

GREAT WESTERN

Tenant Partnership



Tenant Participation Action Plan	2008 / 2009
Version	
Last Updated	02/05/08
Agreed By Board	06/05/08
Date Of Next Review	

OBJECTIVES	ACTION	TIMESCALE	RESPONSIBILITY	OUTCOMES
<p>1 Ensure LHO compliance with the Tenant Participation requirements of the Housing (Scotland) Act 2001.</p>	<ul style="list-style-type: none"> • Provide information via Quarterly Report to Board on GWTP Tenant Participation Strategy. • Ensure that individual tenants and Registered Tenants Organisations are informed of, consulted and receive feedback on all issues that affect them via <ul style="list-style-type: none"> ◆ GWTP Newsletters ◆ Local Newsletters ◆ RTO Public Meetings ◆ TPAP Update Report. • Provide consistent support to existing RTO's to enable them to continue to develop and respond to issues that affect them. <ul style="list-style-type: none"> ◆ Housing Officers to attend RTO meetings monthly. ◆ Governance EC to attend RTO Meetings Bi-annually • Operational EC to attend annually/or on request • Investment EC to attend annually/or on request • <ul style="list-style-type: none"> ◆ Chair & CHM to attend one meeting per year of each RTO. 	<p>June 08 Sep 08 Dec 08 Mar 09</p> <p>May 08, Aug 08, Nov 07, Feb 09</p> <p>Monthly</p> <p>Annually</p> <p>Annually</p> <p>Annually</p> <p>Annually</p>	<p>Colin</p> <p>Colin</p> <p>ECOs & HO ECOs & HO SMT</p> <p>HO's</p> <p>Colin</p> <p>Pauline/Lorna</p> <p>Carina</p> <p>CHM & Chair</p>	

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<p>2 To promote Tenant Participation to all tenants within GWTP. Ensuring that tenants are aware of their rights to participate and actively encourage tenant participation within GWTP.</p> <p>Increase awareness of GWTP's activities</p>	<ul style="list-style-type: none"> • Effectively utilise the LHO's Tenant Participation Grant to promote and encourage TP within GWTP. <ul style="list-style-type: none"> ◆ Letter each RTO at the beginning of the financial year to consult on the use of the TP Grant and seek their suggestions. • Take proposals to the board. <ul style="list-style-type: none"> ◆ Create posters and leaflets to be displayed in community facilities for specific events and advertise tenant participation on onelan and website. ◆ Organise open days at Peterson Park – Active Seniors (Assist with Funding) / Netherton and ACRA • Include information in the LHO Newsletter - 'Great News' • New Tenants – provide GWTP booklet/leaflet on TP to be issued at New Tenant Visit by the Housing Officer. • Publicity – display Leaflets & Posters <ul style="list-style-type: none"> ◆ Onelan ◆ Community Facilities ◆ Website ◆ Great News • LHO Newsletter - 'Great News' • GWTP Website to be updated. 	<p>Feb 09</p> <p>March 09</p> <p>July 08</p> <p>Jun , Jul & Aug 08</p> <p>Jun 08 Nov 08 Feb 09</p> <p>July 08</p> <p>Jul 08</p> <p>Jun 08, Nov 08 Feb 09</p> <p>Monthly</p>	<p>Colin</p> <p>Colin</p> <p>Colin</p> <p>Colin</p> <p>Colin</p> <p>Colin</p> <p>Colin</p> <p>Colin and Sophia</p>	

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	<ul style="list-style-type: none"> Local Newsletters 	As Required	ECO & HO	
<p>3 Identify under-represented groups and promote and encourage their participation within the LHO e.g. elderly, disabled, young people, Black & ethnic minorities etc.</p>	<ul style="list-style-type: none"> Refer to resource directory to identify youth centres, day-care centres, community facilities, support groups, Sheltered Complex etc within LHO area and ensure that posters/leaflets are distributed to encourage participation and membership. Create register of Resident's with specific requirements and provide information in a suitable format: Braille, large print, audio, translated etc. via website, newsletters and Onelan. 	<p>Jan 09</p> <p>Jul 08</p>	<p>Colin</p> <p>Sophia</p>	
<p>4 Ensure that all tenants and residents are aware of the opportunities for and benefits of membership of GWTP</p>	<ul style="list-style-type: none"> Promote membership in GWTP Newsletter. New Tenant information package available when signing Tenancy Agreement 	<p>Jun 08, Nov 08 Feb 09</p> <p>Ongoing</p>	<p>HO/HA</p>	
	<ul style="list-style-type: none"> Use every opportunity to promote membership, for example during Consultation exercises, Public Meetings, events etc. 	Ongoing	All	
	<ul style="list-style-type: none"> Maintain target 10% of Tenants to be Members of GWTP by March 2008. Report to Board via Quarterly Report. 	<p>July 08</p> <p>Oct 08</p> <p>Jan 08</p> <p>Apr 09</p>	<p>All</p> <p>Colin</p>	

