



Hafod HA Tenant Participation Action Plan April 2010 - March 2011

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*

Actions	Tasks	Outcomes	Measured by	Lead [†]	Timescale
1.1 Tenant Assessment Team: Work in partnership with other landlords to develop a shared "pool" of mystery shopper/tenant inspectors to assess housing services, supported by Tenant Empowerment Grant funding Tenants' Choice: High Priority	Ensure Hafod tenants have a meaningful input into the direction of the project	Tenants present and active at steering group meetings	Minutes of steering group meetings	TPO, CIM	Meetings held throughout year
	Contribute to achieving aims of the Tenant Assessment Team project	Multiple: see project plan	Achievement of project aims	TPO, CIM	December 2010
	Ensure Tenant Assessment Team continues to be used after completion of TEG-funded project	Action plan for continued use of Tenant Assessment Team developed	Production of action plan	TPO, CIM, Project Partners	December 2010

1.2 Street Representatives: Develop a way for individual tenants to "officially" represent their neighbours, using funds from a former tenant group in Barry Tenants' Choice: High Priority	Form steering group to develop project plan	Pilot programme is led by tenants, with a clear timetable	Steering group minutes; project plan	TPO	May 2010
	Identify suitable tenants for pilot programme in Barry	Individual tenants begin to "officially" represent their neighbours	Records of involvement, <i>e.g.</i> reports of participation opportunities, minutes of meetings	TPO	August 2010
	Review pilot programme and consider options for rolling out scheme across all Hafod areas	Effectiveness of pilot programme established; if successful, tenants in all areas have the opportunity to become individual representatives	Report of review	TPO	March 2011

<p>1.3 Tenant Conference: Hold a conference for all Hafod tenants</p> <p>Tenants' Choice: High Priority</p>	<p>Host a conference for all Hafod tenants, with opportunities for consultation, learning and fun</p>	<p>Tenants are able to take part in a participative, educational and enjoyable event</p>	<p>Hosting of conference, reports of consultation</p>	<p>TPO, CDO, other staff as necessary, TPWG members</p>	<p>December 2010</p>
<p>1.4 St Mellons Compact: Work in partnership with other landlords in St Mellons</p>	<p>Contribute to achieving aims of St Mellons Compact Action Plan</p> <p>Ensure Hafod tenants have a meaningful input into the St Mellons Compact</p> <p>Explore feasibility of a multi-landlord tenant group</p>	<p>Multiple: see St Mellons Compact Action Plan</p> <p>Tenants present and active at steering group meetings</p> <p>If appropriate, formation of a multi-landlord tenant group</p>	<p>Achievement of St Mellons Compact Action Plans aims</p> <p>Minutes of steering group meetings</p> <p>Minutes of meetings</p>	<p>CIM, TPO, CDO, Area Team</p> <p>TPO, CDO</p> <p>TPO, CIM, CDO, Compact partners</p>	<p>Multiple: see St Mellons Compact Action Plan</p> <p>Meetings held throughout year</p> <p>September 2011</p>

1.5 Hafod Connect: Provide a way of consulting with individual tenants in a manner that suits them best	Agree topics with tenants, linked to the Continuous Improvement Programme	Topics agreed with tenants	Minutes of meetings	SIC, TPO	Three consultations to take place by end December 2010
	Encourage tenants to join scheme	Database of interested tenants established	Number of tenants on database	SIC, TPO	Aim to encourage 5% of tenants to have joined the scheme by March 2011
	Consult with tenants according to contact preferences	Tenants able to give their views on agreed topics via the method that suits them best	Survey results	SIC, TPO	Three consultations to take place by end December 2011
	Feed back the results of consultation to tenants	Tenants able to see the difference made by giving their views	Publication of feedback in <i>Hafod's Own</i> , website, etc.	SIC, TPO	Feedback to be provided after each consultation

1.6 Neighbourhood Action Plans: Address tenants' issues on a local basis in targeted neighbourhoods	Implement Neighbourhood Action Plans in designated NAP areas	Multiple: see individual Neighbourhood Action Plans	Achievement of Neighbourhood Action Plan aims	NAP lead officers	Multiple: see individual Neighbourhood Action Plans
	Ensure tenants have meaningful involvement in Neighbourhood Action Plans	Tenants present and participative at meetings and events	Attendance at meetings/ events; implementation of tenant recommendations	TPO, NAP lead officers	Meetings/ events held throughout year; see individual Neighbourhood Action Plans
	Support small projects identified by tenants in NAP areas	Projects in NAP areas funded by Special Initiatives Fund	Records of project activity and award of Special Initiatives Fund grants	TPO, NAP lead officers	Dependent on results of consultation throughout year; see individual Neighbourhood Action Plans
	Feed back results of consultation to local tenants	Local tenants aware of the difference they can make in their own community	Records of feedback, <i>e.g.</i> community newsletters, flyers	NAP lead officers	Feedback to be provided to local tenants in each NAP area at least twice a year

