



Tenant Participation Action Plan

2019 – 2020

First Steps

NS1: Develop 2019 – 2023 Tenant Participation Strategy					
What we will do:	When we will do it:	Who is responsible:	What will it achieve:	Progress Report Q2 2019/20	Status
1.					
Invite Clackmannanshire Council, Council tenants reps, Clackmannanshire Tenants and Residents Federation to sub group meeting to assess potential of revised joint or Paragon only TP Strategy	July /August 2019	Housing Manager	<ul style="list-style-type: none"> Agreement of TP Strategy stakeholders 	TIS have been engaged to assist Clacks / PHA to develop the TP Strategy. Status Amber because behind target but some progress made.	
2.					
Establish joint tenant / staff sub group to review	September 2019	Housing Manager	<ul style="list-style-type: none"> Review of Next Steps reports and current TP Strategy Development of draft TP Strategy 2019 - 2023 	Waiting for Clacks to catch up with us before progressing.	
3.					
Develop draft new TP Strategy	August - December 2019	Working Group w/ Housing Manager as lead	<ul style="list-style-type: none"> New draft strategy developed for consultation 	Report to Management Committee October 2019, draft strategy expected late 2019 early 2020	

4.					
Consult stakeholders on new draft strategy	January – March 2020	Working Group w/ Management Team as lead	<ul style="list-style-type: none"> Feedback collated and included in new TP Strategy New Strategy developed and launched 		

ACTION PLAN

NS2: Aim 1: Raise awareness of tenant participation opportunities through communication to tenants, tenants and residents groups, customers and others					
What we will do:	When we will do it:	Who will be responsible:	What will it achieve:	Progress Report Q2 2019/20	Status
Objective 1.1					
Promote Tenant Participation & Scrutiny Opportunities via new document for website and new tenant handbook	September 2019	Management Team Tenant Led Communications Sub Group	<ul style="list-style-type: none"> All TP opportunities advertised in one place Awareness of TP advantages, successes and results promoted Increased participation in TP and scrutiny activities 	Still utilising existing promotional material until website / new tenant handbook developed	
Objective 1.2			•		
Publish 2 newsletters to all tenants annually	Dates TBA	Management Team Tenant Led Communications Sub Group	<ul style="list-style-type: none"> Updated PHA and other information provided to tenants TP opportunities and benefits promoted 	Tenant Scrutiny Panel met with Consultant 20/9/19 to discuss and review format and content of newsletter	
Objective 1.3					
Publish an Annual Performance Report	Annually - October	Management Team Tenant Led Communications Sub Group	<ul style="list-style-type: none"> Performance Information Provided Annually to all Tenants & Customers 	SHR Report on Website. Meeting with Tenant Scrutiny Group 20/9/19 to discuss content and format of PHA report. Agreed 'middle page'	

		Charter Review Group		spread in Newsletter and 'report' on website for end of October	
Objective 1.4					
Develop an on-line quarterly performance report	Annually – June, September, December, March	Housing Manager	<ul style="list-style-type: none"> Tenants and others provided with regular performance information Staff & Board appraised of progress 	KPI dashboard developed, taking to October Mgmt Cttee for Approval. If approved will be uploaded on to Website. When new website developed consideration to be given to creation of performance corner.	
Objective 1.5					
Develop an on line / email "You said: We did Report" linked to quarterly performance updates	Annually – June, September, December, March	Housing Manager Relevant section heads	<ul style="list-style-type: none"> Tenants and others provided with regular performance information & actions taken to improve Staff & Board informed of actions taken to improve 	This has not yet been developed. Will be looked at in Q3 with view to going live Jan 20	
Objective 1.6					
Promote Tenant Participation Opportunities at PHA and external organisation events	Annually – 1 per quarter	All staff, Board and interested tenant volunteers	<ul style="list-style-type: none"> PHA networking with other organisations TP promoted to a wider audience New people recruited Increased responses to PHA surveys and consultations 	Joint events with Dogs Trust & Falkirk Council, attendance at RTA meeting, meeting with local cllrs / CCs (Grangmouth, Stirling). 3 x new recruits to Tenant Scrutiny Panel, some success in tenant engagement with P&R projects	
Objective 1.7					
Hold an annual tenant & resident event	Annually	Housing Manager	<ul style="list-style-type: none"> Tenants provided with detailed and comprehensive information on housing and related services Tenants and residents have the opportunity to meet others, share views & experience and advise PHA of issues and suggestions 	Oct 18' Tenant Conversation Sept 19' Annual Bus Trip	
Objective 1.8					

