


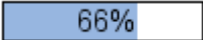

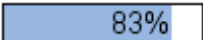
H&E - "Involving You" Tenant Participation Strategy 2021/24


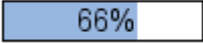
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Th	1. We will improve the culture and practice of tenant participation across housing services


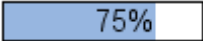

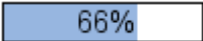
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Continue to deliver tenant participation training for all housing services staff			31-Mar-2024		Explore developing elearn modules on TP.	30-Jun-2021	Yes	Linked to action H/21-24/TPS/035 Develop an online training section for tenants as well as staff to access Meeting with OD to establish process for getting learning material put together and made available via elearn. Material put together and passed to OD to create into elearn material.	Jane Mack
					Deliver TP training to housing staff during Year 1 of strategy.	31-Mar-2022	Yes	Delays in creating training material has meant formal TP training not done in year 1 but will be available for year 2. 6/7/22 ilearn course 'What is Tenant Participation?' available for staff and promoted thro intranet noticeboard and through coordinators.	
					Deliver TP training to housing staff during Year 2 of strategy.	31-Mar-2023	Yes	ilearn training module 'What is Tenant	



Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								participation ' available for all staff and promoted on intranet noticeboard and on ilearn platform. Elected Members' Seminar on 'TRAs and how they fit into TP structures in WDC' delivered to Councillors 25/1/23.	
					Deliver TP training to housing staff during Year 3 of strategy.	31-Mar-2024	No	Ongoing	
Produce quarterly TP updates for elected members, housing and related services staff to raise awareness of TP activities			31-Mar-2024		Produce quarterly TP updates in Year 1.	31-Mar-2022	Yes	3 TP updates produced and distributed - April 2021, August 2021 and March 2022.	Housing Development Officer
					Produce quarterly TP updates in Year 2.	31-Mar-2023	Yes	Update June 2022 produced and sent out Update Oct '22 produced and sent out Winter TP update produced and sent out Feb 2023	
					Produce quarterly TP updates in Year 3.	31-Mar-2024	No	Ongoing	
Record outcomes from involving tenants and publicise them through the Housing News and other TP communication channels			31-Mar-2024		Create an area on intranet that completed toolkits can be viewed by staff to assist learning and improve impact of future consultations.	29-Jun-2021	Yes	Tenant Participation section of intranet updated with toolkit and examples of rent setting and TP Strategy consultation summaries included.	Jane Mack
					Include article in Summer 2021 edition of Housing News highlighting impact that tenant consultation has had on service delivery.	30-Jun-2021	Yes	Article included and promotion of consultations on Allocation policy and LHS included.	
					Include article in Summer 2022 edition of Housing News	30-Jun-2022	Yes	Summer edition full but article held over for	


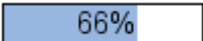

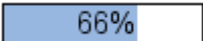
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					highlighting impact that tenant consultation has had on service delivery.			Autumn edition.	
					Review the consultation process, guide and toolkit.	31-Mar-2023	Yes	TPAS reviewed consultation toolkit as part of accreditation process and found it a very useful tool for staff and that was verified by staff at focus group. Toolkit updated with new contact numbers.	
					Include article in Spring 2023 edition of Housing News highlighting impact that tenant consultation has had on service delivery.	30-Jun-2023	Yes	Outcomes of Rent setting consultation and Enhanced Living for MSF Strategy consultation reported in Spring edition.	
					Ensure the Consultation Toolkit is being used for all consultations.	31-Mar-2024	No		
Publish an Involving You annual report each year			31-Mar-2024		Design and publish an Involving You annual report Year 1.	31-May-2022	Yes	Report produced and published on website as well as circulated to TRAs and included in papers for WDC/WDTRO Liaison meeting 23 June 2022.	Jane Mack
					Design and publish an Involving You annual report Year 2.	31-May-2023	Yes	Annual performance report created for 22/23 and circulated to TRAs, added to webpage and included as appendix to update report going to August HACC.	
					Design and publish an Involving You annual report Year 3.	31-Mar-2024	No	Ongoing	

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Th	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


