

The Highland Council Tenant Participation Strategy 2009 – 2012 : Action Plan

Jargon	Description
TP	Tenant Participation
H&P	Housing & Property Service
RTO	Registered Tenants Organisation
TAP	Tenant Area Panel
TPO	Tenant Participation Officer
CeX	Chief Executives Office
RSL	Registered Social Landlord (Housing Associations)

Objective 1- Equality: we will work together to promote equal opportunity and remove barriers to participation		
What we will do	who	when
1. Ensure tenant publications are in clear, plain language with good use made of graphics, photos and symbols, and that these publications can be accessed in other formats and languages as required.	H&P/TPOs/RTOs	Year 1, 2 & 3
2. Organise equality and diversity training for RTOs	H&P/TPOs/RTOs	Year 1
3. Encourage involvement and participation of young tenants	H&P/TPOs/RTOs	Year 1 & ongoing
4. Encourage involvement and participation of tenants with disabilities	H&P/TPOs/RTOs	Year 1 & ongoing
5. Encourage involvement and participation of tenants from minority & ethnic groups	H&P/TPOs/RTOs	Year 1 & ongoing
6. Support and develop RTOs on Gypsy/Traveller Sites	H&P/TPOs/Site Staff	Year 2
7. Encourage involvement and participation of sheltered housing tenants	H&P/TPOs/RTOs/Policy Officers	ongoing

Objective 2 - Information: to ensure good quality, clear and full information is provided on housing services meeting all legal requirements		
What we will do	who	when
1. Review content, format & design of Housing Advice and Information leaflets	H&P/TPOs/RTOs	Year 1
2. Develop new Tenant's Handbook	H&P/TPOs/RTOs	Year 1
3. Establish an information/communication sub group from existing RTOs for editorial involvement in relevant publications	H&P/TPOs/RTOs	Year 1

4. Promote the strategy, circulate details to all tenants and include in the Tenant's Handbook	H&P/TPOs/RTOs	Year 1
5. Produce Highland Tenant Newsletter three times per year with involvement of RTO sub group	H&P/TPOs/RTOs	Year 1, 2 & 3
6. Ensure 25% dedicated space on Highland Tenant Newsletter for RTO articles	H&P/TPOs/RTOs	Year 1
7. Develop the Tenant Participation Pages on the Highland Council web-site. Ensure access to all relevant Tenant Participation documents, and promote free internet access	H&P/TPOs/RTOs	Year 2
8. Ensure newsletter is made available in e format	H&P/TPOs/RTOs	Year 1, 2 & 3
9. Explore development of independent Tenant Web-site	H&P/TPOs/RTOs	Year 3
10. Provide RTOs with briefing notes on any H&P policy/procedural developments	H&P	Year 1, 2 & 3

Objective 3 - Consultation: to ensure that all tenants, registered tenants, RTOs and TAPS are provided with opportunity to be consulted and are informed of the outcome of any consultation		
What we will do	who	when
1. Review existing Consultation Framework to an Involvement Framework to align with new Tenant Participation formal structure and agree methods of information & consultation for different levels of participation	H&P/TPOs/RTOs	Year 1
2. Ensure consultations measure tenant satisfaction with the method of the consultation and with the issue being consulted on	H&P	Year 1, 2 & 3
3. Raise awareness, promote and encourage use of the Involvement Framework across all areas of Housing & Property service delivery	H&P/TPOs/RTOs	Year 1, 2 & 3
4. Raise awareness, promote and encourage use of the Involvement Framework by other services which are planning service changes which affect tenants	H&P	Year 1, 2 & 3
5. develop register of interested tenants to include areas of interest	H&P	Year 2
6. Explore development of on-line consultation for individual tenants registered as interested tenants and for all tenants.	H&P	Year 3
7. Promote forthcoming consultations on web-site, and in Highland Tenant Newsletter to encourage involvement	H&P	Year 1, 2 & 3
8. Ensure written update/feedback to consultations in Highland Tenant	H&P	Year 1, 2 & 3

Newsletter, by individual letter where appropriate, on Tenant Participation Pages on web-site		
9. Explore informal and innovative methods of consultation, e.g. Community Participation Appraisal	H&P/TPOs/RTOs	Year 3
10. Include a session on progress review of consultation framework at annual conference	H&P/TPOs/RTOs	Year 2 & 3
11. Explore and develop joint consultation with RSLs on areas of shared policy or practice	H&P/RSLs	Year 1,2 & 3

