

## **TENANT ENGAGEMENT ACTION PLAN**

(Accompanying Tenant Engagement Strategy – April 2019)

### **Objective 1: to improve services at Mid-Wales Housing Association by increasing the involvement of tenants.**

Intended Outcome	How – measured by	Action	When	Who
Enhance the services we provide to tenants and residents, through participation.	Review the current Tenants' and Residents' Forum structure.	<ul style="list-style-type: none"> <li>• To develop a model that best serves the needs of tenants and residents.</li> <li>• To improve representation which better reflects the overall tenant profile.</li> <li>• To research alternative and more effective ways of including more tenants by consulting tenants on ways they think would be effective.</li> <li>• To increase our use of short videos and our Facebook page and use other social media platforms, i.e. Instagram.</li> <li>• Pilot a parallel evening TaRF meeting.</li> <li>• Increase tenant input into self-assessment (self-regulation) by establishing an Armchair Group.</li> <li>• Review terms of reference for TaRF.</li> </ul>	Q2 2019/20  On-going	<ul style="list-style-type: none"> <li>• Community Participation Officer (CPO)</li> <li>• Interim Director of Customer Services (IDoCS)</li> <li>• IPO</li> </ul>
	To develop and increase digital options to facilitate the opportunity for greater tenant involvement.	<ul style="list-style-type: none"> <li>• Investigate further IT training opportunities being delivered locally.</li> <li>• Investigate skyping/video conferencing facilities in locality.</li> <li>• Research IT grant funding scheme availability.</li> <li>• Community benefit support through MWHM procurement chain.</li> <li>• Prioritise</li> </ul>	Q2 2019/20	<ul style="list-style-type: none"> <li>• IT</li> <li>• CPO</li> </ul>
	Review existing tenant groups and adoption of a locality-based model which meets tenants' needs –	<ul style="list-style-type: none"> <li>• To research and identify different models of tenant participation groups.</li> <li>• To establish a model/combination of models.</li> </ul>	2020/21	<ul style="list-style-type: none"> <li>• CPO</li> <li>• IDoCS</li> <li>• CHT</li> </ul>

	information sharing and mentoring from existing tenants groups (peer based), to newly established groups.	<ul style="list-style-type: none"> <li>To encourage the formation of new community Groups</li> </ul>	On-going	
	To ensure tenants formally involved in Mid-Wales Housing Association receive the skills and training, in order that they can participate fully.	Develop an annual training plan with tenants groups. Training to be relevant to the level of involvement with the Association.	Q4 2019	<ul style="list-style-type: none"> <li>CPO</li> </ul>
	To regularly review the strategy with feedback from TaRF, "Chips & Chat"; Facebook and other tenant groups.	<ul style="list-style-type: none"> <li>Feedback from TaRF.</li> <li>Consultation with other service providers in the area, to see where we can work collaboratively and to mutual benefit.</li> <li>Monitor actions – "you said, we did" format; tenants and residents to see how an activity had an effect.</li> <li>Standard agenda item for Executive Group meetings.</li> </ul>	On-going	<ul style="list-style-type: none"> <li>CPO</li> <li>IDoCS</li> <li>TaRF</li> <li>EG</li> </ul>
	To increase the use of "My Account", so that tenants who want to use online facilities are in control of their housing account.	<ul style="list-style-type: none"> <li>To re-name and re-launch the tenants' portal via initiatives such as "how to" video clips.</li> <li>To incentivise usage of the portal by 100%.</li> <li>To facilitate IT ownership/ capability and usage.</li> <li>When resources allow, encourage applications for free computers for tenants scheme</li> <li>"My Account" to be the theme of the MWA 2019 promotional video.</li> </ul>	2020/21	<ul style="list-style-type: none"> <li>IT</li> <li>CPO</li> <li>IDOCS</li> </ul>

**Objective 2: To develop a culture of tenant involvement throughout the Association, through the increased involvement of tenants in planning, decision making and review processes, to improve services; recognition by all staff that Tenant Participation is a collective responsibility.**