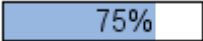
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
When consulting with tenants we will tell them how their views will be used and how decisions will be made			31-Mar-2024	Consultation toolkit for rent setting 2021/22 completed and submitted with Rent setting Council report 3/3/21.	Create and promote annual consultation calendar for 2021/22.	30-Apr-2021	Yes	Complete - Website update with calendar 16/4/21.	Jane Mack
					Create and promote annual consultation calendar for 2022/23.	30-Apr-2022	Yes	Website updated with calendar for 2022/23	
					Create and promote annual consultation calendar for 2023/24.	30-Apr-2023	Yes	Website updated with calendar for 2023/24	
					Ensure that Consultation toolkit is completed for each consultation exercise which sets out how tenants are advised how their views will be used and when decisions will be made.	31-Mar-2024	No	Consultation toolkit summary completed for rent setting consultation 2022/23. Consultation toolkit summary used in Allocation policy review 2022. Consultation toolkit summary completed for rent setting consultation 2023/24. Consultation toolkit used for planning and completing development of Enhanced MSF Strategy.	
Outcomes from consultations will be communicated to participants and will be publicised via the Housing News, webpages and social media			31-Dec-2023		Outcomes of consultations in 2021 will be feedback directly to respondents where possible and publicly through the HN. Webpages and social media.	31-Dec-2021	Yes	Outcome of Rent setting consultation 21/22 reported in Spring HN 2021. Summer HN used to promote Allocation policy review and LHS consultation. Winter HN used to promote rent setting	Jane Mack




Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								consultation.	
					Outcomes of consultations in 2022 will be feedback directly to respondents where possible and publicly through the HN. Webpages and social media.	31-Dec-2022	Yes	Article included in Autumn HN reiterating the impact tenants had on rent setting, Allocation policy and LHS consultations.	
					Outcomes of consultations in 2023 will be feedback directly to respondents where possible and publicly through the HN. Webpages and social media.	31-Dec-2023	No		
Support TRAs to demonstrate their achievements locally		<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">100%</div>	31-Mar-2024		TP Dev officer will work closely with TRAs to support their activities and highlight their achievements through TP updates and Housing News.	31-Mar-2024	Yes	Posters/flyers produced and distributed with local groups to support/highlight their achievements. Regular HN articles about group activities. Regular public meetings of groups to highlight their activities and achievements.	Housing Development Officer
Publish annual tenant involvement outcomes as part of TP performance report		<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">100%</div>	31-May-2023		Use annual TP performance report to highlight outcomes of tenant involvement in Year 1.	31-May-2021	Yes	Annual TP performance report compiled and issued to all TRA's, and published on webpage and FB.	Jane Mack
					Use annual TP performance report to highlight outcomes of tenant involvement in Year 2.	31-May-2022	Yes	Annual TP performance report created and issued to all TRA's, presented at WDC/WDTRO Liaison meeting (23/6/22) and published on webpage. Article for Autumn HN created focusing on tenant impact and promoting report.	
					Use annual TP performance report to highlight outcomes of tenant involvement in Year 3.	31-May-2023	Yes	Annual performance report created for 22/23 and circulated to TRA's,	


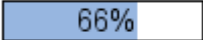
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								added to webpage and included as appendix to update report going to August HACC.	
Demonstrate the outcome(s) of tenant involvement in tenant scrutiny activities			31-Mar-2024		Scrutiny Panel final reports in 2021/22 once agreed by HIB , should be published on TP webpages and promoted through TP updates, HN , FB to promote recommendations and their positive impact.	31-Oct-2021	Yes	Scrutiny Panel report on Complaints Handling process agreed at HIB Oct 2021. Report published on TP webpages and article on Panel's report included in winter 2021 HN edition.	Jane Mack
					Scrutiny Panel final reports in 2022/23, once agreed by HIB , should be published on TP webpages and promoted through TP updates, HN , FB to promote recommendations and their positive impact.	31-Oct-2023	Yes	Scrutiny Panel report on New Tenant visits completed and recommendations agreed at HIB May 2023. Report published on TP webpages and article on Panel's report included in summer 2023 HN edition.	
					Scrutiny Panel final reports in 2023/24 once agreed by HIB , should be published on TP webpages and promoted through TP updates, HN , FB to promote recommendations and their positive impact.	31-Mar-2024	No	Ongoing	
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-2024		Advertise and promote quarterly Pre-HACC Forums, support tenants to understand committee reports and keep Pre-HACC Forum section on TP website up to date in year 1.	31-Mar-2022	Yes	Regular attendance at Pre-HACC meetings sustained despite continuing to be virtual. Paper copies of committee papers provided to assist attendance and discussion.	Jane Mack
					Advertise and promote quarterly Pre-HACC Forums,	31-Mar-2023	Yes	Regular attendance at Pre-HACC Forums	





Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					support tenants to understand committee reports and keep Pre-HACC Forum section on TP website up to date in year 2.			continues. TP support provided before meeting with staff and Housing Convener to understand the committee papers and hard copies are delivered to those attending. Finance staff also provide tenant friendly versions of HRA and finance papers which have been very well received.	
					Advertise and promote quarterly Pre-HACC Forums, support tenants to understand committee reports and keep Pre-HACC Forum section on TP website up to date in year 3.	31-Mar-2024	No		



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


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Promote the range of options and support in place to encourage tenants to get involved			31-Mar-2024		Update TP webpages to emphasis support available.	28-Feb-2022	Yes	Webpages updated 4.3.2022	Housing Development Officer
					Use HN to promote the range of options and support available in Year 1.	31-Mar-2022	Yes	Shorter HN Spring 2022 due to elections. Article in HN Summer 2022	
					Use HN to promote the range of options and support available in Year 2.	31-Mar-2023	Yes	Regular articles in HN promoting the activities of TRAs, Scrutiny Panel and consultations to demonstrate the range of activities available. Support from TP staff also promoted with contact details.	


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					Use HN to promote the range of options and support available in Year 3.	31-Mar-2024	No		
Produce a leaflet version of the TP Strategy 2021-2024 to make the TP Strategy more accessible and user-friendly		<div style="border: 1px solid black; width: 80px; height: 20px; display: flex; align-items: center; justify-content: center;">0%</div>	31-Oct-2023		Design and publish a leaflet version of TP Strategy.	31-Oct-2023	No	Timescales for this action amended.	Jane Mack
					Make housing staff aware of leaflet.	31-Oct-2023	No		
					Promote leaflet through Housing News.	31-Oct-2023	No		
					Update TP webpages with leaflet.	31-Oct-2023	No		
Support TRAs to produce leaflets and or websites promoting the work that they do and how to get involved		<div style="border: 1px solid black; width: 80px; height: 20px; display: flex; align-items: center; justify-content: center;">66%</div>	31-Mar-2024		Provide relevant support in Year 1.	31-Mar-2022	Yes	Leaflets and flyers created for local groups to promote their activities and groups. Including leaflets for AGMs, public meetings, Christmas Bazaar, walkabouts etc.	Housing Development Officer
					Provide relevant support in Year 2.	31-Mar-2023	Yes	Leaflets and flyers designed for local groups to promote their meetings as well as special events and AGMs.	
					Provide relevant support in Year 3.	31-Mar-2024	No		
Continue to deliver an annual tenant conference or event		<div style="border: 1px solid black; width: 80px; height: 20px; display: flex; align-items: center; justify-content: center;">66%</div>	31-Mar-2024		Consult with WDTR0 and plan suitable event in Year 1	31-Mar-2022	Yes	Due to ongoing concern regarding Covid pandemic a tenant conference not going to be delivered in year 1. Situation will continue to be monitored as well as communication with WDTR0, and a tenant event planned when suitable.	Jane Mack; Housing Development Officer
					Consult with WDTR0 and plan	31-Mar-	Yes	Plans for a tenant event	


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					suitable event in Year 2	2023		for 2023 have begun and WDTRO have agreed that they happy for an in person event to go ahead. Energy efficiency and the challenges for housing been agreed as the preferred topic and event date set for 16/5/23.	
					Consult with WDTRO and plan suitable event in Year 3	31-Mar-2024	No		
Explore new methods to provide information and obtain tenants' views (social media, IHMS)			30-Nov-2023		Explore and implement new methods to provide information and obtain tenant views in year 1- 2021/22	30-Nov-2021	Yes	Tenant Satisfaction Survey shows letters and newsletter are most accessed forms of information. Social media (Facebook) only used by approx. 17.5% of tenants for information. IHMS text option successfully used to promote rent setting consultation.	Housing Development Officer
					Explore and implement new methods to provide information and obtain tenant views in 2022/23	30-Nov-2022	Yes	2022 Tenant satisfaction survey - most tenants prefer to use traditional sources e.g. newsletters (85.0%) and letters (66.5%) to obtain information about the Council's housing services. Approx. one in three (31.5%) would use the website to obtain information on services. IHMS texting now	



Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								almost fully implemented. Being used to send texts to tenants. New tenant portal being tested which will provide opportunity to provide information and obtain tenant views.	
					Explore and implement new methods to provide information and obtain tenant views in 2023/24	30-Nov-2023	No		
Develop the digital hub, Mighty Networks, as a more interactive and accessible option to increase tenant participation.			31-Mar-2022		Create profile and pay for community membership.	01-Apr-2021	Yes	15/4/21 Mighty network account created.	Housing Development Officer
					Develop promotional material to encourage tenants to use.	31-Jan-2022	Yes	Platform being developed to pilot with Scrutiny Panel to ensure right info and interaction so due date been changed to allow time to finesse before promoting. Meeting on 7 April 2022 to show Scrutiny Panel Mighty networks. Complete	
					Review how tenants are using platform and if effective.	31-Mar-2022	Yes	Complete - platform is being used predominantly by the Scrutiny Panel and effectiveness will improve over time. Aim will be to extend use as appropriate.	
Develop use of hybrid meetings as option for people with limited time as well as for those			30-Mar-2023		Assess hybrid meeting capacity and facilities at Church Street.	30-Aug-2021	Yes	Contact made with OD and meeting room hybrid capacity being developed but no plans for public access to	Jane Mack




Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
with mobility issues as an attractive option to get involved from comfort of own home								buildings yet.	
					Assess hybrid meeting capacity at other possible meeting venues (e.g. Dalmuir community centre).	31-Aug-2021	Yes	Dalmuir Community Centre and Concorde in Dumbarton are available for let but no wifi. Discussed with WDTR0 and they happy to stay with remote meetings while Covid figures are still high. Reviewed monthly at their committee meetings.	
					Promote hybrid meeting as an option to encourage new involvement via HN, TP updates and TP webpages.	31-Dec-2022	Yes	Unable to complete until there are meeting rooms available. Being monitored on monthly basis. Demand for a hybrid option for meetings will continue to be discussed with tenants and tenant groups and kept under review and appropriate arrangements made when rooms are made available. WDC/WDTR0 Liaison meetings for 2023 been scheduled as in person meetings with zoom option to pilot hybrid meetings.	
Promote the personal as well as community benefits of getting involved / volunteering			31-Oct-2021		Promote personal as well as community benefits of getting involved / volunteering in new leaflet.	30-Sep-2021	Yes	Leaflet created 30.9.2021 Leaflet will be used at in-person events	Housing Development Officer
					Promote personal as well as community benefits of getting involved / volunteering in HN.	22-Oct-2021	Yes	Article written for Winter HN, submitted.	



Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Imbed walkabout process for tenants to inspect their local area and produce action plans for improvements along with Housing staff		<div style="width: 100%; height: 15px; background-color: #4f81bd; color: white; text-align: center; font-weight: bold;">100%</div>	31-Mar-2024		Re-establish walkabouts when COVID restrictions allow.	30-Nov-2021	Yes	27 Oct Commitment from Housing to do walkabouts. 29 Oct - groups provided with feedback from initial staff only walkabouts. Walkabouts promoted in Winter Newsletter. Commitment from Housing ops to imbed walkabout process for tenants.	Housing Development Officer
					Assess use of recording sheets so all parties aware of agreed actions.	31-Mar-2022	Yes	Recording sheets provided to groups for use.	
					Ensure updates on walkabouts are given to help demonstrate the positive outcomes.	31-Mar-2024	Yes	Manager of Housing Operations continuing to remind staff to provide updates. Liaison meetings being used to remind staff of this commitment.	

