

APPENDIX G: TENANT PARTICIPATION ACTION PLAN JAN - DEC 2012

Objective 1: To offer a range of opportunities for tenants to get involved in a way that best suits them and which feeds into service delivery improvements and policy making

Intended Outcomes	Actions	Milestones	1/4	Measures/evidence
1.1 Tenants influence the way services are delivered at the highest level and influence policy decisions	<ul style="list-style-type: none"> ▪ Appoint an independent facilitator to support the implementation of the new TP Involvement Structure 	<ul style="list-style-type: none"> ▪ Interim TP Steering Group set up ▪ Facilitator appointed ▪ Tenants consulted ▪ New TP Involvement Structure approved 	Q1 Q1 Q2 Q2	<ul style="list-style-type: none"> ▪ Minutes/recommendations of Steering Group evidence the influence of tenants in the consultant's brief, the appointment, and new TP structure ▪ Results of tenants' consultation is fully considered by the TP Steering Group
	<ul style="list-style-type: none"> ▪ Agree the Terms of Reference for a 'Scrutiny Group' or equivalent high level decision-making body ▪ Appoint tenants to this body and provide appropriate training 	<ul style="list-style-type: none"> ▪ Terms of Reference Agreed ▪ Tenants Appointed ▪ Comprehensive training provided 	Q2 Q2 Q3	<ul style="list-style-type: none"> ▪ Attendance at training ▪ Evaluation forms used to identify learning outcomes
	<ul style="list-style-type: none"> ▪ Run a targeted campaign to increase membership of Hafod Connect (HC) 	<ul style="list-style-type: none"> ▪ Hafod Connect re-launched and workshop held at Tenants Conference 	Q2	<ul style="list-style-type: none"> ▪ No. in membership ▪ Target 100+ by Dec 2012 ▪ Tenants contribution to service reviews clearly highlighted in review report to the relevant Committee and in feedback newsletter to HC members
1.2 Tenants contribute to setting and driving up service standards	<ul style="list-style-type: none"> ▪ Set up formal programme of joint estate walkabouts ▪ Advertise programme on Website & in Hafod's Own ▪ Deliver joint estate walkabouts 	<ul style="list-style-type: none"> ▪ Barry Pilot completed with Key Tenants ▪ Programme set up and promoted ▪ Joint walkabouts started 	Q1 Q1 Q2	<ul style="list-style-type: none"> ▪ No. of tenants ▪ Record and feedback sheets ▪ % tenant satisfaction (via Status) ▪ % service specific satisfaction e.g. ground maintenance

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	<ul style="list-style-type: none"> ▪ Set up a new housing management/estate services Working Group 	Terms of Reference agreed	Q1	<ul style="list-style-type: none"> ▪ No. of tenants ▪ Minutes of meetings
	<ul style="list-style-type: none"> ▪ Develop local forum for leasehold sites ▪ Set up a new Annual Leaseholder Forum (mixed sites) 		Q1 Q2	<ul style="list-style-type: none"> ▪ No. of leaseholders attending meetings ▪ Annual Satisfaction Survey for leaseholders ▪ % in leaseholder satisfaction
	<ul style="list-style-type: none"> ▪ Set up a new Community Involvement Partnership (CIP) to consider initial engagement and support provided to individual tenants and groups 	<ul style="list-style-type: none"> ▪ CIP set up and Terms of Reference jointly agreed ▪ Tenants consulted on new Community Investment Strategy (CIS) & Work Plans ▪ Grant review completed ▪ Training needs identified ▪ Seminar/conference places jointly agreed 	Q1 Q1 Q1 Q1 Q2	<ul style="list-style-type: none"> ▪ No. of tenants ▪ No. of new tenants ▪ Profile of tenants ▪ CIS and local work plans take account of tenants' views ▪ Minutes of meetings
	<ul style="list-style-type: none"> ▪ Utilise our new Tenant Assessors to test services e.g. Customer services and Service Standards 	<ul style="list-style-type: none"> ▪ TEG End of Project Report completed ▪ New procedure to monitor and evaluate project outcomes jointly agreed ▪ 2012 Service Review completed 	Q1 Q1 Q4	<ul style="list-style-type: none"> ▪ No. of Assessors trained & utilised ▪ Service Review Action Plans reported back to Assessors ▪ Assessors' findings reported to Committee ▪ Report on how we are meeting are stated service standards
	<ul style="list-style-type: none"> ▪ Set out a programme of Road Shows linked to site specific issues and planned maintenance 	<ul style="list-style-type: none"> ▪ Programme agreed with tenants from our Housing Management /Estate Services Working Group ▪ Roadshows delivered 	Q2 Q3	<ul style="list-style-type: none"> ▪ No. of tenants attending ▪ Tenant evaluation on roadshow ▪ Analysis of consultation findings ▪ Feedback provided to all tenants within targeted community on priority issues and actions

