Scottish Government and local Councils have signed up to the Universal Declaration of Human Rights and the International Covenant on Economic Social and Cultural Rights.

We explain more about the local and international human rights policies our government must adhere to later in his report.



Put simply, decision makers in our society are bound by these human rights standards. That means that government ministers, elected officials, councillors, civil servants, council officers *etc.* are ‘duty bearers’, responsible for the delivery of our rights.

When talking about the Universal Declaration of Human Rights at its launch in 1948, Eleanor Roosevelt said:

“Where, after all do universal human rights begin? In small places, close to home, so close and so small that they cannot be seen on any map of the world. Yet they are the world of the individual person: the neighbourhood he lives in; the school or college he attends; the factory, farm or office where he works... Unless these rights have meaning there, they have little meaning anywhere.”

3 Scotland's National Action Plan on Human Rights



Scotland's National Action Plan on Human Rights (SNAP) is a plan developed together by people with lived experience, civil society and public authorities to address gaps between the experiences of people in their everyday lives and the international human rights standards to which the UK is a signatory.

SNAP aims to bring together government, civil society and people, whose rights have been directly affected, in a process of identifying what should be done and how to do it.

SNAP contains three overall outcomes:

- People understand and can affirm human rights and organisations are enabled and accountable to put human rights into practice.
- Scotland effectively tackles injustice and exclusion, improving lives.
- Scotland gives effect to its international obligations at home and abroad.

Across the work of the SNAP there are 5 Action Groups. One of these five groups is focussed on ensuring an adequate standard of living for all – **housing rights**.

Edinburgh Tenants Federation

Edinburgh Tenants' Federation (ETF) represent tenants' and residents' groups and others who have an interest in housing issues in Edinburgh. ETF works to ensure that tenants and residents are able to participate fully in the development and implementation of proposals relating to the social, economic, physical and environmental regeneration of their communities.

ETF has embedded human rights practice in its work plan and was keen to channel the practical experience of Participation and the Practice of Rights (PPR) and the Scottish Human Rights Commission (SHRC) to help empower communities to take ownership of their rights and challenge the state to realise those rights.

Participation and Practice of Rights (PPR)

PPR's Human Rights Based Approach has been recognised by the United Nations Office of the High Commissioner for Human Rights as an *'example of how people can effectively use indicators to claim their rights'*.

Scottish Human Rights Commission (SHRC)

The Scottish Human Rights Commission (SHRC) has assisted in the coordination and facilitation of a small-scale pilot project to demonstrate how a human rights-based approach can be successfully replicated in Scotland. SHRC and PPR have assisted and advised us during this process, providing human rights training and support to ETF staff and the Sheltered Housing Liaison Group.

4 Housing Rights - who is responsible for what?

The right to adequate housing has been a central theme arising from international human rights treaties and bodies since 1948, when the right was enshrined in the Universal Declaration of Human Rights and the International Covenant on Economic, Social and Cultural Rights. The right to adequate housing has since been included in the other human rights treaties, including the European Convention on Human Rights and the European Union Charter of Fundamental Rights.

By ensuring the right to adequate housing, states are bound to meet one of the fundamental and basic needs of human beings i.e. shelter. However, the legal obligations placed on states incorporate the principle of *'progressive realisation,'* meaning that rights are neither static nor are they a minimum standard. The obligation on the state is to constantly increase the standard of housing. 'Progressive realisation' means that things must always be getting better so the right to adequate housing means more than having a roof over your head.

Indeed, the United Nations Office of the High Commissioner for Human Rights in its publication, 'The Right to Adequate Housing' states that; *'adequate housing must provide more than four walls and a roof. The right to adequate housing, as enshrined in the International Covenant on Economic, Social and Cultural Rights (ICESCR), places additional*

responsibility on the state to ensure that people are living in affordable, habitable and accessible homes which have adequate services, facilities and infrastructure.

The Office of the High Commissioner for Human Rights states that for 'adequate' housing must meet the following criteria:

- **Security of tenure:** housing is not adequate if its occupants do not have a degree of tenure security which guarantees legal protection against forced evictions, harassment and other threats.
- **Availability of services, materials, facilities and infrastructure:** housing is not adequate if its occupants do not have safe drinking water, adequate sanitation, energy for cooking, heating, lighting, food storage or refuse disposal.
- **Affordability:** housing is not adequate if its cost threatens or compromises the occupants' enjoyment of other human rights.
- **Habitability:** housing is not adequate if it does not guarantee physical safety or provide adequate space, as well as protection against the cold, damp, heat, rain, wind, other threats to health and structural hazards.
- **Accessibility:** housing is not adequate if the specific needs of disadvantaged and marginalised groups are not taken into account.
- **Location:** Housing is not adequate if it is cut off from employment opportunities, health-care services, schools, childcare centres and other facilities, or if located in polluted or dangerous areas.
- **Cultural adequacy:** housing is not adequate if it does not respect and take into account the expression of cultural identity.



Recognising that sub-standard housing contributes to poorer mental and physical health outcomes for its inhabitants, the right to adequate housing means that housing must be suitably protected against cold, damp, heat, rain, wind and other threats to health.

Adequate housing must also ensure that inhabitants have safe drinking water, adequate sanitation, energy for cooking, heating and lighting and washing facilities.

The Right to Adequate Housing in the UK

The UK has signed and ratified many of the international treaties which create the obligation on states to protect the right to adequate housing and, as one of the wealthiest countries in the world, is well positioned to ensure the progressive realisation of the right to adequate housing within its territory.



However, the Office United Nations Special Rapporteur on Adequate Housing conducted a report on the UK's adherence to the obligation to protect the right to adequate housing in 2013 and reported that *'the United Kingdom faces a critical situation in terms of availability, affordability and access to adequate housing, particularly in some geographic areas.'*

The conclusion and recommendations contained within the Special Rapporteur's report, said;

'states are bound to provide an equal or better level of enjoyment of a particular right, taking special care to avoid unjustified retrogressive measures. This principle requires that States examine themselves against their own legislation and policies, including in times of austerity and make every effort to ensure that available resources are distributed fairly consistently and in a manner that protects the most vulnerable.'

This is a significant contribution for the Special Rapporteur to make, namely, that austerity policies could not be used as a rationale or justification for the unacceptable housing circumstances of many people and that when government, in times of austerity, make political choices about where spending reductions should fall, it must be mindful of its legal requirements to take adequate steps to protect the most vulnerable groups within the society.

The Special Rapporteur said that she;

'regrets that some policies and practices which have resulted in the progressive realisation of the right to adequate housing are being eroded, and that the structural shape of the housing sector has changed to the detriment of the vulnerable. [The Special Rapporteur] expresses her concern that recent measures are contributing also to an increased vulnerability of those who, until a few years ago, were protected.'

Right to Adequate Housing in Scotland

Housing policy is a devolved matter which falls within the legislative competence of the Scottish Parliament.

The UK's parliamentary democracy does not include a written constitution and this is one of the reasons why the UK government's commitments under the ICESCR are not directly enforceable in law, however, the Govan Law Centre notes in its report on the Right to Adequate Housing, that the;

'Scottish Government has sought to deliberately set itself apart from the UK Government by fully endorsing human rights accountability...[and] have also made commitments specifically towards incorporating economic and social rights' into Scottish law.'

Holding the State accountable for the Right to Adequate Housing

States can and should be held accountable for how their actions protect and promote the right to adequate housing and we sheltered housing tenants are co-operating with local and international bodies to ensure our rights are realised.

In 2015, the United Nations Committee on the International Convention on Economic, Social and Cultural Rights, of which Virginia Bras Gomes is currently Chair, asked the UK government to:

'Please provide concrete information on how current housing policies and welfare reform are contributing to addressing the housing deficit in the State party. Please provide statistical information on the supply of social and affordable housing, especially for the most disadvantaged and marginalised individuals and groups, including middle and low income

individuals and households, young people and persons with disabilities. Please also provide information on how security of tenure is guaranteed, particularly in the private rental sector, and on the measures adopted to protect tenants from forced eviction.'

The power to hold the state accountable for its promotion and protection of human rights is not only held by bodies arising from international treaties. Governments can also be held accountable by statutory regulators, non-governmental organisations and grassroots campaigning by directly-affected people like us.

5 Monitoring How the State Improves Experiences

We have established the experiences of tenants by gathering survey data. We will now, as human rights monitors, measure how well the state works to improve the experiences of tenants, by continuing to monitor on the ground and by engaging the council and other state actors to create the necessary spaces for us to be fully involved in decision making processes.

We have used our survey results to set human rights indicators and targets for government which we will now monitor for one year while we campaign for change. The following are our human rights indicators.

6 Methodology - How we carried out our research

Working in partnership with ETF, PPR and the SHRC we held a series of workshops to discuss the issues we thought were relevant and develop a survey to assess what, if any, human rights issues existed across sheltered housing accommodation in Edinburgh.



There were a number of similar themes being raised by tenants and it was felt that asking questions around these would give a better idea of what is happening across the city.

We considered carefully what sheltered housing complexes to visit and made the conscious decision not to visit any of our own areas, where we were familiar with the problems and tenants. We wanted to get a better understanding of other areas. We choose a similar number of complexes and homes in each of the localities where we surveyed to gain feedback about the experiences residents had of living in sheltered housing.

We carried out most of the surveying ourselves with a little help from Edinburgh Tenants Federation. We knocked doors in all of the properties listed to get face to face conversations with people and build up trust and familiarity. If a tenant was not in, a survey was posted along with a freepost envelope which could be returned to the ETF office. There was also the option to complete the survey over the phone, which a few residents did.