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	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	Comment	Milestone	Due Date	Done	Comment	Assigned To
Explore opportunities to develop a youth housing forum to involve tenants aged 16-25		<div style="width: 100%; height: 15px; background-color: #4f81bd; color: white; text-align: center; font-weight: bold;">100%</div>	31-Aug-2021		Speak to local authority and third sector organisations who work with young people.	30-Aug-2021	Yes	6/9/21 meeting held with members of WD Youth Development team to identify opportunities to involve young people. Future meetings planned with Youth Alliance.	Housing Development Officer
					Explore what other local authorities are doing.	31-Aug-2021	Yes	Online research completed Sept 21/9/2021 Email to TIS	




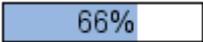
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								for info on LAs who are involving young people well. TIS are conducting research into this currently. Attended presentation from South Lanarkshire Council on their work with young people.	
Explore opportunities to link up with local youth groups like YSORTIT, Youth Council to raise awareness of participation opportunities			31-Dec-2022		Consider what programmes already exist where TP could be added.	06-Sep-2021	Yes	6/9/21 discussion with members of WD Youth Dev team to explore opportunities for TP involvement in youth groups.	Housing Development Officer
					Open discussion with staff and young people at local youth groups.	31-Dec-2021	Yes	06/9/21 discussion with members of WD Youth Dev team to explore opportunities for TP involvement in youth groups. 11/8/21 email to YSORTIT and to Champions board coordinators and follow up meeting. They will consider options. Sep 2021 - feedback from partners suggesting that no real demand for any new specific structures to be developed to encourage involvement of young. Other mechanisms of communication will continue to be reviewed, for example developing social media and other electronics means of communication.	


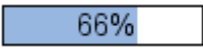
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					Create information and develop different ways to deliver this to youth groups.	31-Dec-2022	Yes	5/22 Information poster created and shared with youth groups via social media, email and WDCVS. Will continue to explore use of other communication tools which may encourage involvement.	
Explore opportunities to develop a forum for people in temporary/supporte d accommodation		<input type="text" value="0%"/>	31-Mar-2024		Consider what other local authorities do.	31-Oct-2023	No	Nov '22 - Members enquiry to TPAS Scotland asking what other LAs do.	Housing Development Officer
					Open discussion with staff at supported accommodation/and homeless team.	31-Dec-2023	No		
					Develop forum based on staff and resident consultation.	31-Mar-2024	No		
Consult and offer dialogue opportunities with tenants at Dennystoun Forge in a way they are comfortable with		<input type="text" value="100%"/>	31-May-2022		Use the Scottish Government site funding as start of dialogue and to introduce TP staff.	31-May-2021	Yes	Consultation visit carried out on 26/5/21 and views on how to spend the improvement fund collated. Ideas passed to Repairs to cost up. Update letter sent to tenants 7/9/21 as awaiting costs.	Housing Development Officer
					Assess how Dennystoun Forge tenants want information to be shared with them.	31-May-2022	Yes	Following discussions, tenants prefer in person visits, phone calls or letters.	
					Assess how Dennystoun Forge tenants want to be involved.	31-May-2022	Yes	To be reconsidered once site is up to standard. Tenants currently wish for site to be brought to standard.	
Continue membership of West Dunbartonshire Equality Forum and		<input type="text" value="66%"/>	31-Mar-2024		TP Staff to regularly attend Equality Forum and engage as appropriate in year 1.	31-Mar-2022	Yes	Regular attendance at Forum quarterly meetings.	Jane Mack
					TP Staff to regularly attend	31-Mar-	Yes	Regular attendance at	



Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
develop opportunities to promote tenant participation to wider groups					Equality Forum and engage as appropriate in year 2.	2023		quarterly Forum meetings continued.	
					TP Staff to regularly attend Equality Forum and engage as appropriate in year 3.	31-Mar-2024	No		
Develop links with support charities to promote TP as an option for people to do online (even post COVID pandemic)		<input type="text" value="0%"/>	31-Mar-2024		Identify support charities operating in WD.	30-Nov-2023	No	Met with Champions Board (care leavers) staff to discuss joint projects Meeting with learning disability charity July 2022 to discuss opportunities. Meeting with Alternatives (drug and alcohol) to discuss co-use of TRA community space July 2022	Jane Mack
					Approach and promote to these support charities the options that TP can provide.	31-Mar-2024	No		
					Use Equality Forum to promote TP as an option for people to do online.	31-Mar-2024	No		
Provide additional support for people with learning difficulties and make that clear on any information about training and on webpages		<input type="text" value="100%"/>	31-Oct-2023		Research agencies in WDC who could provide support or advice to tenants and/or staff.	31-Mar-2023	Yes	Meeting with Neighbourhood Network (learning disability) regarding possible joint work July 2022 Regular meetings with Neighbourhood Network been agreed and set up to meet every 3 months. Article in Spring HN to promote the group and their work.	Jane Mack
					Make clear on webpages and printed materials that additional support is available.	31-Oct-2023	Yes	Article in Summer 2022 HN to make clear support available. Leaflet produced to	

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								highlight support available. Facebook page being used to publicise leaflet and support options available.	
					Make clear on webpages and printed materials that additional training is available.	31-Oct-2023	Yes	TP staff at WDTR0 committee meetings highlight training available. TP staff at TRA meetings highlight training available. Facebook page being used to publicise training available. Training provided following request from Scrutiny Panel (May 2022)	


Icon	Name
	5. Ensure tenants are aware of the options available to them to shape housing service plans and budgets


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Produce and promote an annual consultation calendar			30-Apr-2023		Create and promote annual consultation calendar for 2021/22.	30-Apr-2021	Yes	Complete - Website updated with 2021/22 consultation calendar 16/4/21.	Jane Mack
					Create and promote annual consultation calendar for 2022/23.	30-Apr-2022	Yes	Website updated with consultation calendar for 2022/23	
					Create and promote annual consultation calendar for 2023/24.	30-Apr-2023	Yes	Website updated with consultation calendar for 2023/24.	
Carry out an annual consultation on rents increases and			31-Jan-2024		Review the rent setting information with JRG and use any feedback from previous	30-Sep-2021	Yes	Suggested changes from tenants about wording passed onto	Jane Mack


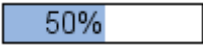

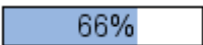
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
provide clear information for tenants to be able to make informed choices					year's consultation to ensure rent information is as clear as possible.			Janice Rainey.	
					Carry out an annual consultation on rent increases 2022/23	30-Jan-2022	Yes	Public consultation carried out and preferred option from survey put forward as rent setting for 2022/23. Council decision taking place on 9/2/22.	
					Review the rent setting information with JRG and use any feedback from previous year's consultation to ensure rent information is as clear as possible.	30-Sep-2022	Yes	No changes proposed to information and will use range of promotion tools to engage as many tenants as possible.	
					Carry out an annual consultation on rent increases 2023/24	30-Jan-2023	Yes	Consultation completed - survey closed 19/1/23 and tenants preferred option 1 (4% increase) being put forward to Councillors.	
					Review the rent setting information with JRG and use any feedback from previous year's consultation to ensure rent information is as clear as possible.	30-Sep-2023	No		
					Carry out an annual consultation on rent increases 2024/25	30-Jan-2024	No		
Develop tenant involvement in Housing Revenue Account scrutiny and work towards full compliance with the Scottish Government's 2014			30-Apr-2024		Facilitate JRG to use SHN toolkit to review WDC HRA compliance.	29-Apr-2021	Yes	Complete - assessment of compliance carried out and report on completed exercise provided to HIB 26/4/21	Jane Mack
					Create action plan for JRG to focus on areas not fully	30-Apr-2021	Yes	Complete - Action plan approved by HIB on	

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
HRA Guidance					compliant.			26/4/21 and assigned officers to implement agreed actions. Regular feedback to be provided to JRG and HIB.	
					Complete action plan to satisfaction of JRG that are fully compliant.	30-Apr-2024	No	Actions timescales amended to reflect the review of the WDC Financial Strategy which will involve consultation with the WDTR0.	
Develop tenant involvement in the decision - making process of setting rents, Capital Programmes and agreeing Business Plans			30-Sep-2023		Involve tenants in pre-rent setting discussions about Capital programme setting and agreeing business plan	01-Sep-2021	Yes	Decision making matrix been shared with JRG to help identify where increased tenant involvement in decision -making could be introduced. Meeting with tenant volunteers from JRG took place on 13/8/21 to start tenant involvement in rent setting. Focus of meeting was to identify tenant priorities and further meeting to explore energy efficiency options to take place in Sept.	Jane Mack
					Complete HRA compliance action plan to ensure full compliance	01-Jun-2022	Yes	HRA compliance plan complete	
					Involve tenants in pre-rent setting discussions about Capital programme setting and agreeing business plan	30-Sep-2022	Yes	Rent setting delayed due to fluctuations in interest rates which have significant impact on Business Plan so rent options or Capital programme not discussed with JRG but assurances given that	