Objective 4 – Participation: to promote formal involvement of tenants in policy development and performance monitoring through the revised formal participation structure		
What we will do	who	when
1. Provide briefing papers on all areas of landlord policy development to RTOs, TAPs, and TP Forums with responses to originators for inclusion in policy process.	H&P	ongoing
2. Support, develop and promote the Tenant Area Panels (TAPs) as an engagement structure for all relevant areas of council service, with a view to integration with Ward Forums where appropriate.	THC/H&P/CEx/RTOs/TAPs/TPOs	Year 1, 2 & 3
3. Review Allowances & Expenses framework to take account of additional opportunities for direct and indirect participation created in revised Tenant Participation Structure	H&P/TPOs/RTOs	Year 1
4. Review Grant Funding for Tenant Participation to support involvement within new Tenant Participation Structure	H&P/TPOs/RTOs	Year 1
5. Review membership of external Tenant Support organisations	H&P/TPOs/RTOs	Year 1
6. Review Training Programme for RTOs/TAPs/Staff	H&P/TPOs/RTOs	Year 1
7. Organise an annual Tenant Conference	H&P/TPOs/RTOs	Year 2 & 3
8. Develop performance monitoring framework on relevant areas of service in clear and understandable format – publish also in Highland Tenant newsletter	H&P/TPOs/RTOs/Business Support	Year 1
9. Provide Tenant Participation budget monitoring information to RTOs/TAPs	H&P/TPOs/RTOs/TAPs	Year 1, 2 & 3
9. Promote National Standards for Community Engagement	H&P/TPOs/RTOs	ongoing
10. Explore development of alternative methods of participation, for	H&P/TAPs/TPOs/RTOs	Year 3

example, Tenant Led Inspections, following progress with development of TAPs		
11. Provide Recruitment & Selection Training to TAPs to enable involvement in TP recruitment	H&P	Year 3

Objective 5 - Developing Skills: to promote training and briefing sessions for tenants, staff and councillors		
What we will do	who	when
1. Develop opportunities for joint training of tenants, staff and councillors in terms of reviewed Training Programme, including Equality & Diversity training	H&P/RTOs/TAPs/Councillors	Year 1
2. Deliver briefing sessions to organised groups and councillors where necessary addition to policy briefing papers	H&P	Year 2 & 3
3. Ensure that relevant staff & tenants participate in Scottish Housing Best Value Network TP sub group and the TPO network	H&P/TPOs/RTOs	Year 2 & 3
4. Encourage access to local skills building training & resources	H&P/TPOs/RTOs	Year 1, 2 & 3
5. Explore Tenant Participation Accreditation Scheme offered by Tenant Participation Advisory Service or anything similar	H&P/TPOs/RTOs	Year 1

Objective 6 – Wider Action: to explore and develop integration of tenant participation processes with local community and highland wide community planning arrangements		
What we will do	who	when
1. Provide information to RTOs/TAPs about developing Ward Forum arrangements for purpose of monitoring and reviewing opportunities for Tenant Participation in emerging community planning models	H&P/CEX/TPOs/RTOs/TAPs	Year 1, 2 & 3
2. Develop joint Tenant Participation activity and/or mechanisms with RSLs operating in Highland	H&P/RSLs/TAPs/RTOs	Year 1, 2 & 3

Objective 7 – Progress and outcomes: to jointly review progress of the strategy with the Tenant Area Panels, examine the outcomes and encourage continuous improvement across the network of stakeholders in Tenant Participation.		
What we will do	Who	when
1. Develop a monitoring and evaluation framework for review of progress with the Strategy and Action Plan	H&P/TPOs/RTOs/TAPs	Year 1
2. Produce progress reports for stakeholders on an operational area	H&P/TPOs/RTOs/TAPs	Year 2 & 3

basis		
3. Provide annual progress report to Housing & Social Work Committee	H&P/RTOs/TAPs	Year 2 & 3
4. Update on progress with Action Plan in Highland Tenant Newsletter	H&P/TAPs/RTOs	Year 2 & 3
5. Include a session at annual conference on progress with the Tenant Participation Strategy and Action Plan	H&P/TAPs/RTOs	Year 2 & 3
6. Explore use of the Scottish Housing Best Value Network Peer Review	H&P/TAPs	Year 2 & 3
7. Commission external monitoring and evaluation if appropriate	H&P/TAPs	Year 3

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