<p>1.7 Continuous Improvement Programme: Clearly link tenant participation with the continual improvement of Hafod's services</p>	<p>Make sure tenant participation opportunities form a part of every service review within the Continuous Improvement Programme</p>	<p>Tenants views lead to improved services</p>	<p>Reports of participation opportunities, showing the impact of tenants' views</p>	<p>SIC, TPO</p>	<p>Multiple: see Continuous Improvement Programme</p>
	<p>Report the Association's performance in relation to Service Standards to the TPWG and tenants generally and make sure feedback from tenants is used to inform future service delivery</p>	<p>Tenants aware of performance against Service Standards and able to help to address shortfalls</p>	<p>Performance reports, minutes of meetings</p>	<p>SIC, TPO</p>	<p>Throughout year</p>

1.8 Complaints: Make sure tenants are able to have their say when things go wrong	Provide tenants with performance information relating to complaints	Tenants aware of performance relating to complaints	Performance reports	SIC	Throughout year
	Make sure tenants play an active role in monitoring complaints response	Tenants able to help to address shortfalls in performance	Minutes of meetings, reports of consultation	SIC, TPO	Throughout year
1.9 Feedback: Make sure tenants are aware of the difference they make by getting involved	Produce reports following participation opportunities, showing the impact of tenants' views	Tenants know what changes were made as a result of their involvement	Reports	TPO	Multiple: after each participation opportunity
	Feed back the results of consultation in <i>Hafod's Own</i> and on the Hafod website	Tenants are informed about the difference they make when they have their say	Newsletter and website articles	TPO, SIC	Multiple: after each participation opportunity

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.*

Actions	Tasks	Outcomes	Measured by	Lead[†]	Timescale
2.1 <i>Hafod's Own:</i> Involve tenants in reviewing the information Hafod provides in the tenant newsletter	Establish a mechanism for tenants to review <i>Hafod's Own</i> and give their ideas for content	Tenants play an part in reviewing and contributing to the newsletter	Reports of consultation	SIC, TPO	Throughout year
2.2 Adopt RNIB Standards for communication: Make sure information is easily readable	Adopt RNIB standards for written communication, including use of standardised font sizes, colour schemes, etc.	Written information more easily readable	Use of RNIB standards	SIC	September 2010

2.3 Hafod website: Use the Hafod website to engage tenants	Provide up-to-date information about participation opportunities and feedback following consultation on website	Tenants able to access details of forthcoming participation opportunities and the results of consultation <i>via</i> the website	Number of hits on relevant pages	TPO, SIC	Throughout year
	Consult with tenants using the website	Tenants able to take part in surveys <i>via</i> the website	Number of tenants completing online surveys	TPO, SIC	Throughout year
	Provide each tenant group with space on website to publicise their activity	Tenant groups able to promote their activities on the Hafod website	Presence of up-to-date information on each group's webpage; number of hits on relevant pages	TPO, SIC, Tenant Groups	Throughout year

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

Actions	Tasks	Outcomes	Measured by	Lead [†]	Timescale
3.1 Tenant Training: Make sure tenants have the skills and knowledge they need Tenants' Choice: High Priority	Identify tenant needs as part of TP Annual Review process	Tenants have the skills and knowledge they need to represent their neighbours	Tenant attendance on training courses	TPO, CFT	April 2010
	Develop tenant training programme	Tenants able to access relevant training easily	Training evaluation forms	TPO	June 2010
	Deliver training in areas identified as high priority by tenants	Tenants able to access training in: Committee Skills First Aid Risk Assessment Food Hygiene Using the Web Digital Photos Looking for Funding	Delivery of training	TPO	April 2010 July 2010 July 2010 July 2010 Sept 2010 Oct 2010 Nov 2010
3.2 Tenant Group Toolkit: Information pack for tenant groups	Develop set of documents for use by new and existing tenant groups	Tenant groups have access to useful information	Use of toolkit	TPO	September 2010