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								this was not a precedent and full tenant involvement would be re-instated in future years.	
					Involve tenants in pre-rent setting discussions about Capital programme setting and agreeing business plan	01-Sep-2023	No		
					Develop use of revenue and capital matrix by JRG	30-Sep-2023	No	Revenue and Capital Budget matrix been created for JRG. Revenue matrix being used with void budget as an example to demonstrate the use of the matrix - been rescheduled to 29 Sept JRG meeting. Revenue matrix complex and still difficult to be of use. Being reviewed ahead of rent setting consultation so that it can be made use of by staff as well as JRG - due date amended to allow this to happen.	



Icon	Name
	6. Assess our performance in line with the Scottish Social Housing Charter and involve tenants in our annual Tenant Report.


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Agree with tenants what Charter indicators they want included in the Tenant Report		<div style="background-color: #d9e1f2; width: 100%; text-align: center;">100%</div>	31-Mar-2024		Following review of Charter Indicators by the Scottish Social Housing Regulator, establish a short-term working group to review performance indicators to be included in	01-Jun-2023	Yes	The Charter review carried out by the Scottish Social Housing Regulator included a full public consultation and resulted in only minor	Jane Mack


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					annual tenant report			changes to some wording on 2 indicators so the Tenant report will continue to focus on the indicators that WDC tenants have said they are most interested in.	
Support scrutiny activity by offering formal training for staff and tenants taking part			31-Mar-2024		Create briefing note from staff on role of Scrutiny Panel and WDC commitment to it	31-Mar-2022	Yes	Briefing note created and presented to HIB 30 5 22 and to be circulated to staff by managers.	Jane Mack
					Stepping up to Scrutiny training to be completed with any new Panel members	31-Mar-2024	No	Stepping up to Scrutiny training updated March 2022 and ready for new Panel members. Training for new Panel member and refresher for existing members carried out on 9 May 2022	
Recruit new members onto the WD Scrutiny Panel			31-Mar-2024		Advertise and recruit new Scrutiny Panel members Y1	31-Mar-2022	Yes	Spring 21 HN featured Panel members in 'On the Spot' article to raise awareness. Autumn 21 HN included article on Panel's latest scrutiny report on complaints handling process. New member recruited, attended first Panel meeting on 4/3/21 and training to commence.	Jane Mack
					Advertise and recruit new Scrutiny Panel members Y2	31-Mar-2023	Yes	Winter HN 'on the spot' article featured the current chairperson of the Scrutiny Panel to help people see the tenants behind the group. Scrutiny Panel report	


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								due to go to HIB end of May and article on their latest report will be included in the summer edition of the HN to help promote the Panel. Posters for libraries being updated.	
					Advertise and recruit new Scrutiny Panel members Y3	31-Mar-2024	No		




Icon	Name
	7. Ensure that the resources we put in place and practices we carry out are adequate to support and develop tenant participation activity



Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Develop an online training section for tenants as well as staff to access			30-Jun-2022		Assess with Organisational Development/ICT potential for creating online learning that staff and tenants can access.	30-Sep-2021	Yes	Meeting held with OD (27/7/21) and is potential for developing I-learn modules for staff. Tenants can't get access but option to share with tenants through links on TP webpages to be explored.	Jane Mack
					Develop content for training	30-Apr-2022	Yes	Content developed and been created into a draft I-learn course. I-learn course been produced that staff can access - the platform used can't be accessed from public WDC website so alternative options being explored.	
					Advertise training available through HN, FB and TP Updates	30-Jun-2022	Yes	I-learn module agreed at HIB 27/6/22 and ready for staff to use. Promoted on intranet noticeboard and	


