

## Appendix 1 Action Plan to support the Participation Strategy

### Objective 1- Increase Involvement levels

The Council would like to encourage as many people as possible to get involved

Priority	What do we need to do? <i>ACTION</i>	What do we want to achieve? <i>OUTCOME</i>	By when?
<b>1A. Promote participation opportunities</b>	Develop Council Housing Facebook group	Reach a wider audience of Tenants and Leaseholders	Ongoing
	Promote availability of digital edition of Open House tenants magazine via website, Facebook etc	Reduce numbers of paper copies to be more environmentally conscious and reduce costs.	Ongoing
	Promote opportunities to get involved via a number of mechanisms including online, publicising local events and how to get involved locally i.e. working with Local Area Co-ordinators (LAC's) and District Housing Office staff.	Ensure all tenants are aware of involvement opportunities	Ongoing
<b>1B. Gather feedback about how ways to get involved can be improved</b>	Undertake an annual tenant involvement questionnaire via Open House, Tenants Consultative Panel and social media	Survey findings used to increase and improve ways to get involved	Ongoing
<b>1C. Improving feedback and information to tenants</b>	Tenant Participation Officer ensures all actions of meetings are followed up and tenants receive feedback about issues they have raised.	Tenants understand how their involvement has made a difference. Increased levels of participation from tenants	Ongoing
	Continue to hold the Annual Network meeting which brings all of the tenant	Gain skills, information and update other tenants of the role	2019, 2020, 2021

	groups together for discussion on their achievements	and progress of the city and countywide groups	
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## Objective 2- To improve services, homes and estates.

The Council recognises that tenants have a key role to play in shaping the future direction of the Housing Service. Tenants views help to inform continuous improvements and ensure services are delivered efficiently and cost effectively.

Priority	What do we need to do? <i>ACTION</i>	What do we want to achieve? <i>OUTCOME</i>	By when?
<b>2A. The development of new and existing strategies and policies</b>	Consult with tenants on the development of new policies e.g.: Local Housing Strategy, Rents Strategy, Estate Management and Caretakers, Strategy etc	Tenants are consulted on and contribute to the relevant strategy and policy.	Ongoing
<b>2B. Consultation in relation to achieving the Welsh Housing Quality Standard and delivery of the Capital Repairs Programme</b>	Continue to update tenants on a regular basis on Welsh Housing Quality Standard and Capital Repairs Programme via tenant groups, newsletter, website, social media, individual home visits etc	Tenants are kept informed on progress towards achieving Welsh Housing Quality Standard and delivery of the Capital Repairs Programme (work to tenants homes)	Ongoing
<b>2C Carry out recommendations from WAO review</b>	Improve information on WHQS and Tenant engagement <ul style="list-style-type: none"> <li>The Council should improve on its current arrangements to publicise arrangements for disruption payments to tenants in a clear, understandable and transparent way, and make sure tenants are aware of what they can and cannot claim for.</li> </ul>	Tenants consulted on information regarding disruption payments, WHQS and Capital Repairs Programme  Publicise the findings from the review and associated action plan	Feedback from a consultation event undertaken with Tenant groups in January 2019 is being used to improve this further

	<ul style="list-style-type: none"> <li>The Council should strengthen how it engages with its tenants, including ensuring tenants are clear why and when works are being undertaken.</li> </ul>	<p>TP Officer working with Housing Improvements Team on major works schemes.</p> <p>Improve and update the information on the website and new Facebook page</p>	Ongoing
<b>2D. Consultation on the delivery of WHQS environmental improvements on estates</b>	Utilise tenant feedback to help identify environmental improvements on estates via estate management and building and repairs group and relevant surveys etc.	<p>Continue to raise awareness via tenant groups</p> <p>Target resources accordingly</p>	Ongoing
<b>2E. To explore the concept of co-production within the Housing service</b>	Use the principles of co-production to develop the Homelessness Charter and explore how it can be utilised further	Further improve partnership working	During 2019, 2020, 2021
<b>2F. Gather feedback about how services are delivered</b>	<p>Undertake tenant consultation as part of a major review of housing services during 2018/19 to identify what improvements can be made to services, customer contact and communication methods, etc</p> <p>Undertake an annual tenant involvement questionnaire via Open House, Tenants Consultative Panel and social media</p>	<p>Feedback used to inform findings of the review and make changes to services</p> <p>Survey findings used to inform service improvements</p>	Ongoing

### Objective 3- To increase the skills and knowledge of tenants

It is important that tenants have opportunities to access information so that they have the knowledge and skills to get involved.

Priority	What do we need to do? <i>ACTION</i>	What do we want to achieve? <i>OUTCOME</i>	By when?
<b>3A. Provide financial support for tenants who want to attend the TPAS Cymru Annual Tenant Conference</b>	Continue to provide financial support for 3 tenants to attend the annual TPAS Cymru Annual Tenant Conference	Tenants receive training and awareness of new topics including national issues that they can share with tenant groups, other Local Authorities and Housing Associations. Opportunities to meet up with tenants from other organisations	November 2019, 2020, 2021
<b>3B. Deliver tenant awareness sessions for Tenants Consultative Panel (TCP) on key housing services, welfare reform and wellbeing topics</b>	Continue to liaise with internal departments / external agencies to provide sessions that are informative for tenants and on those topics requested by tenants. Hold sessions on topics determined by tenants including: Illegal Money Lending, Scams, Hate Crime, Debt, Universal Credit, Facebook, Trips and falls, Energy advice, County lines, Renting Homes Wales Act.	Increase information and awareness about safeguarding, energy efficiency, well-being issues etc	Ongoing
<b>3C. Assist the Rents Team and Tenancy Support Unit and corporate colleagues to promote employability services locally</b>	Provide information and raise awareness via tenant groups and website, social media	Tenants are more aware of what services are available to them	Ongoing

**Objective 4- To improve participation in the wider community.**

The Council is committed to working with tenants, residents and other organisations who have similar aims to the Housing Service to support and improve neighbourhoods. Effective tenant participation delivers wider benefits as it helps build community spirit and makes estates places where people want to live.

Priority	What do we need to do? <i>ACTION</i>	What do we want to achieve? <i>OUTCOME</i>	By when?
<b>4A. Increase opportunities for community involvement</b>	Promoting participation across the housing service such as District Housing Offices and with other organisations such as Housing Associations locally and at TPAS officer network meetings, Local Area Co-ordinators etc.	Widen awareness and opportunities about local community engagement and events	Ongoing
<b>4B. Encouraging participation of underrepresented groups in particular BME, young people and rural communities</b>	Carry out a survey with the Disability liaison Group and BME Network to find out if there are any barriers in accessing services.	Increase in participation levels for under-represented communities	Ongoing
<b>Engage with young People</b>	Housing sessions on homelessness and environmental improvements to be delivered at the “Big Conversation” by Housing Manager	Obtain and consider young people’s views on current housing issues to help influence service improvements and to support young people.	Ongoing
<b>4C. Continue to raise awareness amongst staff of tenant involvement activities</b>	Ensure new staff are aware of their role in community engagement via the Housing Induction Training Course.	All staff are aware of their tenant participation responsibilities within their roles.	Ongoing

