

Provanhall Housing Association – Tenant Participation & Involvement
Action Plan 2022- 23

Method (inputs)	What we will do (Outputs)	Who by	Timescales	Expected Outcome (What we expect to happen)
Information and communication				
<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"> • Producing our Newsletter (4per year) • Using graphics rather than dense text where possible • Provide performance information • Provide summaries of documents • Use Plain English • Assurance Statement • Landlord Report • Twitter • Website • PHA App 	PHA	Ongoing	<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)
Consultation				
<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"> Develop and agree with tenants a Consultation timetable Publicise this in PHA newsletter and circulate to all "Interested tenants" Encourage tenant awareness by publicising this information and detailing how tenants can get involved Plan consultation exercises before carrying them out to make sure outcome are: Specific Measureable Achievable Relevant Timescales Circulate a report on the outcome of a consultation exercise 	PHA/ Tenants/ residents	Ongoing	<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)
Working with tenants to develop tenant and community participation				
Improving Tenant Involvement	<p>We will :</p> <ul style="list-style-type: none"> • Update our “Interested Tenants” tenants list • Investigate opportunities for involving tenants in smaller geographical areas or areas of interest • Promote involvement at sign ups and new tenant house visits • More Tenant events • Provide digital training 	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>

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Making sure that everyone is involved				
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>We will:</p> <ul style="list-style-type: none"> • Make use of the TIS “Involving Everyone” Checklist • Discuss and agree the target audience and carry out an assessment of who may be excluded. • For example: Check premises are accessible for meetings and Loop System is available • Organise crèche facilities or baby sitting allowance as appropriate • Make sure that the newsletter includes a translation panel and is available in minority languages (on request) • Provide transport to events • Run events a few times at different times of day. • Provide for remote attendance. 	PHA/ Tenants/ Residents	Ongoing	<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)
Review of Tenant Participation Strategy				
<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"> • Provide a progress report on the Action Plan to the MC • Seek tenant feedback on the action plan 	PHA/ Tenants	4-monthly	<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>