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Objective 2: To improve the quality and range of information provided to tenants and leaseholders and to offer opportunities for involvement in reviewing and producing this information

Intended Outcomes	Actions	Milestones	¼	Measures/evidence
2.1 Tenants are knowledgeable about the full range of services we offer and know how they can comment on these services	<ul style="list-style-type: none"> ▪ Facebook site developed 	<ul style="list-style-type: none"> ▪ New St Mellons Compact page ▪ New Disability Focus Group page 	<ul style="list-style-type: none"> Q1 Q1 	<ul style="list-style-type: none"> ▪ No. of Friends ▪ No. of 'hits' ▪ No. of people 'liking' the site
	<ul style="list-style-type: none"> ▪ Key Tenants explored as part of St Mellons Compact Group 	<ul style="list-style-type: none"> ▪ Launch of Key Tenants Scheme in St Mellons (subject to consultation) 	<ul style="list-style-type: none"> Q3 	<ul style="list-style-type: none"> ▪ No. of tenants attending Residents Involvement Sub Group ▪ No. of Key Tenants ▪ Key Tenants Record Sheets
	<ul style="list-style-type: none"> ▪ New Communications Working Group set up to look at publications and the website etc. 	<ul style="list-style-type: none"> ▪ Group set up 	<ul style="list-style-type: none"> Q2 	<ul style="list-style-type: none"> ▪ No. of tenants ▪ Minutes of meetings ▪ No. of publications reviewed/amendments made
	<ul style="list-style-type: none"> ▪ New TP flyer jointly produced with tenants promoting all the ways tenants can get involved with Hafod 	<ul style="list-style-type: none"> ▪ Leaflet printed and distributed 	<ul style="list-style-type: none"> Q3 	<ul style="list-style-type: none"> ▪ % satisfaction levels in information provided via Status survey
	<ul style="list-style-type: none"> ▪ Easy to read summaries of our new TP Strategy and Community Investment Strategy (CIS) produced and distributed 	<ul style="list-style-type: none"> ▪ TP Strategy summary produced ▪ CIS summary produced 	<ul style="list-style-type: none"> Q1 Q2 	<ul style="list-style-type: none"> ▪ % satisfaction levels in information provided via Status survey

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Objective 3: To provide sufficient resources, support and training to ensure that all tenants have the opportunity to become effectively involved

Intended Outcomes	Actions	Milestones	1/4	Measures/evidence
3.1 Tenants acquire the confidence, skills and knowledge to contribute in decision making from early engagement to the highest level	<ul style="list-style-type: none"> Revise all Terms of Reference giving clarity in respect of group membership; rules and responsibilities; and decision-making (see 1.1) 	<ul style="list-style-type: none"> Interim TP Steering Group set up Terms of reference etc fully considered and agreed with tenants 	<p>Q1</p> <p>Q2</p>	<ul style="list-style-type: none"> Minutes of meetings Reports to Committee and the Board
	<ul style="list-style-type: none"> Provide enhanced training for all tenants to reflect anticipated changes in overall TP Involvement structure 	<ul style="list-style-type: none"> Comprehensive training provided at a pace and level suited to tenants 	<p>Q3</p>	<ul style="list-style-type: none"> Attendance at training Evaluation forms used to identify learning outcomes
	<ul style="list-style-type: none"> Provide a comprehensive Induction and Training Package to all Tenant Board and Committee Members 	<ul style="list-style-type: none"> Comprehensive training programme provided 	<p>Q3</p>	<ul style="list-style-type: none"> Attendance at training Surveys to measure soft outcomes and distance travelled Use of video diaries/personal journals
3.2 Tenants acquire new confidence skills and knowledge in IT, new media and digital technology to enable them to participate effectively at a level of their choice	<ul style="list-style-type: none"> Provide both in-house and externally sourced opportunities to train in IT applications, new media and digital technologies 	<ul style="list-style-type: none"> Training in basic IT applications provided to residents of Glanogwr House New computer suites and training provided to Arcon House & Heath Park Court Newsletter writing course delivered Intergenerational workshop on Facebook delivered External training sourced e.g. Fir Tree Drive, Thornhill & St Mellons 	<p>Q1</p> <p>Q2</p> <p>Q3</p> <p>Q1</p> <p>Q2</p> <p>Q2</p>	<ul style="list-style-type: none"> No. & profile of tenants attending training Evaluation Forms No. of Facebook 'Friends' No. of tenants utilising email No. of website 'hits' broken down by topic areas No. of newsletters, posters/flyers produced by Tenants Groups No. of electronic contributions to websites/Hafod's Own e. g photos Increase usage of Tenant Group web pages and Facebook pages