3.3 Support to Tenant Groups: Help tenant groups to represent their neighbourhoods and build sustainable communities	Carry out TP Annual Reviews	TP reviews conducted and action plans developed	TP Annual Reviews	TPO, CFT	Annual Reviews to be carried out Jan-Mar each year
	Work with tenant groups to achieve aims set out in annual reviews	Tenant groups able to achieve their aims	Achievement of action plan aims	TPO, CFT	Multiple: see individual tenant group action plans
	Provide annual grants to recognised tenant groups	Tenant groups have adequate funding	Provision of grants	TPO	Grants provided after completion of annual reviews
	Assist tenant groups to secure additional funding for projects	Tenant groups have adequate funding for projects	Receipt of grants; achievement of project aims	TPO, CFT	Dependent on each tenant group's action plan

<p>3.4 Support establishment of new groups: Help tenants to start new groups, <i>e.g.</i> Tenant groups, neighbourhood watches, <i>etc.</i></p>	<p>Identify areas with potential for new groups</p> <p>Work with local tenants to form tenant groups</p>	<p>Resources are made available to tenants wishing to start new groups</p> <p>Tenants are supported to form new groups</p>	<p>Number of areas identified</p> <p>Number of new groups formed</p>	<p>TPO, CFT</p> <p>TPO, CFT</p>	<p>Aim to support formation of two new groups by March 2011</p>
<p>3.5 Support tenant review groups: Make sure tenants are able to have a say on Hafod-wide issues at a decision-making level</p>	<p>Ensure the TPWG, TP Delivery Group, Maintenance Sub-Group and other Hafod-wide, tenant review groups are adequately resourced, supported and trained</p>	<p>Tenants have a meaningful say in service delivery</p>	<p>Minutes of meetings; adoption of tenant recommendations</p>	<p>TPO</p>	<p>Groups meet throughout year</p>

<p>3.6 Support tenant attendance at conferences / seminars: Make sure our tenants are represented at major housing events</p>	<p>Provide funding for tenant places at relevant conferences and seminars</p> <p>Support TPWG to ensure Hafod tenants are represented at TPAS/WTF joint conference</p>	<p>Hafod tenants represented at housing events; tenants gain experience and knowledge from attendance</p> <p>Hafod tenants represented at TPAS/WTF joint conference; tenants gain experience and knowledge from event</p>	<p>Number of tenants representing Hafod at housing events</p> <p>Number of tenants attending event; report of feedback forms</p>	<p>TPO</p> <p>TPO</p>	<p>Events held throughout year</p> <p>Event held in November each year</p>
<p>3.7 Reimburse tenants for any expenses incurred through their involvement: Tenant participation should be free</p>	<p>Ensure tenants' expenses related to involvement are reimbursed</p>	<p>Tenants are able to participate without concern about direct costs</p>	<p>Expenditure on expense reimbursement</p>	<p>TPO, CFT</p>	<p>Participation opportunities held throughout year</p>

<p>3.8 Support participation costs: Tenants who get involved should not have any additional costs</p>	<p>Ensure adequate provision for potential additional costs of involvement, <i>e.g.</i> childcare, transport, venue hire, refreshments</p>	<p>Tenants feel able to participate without concern about incidental costs</p>	<p>Expenditure on participation costs; attendance of tenants at participation opportunities</p>	<p>TPO, CFT</p>	<p>Participation opportunities held throughout year</p>
<p>3.9 Review the costs of participation: Tenants should be involved in setting budgets for involvement</p>	<p>Involve tenants in preparation of draft budget for tenant participation at earliest opportunity</p>	<p>Tenant participation budget drafted in accordance with tenants' priorities</p>	<p>Minutes of meetings</p>	<p>TPO</p>	<p>September 2010</p>

Objective 4: *To actively encourage participation from minority and hard to reach groups^o and provide opportunities for participation in ways that meets their needs and aspirations*

Actions	Tasks	Outcomes	Measured by	Lead[†]	Timescale
4.1 Work with tenant groups to encourage greater involvement from "hard to reach" tenants: Help tenant groups to be inclusive	Help tenant groups to encourage involvement from currently under-represented groups	Increased involvement in tenant groups from younger adults and people from religious and ethnic minority groups	Annual survey of tenant group committee members	TPO	December 2010
	Involvement of "hard to reach" tenants to be discussed during tenant group annual review process	Tenant groups supported to ensure participation is open to all local tenants	Annual review	TPO, CFT	Annual reviews carried out Jan-Mar each year

