



Tenant Participation Action Plan

2020 – 2021 Q3

Update March 2021

Following approval of a 2 year Tenant Participation Strategy in October 2020 a new Action Plan is being developed and will incorporate the above. As such this will be the last update of this Action Plan

First Steps

Develop 2019 – 2023 Tenant Participation Strategy					
What we will do:	When we will do it:	Who is responsible:	What will it achieve:	Progress Report Q3 2020/21	Status
1.					
Develop and consult on short life (2 year) TP Strategy to reflect impact of Covid 19 and issues with engagement with Clacks Council	Approval of Strategy Oct 2020	Housing Manager	<ul style="list-style-type: none"> Agreement of TP Strategy stakeholders 	Approved October 2020.	
2.					
Develop Action Plan to accompany TP Strategy	Q3 2020/21	Housing Manager		Delay in developing action plan, plan to take Action Plan to go to Tenant Scrutiny Panel and Management Committee by end of March 2020	

3.					
Plan for TP strategy to follow on from the new short term strategy	Q4 2020/21	Working Group w/ Housing Manager as lead	•		

ACTION PLAN

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 Q3 2020/21	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 	<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 we believe 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.</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>New Tenant Survey March 2021 will ask question on how well we have promoted TP opportunities to new tenants.</p> <p>Next step is development of New Tenant Handbook</p>	

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 	A summer newsletter was issued in August 2020. Although the primary focus was PHA response to Coronavirus we did take the opportunity to promote tenant engagement. Winter Newsletter replaced by Rent Consultation Newsletter. Plan to issue next newsletter in April / May 2021	
Objective 1.3					
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 published on Website December 2020	
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 	Facts and Figures section of Website now has performance reports uploaded. Q3 Dashboard uploaded	
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 	Website now has a you said we did section. Working to develop further	
Objective 1.6					
Promote Tenant Participation Opportunities at PHA and external	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 	Coronavirus means that all of our activity is on line at present. We have managed to maintain Tenant Scrutiny Panel meetings and have developed as Facebook page.	

organisation events			<ul style="list-style-type: none"> Increased responses to PHA surveys and consultations 	Members of TS Panel have had opportunity to join virtual TIS events. Created a short video encouraging tenant participation.	
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 	<p>Oct 18' Tenant Conversation Sept 19' Annual Bus Trip 2020 AGM was to be on line Facebook competition photograph your pet was held.</p> <p>Looking to promote Social Café concept with HoME scheme. Connecting Scotland funding received for assistance with equipment for 17 families and other vulnerable tenants</p>	
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 	Facebook page up and running, now looking at options for tenant only engagement	
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 	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 being undertaken by KP in March 2021 will assess how successfully TP promoted to new tenants.	
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 	<p>Mgmt Cttee October 2020 agreed development of Communication and Digital Inclusion Strategy</p> <p>Facebook been well received</p>	

			<ul style="list-style-type: none"> Increased involvement / feedback from tenants, service users and others New publicity method available to all 	<p>Digital Inclusion Survey went out with the Summer Newsletter, good response in terms of numbers but most responses saying we're OK thankyou</p> <p>Funding received for Ipads and MiFi's for 17</p>	

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 Q3 2020/21	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	<p>Sheltered Housing Complex - June 19</p> <p>Airfield, Grangemouth - Oct. 19</p> <p>Others as need identified</p>	Housing officers	<p>Increased number of groups</p> <p>Increased tenant involvement</p>	<p>Although no new TARA set up there has been an improvement in tenant engagement in Pleas. Work on going to look at other areas where groups might be encouraged to form.</p> <p>Also more positive engagement with existing RTOs</p> <p>CORONAVIRUS PUT ON HOLD</p>	

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 	Coronavirus has put on hold. Estate Inspections recommenced and there has been some 'socially distanced' outside meetings with tenants. Now working towards reinstatement when lockdown eased	
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. HM has contacted both to discuss activities post lockdown and agreed to attend meetings as soon as possible.	
Objective 2.5					
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 	2020/21 grant paid to both organisations	
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 	Coronavirus put on hold – see above	
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 has Management Committee / TS Panel Member who has put in application to join TIS Board.	

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:	Q3 2020/21 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	
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 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 	<p>Coronavirus has forced review of methods of contacting tenants.</p> <p>Digital Inclusion Survey issued with Summer Newsletter and funding bid successful for 17 ipads and MiFIs.</p> <p>Working 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>	
Objective 3.4			•		
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 	<p>Following rent consultation decision made by management committee to apply 0% increase.</p> <p>Work due to commence March / April 2021 on a Rent Harmonisation Exercise. Working group with tenants to be set up.</p>	
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 	<p>Looking to develop communications strategy in 2020/21 and tenant scrutiny group will be actively involved.</p> <p>TS Panel given site of Website Tender doc. Issues with Hosting of site means that a 'temporary' new site has been developed. Two member of panel on</p>	

				'focus group' looking at further development of website	
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 	Delayed by Coronavirus Crisis	
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 	As above delayed by Coronavirus	
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, With Coronavirus have developed network of tenant informants. Applying for funding to assist with creation of 'street champions' to tackle flytipping and other issues	

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:	Q3 2020/1 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 	<p>HM attends TP Forum, and TIS Events.</p> <p>Additional training undertaken on Equality Impact Assessments and now to be rolled out to all staff.</p>	
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 	<p>HM member of ‘Change Team’ national initiative looking at homelessness / homeless prevention and looking at examples of good practice. Also discussing with Link and others how this might be done in a joined up way.</p> <p>- DELAYED</p>	
Objective 4.3					
Work with schools and youth organisations to raise awareness of housing and	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 	<p>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.</p>	

involvement opportunities				ALL DELAYED BY CORONAVIRUS	