



Tenant Participation Action Plan 2021 – 2023

Quarter 1 Update June 2022

This Action Plan was been developed following approval of a 2 year TP Strategy in October 2020. In March 2022 approval was given to extend the strategy for a further 12 months until March 2023. This Action Plan will be reviewed and updated in the first 2 quarters of 2022/23. The extension of the strategy reflects the continuing 'strange times' the Association has found itself in in due to ongoing Covid Restrictions and latterly the increasing cost of living crisis. In developing our Tenant Participation Strategy our aim is to:

- Implement the principals underpinning the Scottish Social Housing Charter, and
- Comply with the requirements of the Scottish Housing Regulator (SHR) in agreeing a range of standards, targets & outcomes, and
- Engage with our tenants, seeking and supporting their involvement in housing issues.

HEADLINE 1: SUPPORT FOR TENANTS & RESIDENTS GROUPS					
What we will do:	When we will do it:	Who will be responsible:	What will it achieve:	Progress Report Q1 June 2022	Status
Action 1.1					
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	
Action 1.2					
Support communities to set up new TARA's	On going	Housing Manager	Increased number of groups Increased tenant involvement	Limited progress during the pandemic restrictions, however some success in the creation of a residents group on the Holbourne Estate, in Menstrie. Group not yet registered but some positive engagement.	

				Promotion of groups and grant assistance available on Facebook, website, newsletter	
Action 1.3					
Promote TARA and tenant involvement in Estate Walkabouts with PHA officers and others as required	Quarterly, 1 per local authority area	Housing management	<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 	Coronavirus initially put on hold. Estate Inspections have now recommenced and there has been some 'socially distanced' outside meetings with tenants. A more formal structure for Estate Inspections is being developed with opportunity for 'partner's such as local councillors to join in. In Denny a Cllr has also joined a close meeting following ongoing ASB issues.	
Action 1.4					
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, both have been relatively inactive since April 2020, but 1 has recently become more active. The Housing Manager communicates with both regularly.	
Action 1.5					
Support TARA's to apply for RTO Grant funding	Annually – reminder letter and application form to groups 2 months in advance	Housing Manager	<ul style="list-style-type: none"> All TARA's in receipt of RTO Grant 	2022/3 grant applications received for both organisations	
Action 1.6					

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 	Gill Park RTO recommenced in person meetings and Estates Team attending on a regular basis.	
Action 1.7					
Work with and support the tenants and residents networks to influence PHA <ul style="list-style-type: none"> 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 has Management Committee / TS Panel Member who is a member TIS Board. Additional interest in attending National Panel	
Action 1.8					
Set up an Owners Forum			<ul style="list-style-type: none"> Owners are aware national housing and related issues and impact on PHA Owners are consulted on proposed policy or practice changes. 	Factoring Policy Adopted. Owners meeting regularly but with relatively low level engagement. Looking to relaunch meetings October 2022	

HEADLINE 2:
IMPROVE COMMUNICATION WITH TENANTS AND RESIDENTS

What we will do:	When we will do it:	Who will be responsible:	What will it achieve:	Progress Report Q1 2022/23	Status
Action 2.1					
Promote Tenant Participation & Scrutiny Opportunities via new website & Facebook		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 	<p>Coronavirus has prompted a substantial rethink of how we can connect with tenants. A new website went live in August 2020. This was a temporary (but very positive) response to issues with the hosting of our original site. There is a dedicated TP page (follow the Your Views link) which will be updated regularly. The Tenant Scrutiny Panel were given the opportunity to feed into the development of the Website.</p> <p>We now use Facebook to regularly promote TP activity and most recently we have put together a short video promoting tenant participation opportunities.</p> <p>Ongoing surveys continue to record increasing levels of satisfaction</p>	
Action 2.2			•		
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 	Summer 2022 not issued but due to ongoing issues with repairs contractor regular contact with tenants. Aiming to issue newsletter November 2022	
Action 2.3					

Publish an Annual Performance Report	Annually - October	Management Team Tenant Led Communications Sub Group Charter Review Group	<ul style="list-style-type: none"> Performance Information Provided Annually to all Tenants & Customers 	Annual report will be published on Website Oct 2022, Link to SHR report will be uploaded as soon as available.	
Action 2.4					
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 	Facts and Figures section of Website now has performance reports uploaded. Quarterly KPI report regularly uploaded.	
Action 2.5					
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 	Website now has a you said we did section. Working to develop this further	
Action 2.6					
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 	<p>Coronavirus means that much of our activity remains on line at present. We have managed to maintain Tenant Scrutiny Panel meetings and have developed as Facebook page.</p> <p>Members of TS Panel have had opportunity to join virtual TIS events. We Created a short video encouraging tenant participation. In person meetings now being introduced.</p>	
Action 2.7					