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3.3 Tenants gain new skills and knowledge to enable them to participate effectively in both community development and TP activities	<ul style="list-style-type: none"> ▪ Undertake training needs assessment and set 6 monthly training programme 	<ul style="list-style-type: none"> ▪ Task and Finish Group with active tenants 	Q1 & Q3	<ul style="list-style-type: none"> ▪ Minutes of meetings recording tenants' training priorities ▪ No. & profile of tenants trained ▪ Evaluation of learning outcomes
	<ul style="list-style-type: none"> ▪ Tenants identify and allocate seminar/conference places in line with budget 	<ul style="list-style-type: none"> ▪ Task and Finish Group with active tenants 	Q1 & Q3	<ul style="list-style-type: none"> ▪ No. & profile of tenants attending ▪ Range and number of conferences/seminars ▪ Feedback reports/VFM provided by tenants attending conferences

Objective 4: To actively encourage participation from minority and hard to reach groups, including those with disabilities and from minority ethnic backgrounds, and provide opportunities for participation in ways that best meet their needs and aspirations

Intended Outcomes	Actions	Milestones	1/4	Measures/evidence
4.1 Tenants from our Disability Focus Group articulate their needs and influence service delivery	<ul style="list-style-type: none"> ▪ Key topics and guest speakers identified ▪ 3 actions points identified at each meeting ▪ Exchange visit to share experiences arranged 		Q1 1/4ly Q1	<ul style="list-style-type: none"> ▪ No. of tenants attending DFG ▪ Evaluation of meeting e.g. post its ▪ Feedback from identified actions ▪ Minutes of meetings ▪ No. attending exchange visit & best practice shared
4.2 Young people from our Youth Panel (HYP) articulate their needs and influence service delivery	<ul style="list-style-type: none"> ▪ HYP reviewed ▪ Young people's newsletter/web page set up ▪ Youth volunteering programme set up ▪ Older young people integrated into other existing TP groups & activities 	<ul style="list-style-type: none"> ▪ New Terms of Reference agreed ▪ Youth volunteer event delivered ▪ Individuals from HYP attend other Hafod TP groups 	Q1 Q3 Q2 Q4	<ul style="list-style-type: none"> ▪ No. of young people attending HYP ▪ Minutes of meetings ▪ No. of young people contributing to newsletter ▪ Range and number of issues discussed ▪ % increase in younger adults amongst our active tenants

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<p>4.3 Tenants from black minority ethnic backgrounds express their needs and influence service delivery</p>	<ul style="list-style-type: none"> ▪ Set up and support Women's only Friends & Neighbours (FAN) group in St Mellons 	<ul style="list-style-type: none"> ▪ Individuals from FAN attend other Hafod TP groups 	<p align="center">Q3</p>	<ul style="list-style-type: none"> ▪ No. of FAN members ▪ % increase in BME representation amongst our active tenants
<p>4.4 Staff and tenants gain a greater awareness and understanding of religious and cultural beliefs and tailor their services accordingly</p>	<ul style="list-style-type: none"> ▪ Train staff and tenants about different cultures and faiths and apply learning to service delivery 	<ul style="list-style-type: none"> ▪ Training delivered 	<p align="center">Q1</p>	<ul style="list-style-type: none"> ▪ No. of tenants/staff attending training ▪ Evaluation forms ▪ No. of changes in procedures following training
<p>4.5 Tenants from all equality strands are actively involved in our Equalities Impact Assessments and able to shape policy and procedural changes</p>	<ul style="list-style-type: none"> ▪ Undertake Equality Impact Assessments 	<ul style="list-style-type: none"> ▪ Confirm a systematic approach to undertaking Equality Impact Assessments ▪ Identify tenants with protected characteristics to participate in Equality Impact Assessments 	<p align="center">Q2</p>	<ul style="list-style-type: none"> ▪ No. & profile of tenants undertaking assessments ▪ No. of assessments undertaken ▪ No of changes in procedures following assessment
<p>4.6 Tenants influence the content and format of our Tenants' Conference to maximise participation and ensure an inclusive approach</p>	<ul style="list-style-type: none"> ▪ Plan and deliver our Tenants Conference in partnership with our active tenants 	<ul style="list-style-type: none"> ▪ Set up a Task & Finish group of tenants and young people to help agree the programme and organise the event 	<p align="center">Q2</p>	<ul style="list-style-type: none"> ▪ No. & profile of tenants attending Task & Finish ▪ Video diary of group (to be shown at Conference) ▪ Minutes of meetings ▪ No. & profile of tenants attending the Tenants' Conference ▪ Feedback forms on the day

