



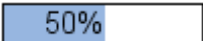







## H&E - Tenant Participation Strategy 2017/20


Icon	Name
	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			30-Sep-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	Yes	Training provided to one of Clydebank teams Nov 2018. Training offer included in Spring 2019 TP Update	
					Deliver TP training to housing staff during Year 3	31-Mar-2020	Yes	TP session presented to teams at Aurora House 2/5/19-13 HOs and 3TLs attended.	
Monitor tenant participation service standards to ensure that tenant participation practice is built into all parts of the housing service			31-Dec-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.	Stefan Kristmanns
					Review and update service standards in place to measure TP performance	30-Sep-2020	No	There was some suggestion that TP performance indicators	





Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								<p>may be introduced by SHN as part of the wider Charter review process - this did not happen.</p> <p>Further research is required in terms of developing meaningful service standards that can be reported regularly. Due in part to reduced resources due to a vacant post this has not been taken forward.</p> <p>Following consideration this action is still deemed to be worth pursuing and will be included in our new TP strategy for the period 2021-2024.</p>	
Target achieving Gold TPAS accreditation			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 complied 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.	



Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					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 and related services staff with input from all housing service areas		<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">100%</div>	31-Mar-2020		Produce template for proposed TP update.	30-Apr-2017	Yes		Jane Mack
					Introduce TP update based on agreed template.	31-May-2017	Yes		
					Put in place process to ensure TP update gets produced and distributed at agreed intervals.	12-Sep-2017	Yes		
Record outcomes from involving tenants		<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">100%</div>	31-Jul-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, Allocations Policy).	
					Include article in Summer 2019 edition of Housing News highlighting impact that tenant consultation has had on service delivery.	30-Jun-2019	Yes	Article on 'Tenants shaping housing services' included in Summer edition.	
					Include article in Summer 2020 edition of Housing News highlighting impact that tenant consultation has had on service delivery.	29-May-2020	Yes	Article on tenant involvement outcomes included in Summer 2020 edition of Housing News.	

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
Publish an Involving You annual report each year		<div style="border: 1px solid black; background-color: #d9e1f2; padding: 2px; display: inline-block;">100%</div>	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 WDTR0 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.	
					Populate and publish Involving You annual report based on Year 2 of strategy	31-Jul-2019	Yes	Plan to provide annual update to Housing and Communities Committee in May 2019 and also a version for tenants. Tenant version presented to WDC/WDTR0 Liaison meeting 25/4/19 , copies sent to all TRA's, interested tenants and published on website.	


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	Comment	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		<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">100%</div>	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	Yes	Consultation calendar on website and consultation toolkit completed for rent setting consultation. Feedback also given to all tenants through front page article in Spring Housing News.	
Changes made to proposals as a result of consultation will be communicated to participants and will be publicised via the Housing News, webpages and social media		<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">100%</div>	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 more widely via housing news, webpage and social media, for all consultations during 2017/18	25-May-2018	Yes	article included in the summer edition of Housing News	Jane Mack
					Ensure completed Consultation Toolkit is used to provide feedback to participants about	30-Jun-2019	Yes	Article included in summer edition of Housing News and	

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					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			consultation outcomes updated on TP webpages.	
					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	Yes	Rent setting consultation outcome reported through Council paper, directly to those attending public meeting and to all tenants via front page article in Spring 2020 edition of HN.	
Support TRAs to demonstrate their achievements locally			30-Sep-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	Yes	Currently developing template which can be used by TRA's.	
					Update template for each TRA to demonstrate achievements during 2018/19	31-Jul-2019	Yes	Due to TRA's differences and lack of engagement not been possible to create a template for them all to use. This will be considered again following further discussion.	
Publish annual tenant involvement outcomes as part of TP performance report			30-Sep-2020		Use templates outlining tenant achievements to inform outcomes of annual tenant involvement included in annual TP performance report for 2018/19	31-Jul-2019	Yes	TP performance report for 2018/19 produced and circulated to all groups and article featured in Summer Housing News.	Jane Mack
					Use templates outlining tenant	29-May-	Yes	TP performance report	







Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					achievements to inform outcomes of annual tenant involvement included in annual TP performance report for 2019/20	2020		completed , published online and on social media plus electronic copy sent to all active tenants with email.	
Demonstrate the outcome(s) of tenant involvement in tenant scrutiny activities		<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">100%</div>	30-Sep-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.	30-Sep-2020	Yes	2019/20 Scrutiny exercise on medical adaptations is ongoing and will be posted on web when complete and approved. All previous reports are available. Article on Scrutiny Panel included in Autumn 2019 Housing News as group shortlisted for CIH Award.	
Support tenants and TRA representatives to review papers going to the HAC Committee and encourage them to participate in the Pre-HACC Forum		<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">100%</div>	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	





Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					During 2018/19 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-2019	Yes	Complete - numbers attending pre-HACC have increased during 2018/19.	
					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	Yes	Complete - Pre-HACC Forum continues to be well attended, productive and a good opportunity for tenants to influence committee decisions.	