Intended Outcome	How	Action	When	Who
To improve quality in all service areas.	To develop tenant participation responsibility in each team at MWhA.	Each team to collate their TP engagement and report quarterly at monthly Performance Management Team meetings – “How have we involved tenants in the last quarter?”	Q1 2019/20	<ul style="list-style-type: none"> <li>Each team leader</li> </ul>
	Involve all teams in tenant participation.	Encouraged through targets per team. Every officer to have bespoke targets set at APD meetings. “Tip of the week” to be provided by a member of each team on a rotating basis.	Q1 2019/20  On-going	<ul style="list-style-type: none"> <li>All teams</li> <li>Team Leaders</li> </ul>
	Training sessions held annually for all staff about tenant participation.	Include a session being held at the business planning away day or monthly staff meeting to raise awareness of Tenant Participation, and to challenge our attitudes and beliefs.	End 2019	<ul style="list-style-type: none"> <li>CPO</li> <li>IDOCS</li> </ul>
	To ensure views from tenants are taken into full consideration.	<ul style="list-style-type: none"> <li>CPO to send regular monthly feedback from meetings to Executive Group.</li> <li>A summary report to Board on a bi-annual basis of feedback.</li> </ul>	On-going	<ul style="list-style-type: none"> <li>CPO</li> </ul>
	A tenant’s perspective is incorporated into the process when considering appeals for official complaints.	<ul style="list-style-type: none"> <li>A “TAG” team is established from the armchair group, from which a member sits on the appeals panel to consider official complaints.</li> </ul>	Q2 2019/20	<ul style="list-style-type: none"> <li>CPO</li> <li>TAG team member</li> </ul>
	Provide training to Armchair Group and TaRF on Health and Safety issues	<ul style="list-style-type: none"> <li>Senior Health &amp; Safety Officer to attend TaRF to provide training for members of Armchair Group members interested in Health and Safety</li> </ul>	On-going	<ul style="list-style-type: none"> <li>CPO</li> <li>Senior H&amp;S officer</li> </ul>
	Establish a tenant champion from existing Board members	<ul style="list-style-type: none"> <li>To be encouraged to attend TaRF meetings and be a conduit to and from Board to ensure tenant’s perspective is heard.</li> </ul>	On-going	<ul style="list-style-type: none"> <li>CPO</li> <li>Governance Officer</li> </ul>

**Objective 3: To increase appropriate opportunities and support at Mid-Wales Housing Association in order to involve under-represented groups of tenants.**

Intended Outcome	How	Action	When	Who
To ensure all tenants have the opportunities and support to be involved.	To develop alternative ways for tenants to feedback	Pilot project @ Llanidloes to look at new ways to engage with tenants. On a sample basis, contact residents that don't attend, to understand their non-attendance. Providing feedback to Llanidloes 100 attendees following event. To roll out the Llanidloes project where we have little, current tenant involvement. One per quarter to be arranged (Start date September 2019).	On-going  On-going (Quarterly)	<ul style="list-style-type: none"> <li>Community Housing Team</li> <li>Performance and Information Officer</li> <li>IDoCS</li> <li>CPO</li> </ul>
	To increase participation of under-represented groups.	<ul style="list-style-type: none"> <li>Under-represented groups to be supported to attend locality based community events and meetings by using accessible buildings, pictorial invites, provision of transport etc.</li> <li>Residents from under-represented groups be approached about forming new groups e.g. disabled, elderly, young people and residents that have come from another country.</li> <li>Involving tenants in the scoring of contracts.</li> <li>Involving tenants in service standards of contracts.</li> </ul>	On-going	<ul style="list-style-type: none"> <li>CPO</li> <li>Senior Contracts Officer</li> </ul>
	Develop "remote" mechanisms for participation using digital technologies	<ul style="list-style-type: none"> <li>Pilot "on line" presentations to T&amp;RF, and invite remote comment via twitter etc.</li> <li>Use of Email Blaster and use of social media polls and opinions inviting tenants to provide feedback on specific service areas.</li> </ul>	Q2 2019/20  On-going	<ul style="list-style-type: none"> <li>CPO</li> <li>IDoCS</li> <li>IT</li> </ul>

**Objective 4: To develop a culture of listening to tenants, through prioritising tenant feedback, developing customer satisfaction approaches which will engage tenants and encourage accurate and constructive feedback.**

Intended Outcome	How	Action	When	Who
To be more open and accountable to our residents/tenants and communities.	Chips & Chat	Hold monthly informal meetings after working hours across the counties. To analyse under-represented groups in the particular area and look to reduce barriers to involvement. "You said/we did" articles in Look magazine and on My Account and website. Continue to provide minutes of TaRF meetings on website.	On-going	<ul style="list-style-type: none"> <li>• CPO</li> <li>• CHT</li> <li>• Maintenance team (MT)</li> <li>• IT</li> </ul>
	Community meetings, events and fun days (number of events held will be led by factors such as anti-social behaviour).	To hold locality based community events, 'skip days' and support – which are needs led.	Ongoing	<ul style="list-style-type: none"> <li>• CPO</li> <li>• CHT</li> <li>• All staff</li> </ul>
	Customer satisfaction surveys.	<ul style="list-style-type: none"> <li>• Surveys undertaken at tenancy checks</li> <li>• Annual STAR survey.</li> </ul>	<ul style="list-style-type: none"> <li>• During the first year of a tenancy (at 3 months)</li> <li>• 2019</li> </ul>	<ul style="list-style-type: none"> <li>• CHT</li> <li>• Performance and Information Officer</li> </ul>
	Maintenance satisfaction surveys.	<ul style="list-style-type: none"> <li>• Review of the process for views taken to ensure accurate feedback is being received.</li> <li>• CPO to visit communities regularly in a company wrapped vehicle to be more visible (to engage with tenants face to face on a more regular basis with a view to identifying possible funding and improving communities).</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• MT</li> <li>• New Business team</li> <li>• CPO</li> </ul>

	Resident involvement in self-evaluation	<ul style="list-style-type: none"> <li>• Training at Chips and Chat meeting to develop a simple form for use at tenant events – aimed at seeking opinion in areas relevant to self-evaluation.</li> <li>• Prepare a 'handy guide' to self-evaluation and regulation for tenants.</li> </ul>	Q2 2019/20	<ul style="list-style-type: none"> <li>• CPO</li> <li>• IPO</li> </ul>
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**Objective 5: To support initiatives and projects in the wider community that may improve quality of life and help to resolve estate issues.**

Intended Outcome	How	Action	When	Who
To work more collaboratively with communities, and other housing providers to deliver more effective services	Events at sheltered and leasehold schemes and tenants that are aged 55+	<ul style="list-style-type: none"> <li>• Plan and organise events in collaboration with residents and communities to tailor events to their preferences.</li> <li>• Hold joint events as part of the collaborative working with Tai Ceredigion</li> <li>• Encourage more intergenerational activities to help alleviate loneliness.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• CPO</li> <li>• Scheme Manager</li> </ul>
	Community Development Fund	<ul style="list-style-type: none"> <li>• To consult and engage with sheltered schemes to inform events.</li> <li>• To organise and run canal boat trips through the summer months.</li> <li>• Active signposting to existing facilities/ support groups such as furniture recycling; healthy eating, food banks etc.</li> <li>• Collaborative working with local organisations.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• CPO</li> <li>• MT</li> <li>• CHT</li> </ul>
	Community Benefits	<ul style="list-style-type: none"> <li>• To work with contractors to provide projects for communities.</li> <li>• To draw down funding in order to support community projects.</li> <li>• Examine other funding opportunities to maximise impact.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• CPO</li> <li>• Grants and Adaptations Officer</li> </ul>

	Support the development of tenants' skills and confidence.	<ul style="list-style-type: none"> <li>To provide computer classes, and training in line with tenants' needs.</li> <li>To continue the 'free computers for tenants' scheme and to source possible other methods of accessing free computers to give to our tenants.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>CPO</li> </ul>
	To provide opportunities for engagement with young tenants.	<ul style="list-style-type: none"> <li>To organise events in the school holidays, where young tenants can have fun and feedback their views of where they live (6 community events each year).</li> <li>Competitions for young tenants via Social media/website and Newsletter.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>CPO</li> <li>CHT</li> <li>Comms Officer</li> </ul>
	Meetings with CPOs from other housing providers.	Regular meetings to decide where we can collaborate with others/third sector organisations.	Ongoing	<ul style="list-style-type: none"> <li>CPO</li> </ul>

**Objective 6: To work in conjunction with Community Housing Officers and residents to find solutions to estate based problems, issues and anti-social behaviour**

To work more collaboratively with Community Housing Officers, Tenants and communities to manage estate based problems and tackle anti-social behaviour	<ul style="list-style-type: none"> <li>Skip days</li> <li>Estate based events i.e. Hanging Basket events.</li> <li>Continued promotion and mentoring of existing and emerging Community Groups.</li> <li>CPO to be present at Community Group meetings</li> </ul>	<ul style="list-style-type: none"> <li>Consultation with tenants to ascertain what type of event they feel would be beneficial for their community.</li> <li>Identify the actual problems in estates collectively with tenants and possible mitigations.</li> <li>Evaluation following events to ascertain whether following interventions, problems have been alleviated. Communicated back to tenants for consideration and further dialogue if required.</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>CPO</li> <li>CHT</li> </ul>
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