





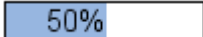

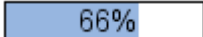
# Appendix 1 - Tenant Participation Strategy 2017/20 action plan

Outcome						Total
Outcome 1 – We will improve the culture and practice of tenant participation across housing services	2	4	0	0	0	6
Outcome 2 - We will improve our feedback to tenants so that we can demonstrate where our tenants and other service users have influenced or shaped the housing service	0	6	0	0	0	6
Outcome 3 - We will promote and provide a wide range of options for tenants to get involved with us	2	6	0	0	0	8
Outcome 4 - We will encourage involvement of under-represented groups such as young people, homeless people, people with disabilities and minority ethnic groups	1	4	0	0	0	5
Outcome 5 - We will ensure tenants are aware of the options available to them to shape housing service plans and budgets	1	3	0	0	0	4
Outcome 6 - We will assess our performance in line with the Scottish Social Housing Charter and involve tenants in our annual report	1	3	0	0	0	4
Outcome 7 - We will ensure that the resources we put in and practices we carry out are adequate to support and develop tenant participation activity	2	2	0	0	0	4
Outcome 8 – We will ensure we communicate effectively with tenants and provide good quality, accessible information that tenants want	1	3	0	0	0	4
<b>Total</b>	<b>10</b>	<b>31</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>41</b>


Icon	Name
	1. We will improve the culture and practice of tenant participation across housing services


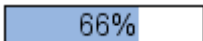


Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
Continue to deliver tenant participation training for all housing services staff		<div>33%</div>	31-Mar-2020	Deliver TP training to housing staff during Year 1 of strategy	31-Mar-2018	Yes	Training was delivered 6th, 13th and 20th February 2018	Jane Mack
				Deliver TP training to housing staff during Year 2 of strategy	31-Mar-2019	No	Training offer included in Spring TP Update	
				Deliver TP training to housing staff during Year 3	31-Mar-2020	No		


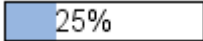
Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
Monitor tenant participation service standards to ensure that tenant participation practice is built into all parts of the housing service		<div><div>25%</div></div>	31-Mar-2020	Asses what service standards are used by other landlords relating to tenant participation.	31-Dec-2017	Yes	via query on TPAS members forum and discussion at various networking opportunities it is apparent that there is little example of best practice existing in terms of measurable standards. Most service standards across the sector reflect what we have currently in place.	Dawn Conner
				Review and update service standards in place to measure TP performance	31-Jul-2019	No	There was some suggestion that TP performance indicators may be introduced by SHN as part of the wider Charter review process - this did not happen. 11/01/19 Research now being undertaken in terms of developing meaningful service standards that can be reported regularly.	
				Put in place mechanism to monitor performance against service standards	31-Aug-2019	No		
				Report performance against reviewed service standards as part of wider PMF	31-Mar-2020	No		
Target achieving Gold TPAS accreditation		<div><div>100%</div></div>	31-Mar-2020	Begin self-assessment process relating to TPAS Gold Accreditation	01-Apr-2018	Yes	Quotation from TPAS acquired	Jane Mack
				Carry-out out self-assessment relating to TPAS Gold Accreditation	31-Jul-2018	Yes	Assessment has been carried out and evidence folder compiled to support submission.	
				Apply to TPAS for Gold Accreditation	31-Aug-2018	Yes	Application for Gold Accreditation has been submitted to TPAS and is now being assessed.	
				Undertake accreditation process for TPAS Gold award.	30-Nov-2018	Yes	Staff and tenant focus groups conducted with TPAS on 21/11/18. Focus groups and submission reviewed by independent panel with outcome confirmed in Jan2019.	
				Report outcome of accreditation to Housing Improvement Board and other bodies as appropriate.	28-Feb-2019	Yes	Complete - Confirmation received from TPAS 21/2/19 that Gold accreditation been awarded. Update provided to Housing Improvement Board 25 March 2019	
Produce quarterly TP updates for elected members, housing		<div><div>100%</div></div>	31-Mar-2020	Produce template for proposed TP update.	30-Apr-2017	Yes		Jane Mack
				Introduce TP update based on	31-May-	Yes		