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	Comment	Milestone	Due Date	Done	Comment	Assigned To
Promote the menu of options and support in place to encourage tenants to get involved			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 WDTR0 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.	





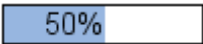
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					Use Housing News during 2018/19 to promote opportunities to get involved	31-Mar-2019	Yes	Complete - opportunities to get involved are now highlighted in each edition of Housing News.	
					Use Housing News during 2019/20 to promote opportunities to get involved	31-Mar-2020	Yes	Complete - as well as regular highlights, also specific articles - eg North and South Drumry advert in Winter Housing News	
Produce a leaflet version of the TP Strategy 2017-2020 to make the TP Strategy more accessible and user-friendly			31-Mar-2020	Summary version of TP Strategy made public to highlight key opportunities to get involved.					Dawn Conner
Support TRAs to produce leaflets and or websites promoting the work that they do and how to get involved			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 Westbrigend)	Dawn Conner
					Provide relevant support 2018/19 (Year 2)	31-Mar-2019	Yes	Complete - support ongoing	
					Provide relevant support 2019/20 (Year 3)	31-Mar-2020	Yes	Complete - Support ongoing and WDTR now also has its own FB page to advertise its activities	
Develop training and support provided to TRAs, Sheltered Housing Forum and tenants on the Interested Tenants Register			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
					Provide appropriate training and support during 2018/19	31-Mar-2019	Yes	Complete - training throughout 2018/19	


Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								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	Yes	Support ongoing plus specific training provided to new TRA office bearers.	
Continue to deliver an annual tenant conference or event			30-Sep-2020		Develop and deliver annual tenant conference / event 2018	24-Apr-2018	Yes	Clydebank Town Hall used to host tenant event on Tuesday 24/4/18.	Jane Mack
					Develop and deliver annual tenant conference / event 2019	30-Sep-2019	Yes	Annual tenant event to be used as part of rent setting consultation so postponed to September to be more effective. Public event took place 9/10/19.	
					Develop and deliver annual tenant conference / event 2020	30-Sep-2020	Yes	not carried out in 2020 due to Covid-19 restrictions	
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	
					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	Yes	Number of TRAs now have active Facebook pages and using them well. Increase in TP Facebook page	







Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								followers – now have 138 up from 82 last year. TP webpages been updated and TRAs asked for comments.	
Provide character references to tenant volunteers to reflect the impact volunteers have in their community and as an incentive to get involved		<div style="border: 1px solid black; background-color: #ADD8E6; width: 100%; text-align: center; padding: 2px;">100%</div>	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 inspect their local area and produce action plans for improvements along with Housing staff		<div style="border: 1px solid black; background-color: #ADD8E6; width: 100%; text-align: center; padding: 2px;">100%</div>	30-Sep-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 tem[plate will evolve as it is used and improved.	Jane Mack
					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 Westbridgend and Littleholm and continue	

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								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.	30-Sep-2020	Yes	Complete - existing 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. Further development halted due to Covid-19 restrictions.	


Icon	Name
	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			31 Dec - 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	Hanne Thijs


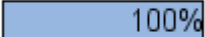

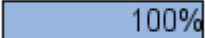
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								which they can add to a CV.	
					Recruit participants for Youth Housing Forum	30-Sep-2020	No	<p>This process began. Initial discussions around good practice have taken place with partner agencies including, Action for Children, our Young Person's Housing Options Service, Y-Sort-It and West Dunbartonshire's Champions Board (for care experienced young people).</p> <p>A poster for recruitment was being developed and information was provided via the TP Facebook page. Due in part to staff moving on and fewer resources this action has not been completed. After consideration it is thought that this action is still a positive development and will be included with our new TP Strategy for the period 2021-24. It is anticipated that terms of reference will be developed in discussion with young people interested in becoming involved.</p>	
Link into established groups to find out how they would like to get involved and what topics interest		<div style="background-color: #4f81bd; color: white; padding: 2px; display: inline-block;">100%</div>	30-Sep-2020		Contact Young Carers group to assess opportunity to work with them.		Yes	Poster created and contact with group made.	Jane Mack

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
them									
Continue to work with Support Officers to develop a forum for people in temporary/supporte d accommodation		 100%	31-Mar-2020	Complete - helped to facilitate the establishment of a forum for residents of the Ashton View Supported Accommodation in conjunction with staff and residents (provided initial assistance to set-up meetings). This is now embedded within service area.					
Explore opportunities to develop a forum that our Dennystoun Forge tenants are comfortable with		 100%	31-Mar-2020	Complete - Site has dedicated Housing Officer with regular contact and good communication. Tenants don't feel a Forum is needed					Jane Mack
Link into West Dunbartonshire Equality Forum		 100%	31-Mar-2020	Staff from Tenant Participation regularly attend Equality Forum and engage as appropriate.	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	

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
								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
	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	Comment	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	Yes	2019/20 consultation calendar been put together and published on WDC Internet.	
Carry out an annual consultation on rent increases and provide clear information for tenants to be able to make informed			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	