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Objective 5: To ensure that staff at all levels, Board and Committee members, understand the importance of tenant participation and have the appropriate support and training to deliver it.

Intended Outcomes	Actions	Milestones	1/4	Measures/evidence
5.1 All staff, Board and Committee members are knowledgeable about our new TP Strategy and committed to a customer focused approach to delivering and improving services	<ul style="list-style-type: none"> ▪ Provide comprehensive training for key staff, Board and Committee members 		Q3	<ul style="list-style-type: none"> ▪ Attendance at training ▪ Evaluation forms used to identify learning outcomes
	<ul style="list-style-type: none"> ▪ Provide presentations to Board/Committee and Staff Away Days 		Q2/Q3	<ul style="list-style-type: none"> ▪ Attendance at Away Days ▪ Evaluation forms used to identify learning outcomes
	<ul style="list-style-type: none"> ▪ Attend Departmental Team Meetings to update staff on new TP initiatives 		Q1 & Q3	<ul style="list-style-type: none"> ▪ No. & range of meetings attended
	<ul style="list-style-type: none"> ▪ Introduce a TP and community development briefing into the Induction Programme for new staff 		1/4ly	<ul style="list-style-type: none"> ▪ No. of new staff inducted
	<ul style="list-style-type: none"> ▪ Amend job descriptions for Admin and Income Teams to include a specific responsibility to promote tenant participation 		Q1	<ul style="list-style-type: none"> ▪ New JDs accepted

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Objective 6: To regularly monitor and review our tenant participation programme to ensure that our consultation and involvement practices are relevant, representative, inclusive, and fairly represent the views of our tenants and leaseholders.

Intended Outcomes	Actions	Milestones	1/4	
6.1 Tenants from under-represented groups are involved in our tenant participation programme and able to have their voices heard	<ul style="list-style-type: none"> ▪ Analyse tenant profiling records ▪ Improve record keeping for tenant involvement including data on diversity 		Q1 Q1	<ul style="list-style-type: none"> ▪ % increase in under represented groups amongst our active tenants
6.2 Tenants' views are regularly sought on how we provide information, consult and involve tenants and their preferences influence the way we provide services	<ul style="list-style-type: none"> ▪ Identify all current means of securing tenants' views on how we inform, consult and involve them 		Q1	<ul style="list-style-type: none"> ▪ % tenant satisfaction levels (via Status)
	<ul style="list-style-type: none"> ▪ Provide systematic feedback showing how we have used this information to make changes 		1/4ly	<ul style="list-style-type: none"> ▪ Article in Hafod's Own setting out how we have responded based on what we have been told ▪ No. on new ways to communicate introduced
6.3 Tenants are partners in setting, monitoring and evaluating our tenant participation programmes and practices as well as the TP budget and are aware of how their involvement makes a difference	<ul style="list-style-type: none"> ▪ Set up Interim TP Strategy Group to include a remit to monitor progress of the TP Strategy and Action Plan 	<ul style="list-style-type: none"> ▪ Terms of Reference agreed 	Q1	<ul style="list-style-type: none"> ▪ Minutes of meeting ▪ TP Action Plan Progress Reports ▪ TP Budget Progress Reports
	<ul style="list-style-type: none"> ▪ Set up a way of recording hard and soft outputs/outcomes with TP Strategy Group 	<ul style="list-style-type: none"> ▪ Baseline measures agreed ▪ % targets approved (where applicable) 	Q1	<ul style="list-style-type: none"> ▪ Minutes of meetings ▪ TP Action Plan Progress Reports
	<ul style="list-style-type: none"> ▪ Provide feedback to TP Strategy Group on how the involvement of tenants has resulted in positive change 	<ul style="list-style-type: none"> ▪ Regular articles in Hafod's Own ▪ Regular articles on our website and GroupVine 	1/4ly	<ul style="list-style-type: none"> ▪ Minutes of meeting ▪ Annual Report to group summarising key achievements

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