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 Sept 20' On line AGM Facebook competition photograph your pet was held. Sept 2021 – scaled back but in person AGM. Garden Competition reinstated in 2022. AGM will be held September 2022	
Action 2.8					
Develop on line forum (similar to staff yammer)	January 2021	Management Team	<ul style="list-style-type: none"> New communication to and from tenants and PHA introduced 	Facebook page up and running, for the time being consideration of 'tenant only forum' on hold	
Action 2.9					
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 	All new tenants advised of membership option at sign up and at settling in visit (both at current socially distanced or virtual). New Tenant Survey now undertaken quarterly but limited engagement. Reinstating Settling In visits from October 2022	
Action 2.10					
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 all 	Management Cttee October 2020 agreed development of Communication and Digital Inclusion Strategy Facebook been well received Digital Inclusion Survey went out with the Summer Newsletter, good response in terms of numbers but most responses saying we're OK thank you Funding received for Ipads and MiFi's for 17	
Action 2.11					

Promote TP through development of leaflet as part of new handbook	April 2022	Housing Manager	<ul style="list-style-type: none"> Reinforce mainstreaming tenant participation as an integral part of an individual's tenancy. 	Planning for the new handbook has started, with the anticipation being that rather than a single entity, the handbook will be a series of PDF leaflets that can be individually updated.	
---	------------	-----------------	--	--	--

HEADLINE 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:	Q1 2022/23	Status
Action 3.1					
Further develop and maintain Focus Group Register	Ongoing	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 	Group set up specifically to look at rent Harmonisation exercise. Further work needed to strengthen the register. Intention to use trainee to undertake specific piece of work on this.	
Action 3.2					
Further develop and maintain Policy Consultation Group Register	Ongoing	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	
Action 3.3					
Further develop text messaging to inform and increase tenant	Ongoing	Housing Manager	<ul style="list-style-type: none"> Additional communication and from tenants and customers developed 	Coronavirus has forced review of methods of contacting tenants.	

and other customer involvement, where appropriate			<ul style="list-style-type: none"> Increased tenant and customer feedback and participation Increased tenant satisfaction information gathered and reported 	<p>Digital Inclusion Survey issued with Summer Newsletter and funding bid successful for 17 ipads and MiFIs.</p> <p>Continuing to work to increase number of email addresses held and some surveys (repair satisfaction for example) now being issued by email where we have an email address.</p>	
Action 3.4			•		
Conduct annual rent consultation with tenants	Annual	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 	Rent Harmonisation exercise commenced with the TS Panel being involved in the selection process. A meeting has been held with staff/ TS Panel members and Management Committee members outlining the process. The next meeting is planned for early November. Annual Rent consultation carried out Dec 21 / Jan 22 with approximately 13% of tenants engaged in the process. Over 90% of those responding happy with the level of consultation. Rent Harmonisation exercise taking longer than initially anticipated but now back on track.	
Action 3.5					

Involve tenants in development of new website	April 2022	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 	Tenant Scrutiny Panel involved in development of new website. Ongoing involvement in further development / refinement.	
Action 3.6					
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 	Delayed by Coronavirus Crisis	
Action 3.7					
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 	As above delayed by Coronavirus. Work anticipated in Q2 / 3 2022/23	
Action 3.8					
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 	ON HOLD due to the lack of face to face opportunities to meet.	

			from PHA within local neighbourhoods		
--	--	--	--------------------------------------	--	--

NOTE HEADLINE 4 LARGELY STALLED DUE TO CORONAVIRUS PANDEMIC, Q2 UPDATE WILL LOOK AT HOW SOME OF THE ACTIONS CAN POTENTIALLY BE KICKSTARTED.

HEADLINE 4: INVESTIGARE OPPORTUNITES 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:	Q1 2022/23 Update	Status
Action 4.1					
Consult Central Scotland Regional Equality Council on methods to involve “Involving All Communities”		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 	HM attends TP Forum, and TIS Events. We will be seeking tenants views as part of the equalities policy review	
Action 4.2					
Consult Youth Forum and MSYP’s on opportunities to involve young tenants / young people		Housing Manager	<ul style="list-style-type: none"> PHA participation in events / meetings with young tenants / young people 	- DELAYED	
Action 4.3					
Work with schools and youth	Commence January 2020	Housing Manager Board	<ul style="list-style-type: none"> Young people aware of housing options and role of PHA 		

organisations to raise awareness of housing and involvement opportunities		Others as appropriate	<ul style="list-style-type: none"> Increased involvement of young people in housing and community activity 	ALL DELAYED BY CORONAVIRUS , however looking to look at how can recommence activity in this area in Q3 2022/23	
---	--	-----------------------	---	--	--

HEADLINE 5: LOOKING TO THE FUTURE					
What we will do:	When we will do it:	Who will be responsible:	What will it achieve:	Q1 2022/23 Progress Update	Status
Action 4.1					
Review TP Strategy & TP Policy	Q4 2021/22	Housing Manager	<ul style="list-style-type: none"> Align TP Policy with Strategy 	Ongoing, detailed update will be given in Q2 progress report.	
Action 4.2					
Start work on a longer term TP strategy	Q3 2021/22	Housing Manager	<ul style="list-style-type: none"> 	See above	