Develop on line forum (similar to staff yammer)	January 2020	Management Team	<ul style="list-style-type: none"> New communication to and from tenants and PHA introduced 	Consideration being given to development of Facebook page	
Objective 1.9					
Promote PHA membership with a wide range of stakeholders	Annually	Housing Manager	<ul style="list-style-type: none"> Tenants and wider community aware of membership opportunities and benefits Increased / maintained membership figures 		
Objective 1.10					
Develop use of social media to promote benefits and successes of TP at PHA	Commence August 2019	Management Team	<ul style="list-style-type: none"> New communication methods developed <ul style="list-style-type: none"> Email shots Video links Discussion forums Wider audience reached Increased involvement / feedback from tenants, service users and others New publicity method available to staff, tenants and others 	Will be progressed as part of the updating of the Association's wider Communication Strategy.	

NS3: Aim 2: Support the development of new and existing tenants and residents organisations and support their members to participate and influence PHA policy and service delivery					
What we will do:	When we will do it:	Who will be responsible:	What will it achieve:	Progress Report Q2 2019/20	Status
Objective 2.1					
Encourage tenants to join local TARA's	At tenancy sign up & new tenant visits	Housing officers	<ul style="list-style-type: none"> Increased membership of TARA's 	Random checks of sign up confirms this happens	
Objective 2.2					

Support communities to set up new TARA's	Sheltered Housing Complex - June 19 Airfield, Grangemouth - Oct. 19 Others as need identified	Housing officers	Increased number of groups Increased tenant involvement	Although no new TARA set up there has been an improvement in tenant engagement in Plein. Work on going to look at other areas where groups might be encouraged to form.	
Objective 2.3					
Promote TARA and tenant involvement in Estate Walkabouts with PHA officers and others as required	Annually - 1 per area	Housing Officers	<ul style="list-style-type: none"> Increased awareness of local issues and concerns Joint working with tenants and community to improve housing and community TARA's and others supported to apply for external funding to improve community and facilities 	Estate walk about with Estates Team and Falkirk Council (Waste Management) 10 th October Airfields Grangemouth. Tenants invited to get involved.	
Objective 2.4					
Maintain RTO Register	Annually	Housing Manager	<ul style="list-style-type: none"> RTO Register updated RTO's invited to participate in local and national consultations and events 	Currently 2 RTO's, one is very engaged with very positive results. The other less so. Estates Team & HM to target Fishcross & Benview in Q3	
Objective 2.5					
Support TARA's to apply for RTO Grant funding	Annually – reminder letter and application	Housing Manager	<ul style="list-style-type: none"> All TARA's in receipt of RTO Grant 	Both RTS's were reminded of and applied for their grant.	

	form to groups 2 months in advance				
Objective 2.6					
Attend RTO meetings as requested	Annually – 1 per TARA (minimum)	All staff (as appropriate)	<ul style="list-style-type: none"> • Increased awareness of Paragon services, policies, procedures • Increased staff & board awareness of local issues, concerns, projects • Increased tenant involvement in 	Attended 2 x Gill Park RTA and had joint event with them & Dogs Trust. No meeting with Fishcross to date.	
Objective 2.7					
Work with and support the tenants and residents networks to influence PHA - CTRF - Stirling Assembly - Falkirk Forum	Ongoing as required	Management Team	<ul style="list-style-type: none"> • Tenants and staff are aware of national housing and related issues and impacts on PHA • PHA consults tenants on proposed policy or practice changes as a result of national consultations 	PHA now has a tenant on the national tenants panel.	