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								through co-ordinators. Doesn't allow external access so a tenant option still to be developed.	
Promote training opportunities as an incentive to encourage more tenants to get involved		<div style="border: 1px solid black; background-color: #e0e0e0; padding: 2px; display: inline-block;">50%</div>	31-Aug-2023		Promote training opportunities Y1	31-Aug-2021	Yes	Article on personal benefits of participating including training opportunities included in winter HN.	Jane Mack
					Promote training opportunities Y2	31-Aug-2022	Yes	Training promoted in Summer TP update and on Facebook page and 3 tenants attended TPAS conference.	
					Assess take up of training and develop new opportunities	31-May-2023	No	Action delayed due to staff member leaving organisation	
					Promote training opportunities Y3	31-Aug-2023	No	Action delayed due to staff member leaving organisation	





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 style="border: 1px solid black; background-color: #e0e0e0; padding: 2px; display: inline-block;">100%</div>	31-Jan-2023		Analyse FB interaction	31-Aug-2022	Yes	Showing 130% increase in reach over last 12 months 84% increase in page visits. 140% increase in page likes.	Housing Development Officer
					Analysis website traffic and identify areas most used and those not.	31-Aug-2022	Yes	2/9 Email to Jonathan Muir requesting this information 12/9 email received which provides basis for analysis of web traffic. Difficulties in using the	






Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								information for analysis as not everyone gives permission for their web usage to be tracked, about 95% of people decline. However, been April-Sept 2022, 860 unique page views on all our pages.	
					Ask tenants give feedback on website and FB page	31-Oct-2022	Yes	Scrutiny Panel considering website. Awaiting feedback Nov '22. Jan '23 - generally positive feedback. 12/9 post on social media asking for feedback. No responses.	
					Make recommended changes.	31-Jan-2023	Yes	No recommended changes from users. Will continue to monitor and update with good practice.	
Promote TP webpages as resources available 24/7		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	30-Jun-2023		Once improvements have been made, promote webpages	30-Jun-2023	Yes	Webpages updated and promoted in TP update, FB post and directly to TRA by email.	Jane Mack
Continue to produce regular editions of the Housing News to all tenants keeping them up to date with housing investment, service developments and outcomes from consultations		<div style="width: 66%;"><div style="width: 66%; background-color: #4f81bd; color: white; text-align: center;">66%</div></div>	31-Mar-2024		Produce and deliver 4 editions of Housing News during 2021/22	31-Mar-2022	Yes	4 editions produced.	Jane Mack
					Produce and deliver 4 editions of Housing News during 2022/23	31-Mar-2023	Yes	4 editions produced and delivered to tenants. Online version also available and shared with staff and Councillors.	
					Produce and deliver 4 editions of Housing News during 2023/24	31-Mar-2024	No		
Assess interest in a		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Dec-		Research other RSL Reader's	31-Oct-	Yes	Desktop research	Housing




Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Reader's Panel as a way of making sure communication is clear, accessible information that tenants want			2022		Panels	2022		completed 31/10. Limited Readers Panels in other RSLs. Lots of Scrutiny Panels in various guises which overlap in activities.	Development Officer
					Contact interested tenant register and FB for potential members	09-Dec-2022	Yes	On-going webpage on WDC website asking for contact for interest for Readers Panel. Facebook post Dec '22 asking for interest. Email sent out Dec' 22 to interested tenants asking for expressions of interest	
					If interest, set up group	31-Dec-2022	Yes	Only one person noted interested. Staff to continue conversations with tenants in the future.	
Assess interest in creating an editorial group with tenants to develop Housing News		<input type="text" value="0%"/>	31-Mar-2024		Once Readers panel established, assess interest in focus on HN.	31-Oct-2023	No		Jane Mack
Review and update Tenant Communication Strategy		<input type="text" value="0%"/>	31-Mar-2024		Assess link in with wider Council communication strategy and Digital strategy	01-Oct-2023	No		Jane Mack
					Set up working group of housing staff to review current strategy	31-Oct-2023	No		
					Develop a new updated communication strategy	31-Mar-2024	No		




Action Status	
	Cancelled

	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Risk Status	
	Alert
	High Risk
	Warning
	OK
	Unknown

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse