

PARAGON HOUSING ASSOCIATION
TENANT PARTICIPATION STRATEGY ACTION PLAN 2014 – 2017

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OBJECTIVES	TARGET/OUTPUT	DETAILED ACTIVITIES/COMMENTS	LEAD PERSON	PROGRESS
TO ENCOURAGE COMMUNITY INVOLVEMENT IN DELIVERING A GOOD QUALITY HOUSING SERVICE	Increase/maintain membership levels to 450 during 2014/17	<ul style="list-style-type: none"> Distribute publicity material to tenants/local businesses/ community groups 	Housing Manager	
		<ul style="list-style-type: none"> Promote membership whenever possible at events 	All staff	
	During financial years 2014 – 2017 support tenant and resident groups	<ul style="list-style-type: none"> Encourage tenants and residents to form resident groups. Initial area to target 2014/15 – Airfield, Grangemouth. 	Housing Manager	
		<ul style="list-style-type: none"> Encourage grant take up each year by RTOs - send letter each June. 	Housing Manager	
		<ul style="list-style-type: none"> Encourage tenants to join existing Residents Associations 	Housing Officers	
		<ul style="list-style-type: none"> Staff to attend RTO meetings as requested by each RTO 	Housing Officers	
		<ul style="list-style-type: none"> Encourage tenants to attend any opportunities for training to increase their skill to participate in TP activities e.g. TIS courses. 	Housing Officers	

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TO ENCOURAGE COMMUNITY INVOLVEMENT IN DELIVERING A GOOD QUALITY HOUSING SERVICE	Use special events held annually as focus for involvement/ membership recruitment.	<ul style="list-style-type: none"> Develop a diary of Fun Events being held by external organisations in Forth Valley throughout 2014, consider attending these where appropriate, to promote the Association's work and tenant involvement. 	Regeneration Officer	
		<ul style="list-style-type: none"> Hold annual bus trip 	Housing Manager	
		<ul style="list-style-type: none"> Hold annual garden competition 	Housing Manager	
		<ul style="list-style-type: none"> Hold Tenant Conference/Event 	Policy & Compliance Manager	
		<ul style="list-style-type: none"> Consult with Central Scotland Regional Equality Council on holding a specialist event to attract involvement from difficult to reach tenants and other customers e.g. Polish Food Event. 	Regeneration Officer	
	Provide well-publicised information	<ul style="list-style-type: none"> Continue contact by E-mail facility 	Housing Manager	
		<ul style="list-style-type: none"> Issue 2 Newsletters to all tenants per year 	Management Team	

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TO CONTINUE TO PROMOTE TENANT INVOLVEMENT IN DECISION MAKING, USING APPROPRIATE METHODS	Ensure that tenants are aware of the wide range of ways they can participate, at a time when they want to and to an appropriate level.	<ul style="list-style-type: none"> Promotional articles in Newsletter 	Management Team	
		<ul style="list-style-type: none"> Provide information when Housing Officers carry out tenants settling in visit. 	Housing Officers	
		<ul style="list-style-type: none"> Produce an annual tenant participation report 	Management team	
	Increase tenant involvement	<ul style="list-style-type: none"> Identification of new appropriate methods of involving tenants 	Management Team	
		<ul style="list-style-type: none"> Maintain register of RTOs 	Policy & Compliance Manager	
		<ul style="list-style-type: none"> Maintain Focus Group Register 	Policy & Compliance Manager	
		<ul style="list-style-type: none"> Maintain Policy Consultation Group register 	Policy & Compliance Manager	
		<ul style="list-style-type: none"> Promote the use of text messaging to increase tenant and other customer involvement, where appropriate 	Management Team	
		<ul style="list-style-type: none"> Assess responses to Winter Survey and as appropriate produce Information in other languages and other formats (Consult with Focus Group) 	Management Team	

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TO REVIEW PERFORMANCE AGAINST CHARTER OUTCOMES AND STANDARDS WITH TENANTS AND OTHER CUSTOMERS	Develop a Tenant Scrutiny Plan covering the period of the TP Strategy	<ul style="list-style-type: none"> Investigate joint training and learning programme for staff and tenants on scrutiny e.g CloH Scotland/ HouseMark Scotland - 'Stepping Up to Scrutiny'. 		
		<ul style="list-style-type: none"> Establish Charter Review Group and review Charter performance annually and benchmark figures against other RSL figures. Compare trends from 2014/15, 2015/16 & 2016/17 	Policy & Compliance Manager	
		<ul style="list-style-type: none"> Involve Charter Review Group and RTO's in review and analysis of questionnaires, surveys, etc. 	Relevant Head of Section	

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TO REVIEW PERFORMANCE AGAINST CHARTER OUTCOMES AND STANDARDS WITH TENANTS AND OTHER CUSTOMERS cont.	Gather satisfaction information from tenants and other customers cont.	<ul style="list-style-type: none"> During 2014/15, 2015/16 & 2016/17 Carry out post contract surveys following completion of contract work 	Programme & Investment Manager	
		<ul style="list-style-type: none"> During 2014/15, 2015/16 & 2016/17 carry out jobbing repairs satisfaction survey 	HM Support Team	
		<ul style="list-style-type: none"> Obtain views from tenants on consultation/ information preferences Survey Winter 2014/15, 2015/16 & 2016/17 – consider making form on-line to increase return rates. 	Management Team	
		<ul style="list-style-type: none"> Carry out tenant and other customer satisfaction surveys from new tenants for Charter indicator. 	Housing Manager	

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TO CARRY OUT A ROLLING REVIEW OF ALL OUR HOUSING POLICIES AND ENSURE THAT OUR TENANTS, RTO'S PARTICIPATE THROUGHOUT THE PROCESS	Review all housing policies as per annual Policy Review programme.	<ul style="list-style-type: none"> Focus Group/Policy Consultation Group to look at Policy review 	Policy & Compliance Manager	
		<ul style="list-style-type: none"> Update membership of Focus Group annually – Winter Newsletter December 2014 & 2015 and 2016– encourage new membership to Focus Group and participation from tenants in policy reviews. 	Policy & Compliance Manager	
TO CARRY OUT ANNUALLY THE RENT REVIEW	Involve tenants and RTO's in the Annual Rent review each December	<ul style="list-style-type: none"> Start review for each annual rent increase in December prior to the new financial year. 	Finance & Investment Manager/Housing Manager	
TO ENSURE THAT RESOURCES ARE AVAILABLE TO PROMOTE TENANT PARTICIPATION	During period 2014/17 review resources required for tenant participation annually.	<ul style="list-style-type: none"> On an annual basis assess and allocate resources in budget paper 	Housing Manager/ Finance & Investment Manager	
		<ul style="list-style-type: none"> Re-assessment of requirements to be included in mid -year review annually 	Housing Manager/ Finance & Investment Manager	

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TO CARRY OUT A PLANNED PROGRAMME OF IMPROVEMENTS TO OUR PROPERTIES DURING 2010/13 AND INVOLVE TENANTS AND RTOs IN THE DECISION MAKING PROCESS	Involve tenants and RTOs in making decisions about work to their homes where appropriate at each contract during 2014/17		Programme & Regeneration Manager	
<p>TO INVOLVE TENANTS IN THE KEY AREAS OF THE REGENERATION STRATEGY</p> <ul style="list-style-type: none"> • Financial Inclusion - Debt & Money Advice and Reduce Fuel Poverty 	Develop and support initiatives to reduce fuel poverty, provide debt & money advice to our tenants.		Regeneration Officer	
<ul style="list-style-type: none"> • Environmental Improvements and Cleaner & Safer Neighbourhoods 	Work with local authorities and other key service providers, our tenants and residents to provide cleaner and safer neighbourhoods	<ul style="list-style-type: none"> • Promote and develop a multi-agency approach to physical and community regeneration. 	Regeneration Officer	
<ul style="list-style-type: none"> • Employment & Training Initiatives 	Support initiatives to connect our tenants with employment, training and lifelong learning opportunities to provide structured pathways into paid employment		Regeneration Officer	

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<p>TO INVOLVE TENANTS IN THE KEY AREAS OF THE REGENERATION STRATEGY cont.</p> <ul style="list-style-type: none"> Promote good health and wellbeing for tenants and residents 	<p>Work to reduce multiple deprivations and improve quality of life for our tenants and residents in areas where we have concentrations of housing stock</p>		<p>Regeneration Officer</p>	
<p>TO MONITOR AND REVIEW TP STRATEGY</p>	<p>Establish Joint TP Strategy Monitoring Group to Review Strategy Action Plan performance annually</p>	<ul style="list-style-type: none"> Set up joint Monitoring Group representing both landlords' tenants, RTOs and Clackmannanshire Tenants and Residents Federation 	<p>Policy & Compliance Manager</p>	