NS4: Aim 3: Provide opportunities for individual tenants and customers to participate and influence PHA policy and service delivery

What we will do:	When we will do it:	Who will be responsible:	What will it achieve:	Q2 2019/20 update	Status
Objective 3.1					
Further develop and maintain Focus Group Register	Commence July 2020	Housing Manager	<ul style="list-style-type: none"> Increased number of tenants involved in Focus Groups and PHA consultations Increased tenant influence in PHA policy development, implementation and practice 	Ongoing – but more work needed to develop the register	
Objective 3.2					
Further develop and maintain Policy Consultation Group Register	Commence July 2020	Housing Manager	<ul style="list-style-type: none"> Increased number of tenants involved in Focus Groups and PHA consultations Increased tenant influence in PHA policy development, implementation and practice 	As above	
Objective 3.3					
Further develop text messaging to inform and increase tenant and other customer involvement, where appropriate	Commence October 2019	Housing Msnsgrt Manager	<ul style="list-style-type: none"> Additional communication and from tenants and customers developed Increased tenant and customer feedback and participation Increased tenant satisfaction information gathered and reported 	Not progressed at this stage	
Objective 3.4			<ul style="list-style-type: none"> 		

Conduct annual rent consultation with tenants	Commence November 2019	Finance & Investment Manager Housing Manager	<ul style="list-style-type: none"> • Survey and focus group sessions carried out • Increased tenant involvement in rent consultation • Rent and affordability information provided to tenants • Increased tenant understanding of rents and other finance information 		
Objective 3.4					
Involve tenants in development of new website	January 2020	Finance & Investment Manager Housing Manager Communications Sub Group	<ul style="list-style-type: none"> • Procurement training carried out with tenant reps • New website developed in partnership with tenant reps • Increased number of tenants & customers visiting website and responding to consultations, surveys etc 		
Objective 3.5					
Investigate potential to use participatory budgeting methods to involve tenants in environmental, SPA and other funding expenditure decisions	Commence April 2020	Finance & Investment Manager Housing Manager Other staff as appropriate	<ul style="list-style-type: none"> • Increased tenant & customer influence in decision making • Expenditure agreed as per tenant & customer priorities 		
Objective 3.6					

Develop Business Plan consultation opportunities re. tenant needs, priorities and rental impacts	Commence April 2020	Management Team & Board Other staff as appropriate	<ul style="list-style-type: none"> Increased tenant & customer awareness of Business Plan, budgets and rents Increased tenant & customer influence in decision making VFM comparisons with other landlords 		
Objective 3.7					
Develop Tenant champions in local communities	Commence May 2020	Housing Manager Housing Officers	<ul style="list-style-type: none"> Increased tenant involvement and communication to and from PHA within local neighbourhoods 	Initially looking to pilot this idea in Grangemouth & Stirling	

NS 5: Aim 4: Investigate opportunities to encourage "Involving All" Groups to participate and influence PHA policy and service delivery					
What we will do:	When we will do it:	Who will be responsible:	What will it achieve:	Q2 2019/20 Progress Update	Status
Objective 4.1					
Consult Central Scotland Regional Equality Council on methods to involve "Involving All Communities"	October 2019	Housing Manager	<ul style="list-style-type: none"> Increased PHA awareness of methods to reach and work with "involving all communities" PHA pilot of new method carried out Increased participation of wider range of tenants & customers 	Contact to be made Mid October	

Objective 4.2					
Consult Youth Forum and MSYP's on opportunities to involve young tenants / young people	October 2019	Housing Manager	<ul style="list-style-type: none"> PHA participation in events / meetings with young tenants / young people 	Contact to be made mid October	
Objective 4.3					
Work with schools and youth organisations to raise awareness of housing and involvement opportunities	Commence January 2020	Housing Manager Board Others as appropriate	<ul style="list-style-type: none"> Young people aware of housing options and role of PHA Increased involvement of young people in housing and community activity 	Promotion of 'March of the Scarecrows' as an accessible to all event looking at the promotion of recycling. Also introducing a 'tallest sunflower' category in the annual garden competition.	