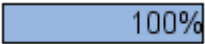
Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
choices								detail of participation and influence has been completed. Detail also included in Spring edition of Housing News.	
					Carry out robust rent setting consultation with tenants for period 2020/21	31-Mar-2020	Yes	Complete - Rent setting consultation completed and response rate increased by 229%	
Develop tenant involvement in Housing Revenue Account scrutiny		 100%	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		 100%	30-Sep-2020	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.	Assess annual Business Plan refresh process to identify possible tenant involvement.	24-Jun-2020	Yes	Complete - Presentation and briefing note on the Business Plan refresh process given to Joint Rent Group Meeting on 23/1/20 – tenants happy with process and little scope for tenant involvement.	Jane Mack
					Assess Capital programme process and identify where there could be more tenant involvement	25-Jun-2020	Yes	Complete - Easier to understand updates on the Capital programme been developed for the Joint Rent Group(JRG). JRG also asking for costs as well as number of installations ( showers, roofs etc.) to help monitor VFM.	








Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					Highlight Capital programme as part of the annual rent setting process.	26-Jun-2020	Yes	Complete - Public meeting for rent setting discussions informed also by tenant survey on rent affordability and tenant priorities for spending.	



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	Comment	Milestone	Due Date	Done	Comment	Assigned To
Agree with tenants what Charter indicators they want included in the Tenant Report		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	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	Yes	Working group set up to review whole format of report and agree indicators to be included. 2 meetings held and final report published for 31/10/19 deadline.	Jane Mack
Review the best style to use to ensure the report is accessible and easy to understand		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2020		Advertise for volunteers for short working group	30-May-2019	Yes	Volunteers from WDTO and Scrutiny Panel been recruited .	Jane Mack
					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	30-Sep-2019	Yes	Volunteers from WDTRO and Scrutiny Panel been recruited and meeting to be arranged for August after July recess. Review now complete	
					Implement proposal from tenant working group in terms of style and format to inform Charter Performance Report due to be published October 2019.	31-Oct-2019	Yes	Report published and article in Winter 2019 HN focused on the outcome of the review group.	
Support scrutiny activity by offering formal training for		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-2020		Advertise and recruit new Scrutiny Panel members Stepping up to Scrutiny	29-Sep-2017	Yes	Article in Summer Housing News, advert on OSS TV screens and	Jane Mack

Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
staff and tenants taking part					training completed with 2 new recruits.			flyer sent to 300 random tenants.	
Recruit new members onto the WD Scrutiny Panel			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	Yes	Articles on Panel activities been in numerous HN editions and 2 new members recruited and trained.	







Icon	Name
	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	Comment	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			30-Sep-2020		Outline in a briefing note / memo the process used to provide grants and resources to TRA's	31-Jul-2019	Yes	Briefing note produced and to be circulated to TRAs for comments with short survey	Jane Mack
					Share grant system process with TRA's and WDTR0 for	31-Jul-2019	Yes	Complete - briefing note on TP Grant process	






Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					comment and proposals for changes / improvements.			been sent electronically to all TRA's for comment. Feedback received confirmed satisfaction with new process.	
					Update process based on feedback from tenants and awareness of best practice.	30-Nov-2019	Yes	Complete - new process now in operation.	
Support TRAs and the WDTRO to use action planning to organise their activities and to demonstrate their achievements		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	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		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	30-Apr-2020		Identify and update current training material / opportunities that are available to tenants	31-May-2019	Yes	Complete	Jane Mack
					Discuss with tenant representatives the training opportunities that are available to both promote these opportunities and also identify potential gaps where training can be developed.	30-Jun-2019	Yes	Training opportunities advertised in Spring TP Update and requests for training invited. Training survey being developed to identify gaps.	
					Add training opportunities to webpage and include links for tenants to access this training.	30-Apr-2020	Yes	Training section created on webpages with links to current training material and opportunity to request any other training.	






Icon	Name
	8. We will ensure we communicate affectively 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		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	31-Mar-		Review and improve content on	31-Mar-	Yes	Complete - this is an	Jane Mack




Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
the content on the TP web pages and use of social media			2020		TP web pages and use of social media throughout 2017/18	2018		on-going process.	
					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	Yes	Complete. Webpages updated as an ongoing process.	
Review the tenant handbook			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			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	Yes	Complete - all 4 editions produced and delivered to all tenants	
Encourage TRA's, WDTR0 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 WDTR0 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 WDTR0 article, Winter edition featured Tullichewan community events and CATRA improvements.	
					Identify and implement various	31-Mar-	Yes	Complete - WDTR0	





Action	Status	Progress	Due Date	Comment	Milestone	Due Date	Done	Comment	Assigned To
					initiatives during 2019/20 to increase tenant involvement in content of Housing News.	2020		have a regular column in each edition. TRAs also have had specific articles on their activities.	

Action Status	
	Cancelled
	Overdue; Neglected
	Unassigned; Check Progress
	Not Started; In Progress; Assigned
	Completed

PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse

Risk Status	
	Alert
	High Risk
	Warning
	OK



Unknown