Properties visited in each locality

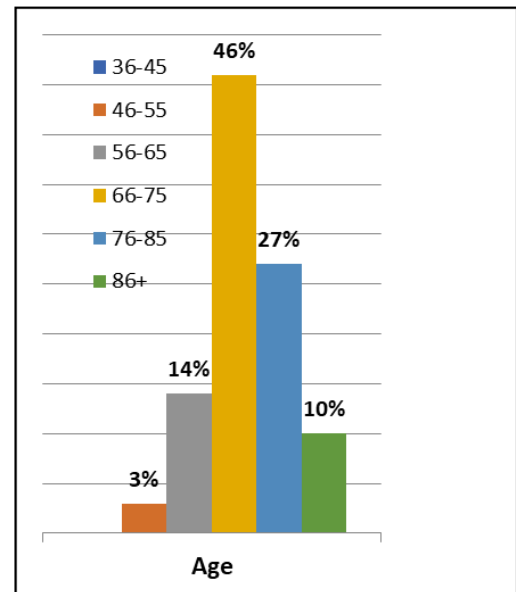
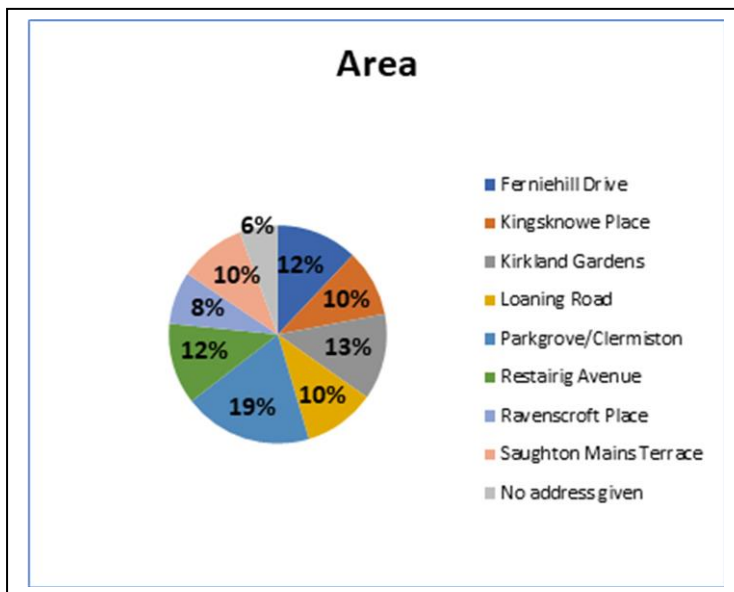
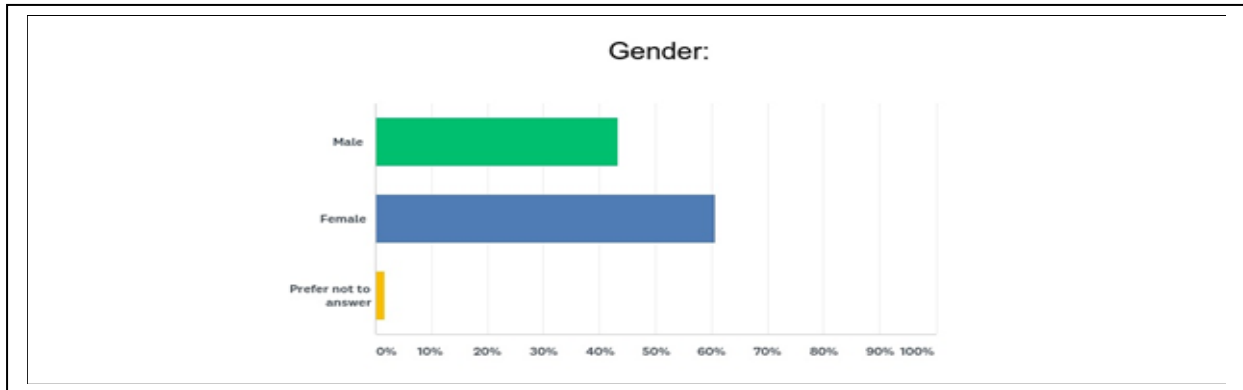
North West	North East
Kirkland Park Gardens - 25 Parkgrove (38) + 6 at Clermiston Crescent - 44	Loaning Road - 26 Restalrig Avenue - 28
<u>Total 69</u>	<u>Total 54</u>
South West	South East
Kingsknowe Place - 51 Saughton Mains Terrace - 23	Ferniehill Drive - 37 Ravenscroft Place - 23
<u>Total 74</u>	<u>Total 60</u>

We were very well received on the doorsteps and people were keen to open up and explain their issues. A number of tenants' fed back that they found it very beneficial to have a fellow tenant who lived in sheltered housing carrying out surveys as they were familiar with their issues and could empathise with their experiences.

The main topics of conversation centred on current accommodation, maintenance and repairs, housing support, social support, the Community Alarm Telecare Service (CATS) and how decisions were made about housing.

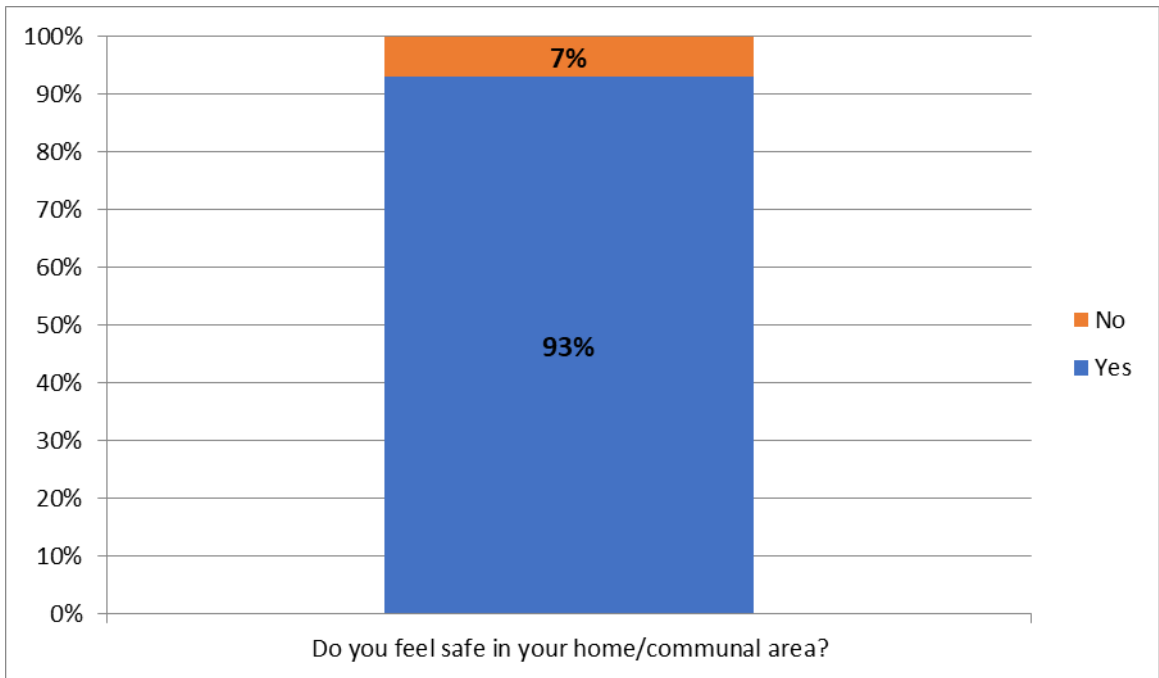
7 Survey respondents' profile

Between May and June 2018 doors were knocked at 257 properties across the eight complexes. 141 surveys were returned, 56 returned by post and 85 were completed by face to face or phone interviews. This represented a 55% response rate amongst residents.