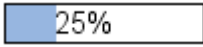

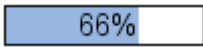

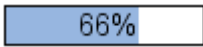
Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
and related services staff with input from all housing service areas				agreed template.	2017			
				Put in place process to ensure TP update gets produced and distributed at agreed intervals.	12-Sep-2017	Yes		
Record outcomes from involving tenants			31-Mar-2020	Put in place a process to ensure that Consultation Toolkit is being used and that completed toolkits are available for peer learning (including impact that Consultation has)	30-Jun-2017	Yes	Toolkit provided to all lead officers carrying out Consultation and completed toolkits held in central drive for peer learning and as a record of tenant impact on service delivery.	Jane Mack
				Include article in Summer 2018 edition of Housing News highlighting impact that tenant consultation has had on service delivery.	30-Jun-2018	Yes	Source for article / impact of consultations will be the toolkits used throughout the year by officers (HAMS, Rent Setting, and Allocations Policy).	
				Include article in Summer 2019 edition of Housing News highlighting impact that tenant consultation has had on service delivery.	30-Jun-2019	No		
				Include article in Spring 2020 edition of Housing News highlighting impact that tenant consultation has had on service delivery.	31-Mar-2020	No		
Publish an Involving You annual report each year			31-Mar-2020	Develop template for annual report (in terms on content, and layout)	31-May-2018	Yes	Annual "Involving You" progress report due to Housing and Communities Committee in May of each year. This will include a narrative and update on implementation of action plan. Report will be discussed with tenants at pre-HACC meeting and following Committee at WDTR liaison meeting. Understanding that format of report will improve / evolve over time based on feedback.	Jane Mack
				Populate and publish Involving You annual report based on Year 1 of strategy	31-Jul-2018	Yes	Annual progress report provided to Housing and Communications Committee in May 2018.	

Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
				Populate and publish Involving You annual report based on Year 2 of strategy	31-Jul-2019	No	Plan to provide annual update to Housing and Communities Committee in May 2019 and also a version for tenants.	

Icon	Name
	2. We will improve our feedback to tenants so that we can demonstrate where our tenants and other service users have influenced or shaped the housing service


Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
When consulting with tenants we will tell them how their views will be used and when decisions are likely			31-Mar-2020	Ensure annual consultation calendar is developed for 2017/18 and that Consultation toolkit is completed for each consultation exercise (which ensures tenants are advised how their views will be used and when decisions are likely).	31-Mar-2018	Yes	Consultation toolkit completed for HAMS, Rent Setting and Allocations Policy review. Feedback has been provided to those who participated.	Jane Mack
				Ensure annual consultation calendar is developed for 2018/19 and that Consultation toolkit is completed for each consultation exercise (which ensures tenants are advised how their views will be used and when decisions are likely).	31-Mar-2019	Yes	Consultation toolkit completed for Review of WD Design Standard and Rent Setting consultation.	
				Ensure annual consultation calendar is developed for 2019/20 and that Consultation toolkit is completed for each consultation exercise (which ensures tenants are advised how their views will be used and when decisions are likely).	31-Mar-2020	No		
Changes made to proposals as a result of consultation will be communicated to participants and will			31-Mar-2020	Ensure completed Consultation Toolkit is used to provide feedback to participants about changes to proposals as a result of consultation and publicised	25-May-2018	Yes	article included in the summer edition of Housing News	Jane Mack





Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
be publicised via the Housing News, webpages and social media				more widely via housing news, webpage and social media, for all consultations during 2017/18				
				Ensure completed Consultation Toolkit is used to provide feedback to participants about changes to proposals as a result of consultation and publicised more widely via housing news, webpage and social media, for all consultations during 2018/19	30-Jun-2019	No		
				Ensure completed Consultation Toolkit is used to provide feedback to participants about changes to proposals as a result of consultation and publicised more widely via housing news, webpage and social media, for all consultations during 2019/20	31-Mar-2020	No		
Support TRAs to demonstrate their achievements locally			31-Mar-2020	Collate information about the activities of all TRA's across West Dunbartonshire.	31-Mar-2018	Yes	This knowledge will inform template due by end of April 2018.	Dawn Conner
				Develop template to record the activities and achievements of TRA's and use as source for sharing internally and for TRA's to demonstrate their achievements locally.	31-Mar-2019	No	Currently developing template which can be used by TRS's	
				Update template for each TRA to demonstrate achievements during 2018/19	31-Jul-2019	No		
				Update template for each TRA to demonstrate achievements during 2019/20	31-Mar-2020	No		




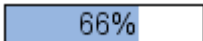



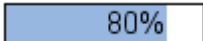
Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
Publish annual tenant involvement outcomes as part of TP performance report			31-Mar-2020	Use templates outlining tenant achievements to inform outcomes of annual tenant involvement included in annual TP performance report for 2018/19	31-May-2019	No	Formal discussions commenced with tenant representatives.	Jane Mack
				Use templates outlining tenant achievements to inform outcomes of annual tenant involvement included in annual TP performance report for 2019/20	31-Jul-2019	No	Action will become an annual report which will be published in partnership.	
Demonstrate the outcome(s) of tenant involvement in tenant scrutiny activities			31-Mar-2020	Post Scrutiny Panel reports from activities carried out during 2017/18 on the website alongside up to date action plan.	31-Mar-2018	Yes	Complete - report from Scrutiny Panel relating to new tenant visits was approved by HIB, action plan is being implemented and report is available online.	Jane Mack
				Post Scrutiny Panel reports from activities carried out during 2018/19 on the website alongside up to date action plan.	31-Mar-2019	Yes	Complete - report from Scrutiny Panel relating to SHQS compliance was approved by HIB October 2018, action plan is being implemented and report is available online.	
				Post Scrutiny Panel reports from activities carried out during 2019/20 on the website alongside up to date action plan.	31-Mar-2020	No		
Support tenants and TRA representatives to review papers going to the HAC Committee and encourage them to participate in the Pre-HACC Forum			31-Mar-2020	During 2017/18 take actions to: Advertise and promote quarterly Pre-HACC Forums, Monitor numbers attending Pre-HACC Forum, Keep Pre-HACC Forum section on TP website up to date.	31-Mar-2018	Yes	Complete	Jane Mack
				During 2018/19 take actions to: Advertise and promote quarterly Pre-HACC Forums, Monitor numbers attending	31-Mar-2019	Yes	Complete - numbers attending pre-HACC have increased during 2018/19.	

Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
				Pre-HACC Forum, Keep Pre-HACC Forum section on TP website up to date.				
				During 2019/20 take actions to: Advertise and promote quarterly Pre-HACC Forums, Monitor numbers attending Pre-HACC Forum, Keep Pre-HACC Forum section on TP website up to date.	31-Mar- 2020	No		






Icon	Name
	3. We will promote and provide a wide range of options for tenants to get involved with us



Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
Promote the menu of options and support in place to encourage tenants to get involved		<div><div>75%</div></div>	31-Mar-2020	Use Housing News during 2017/18 to promote opportunities to get involved	31-Mar-2018	Yes	TRA meeting dates promoted in each edition, articles on Joint Rent Group and Scrutiny Panel, regular WDTR column.	Dawn Conner
				Develop a user friendly "menu of options" to get involved and use this menu widely to encourage tenants to get involved.	28-Feb-2019	Yes	Complete - leaflet list opportunities available to get involved and what kind of activities, time commitment involved and support available and liaise with comms will make this user friendly and shared widely. Will be printed and given to all new tenants and also available via website.	
				Use Housing News during 2018/19 to promote opportunities to get involved	31-Mar-2019	Yes	Complete - opportunities to get involved are now highlighted in each edition of Housing News.	
				Use Housing News during 2019/20 to promote opportunities to get involved	31-Mar-2020	No		
Produce a leaflet version of the TP Strategy 2017-2020 to make the TP Strategy more accessible and user-friendly		<div><div>100%</div></div>	31-Mar-2020					Dawn Conner
Support TRAs to produce leaflets and or websites promoting the work that they do and how to get involved		<div><div>33%</div></div>	31-Mar-2020	Provide relevant support 2017/18 (Year 1)	31-Mar-2018	Yes	Complete - numerous leaflets produced during 2017/18 (including Risk Street and Westbridgend)	Dawn Conner
				Provide relevant support 2018/19 (Year 2)	31-Mar-2019	No		
				Provide relevant support 2019/20 (Year 3)	31-Mar-2020	No		
Develop training and support provided to TRAs, Sheltered Housing		<div><div>66%</div></div>	31-Mar-2020	Provide appropriate training and support during 2017/18	31-Mar-2018	Yes	Complete - training throughout the year included HRA training and Stepping Up to Scrutiny training for new members of the Scrutiny Panel.	Jane Mack

Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
Forum and tenants on the Interested Tenants Register				Provide appropriate training and support during 2018/19	31-Mar-2019	Yes	Complete - training throughout 2018/19 included treasurer training and advert in TP spring 2019 update encouraging TRA's and staff to participate in available training.	
				Provide appropriate training and support during 2019/20	31-Mar-2020	No		
Continue to deliver an annual tenant conference or event			31-Mar-2020	Develop and deliver annual tenant conference / event 2018	24-Apr-2018	Yes	Clydebank Town Hall booked for tenant event Tuesday 24/4/18.	Jane Mack
				Develop and deliver annual tenant conference / event 2019	30-Jun-2019	No		
				Develop and deliver annual tenant conference / event 2020	31-Mar-2020	No		
Explore new methods to provide information and obtain tenants views (social media, IHMS)			31-Mar-2020	Explore and implement new methods to provide information and obtain tenant views - 2017/18	31-Mar-2018	Yes	Complete - increased use of website and introduction of Facebook account	Dawn Conner
				Explore and implement new methods to provide information and obtain tenant views - 2018/19	31-Mar-2019	Yes	Complete - Facebook account remains in operation, workshops have been provided to WDTRO in terms of self serve portal planned for QL	
				Explore and implement new methods to provide information and obtain tenant views - 2019/20	31-Mar-2020	No		
Provide character references to tenant volunteers to reflect the impact volunteers have in their community and as an incentive to get involved			31-Mar-2018	Produce briefing note for TRAs so they know how people involved can ask for a reference.	30-Jun-2017	Yes	Briefing note issued to TRAs and included in Autumn TP update. TP webpage updated to promote references - Nov 2017	Jane Mack
Develop a walkabout process for tenants to			31-Mar-2020	Develop template to be used for area walkabouts.	31-Mar-2018	Yes	Template has been developed based on research around best practice. Awareness that template will evolve as it is used and	Jane Mack


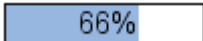

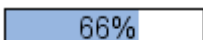



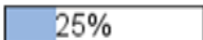
Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
inspect their local area and produce action plans for improvements along with Housing staff							improved.	
				Research best practice to inform development of template for walk-about inspections	31-Mar-2018	Yes	Complete	
				Launch walk-about inspections in conjunction with appropriate TRA's / interested tenants and housing staff.	31-Oct-2018	Yes	Development of walkabout process been delayed due restructure of HO's and patch sizes changing so HO's to settle into new areas. Walkabouts being carried out in Littleholm and Westbridgend and process developed from them.	
				Carry-out quarterly walk-about in participating areas during 2018/19, develop action plan based on findings and publicise as appropriate.	31-Mar-2019	Yes	Complete - Estate Walkabouts continue to be carried out regularly in Westbrigend and Littleholm and continue to be promoted with Housing Operations with aim of rolling out in other areas.	
				Carry-out quarterly walk-about in participating areas during 2019/20, develop action plan based on findings and publicise as appropriate.	31-Mar-2020	No		

Icon	Name
Th	4. We will encourage involvement of under-represented groups such as young people, homeless people, people with disabilities and minority ethnic groups





Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
Explore opportunities to develop a youth housing forum to involve tenants aged 16-25		<div><div>25%</div></div>	31-Mar-2020	Research best practice to inform the development of a Youth Housing Forum	31-Oct-2018	Yes	Complete - research has been carried and findings include the fact there seem to be few examples of Youth Housing Forum that operate well and provide opportunities for young people to influence housing services. East Dunbartonshire has an established forum and a key element for any successful forum should include effective use of social media and potentially provide opportunities for young people to develop skills which they can add to a CV.	Dawn Conner
				Recruit participants for Youth Housing Forum	30-Sep-2019	No	This is currently on-going. Initial discussions around good practice have taken place with partner agencies including HSCP, Action for Children, our Young Person's Housing Options Service and Y-Sort-It and a meeting has been arranged for late April to agree plans to take this action forward.	
				Develop and gain approval for Term of Reference for Youth Housing Forum	31-Dec-2019	No		
				Support Youth Housing Forum in agreed activities.	31-Mar-2020	No		
Link into established groups to find out how they would like to get involved and what topics interest them		<div><div>25%</div></div>	31-Mar-2020	Link into established groups to find out how they would like to get involved and what topics interest them	31-Mar-2020	No	Mapping exercise commenced and action plan will be developed to ensure success.	Jane Mack
Continue to work with Support Officers to develop		<div><div>25%</div></div>	31-Mar-2020	Continue to work with Support Officers to develop a forum for people in	31-Mar-2020	No	Positive discussions have already taken place and will be developed within new homelessness service.	Dawn Conner


Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
a forum for people in temporary/supporte d accommodation				temporary/supported accommodation				
Explore opportunities to develop a forum that our Dennystoun Forge tenants are comfortable with		<div><div>25%</div></div>	31-Mar-2020	Explore opportunities to develop a forum that our Dennystoun Forge tenants are comfortable with	31-Mar-2020	No	Action progressing well and there are already a number of positive examples of the residents engaging	Jane Mack
Link into West Dunbartonshire Equality Forum		<div><div>100%</div></div>	31-Mar-2020	Agree mechanism for Tenant Participation team to link in with West Dunbartonshire Equality Forum	30-Aug-2017	Yes	Tenant Participation Officer has arranged to attend quarterly meetings of Equality Forum. Aim is to increase awareness of each others areas of work, to improve consultation processes and include views and Equality Forum in Equality Impact Assessments being carried out.	Jane Mack
				Attend Equality Forum 13th September 2017	15-Sep-2017	Yes	Strategic Policy Officer (Kathryn Kelly) attended this forum meeting and discussed the review of the Allocations Policy and how Equality Forum could contribute to the consultation process and Equality Impact Assessment that carried out.	
				Attend Equality Forum 14th March 2018	14-Mar-2018	Yes	Apologies had to be submitted for March meeting, TP Officer attended meeting 20 June 2018 (main focus of meeting was on transport issues). Will continue to engage with forum as appropriate.	




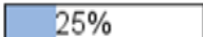



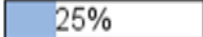
Icon	Name
Th	5. We will ensure tenants are aware of the options available to them to shape housing service plans and budgets

Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
Produce and promote an annual consultation calendar			31-Mar-2020	Develop, publish and implement annual consultation calendar 2017/18	31-Mar-2018	Yes	Complete - calendar was published on TP webpage	Jane Mack
				Develop, publish and implement annual consultation calendar 2018/19	31-Mar-2019	Yes	2018/19 consultation has been developed and published on WDC Internet - will be updated on a quarterly basis.	
				Develop, publish and implement annual consultation calendar 2019/20	31-Mar-2020	No		
Carry out an annual consultation on rent increases and provide clear information for tenants to be able to make informed choices			31-Mar-2020	Carry out robust rent setting consultation with tenants for period 2018/19	31-Mar-2018	Yes	Increase in participation levels with 303 tenants giving views on their preferred rent option.	Jane Mack
				Carry out robust rent setting consultation with tenants for period 2019/20	31-Mar-2019	Yes	Complete - annual rent consultation carried out and toolkit outlining detail of participation and influence has been completed. Detail also included in Spring edition of Housing News.	
				Carry out robust rent setting consultation with tenants for period 2020/21	31-Mar-2020	No		
Develop tenant involvement in Housing Revenue Account scrutiny			31-Mar-2020	Carry out annual assessment of HRA compliance and produce workplan for Joint Rent Group.	30-Mar-2018	Yes	Re-assessment has been completed, discussed with tenants at meeting on 12 March 2018 and work plan agreed at Joint Rent Group meeting 5 April 2018. This assessment is now embedded as an annual exercise to inform JRG activities.	Jane Mack
Develop tenant involvement in the decision making process of setting rents, Capital programmes and agreeing Business plans			31-Mar-2020	Develop tenant involvement in the decision making process of setting rents, Capital programmes and agreeing Business plans	31-Mar-2020	No	Progress has been positive and we will work over the next few months to formalise good practice. The next tenant event will look at ways to improve the tenant role in capital investment planning.	Jane Mack


Icon	Name
Th	6. We will assess our performance in line with the Scottish Social Housing Charter and involve tenants in our annual report




Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
Agree with tenants what Charter indicators they want included in the Tenant Report		<div><div>25%</div></div>	31-Mar-2020	Following review of Charter Indicators by the Scottish Social Housing Regulator, establish a short-term working group to review performance indicators included within Annual Charter Performance Report	31-Oct-2019	No	Annual action will be progressed within agreed timescales.	Jane Mack
Review the best style to use to ensure the report is accessible and easy to understand		<div><div>25%</div></div>	31-Mar-2020	Following review of Charter Indicators by the Scottish Social Housing Regulator, establish a short-term working group to review style and content of Annual Charter Performance Report	31-Mar-2019	No	Annual action will be progressed within agreed timescales.	Jane Mack
Support scrutiny activity by offering formal training for staff and tenants taking part		<div><div>100%</div></div>	31-Mar-2020	Advertise and recruit new Scrutiny Panel members Stepping up to Scrutiny training completed with 2 new recruits.	29-Sep-2017	Yes	Article in Summer Housing News, advert on OSS TV screens and flyer sent to 300 random tenants.	Jane Mack
Recruit new members onto the WD Scrutiny Panel		<div><div>66%</div></div>	31-Mar-2020	Carry out appropriate activities during 2017/18 to recruit new members to West Dunbartonshire Scrutiny Panel	31-Mar-2018	Yes	list activities and number of new members recruited. Stepping up to Scrutiny Training completed for 2 new Panel members.	Jane Mack
				Carry out appropriate activities during 2018/19 to recruit new members to West Dunbartonshire Scrutiny Panel	31-Mar-2019	Yes	Complete - activities during 2018/19 included additional adverts within libraries and article by Chair of Scrutiny Panel included in Spring edition of Housing News.	
				Carry out appropriate activities during 2019/20 to recruit new members to West Dunbartonshire Scrutiny Panel	31-Mar-2020	No		


