

**Provanhall Housing Association – Tenant Participation & Involvement  
Action Plan 2021- 22**

Method (inputs)	What we will do(Outputs)	Who by	Timescales	Expected Outcome (What we expect to happen)
<b>Information and communication</b>				
<p>We will provide information to all our tenants</p> <p>All information will be in plain English, easy to read and jargon free</p>	<p>We will provide a range of ways of providing information including:</p> <ul style="list-style-type: none"> <li>• Producing our Newsletter (4per year)</li> <li>• Using graphics rather than dense text where possible</li> <li>• Provide performance information</li> <li>• Provide summaries of documents</li> <li>• Use Plain English</li> <li>• Assurance Statement</li> <li>• Landlord Report</li> <li>• Twitter</li> <li>• Website</li> <li>• PHA App</li> </ul>	<p>PHA</p>	<p>Ongoing</p>	<p>Improved communication between PHA and tenants, owners and service users.</p> <p>Better trust between PHA and tenants</p> <p>4 newsletters per year</p> <p>3 Annual –standard-reports per year</p> <p>improved information</p> <p>Greater awareness of the services provided by PHA</p>

Method (inputs)	What we will do(Outputs)	Who by	Timescales	Expected Outcome (What we expect to happen)
<b>Consultation</b>				
<p>Produce an annual consultation timetable</p> <p>Include dates for annual rent review</p> <p>Feedback on any consultation exercise</p>	<p>We will:</p> <ul style="list-style-type: none"> <li>• Develop and agree with tenants a Consultation timetable</li> <li>• Publicise this in PHA newsletter and circulate to all “Interested tenants”</li> <li>• Encourage tenant awareness by publicising this information and detailing how tenants can get involved</li> <li>• Plan consultation exercises before carrying them out to make sure outcome are: <b>Specific</b> <b>Measureable</b> <b>Achievable</b> <b>Relevant</b> <b>Timescales</b></li> <li>• Circulate a report on the outcome of a consultation exercise</li> </ul>	<p>PHA/ Tenants/ residents</p>	<p>April 2020 - onwards</p>	<p>Greater tenant involvement in policy reviews</p> <p>Evidence of tenant influence in their services and an improved service.</p>

Method (inputs)		What we will do(Outputs)	Who by	Timescales	Expected Outcome (What we expect to happen)
<b>Working with tenants to develop tenant and community participation</b>					
<b>Improving Tenant Involvement</b>		<p>We will :</p> <ul style="list-style-type: none"> <li>• Update our “Interested Tenants” tenants list</li> <li>• Investigate opportunities for involving tenants in smaller geographical areas or areas of interest</li> <li>• Promote involvement at sign ups and new tenant house visits</li> <li>• More Tenant events</li> <li>• Provide digital training</li> </ul>	PHA/ Tenants/ Residents		<p>Evidence of an increase in tenants being involved in the work of the Association Services that are responsive to tenants needs</p> <p>Increase number of tenant events</p> <p>Increased attendance at events Including remote attendance.</p>

Method (inputs)	What we will do(Outputs)	Who by	Timescales	Expected Outcome (What we expect to happen)
<b>Making sure that everyone is involved</b>				
<p>All planning for TP activities will make sure that every effort has been taken to make sure that no one is being excluded from taking part.</p>	<p>We will:</p> <ul style="list-style-type: none"> <li>• Make use of the TIS “Involving Everyone” Checklist</li> <li>• Discuss and agree the target audience and carry out an assessment of who may be excluded.</li> <li>• For example: Check premises are accessible for meetings and Loop System is available</li> <li>• Organise crèche facilities or baby sitting allowance as appropriate</li> <li>• Make sure that the newsletter includes a translation panel and is available in minority languages (on request)</li> <li>• Provide transport to events</li> <li>• Run events a few times at different times of day.</li> <li>• Provide for remote attendance.</li> </ul>	<p>PHA/ Tenants/ Residents</p>	<p>Ongoing</p>	<p>Evidence of the steps taken to include everyone</p> <p>Evidence of what worked and what didn't</p> <p>Use to revise practice in the future</p>

Method (inputs)	What we will do(Outputs)	Who by	Timescales	Expected Outcome (What we expect to happen)
<b>Review of Tenant Participation Strategy</b>				
<p>Monitor progress of the Action Plan every four months</p> <p>Evaluate annually and report on actual outcomes</p>	<p>We will:</p> <ul style="list-style-type: none"> <li>• Provide a progress report on the Action Plan to the MC</li> <li>• Seek tenant feedback on the action plan</li> </ul>	<p>PHA/Tenants</p>	<p>4monthly</p>	<p>Evidence of progress in meeting the targets set out in the Action Plan</p> <p>Information to use in the annual evaluation of the TP Action Plan</p> <p>An agreed monitoring and evaluation process</p> <p>Realistic outcomes set</p>