The survey returned some positive results demonstrating good practice examples of housing policy and delivery, which we hope to see continued and replicated across other areas.

For example 93% of respondents said they felt safe where they live.

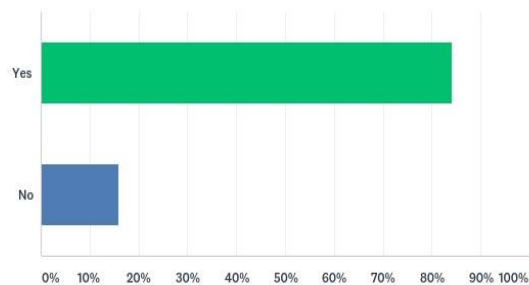


8 Our Human Rights Indicators

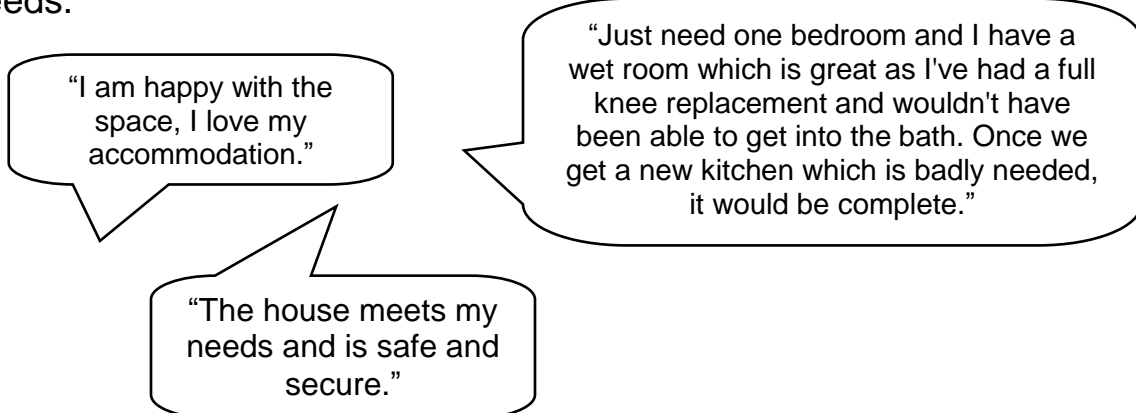
Human Rights Indicator 1 – Effective remedies and repairs

General Comment 4, paragraph 8(d) UNCESCR; “Adequate housing must provide the inhabitants with adequate space and protect them from cold, damp, heat, rain, wind or other threats to health, structural hazards and disease vectors.”

Does your current accommodation meet your needs?

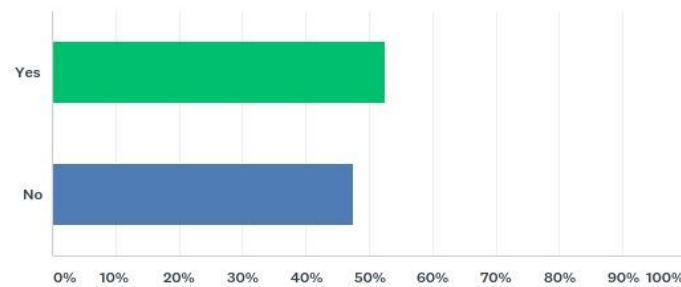


Just over 84% of respondents told us that their accommodation met their needs.

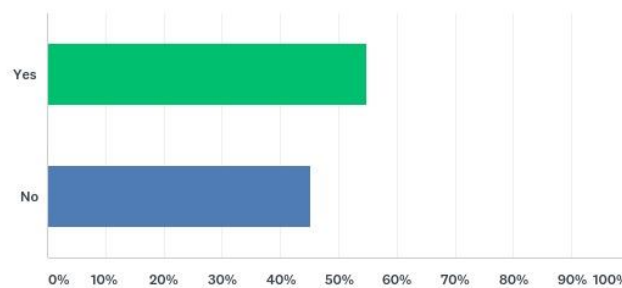


This is encouraging; however, a significant number of respondents explained that accommodation did not meet their needs and when they reported problems that they were not satisfied with the response.

Have you ever reported any problems to your landlord in the last year?



Were you happy with the response?



45% of respondents said that they were not happy with the response when they reported a repair. Some comments included:



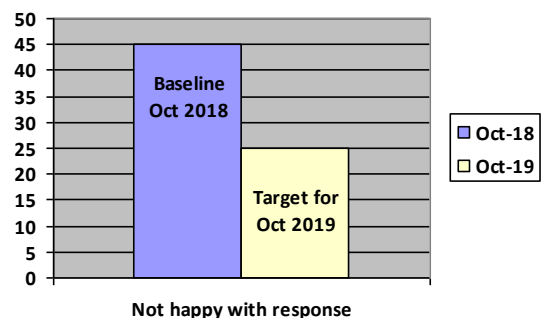
UNCESCR states that *“An adequate house must contain certain facilities essential for health, security, comfort and nutrition. All beneficiaries of the right to adequate housing should have sustainable access to natural and common resources, safe drinking water, energy for cooking, heating and lighting...”*

The International Covenant on Economic, Social and Cultural Rights, states that *“appropriate means of redress, or remedies, must be available to any*

aggrieved individual or group, and appropriate means of ensuring governmental accountability must be put in place.”

And that; “The right to an effective remedy need not be interpreted as always requiring a judicial remedy. Administrative remedies will, in many cases, be adequate and those living within the jurisdiction of a State party have a legitimate expectation, based on the principle of good faith, that all administrative authorities will take account of the requirements of the Covenant in their decision-making. Any such administrative remedies should be accessible, affordable, timely and effective.”