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<p>5 Effectively liaise with and support Registered Tenant Organisations and provide practical advice and assistance.</p>	<ul style="list-style-type: none"> • ♦ Housing Officers to attend RTO meetings monthly. • ♦ Governance EC to attend RTO Meetings Bi-annually • Operational EC to attend annually/or on request • Investment EC to attend annually/or on request ♦ Chair & CHM to attend one meeting per year of each RTO. • Provide practical help with letters, leaflets, photocopying and meeting arrangements where appropriate. • Provide information to GWTP Board on level of meetings attended via the Quarterly Report. • Display a list of all Registered Tenant Organisations on Onelan and on the website. 	<p>Monthly</p> <p>Annually</p> <p>Annually</p> <p>Annually</p> <p>Annually</p> <p>Monthly</p> <p>July 08 Oct 08 Jan 09 Apr 09 Ongoing</p>	<p>HO</p> <p>Colin</p> <p>Pauline / Lorna Carina</p> <p>CHM & Chair</p> <p>HO</p> <p>Colin</p> <p>Colin / Sophia</p>	
<p>6 Encourage and support the development of Registered Tenant Organisations</p>	<ul style="list-style-type: none"> • Respond positively to requests from tenants and residents for the development of tenant organisations • Provide staff support to new groups and other practical assistance to groups that wish to become Registered Tenant Organisations Work towards establishing RTOs in High Knightswood and North Blairdardie. 	<p>Ongoing</p> <p>Ongoing</p> <p>March 09</p>	<p>ECOs & HO</p> <p>ECOs & HO</p> <p>Colin / TP team / HO</p>	

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7 Ensure Registered Tenant Organisations are represented on Board of GWTP	Within the scope of the Governance arrangements, endeavour to maintain a majority of RTO membership on the Board.	Review annually	CHM & ECO	
8 Identify tenants' and Registered Tenant Organisations' preferred methods of consultation and feedback, including minimum timescales for consultation	<ul style="list-style-type: none"> Consult with tenants and Registered Tenant Organisations on their preferred methods of information, consultation and feedback Review methods of Communication after consultation and report to Board. Communicate information via Newsletter & Website. 	Annually Annually	Colin Colin	
9 Consult with all tenants, service users and other stakeholders on changes of policy, policy reviews, draft investment programmes, service delivery and local management and investment plans.	<ul style="list-style-type: none"> Consult using a variety of preferred consultation methods as identified by tenants and RTO's, including: <ul style="list-style-type: none"> Public Meetings Information via newsletters Consider developing Focus Group 	Ongoing Nov 08		
	<ul style="list-style-type: none"> Ensure adequate time is given to tenants, RTO's etc to consider and comment on proposals Provide feedback to tenants, RTO's etc on how they have influenced decisions via articles in the newsletters. 	Ongoing Feb 09		
10 Ensure committee and staff are aware of and are able to respond to	<ul style="list-style-type: none"> Identify training needs of staff and committee 	Annually	CHM / ECO's	

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the statutory and regulatory responsibilities in relation to Tenant Participation	<ul style="list-style-type: none"> Arrange and implement appropriate training 	As arranged	CHM & ECO	
12 Ensure that the Tenant Participation Action Plan is publicised and made available to tenants and key stakeholders	<ul style="list-style-type: none"> Make TPAP available to customers. <ul style="list-style-type: none"> Copies available at Reception. Copy on Website Copies distributed to RTO's. Include articles re TP action plan in future newsletter to all tenants promoting events that have occurred. 	July 08 Jun 08, Nov 08Feb 09	Colin / Sophia Colin	
	<ul style="list-style-type: none"> Discuss with all staff at quarterly team meeting to ensure staff are aware of the importance of TP Action Plan 	Jul 08, Oct 08, Jan 09 PDPs		
13 Ensure the promotion of tenant participation is adequately funded and resourced	<ul style="list-style-type: none"> Identify an annual running cost budget to facilitate the GWTP's response to TP duties and commitments and agree with GHA 	April 08	Pauline	
	<ul style="list-style-type: none"> Review the adequacy of this budget annually in conjunction with GHA 	March 09	Pauline	
	<ul style="list-style-type: none"> Review the adequacy of staff & administrative support annually 	Jul 08	Colin / TP team	
	<ul style="list-style-type: none"> Identify key TP action points for GWTP 	Sep 08	CHM & ECO	
14 Develop an upgraded GWTP web site containing up to date information on services, staff etc	<ul style="list-style-type: none"> Ensure website is updated regularly and contains information – articles and photographs of TP events. 	Jul 08	Colin / Sophia	

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	<ul style="list-style-type: none"> Promote website in Newsletter. Request feedback on content & ease of use in newsletter and on website. 	June 08 Nov 08 08 Feb 08	Colin	
15 Ensure that all LHO Policies and Action Plans reflect the principles and objectives of the LHO Tenant Participation Policy	<ul style="list-style-type: none"> Assess compliance with the Tenant Participation principles and objectives as part of each policy & action plan review 	Ongoing	Colin	
17 Continue to support the Estate Action Group in the Wamba/Wilverton area.	<ul style="list-style-type: none"> Organise monthly meetings of the EAG. Involve the EAG in the decision making and planning process for their area <ul style="list-style-type: none"> Investment programme Estate Management Issues Service providers Neighbourhood Management 	Monthly Monthly	Lorna / HO Lorna / HO	
18 Monitor and review the implementation of the Tenant Participation Action Plan in consultation with tenants and key stakeholders	<ul style="list-style-type: none"> Monitor the implementation of the Action Plan on a quarterly basis <ul style="list-style-type: none"> Quantify the level of attendance at RTO Meetings. Quantify the number of Road shows / events held within the LHO area. Ensure TP Grant is properly allocated. 	June 08 Sep 08 Dec 08 Mar 09	SMT	
	<ul style="list-style-type: none"> Carry out an annual review of the Action Plan in consultation with Board, Staff and key stakeholders Publish results of the review 	March 2009 May 09	SMT	