

Tenant Participation - Action Plan 2017 – 2020

(Reviewed March 2020)

What we will do	How we will do it	Leads & Timescales	Outcomes/Monitoring
<p>We will make sure we communicate effectively with tenants and provide good quality, accessible information that tenants want.</p> <p>Continuously develop ways of improving communication and information to meet the needs of all our tenants</p> <p>The information will explain important aspects of the housing services and provide information on what is happening in local areas.</p>	<ul style="list-style-type: none"> • Make the Tenant Participation Strategy accessible to all and user-friendly; • Publish timely newsletters (twice yearly), an Annual Report, maintain our website and keep information up to date and relevant. • Promote the usage of social media and electronic communications (i.e. Facebook, twitter, email communications, etc.) • Review and improve the content on our website. Publish articles on a timely basis. 	<ul style="list-style-type: none"> ➤ Community Engagement Officer ➤ Community Engagement Officer/Housing Officer/Director of Operations (Ongoing) ➤ Community Engagement Officer (ongoing) ➤ Community Engagement Officer 	<ul style="list-style-type: none"> ➤ Appointment made by NHA. ➤ Annual Reports & Summer & Winter Newsletters issued in 2017/18, 2018/19 and 2019/20. ➤ Facebook, Twitter page created and updated regularly ➤ Website is continually reviewed and updated regularly.

<p>Technology will be developed and used to provide information to tenants and to deliver services.</p>	<ul style="list-style-type: none"> • Develop ways to make sure that it features in our training; • Inform tenants about the housing capital investment programme and our performance in meeting targets & KPI's • Give our tenants' and residents' associations information about other sources of funding: and encourage tenants' and residents' associations to make the best use of information technology 	<ul style="list-style-type: none"> ➤ Community Engagement Officer ➤ Comm. Eng. Officer/SMT ➤ All NHA staff and residents to be actively involved in producing articles for website, newsletters, etc (i.e. consult with tenants at various Forums, meetings, etc.). This consultation will dictate the contents which is relevant and up to date. 	<ul style="list-style-type: none"> ➤ Identify and deliver relevant training for all staff to promote and actively support Tenant Participation (achieved) ➤ Promote internal and external funding opportunities which arise. <p>Provide this information via various formats (i.e. Tenant Forum briefing papers, meetings, website, Facebook, annual reports, newsletters, etc. (ongoing regularly via various platforms).</p> ➤ Developed Brian Mullan Community Fund initiative and delivered in 2017, 2018 & 2019. Spend of over £30,000 to 37 organisations
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<p>Tenants will know that their comments and views have helped NHA make changes to policies and services.</p>	<ul style="list-style-type: none"> • Tenant's Newsletters will be produced 2 times per year and NHA will encourage tenants and all staff to become involved in producing the newsletters, writing articles and identifying information which is relevant and up to date. 	<ul style="list-style-type: none"> ➤ Community Engagement Officer 	<p>throughout North Belfast.</p> <p>Acquired £34,000 match funding with NBAP to acquire independent benefits advice, training and employment support to our tenant base and others within North Belfast.</p> <p>Provided funding and support to local organisations via our Community Investment Fund.</p> <ul style="list-style-type: none"> ➤ The Tenant Forum meetings are now providing a platform for consultation. T/F members are now provided with a draft copy of publications, prior to printing to acquire feedback and recommended changes, articles, etc.
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	<ul style="list-style-type: none"> • This information will be included on the website and will be easy to read and navigate. ➤ Review & produce a tenant handbook and other information leaflets/Tenant Packs. Leaflets will be developed providing information and advice on key aspects of the service – i.e. possibly starting with letting standards. 	<ul style="list-style-type: none"> ➤ H/Management Team/Property Services Team/Comm. Engagement Officer 	<ul style="list-style-type: none"> ➤ All information provided is clear, concise and easily read. ➤ Developed Tenant Information Days/Meeting Your Neighbours Days for new tenants moving into new build developments. <p>Key stakeholders were invited to promote and showcase local amenities and services.</p> <p>Tenant Information Pack are distributed to provide practical information on NHA's services, projects, initiatives, opportunities to engage and information on statutory and communities & voluntary services in place locally, to support and assist</p>
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			in tenancy sustainment.
Continue to promote and encourage a culture that embraces tenant involvement across all housing services.	<ul style="list-style-type: none"> • Provide training and support to staff to encourage and deliver ideas which will support. • NHA staff/departments to be proactive in promoting services. 	<ul style="list-style-type: none"> ➤ All NHA staff ➤ All department will provide relevant and up to date information on business activities and promote participation. 	<ul style="list-style-type: none"> ➤ Training provided by Supporting Communities to all NHA staff. Internal & external training/guidance was provided to assist staff to fulfil their duties & responsibilities. ➤ All NHA Depts. have provided briefings and overviews of how they operate and key business objectives to tenants via face to face contact or in publications to tenants.
Continue to develop and support initiatives and partnerships which support and strengthen communities (i.e. Community Planning, Community Safety, Good Relations, etc.).	<ul style="list-style-type: none"> • Continue to dedicate resources to attend multi- agency partnerships meetings made up of residents, Statutory Agencies, Community & Voluntary sector, etc. 	<ul style="list-style-type: none"> ➤ Comm. Eng. Officer/All Staff 	<ul style="list-style-type: none"> ➤ NHA have expanded on previous partnerships and now attends local 14 partnership working groups.