Having surveyed residents to identify the problem, analysed the response against human rights standards and discussed a target for *‘progressive realisation’* we think **Council could reduce this figure from 45% to 25% within 1 year**. Ideally the figure should be 0% but we want to give Council the time to make initial improvements.



To enable these improvements, we recommend that Council:

- recruit more repairs staff
- ensure that every tenant is given a ‘job number’ for every reported problem and
- a ‘job done’ number once the tenant is completely satisfied that the job is completed.

These simple improvements could make a big difference. We will monitor progress on this indicator by surveying again in 12 months and supporting tenants over the following year to;

- Record if they are offered a job number
- Record how many call outs it took for the repairs to be completed
- Record if the job was signed off as complete
- Record if the call centre staff are aware that the tenant lives in sheltered housing when they report problem.

Human Rights Indicator 2 – Social isolation and Loneliness

UNCESCR General Comment 4, paragraph 8 (e) states that we have a right “to a secure place to live in peace and dignity”.

Our Article 12 right to health under the International Covenant on Economic, Social and Cultural Rights extends not only to timely and appropriate access to healthcare, but also to “*underlying determinants of health*”. UNCESCR has specifically noted (General Comment 14 paras 3 and 11) the importance of adequate housing in this regard and the integral



relationship the provision of such has in relation not only to the right to adequate housing, but also to the right to the highest attainable standard of physical and mental health.

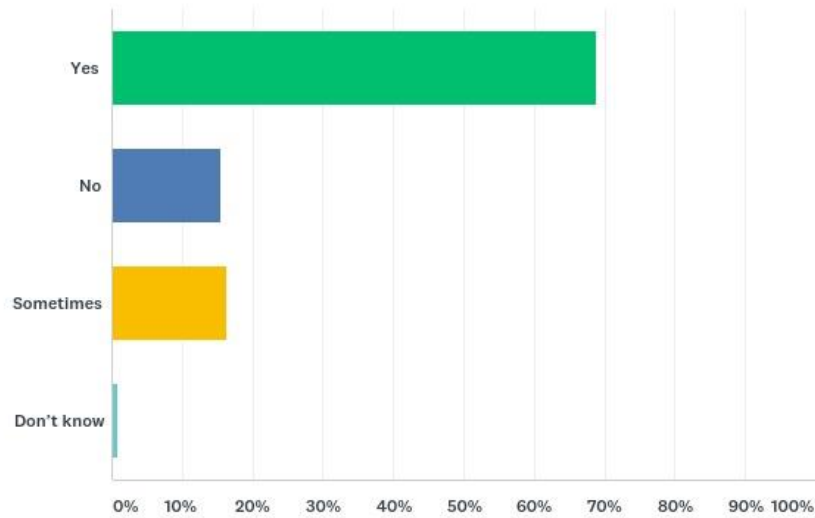
The UN Convention on the Rights of Persons with Disabilities (CRPD) is a treaty that the UK (and Scotland) has signed up to which has relevance to the care and support of older people.

The right to independent living in the community has been recognised as an important principle which underpins both national policy and local implementation in Scotland and it is recognised that housing and social care play a critical role in realising these rights. For example, in 2016, the Scottish Government published ‘A Fairer Scotland for Disabled People: delivery plan’ which set out the actions needed to implement the rights enshrined in the CRPD. Within this document, the Scottish Government and CoSLA committed to “Support services that promote independent living, meet needs and work together to enable a life of choices, opportunities and participation. Health and social care support services are designed to meet – and do meet – the individual needs and outcomes of disabled people.’ In addition, the Delivery plan made commitments to ‘Active participation. Disabled people can participate as active citizens in all aspects of daily and public life in Scotland.’

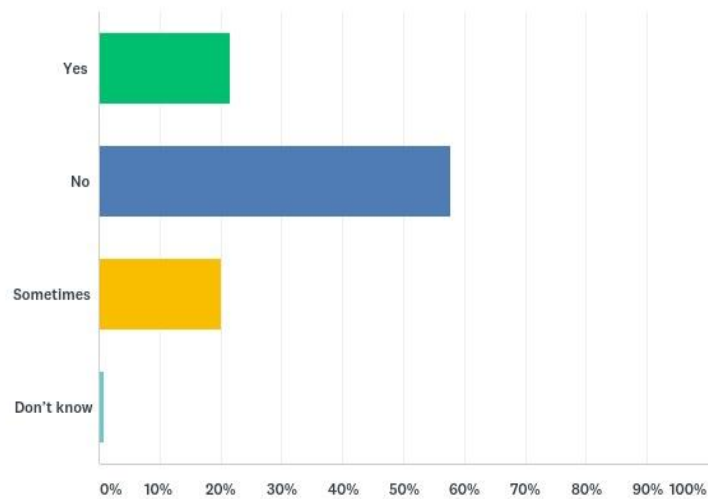
69% of respondents said that they had family members who visited regularly yet 21% of respondents said they felt lonely in the last year. When

we take into account those who said they had 'sometimes' felt lonely, the figure rose to 42%.

Do you have family members who visit regularly?



Have you ever felt lonely while living in your current property in the last year?



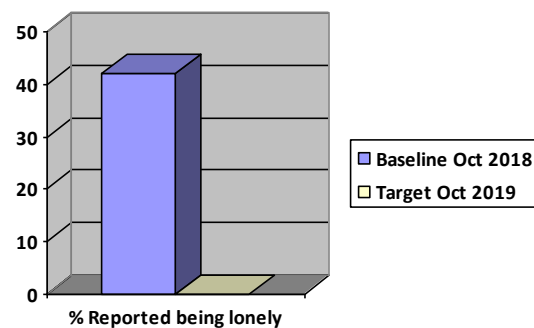
Some comments included:

"I'm depressed living here."

"I'm lonely since my wife passed away."