<p>4.2 Disability Focus Groups: Ensure tenants with an interest in disability issues are able to have their say</p>	<p>Conduct series of focus groups to identify housing needs of tenants with disabilities</p> <p>Link focus group topics to Continuous Improvement Programme</p>	<p>Tenants with an interest in disability issues able to attend focus groups</p> <p>Tenants with an interest in disability issues have a meaningful impact on the continuous improvement of Hafod's services</p>	<p>Number of tenants attending</p> <p>Reports of focus groups, showing impact of tenants' views</p>	<p>TPO</p> <p>TPO, SIC</p>	<p>Four focus groups to be held throughout 2010</p> <p>Report to be produced after each focus group</p>
<p>4.3 Special Initiatives Fund: Support small projects identified by local consultation</p>	<p>Identify suitable projects with local tenants</p>	<p>Tenants able to make improvements in their local community</p>	<p>Project reports; records of Special Initiatives Fund grants</p>	<p>TPO, CFT, NAP lead officers</p>	<p>Throughout year</p>

4.4 Youth Panel: Encourage younger residents in Hafod homes to get involved	Maintain Youth Incentive Scheme	Awards ceremony held	Report of event	CFT	January 2011
	Previous winners of Youth Incentive awards to form Youth Panel	Youth Panel established	Membership of Youth Panel	CFT	June 2010
	Consult Youth Panel on housing issues	Young people have a say in Hafod's services	Results of consultation; recommendations acted upon	CFT, TPO	September 2010
4.5 Equal Opportunities Impact Assessment: Evaluate the effects of the TP Strategy on all sectors of the community	Carry out Equal Opportunities Impact Assessment as part of review of 3-year TP Strategy	New 3-year TP Strategy developed with reference to the impact of TP on all demographic groups	Report of Equal Opportunities Impact Assessment	TPO	March 2011

Objective 5: *To ensure that staff at all levels, understand the importance of tenant involvement, and have the training and support to deliver it*

Actions	Tasks	Outcomes	Measured by	Lead [†]	Timescale
5.1 Staff training: Ensure staff have the knowledge and skills to encourage tenant participation	Review the inclusion of tenant participation in the induction process for new staff and annual Personal Development Reviews	Information pack for new staff members and set of standard questions for use in Personal Development Reviews developed	Report of review; use of information pack, <i>etc.</i>	TPO	November 2010
	Provide opportunities for joint training of staff and tenants	Tenants and staff able to learn alongside one another	Staff and tenant attendance at training events	TPO, line managers	Throughout year

5.2 Mainstreaming tenant participation: Encourage a "culture of participation"	Actively promote and support tenant participation in the work of all staff	Staff aware of the relevance of tenant participation to their work	Annual survey of staff attitudes and views towards tenant participation	TPO, CFT	Survey June 2010
	Ensure tenant participation issues are promoted to staff	Staff aware of current tenant participation issues and events	E-mail bulletins	TPO	Throughout year
	Attend team meetings to promote participation opportunities	All teams able to play a part in encouraging tenant participation	Minutes of team meetings	TPO	Throughout year

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 reflect the views of our tenants and leaseholders.*

Actions	Tasks	Outcomes	Measured by	Lead [†]	Timescale
6.1 Review Tenant Participation Strategy: Commission an independent review of the three-year TP Strategy and develop a new strategy for the next three years Tenants' Choice: High Priority	Commission an independent party to review effectiveness of existing TP Strategy (2008-2011)	Outgoing strategy independently and critically assessed	Report of review	TPO	September 2010
	Develop new TP Strategy (2011-2014), in partnership with tenants	New strategy developed in line with tenants' priorities, building on previous work	Minutes of meetings, production of new strategy	TPO	March 2011
6.2 TP Delivery Group: Monitor and review progress	Meet quarterly to review progress towards TP Action Plan	At least four meetings held	Minutes of meetings	TPO	Quarterly
	Monitor budget expenditure	Expenditure is in line with budgetary provision	Budget reports	TPO	Quarterly

†Key to Lead Officers: TPO – Tenant Participation Officer
 SIC – Service Improvement Co-ordinator
 CFT – Community Focus Team
 CDO – Community Development Officer
 CIM – Community Investment Manager

“Hard to reach” – Some groups of tenants have been traditionally less involved than others. These include: minority ethnicity groups, disabled people or those with long term illnesses, residents of sheltered/retirement schemes and supported housing, young people and lone parents.

Appendix: Tenant Participation Budget 2010

Description	2010 Budget
Transport / Hospitality	7,500
Annual / Set Up Grants	8,350
Implementing Strategy	4,000
Training and Conferences	7,000
Funding for other groups / consultation methods	1,000
Disability Focus Groups	1,500
Special Initiatives Fund	3,500
Tenant Conference	5,500
NAP Initiatives	5,000
Tenant Assessment Team	1,500
Barry Street Representatives Pilot*	1,817
TOTAL	46,667

* The budget for this project consists of ring-fenced funds recovered from a former tenant group based in Barry