



Working together for positive change

Tenant Involvement Strategy 2017 – 2020

3 YEAR ACTION PLAN

Aims	Action	Who by	When	Outcome
<p>Review the current Tenant Forum structure and develop a model that best serves the needs of Choice tenants</p> <p>Ensure the new Tenant Forum structure is effective following the Departmental Service Delivery review</p>	<p>Review operational guidelines e.g. Terms of Reference, Code of Conduct and Rules</p>	<p>Tenants' Forum and Tenant Involvement Team</p>	<p>Year 1 – March 2017</p>	<p>Establish new Tenants' Forum infrastructure</p>
	<p>Devise election guidelines and develop a new structure for the new Tenants' Forum</p>	<p>Tenants' Forum and Tenant Involvement Team</p>	<p>Year 1 – March 2017</p>	<p>Open, transparent and fair election process</p>
	<p>Monitor the effectiveness of the Tenants' Forum following the implementation of the new service delivery model</p>	<p>Tenants' Forum and Tenant Involvement Team</p>	<p>Year 1-3</p>	<p>Tenants' Forum remains fit for purpose following the Departmental Service Delivery review</p>
<p>Increase resident involvement and the diversity of tenants involved.</p>	<p>Complete bi-annual tenant satisfaction surveys</p> <p>Conduct annual Mystery Shopping exercises</p> <p>Conduct annual Tenant Inspector exercises</p> <p>Host an annual Tenants' Forum event to summarise progress on Strategy and achievements during the year</p>	<p>Governance and Communications team</p> <p>Tenant Involvement Team and tenants</p> <p>Tenant Involvement Team and tenants</p> <p>Tenant Involvement Team and tenants</p>	<p>Year 1-3</p> <p>Year 1-3</p> <p>Year 1-3</p> <p>Year 1-3</p>	<p>To provide statistical information on tenant participation</p> <p>Improve services</p> <p>Improve services</p> <p>Increase communication, provide feedback on progress of Strategy, increase tenant participation</p>

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	Review 'Menu of Involvement' annually	Tenant Involvement Team and tenants	Year 1-3	To retain an effective Menu of Involvement
	Develop a Tenant Involvement Awards Scheme to recognise individual tenant participation	Tenant Involvement Team Housing Officers and Property Services Officers	Year 2-3	Organisational recognition of individual tenant participation
	Organise open days / evenings and information sessions, at suitable venues and times that are convenient to tenants to encourage tenant involvement	Tenant Involvement Team and tenants. Housing Officers and Property Services Officers	Year 1-3	Increase tenant participation
	Provide personal development training for Tenant Forum members	Tenant Involvement Team to arrange provision of External training source	Year 1-3	Ensure tenants have appropriate knowledge, skills and experience to develop scrutinise and monitor Choice services
	Develop online communication and engagement	Governance and Communications and ICT Tenant Focus group	Year 1-3	Increase tenant participation
	Carry out annual Estate Walkabouts at General Needs Schemes	Tenant Involvement Team and tenants. Housing Officers and Property Services Officers	Year 1-3	Local tenant scrutiny of services.

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Provide sufficient resources, support and training to residents and staff to make Tenant Involvement effective	Make provision for an annual Tenant Involvement budget, to be reviewed quarterly	Financial Stakeholders Focus Group SMT / Tenant & Client Services	Year 1-3	Financial support for Tenant Involvement
	Provide relevant front line staff with Tenant Participation training	External trainer	Year 1-3	Enhance staff participation
	Conduct training needs analysis of Tenant Forum members and develop a training programme to meet those needs	Tenant Involvement Team and tenants Human Resources External trainer	Year 1-3	Enhance skills for Tenant Forum members
	Deliver Tenant Inspector Training to tenants	External trainer	Year 1 -3	Improve tenants' skill set
	Support Tenant Forum members to attend relevant conferences	Tenant & Client Services department	Year 1-2	Improve tenants' skill set Gain awareness of best practice and new ideas on participation
Support grassroots community initiatives	Provide financial assistance for community events that improve Good Relations at schemes	Tenant & Client Services department	Year 1-3	Enhance Good Relations and community cohesion.

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Effective communication to tenants	Provide Tenant Forum updates in our quarterly newsletters	Editorial Team, Governance & Communications Department and Tenant Involvement Team	Year 1-3	Increase awareness of tenant participation options and highlight the work of the Tenants' Forum
	Ensure all leaflets to tenants are reviewed by the Tenants' Forum	Tenant Involvement Team and tenants	Year 1-3	Ensure tenant information is fit for purpose
	Develop a Tenant Involvement leaflet in line with the Strategy	Tenant Involvement Team and tenants	Year 1	Increase tenant involvement
	Continue to promote tenant involvement at New Tenant Visits	Housing Officers	Year 1-3	Increase tenant involvement
Improve tenant satisfaction with their local scheme and environment	Publicise a programme of Estate Walkabouts and encourage tenants to get involved	Tenant Involvement Team and tenants Housing Officers and Property Services Officers	Year 1-3	Increase tenant participation Improve tenant satisfaction
	Introduce a pilot initiative of Clean Up Days with "Live Here, Love Here" to improve the local areas.	Governance and Communications. Housing and Tenants Forum	Year 1	Improve community cohesion and pride in the area

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Promote Social Enterprise Projects	Choice will support Social enterprise projects. e.g. Choice Savings scheme and Choice Trainee Work Programme	Tenant Involvement Team Governance & Communications Department	Year 1-3	Promote a savings culture and enhance tenants' employment skills
Promote Tenant Involvement in unrepresented demographics areas	Target General Needs schemes. Encourage youth participation - use leaflets, introductory letters, newsletters, website, social media	Tenant Involvement Team, Estate Management and Governance and Communications Department	Year 1-3	Tenant engagement that is balanced and representative of the profile of Choice tenants
Tenant representation at Committee level	Continue with the provision of tenant representation at Committee level	Elected Chair of Tenant Forum	Year 1-3	Tenants have a role in the decision making process
Review the Tenant Involvement Strategy to ensure it meets the needs of all tenants	Establish a Tenant Involvement monitoring and review group to review the effectiveness of the Strategy. Outcomes to be presented to Central Forum and relevant Choice Committee	Central Forum, Tenant Involvement Team and Head of Housing	Year 1-3	Strategy meets tenants needs and aspirations Ensure successful partnership working between Choice and tenants to enhance our continuous improvement cycle