"When I'm not at events in the community hall, I can feel lonely and depressed."

We would like to see this figure reduced to 0%. No-one should be feeling lonely in their community, especially when there are so many people around and opportunities to socialise and interact if people have support.



We previously raised the importance of the role of the Housing Support Officer HSO (Warden) to tackle loneliness by acting as a 'friendly neighbour'. We have noted with concern that Council have made recent changes to the HSO job description that further reduces the time spent by HSO's organising social activities.

A number of complexes have no access to a local facility to visit for social interaction. Some people we surveyed would be unable to visit a social facility without assistance, which is not provided. By increasing the availability of and access to local facilities in the area, even access to a small community hub, we feel that the loneliness figure would reduce sharply.

We recommend an increase in the number of HSO (warden) visits. We spoke to a few people who were housebound and they stressed how important it was that they received a regular visit from the HSO (warden), even if it is only for a cup of tea.

These simple improvements could make a big difference. We will monitor progress on this indicator by surveying again in 12 months and supporting tenants over the following year to;

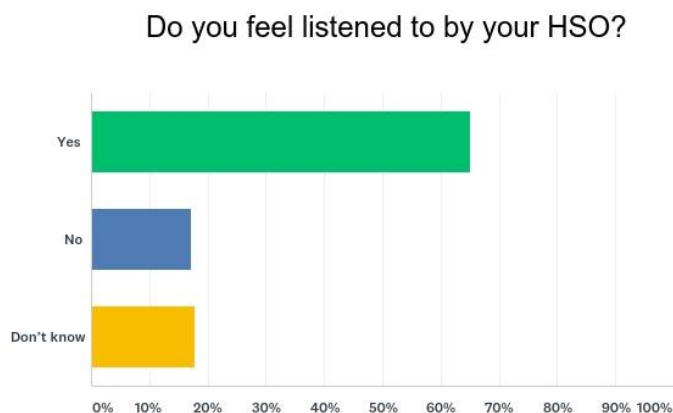
- Monitor the development of local facilities
- Record how many activities they have taken part in
- Record how many times they are informed about local activities
- Record how many times their HSO has been in contact.

Human Rights Indicator 3 - Housing Support Officer (wardens)

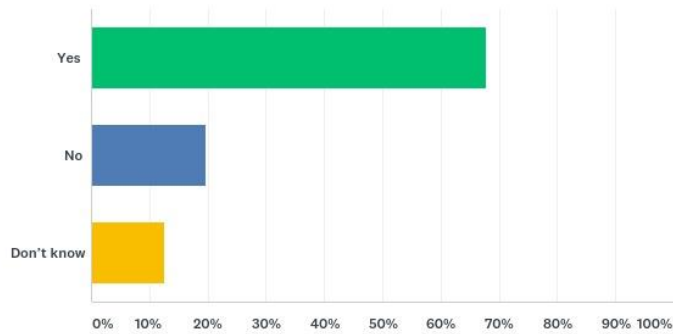
UNCESCR has stated that the specific obligations on the state in respect of Covenant rights extend to an obligation to ensure that vulnerable groups are protected, even in times of resource constraint (CESCR General Comment 3, paragraph 12).

UNCESCR, General Comment 4, paragraph 8 (e) states that *“Adequate housing must be accessible to those entitled to it. Disadvantaged groups must be accorded full and sustainable access to adequate housing resources. Thus, such disadvantaged groups as the elderly, children, the physically disabled, the terminally ill, HIV-positive individuals, persons with persistent medical problems, the mentally ill, victims of natural disasters, people living in disaster-prone areas and other groups should be ensured some degree of priority consideration.”*

The Housing Support Officers (HSO) or wardens as they were previously known, provide a wide range of support. The areas we visited received differing degrees of visiting support. Generally, respondents felt listened to by their HSO. 65% told us that they felt listened to. 67% felt they could share their concerns.

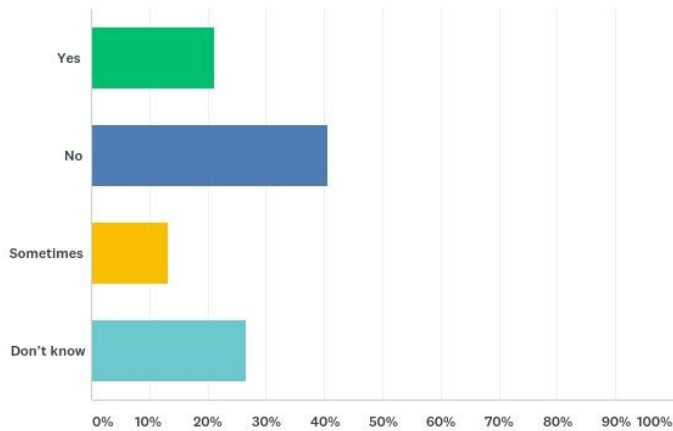


Do you feel you are able to share your concerns with your HSO?

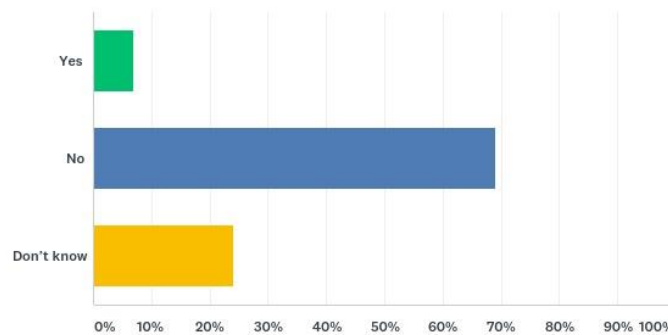


It was concerning that 41% of respondents said that there had been no cover when their warden was off with 69% reporting that they were not informed that no cover would be provided.

If your HSO has been off, has there been cover in your area?



If no, were you informed that no cover would be available?