	<ul style="list-style-type: none"> • Develop new partnerships or attend working groups 		<p>Since the introduction of the TPS in 2017, NHA staff now attend the Upper & Low North Belfast Family Support Hubs, Sure Start Management Meetings, Advice Plus Working Group,</p> <p>To support us to do deliver best practice within the sector, NHA staff also attended and actively participate in Empowering Communities' TPPN, NIFHA's Comms. Officers Forum and the HM Managers Forum.</p>
<p>Promote NHA's Menu of Options and incorporate measures to sustain the continually development of the Tenant Forum.</p>	<ul style="list-style-type: none"> • All existing and new tenants will be regularly offered the opportunity to participate in activities which is most suitable to them. 	<ul style="list-style-type: none"> ➤ Community Eng. Officer and all relevant Housing Management & Property Services. 	<ul style="list-style-type: none"> ➤ Comm. Eng. Officer will distribute Menu of Options annually or when deemed necessary, dependent on membership levels within the Tenant Forum (distributed in 2017 & 2018).

	<ul style="list-style-type: none"> • All staff will be required to actively promote participation as part of their day to day duties 	<ul style="list-style-type: none"> ➤ All NHA staff are encouraged to use all forms of contact with tenants as an opportunity to promote participation and engagement. ➤ Community Engagement Officer and all relevant Housing Management & Property Services during contact with tenants during home visits, office discussions, Post Ten. Visits, etc. 	<ul style="list-style-type: none"> ➤ All staff have undergone T/P training and are aware of the role they must play to promote tenant choice, local engagement, views, feedback and incorporate measure to promote and enhance NHA's service delivery. ➤ HM staff have promoted the Association's Menu of Options and different levels of participation at all Post Tenancy Visits to encourage take up and active participation.
<p>Promote, design and support initiatives which support the elderly, young people, increase educational attainment levels, financial inclusion and health & well-being, etc.</p>	<ul style="list-style-type: none"> • Seek further support and expansion of Grow NI Project at Camberwell Court. • Develop new initiatives in Sheltered Schemes 	<ul style="list-style-type: none"> ➤ Comm. Eng. Officer/Scheme Co-Ordinators & All Staff (Year 1 – 3). 	<ul style="list-style-type: none"> ➤ Funding secured to continue project via NHA's CIF. ➤ Levels of participation has increased. Other Sheltered residents are now taking part in the project.

	<ul style="list-style-type: none"> • Promote and support external groups which provide support. • Promote and encourage take up of NHA's Student Bursary Scheme. • Promote and encourage take up of NHA's Credit Union match Savings Scheme. 		<ul style="list-style-type: none"> ➤ Delivered intergenerational projects at Camberwell Court. ➤ Achieved full take up of NHA's Annual Bursary awards over the lifespan of the TPS. ➤ Promoted and encouraged membership
<p>Hold regular local events</p>	<ul style="list-style-type: none"> • Hold Pre-Tenancy Tenant Information Day's for all new build developments. • Attend community consultation events to highlight and promote 	<ul style="list-style-type: none"> ➤ Promote and attend community safety events, community information days, advice clinics, consultation meetings on joint projects, etc. (Year 1 – 3) ➤ All staff to be encouraged to participate in local events and initiatives. 	<ul style="list-style-type: none"> ➤ Provide a platform for new residents to be made aware of the local service providers and amenities now available to them (delivered for all NHA new build developments handed over in 2017 and 2018). ➤ NHA staff have held and attended tenant safety events, community