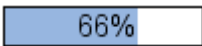
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	7. We will ensure that the resources we out in and practices we carry out are adequate to support and develop tenant participation activity

Action	Status	Progress	Due Date	Milestone	Due Date	Done	Comment	Assigned To
Review resources required to deliver tenant participation and tenant scrutiny requirements			31-Mar-2020	Review current performance and resources to inform any proposals	31-Oct-2017	Yes	Complete	Jane Mack
				Produce report with proposals for management team.	31-Dec-2017	Yes	Complete - paper provided to management team.	
Review grant system and resources provided to TRAs, including resource requirements for community premises			31-Mar-2020	Review grant system and resources provided to TRAs, including resource requirements for community premises	31-Mar-2020	No	Parameters have been discussed with tenant representatives and task will be programmed and completed during 2019/20	Jane Mack
Support TRAs and the WDTRO to use action planning to organise their activities and to demonstrate their achievements			31-Mar-2020	Promote use of action planning to TRAs and WDTRO.	22-Mar-2018	Yes	Presentation on action planning given to WDTRO AGM on 22/3/18.	Jane Mack
Develop training section on TP webpage and promote training opportunities			31-Mar-2020	Develop training section on TP webpage and promote training opportunities	31-Mar-2020	No	Parameters have been discussed with tenant representatives and task will be programmed and completed during 2019/20	Jane Mack



Icon	Name
	8. We will ensure we communicate effectively with tenants and provide good quality, accessible information that tenants want

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Review and improve the content on the TP web pages and use of social media		<div><div>66%</div></div>	31-Mar-2020		Review and improve content on TP web pages and use of social media throughout 2017/18	31-Mar-2018	Yes	Complete - this is an on-going process.	Jane Mack
					Review and improve content on TP web pages and use of social media throughout 2018/19	31-Mar-2019	Yes	Complete. Webpages updated as an ongoing process.	
					Review and improve content on TP web pages and use of social media throughout 2019/20	31-Mar-2020	No		
Review the tenant handbook		<div><div>100%</div></div>	31-Mar-2018		Carry out consultation to inform content and style of tenants handbook	30-Jun-2017	Yes	Complete	Jane Mack
					Produce draft tenant handbook for wider consultation	31-Jul-2017	Yes	Complete	
					Produce agreed tenant handbook and print and arrange appropriate distribution	31-Oct-2017	Yes	Complete	
Continue to produce regular editions of the Housing News to all tenants keeping them up to date with housing investment and developments		<div><div>66%</div></div>	31-Mar-2020		Produce and deliver 4 editions of Housing News during 2017/18	31-Mar-2018	Yes	Complete - all 4 editions produced and delivered to all tenants.	Jane Mack
					Produce and deliver 4 editions of Housing News during 2018/19.	31-Mar-2019	Yes	Complete - all 4 editions produced and delivered to all tenants	
					Produce and deliver 4 editions of Housing News during 2019/20	31-Mar-2020	No		

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Encourage TRA's, WDTRO and active tenants to contribute articles and suggest material to be covered in Housing News			31-Mar-2020		Identify and implement various initiatives during 2017/18 to increase tenant involvement in content of Housing News.	31-Mar-2018	Yes	Complete - initiatives during year included regular WDTRO article	Jane Mack
					Identify and implement various initiatives during 2018/19 to increase tenant involvement in content of Housing News.	31-Mar-2019	Yes	Complete - initiatives during year included regular WDTRO article, Winter edition featured Tulliechewan community events and CATRA improvements.	
					Identify and implement various initiatives during 2019/20 to increase tenant involvement in content of Housing News.	31-Mar-2020	No		