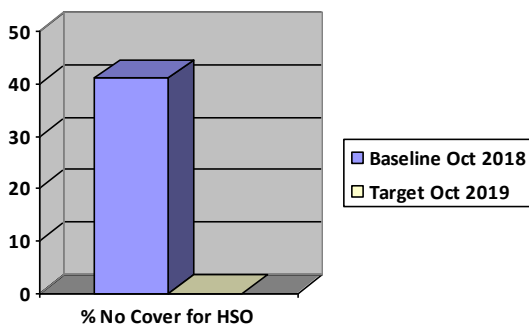
Some of the comments from respondents included:

“I don't receive support if HSO is off, we should have had a call when we had the bad snow.”

“A visible rota would be helpful to know who is there and when HSO is off.”

Generally, respondents felt that the wardens were doing their best but with limited time and resources.

We are aware that the Council are making changes to the warden service but so far sheltered housing tenants have not been consulted on what is required or how it will happen. Budget cuts were suggested a number of years ago and in 2014 the Health Social Care and Housing Committee agreed to increase the number of visiting support workers by three to provide ad hoc contact with residents, additional social and community activities and time to develop befriending or 'friendly neighbour' role across sheltered housing schemes. This could allow support workers to 'drop in' to visit residents at home or by be available at the office or community for a drop-in service.



We would like to see this reduce from 41% to 0% which would mean that there is HSO cover in all areas all of the time.

We would like to see a realistic increase in the number of HSO wardens to visit areas. This would take the strain off those HSO's already in place and overworked and allow more visits to tenants. It would be beneficial to have some 'bank' HSO's to provide cover when regular HSO's are off.

One respondent commented:

“Put a computer into community hall for HSO, which would be a big help to them. They're running all over the place to get a computer, this would save time if anything was to happen in the mornings. Other Council workers have even said that the HSO needs a computer with WIFI.”

Communication is key, and we would like Council to have a proper communication plan in place to speak to tenants, especially when there will be no cover.

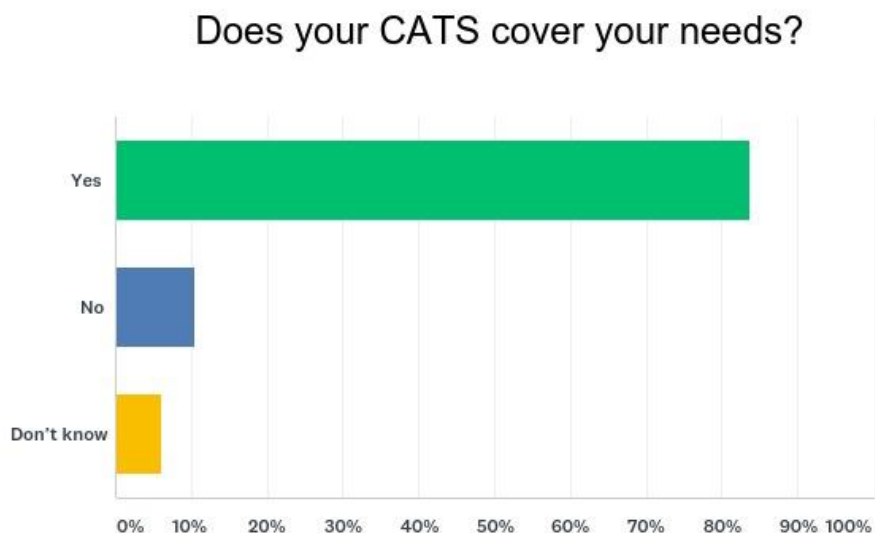
These simple improvements could make a big difference. We will monitor progress on this indicator by surveying again in 12 months and supporting tenants over the following year to;

- Report whether a communication plan has been put in place by the Council.
- Record if and how they are informed if a HSO is off and whether there is cover
- Record the frequency of warden visits.

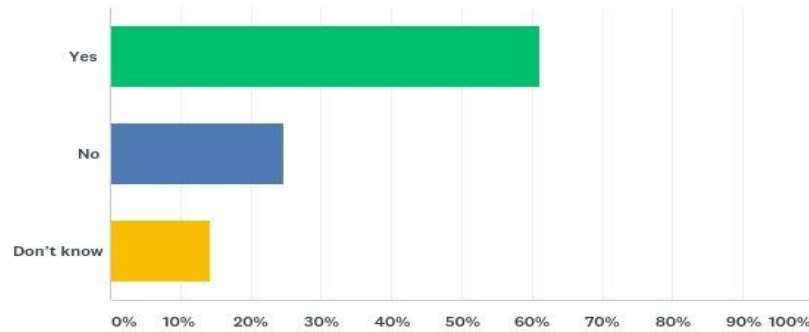
Human Rights Indicator 4 - Community Alarm Telecare Service (CATS)

General Comment 4, paragraph 8(c) as issued by UNCESCR specifically states that; *“Personal or household financial costs associated with housing should be at such a level that the attainment and satisfaction of other basic needs are not threatened or compromised. Steps should be taken by States parties to ensure that the percentage of housing-related costs is, in general, commensurate with income levels”*

Almost 84% thought that the Community Alarm Telecare Service (CATS) covered their needs, however when we asked if it was value for money 61% thought it was good value for money, 14% didn't know and 25% thought it was not good value for money.



Do you think the CATS service you receive is good value for money?



Some comments included:

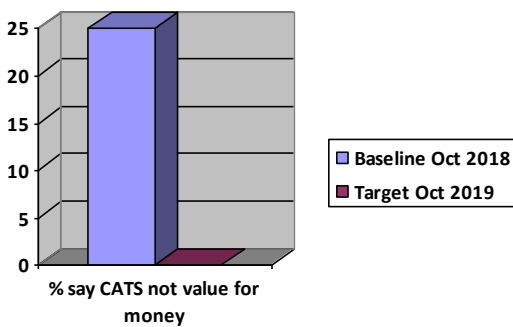
“It’s too expensive.”

“I don’t need it”

“Do I pay for this awful service?”

“It is unfair as not all tenants contribute.”

There were some positive comments with a number of respondents feeding back that staff respond when they have had a fall which provides peace of mind and reassurance.



We believe that the CATS system can be much better and should not be hurting people financially. It is an essential and potentially life-saving service which we are all paying for one way or another and should be first class. We want to see the number of people who do not feel it is value for money drop to 0%.

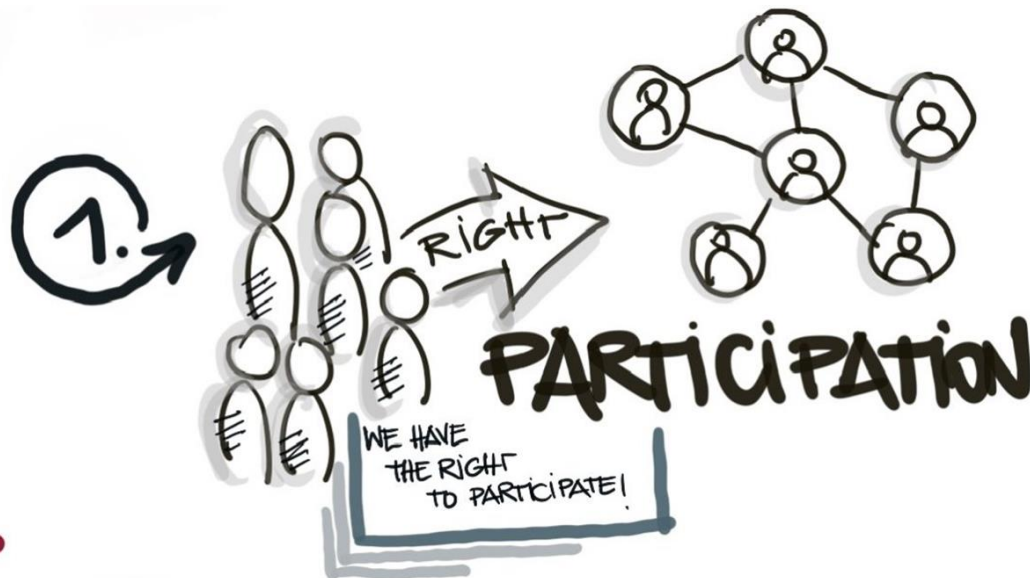
We would like to see a standardisation of the CATS system that both suits people’s needs, is value for money and does not cause financial hardship. We recommend that training is put into place for staff providing the Community Alarms Telecare Service and those answering the call.

We recommend an increase in the number of staff who handle calls and required visits.

These simple improvements could make a big difference. We will monitor progress on this indicator by surveying again in 12 months and supporting tenants over the following year to;

- Record how quickly their call is answered
- Record if tenants were pleased with how their call was handled
- Record the response times for required visits.

9 Human Rights Indicator 5 – Participation



Under international human rights law, the right of individuals and groups to participate in decision-making should be an integral part of all the policies, programmes and strategies intended to implement the obligation of States parties.”

UN CESCR, General Comment No.14, para 54

“In order to be effective, participation must be active and informed.”

Substantive issues arising in the implementation of the ICESCR: Poverty and the ICESCR, Statement adopted by the UN Committee on Economic, Social and Cultural Rights on 4 May 2001, E/C.12/2001/10, para 12

The common theme running through all of our indicators is that decisions are made without us. These decisions often lead to bad practice, poor delivery and undue costs.

In order for these issues to be addressed, we are asking the Council for the opportunity to participate at the level where decisions are being made about our housing.

We want:

- A list of all meetings taking place over the next year where budget, resource, policy and governance decisions will be taken regarding our homes. We would like to know when, where and with whom these meetings take place. We would like to be provided with briefings in advance and minutes to follow.
- An equal seat at the table where our views are heard and taken on-board. We would like to attend these meetings with speaking rights and to chair some of these meetings as equals.
- To hold four monitoring group meetings over the next year where duty bearers to attend and report on progress regarding our specific human rights indicators.
- All meetings to take place using language which is understandable and jargon free and that the meetings are of a non party political nature.

These simple improvements could make a big difference. We will monitor progress on this indicator by completing the following checklist regarding all meetings;

Before the meeting	We had the date, time, location and agenda two weeks in advance
	We had the opportunity to place items on the agenda and have them properly considered in a timely manner
During the meeting	The language used was jargon free
	Any information which was presented was in writing so we can discuss it with the rest of the group
In general	Any disagreements were resolved at the meeting effectively
	Our expenses were covered

10 Conclusion

We hope our report is taken in the spirit it is offered to help improve services and the lives of sheltered housing tenants. We recognise that many council staff and elected representatives are striving for the highest attainable standard of housing and services in our city and we commend them for their efforts. However, where problems are identified, such as those we have clearly evidenced by our outreach and research, we hope that the elected representatives of council and the staff responsible for service delivery can work with us, rather than against us, to see these problems addressed.

We are sheltered housing tenants. These are our homes and we are not going anywhere. We are best placed to monitor the daily realities and make meaningful suggestions for what needs to change. We hope council agree to play a meaningful role in our monitoring group and facilitate our meaningful engagement in future council meetings and decision making processes.

We hope to work with council to realise our rights and see progress on our human rights indicators. We are keen to offer ideas to help shape future policy and resource allocation and to assist council in realising its international and domestic commitments. Reasonable and effective communication between the Council and our Human Rights Monitoring Group will be key as we move forward.

We hope this report and its recommendation are considered and acted upon swiftly to support sheltered housing tenants to live a life of dignity in their homes.

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