	<p>the services offered by NHA.</p> <ul style="list-style-type: none"> • Hold regular Community Clean-up events to encourage partnerships and an ethos of local ownership. • Provide materials and financial support to deliver local events/partnerships. • Encourage staff to participate in other 	<ul style="list-style-type: none"> ➤ Develop new ways of supporting local projects ➤ Fund or provide professional support to local projects that encourage active resident participation, local ownership or community empowerment. ➤ Provide support and resources for staff to fully participate in events, 	<p>partnership promotional events educational events, etc.</p> <ul style="list-style-type: none"> ➤ Ensure all staff play a role in promoting and safer and cleaner environments. ➤ Provided secretarial support at multi-agency and community meetings. <p>Provided financial support to help sustain local advice services.</p> <p>Played an active role in promoting the section via Comms Officer Forum, TPPN, Cliff Edge Coalition and Benefits to Society Campaign.</p> <ul style="list-style-type: none"> ➤ Provided support in delivery of local fun days, community
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	locally organised events.	activities or initiatives which will enhance T/P and community engagement.	festivals, older people's services, youth engagements initiatives, public relations events, etc. which aim to enhance NHA's reputation and commitment to support the local communities in which we work. NHA staff have promoted, supported and directly delivered local projects (i.e. New Lodge Community Festival, BMCF, Clean Ups,
Develop a Tenant Participatory Budget Scheme via NHA's Community Investment Fund	<ul style="list-style-type: none"> • Acquire BOM approval in 2017. • Appoint a Tenant Review Panel to design, develop and deliver the scheme from members of our Tenant Forum • Provide panel members with support 	<ul style="list-style-type: none"> ➤ Director of Operations/Community Engagement Officer ➤ Community Engagement Officer ➤ Community Engagement Officer 	<ul style="list-style-type: none"> ➤ Acquired BOM support and funding of £10,000 per annum. ➤ Panel acquire via members of Tenant Forum in Oct. 2017. ➤ Develop NHA Community

	and guidance throughout the process.		Investment Fund with a Tenant Review Panel tasked with awarding and distributing any funding awards.
Develop current tenants with the skills and capacity to join NHA's Board of Management, to ensure there is a process in place to meet DFC requirements.	<ul style="list-style-type: none"> • Source relevant training to encourage and promote individual tenant capacity building. • Source and deliver group training events to support and sustain the Tenant Forum (i.e. governance training, develop secretarial skills, improvement of computer literacy, etc.). 	<ul style="list-style-type: none"> ➤ Director of Operations/Comm. Engagement Officer (Y1 – 3) ➤ Comm. Eng. Officer/Internal & External providers (Y1 – 3) 	<ul style="list-style-type: none"> ➤ Aailed of training via professional organisations such as Supporting Communities, Family Support Hubs ➤ Completed a staff and Tenant Forum training needs analysis and develop a training plan to complement the work of the orgaisnation and Forum <p>To continue to source specific training for tenants seeking to join the T/F, Community Groups, BOM, etc.</p>
Develop opportunities for tenant to meaningfully participate in various types of engagement, which are	<ul style="list-style-type: none"> • Support tenants to review, analysis and scrutinise NHA's 	<ul style="list-style-type: none"> ➤ All Staff/Department (Y1 – 3) 	<ul style="list-style-type: none"> ➤ Tenants have been provided with training to & support (i.e. Chairperson

<p>designed to evaluate NHA services and standards.</p>	<p>systems and processes.</p> <ul style="list-style-type: none"> • Be available to complete telephone questionnaires and satisfaction surveys. • Verify findings of Satisfaction Surveys. • Take part in individual focus groups to review NHA's Services. 		<p>training/holding effective meetings, etc.)</p> <ul style="list-style-type: none"> ➤ Regular TSS surveys completed to evaluate services and performance findings published via various formats. ➤ Tenant Forum members are now completing TSS and analysis of findings relating to performance is presented to the Forum, to identify areas of concern and designated for improvement. ➤ Example: As a result of findings from TSS 201819, NHA initiated a service review relating to Camberwell Court Sheltered Scheme to improve resident engagement, uptake of activities, enhance existing
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	<ul style="list-style-type: none"> • Help form or join an already established Residents Groups. • Assist in reviewing NHA's policies. • Helping to review Maintenance performance standards delivered by our us and our Contractors. 		<p>and incorporate new activities and to increase satisfaction levels and service standards.</p> <ul style="list-style-type: none"> ➤ Supported tenants to join and participate in local resident's groups, encouraged local activism by attending local community meetings and local community safety initiatives. ➤ Via our Tenant Forum members, residents have completed a review of PS & HM policies regarding service delivery. ➤ Briefing papers provided to residents
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	<ul style="list-style-type: none"> • Participate in the reviewing of our Housing Management performance services delivery. • Participate in Mystery Shopping exercises. 		<ul style="list-style-type: none"> ➤ Tenant Forum members has received briefing papers which provide them with KPI targets, objectives and performance. ➤ NHA acquired the services of Supporting Communities to complete a Mystery Shopping exercises. Key areas of our business (i.e. reporting general repairs & maintenance, planned maintenance, house sales scheme, rent management and arrears advice, support and sign posting, ASB and other general tenancy matters) were identified. <p>Follow completion the finding report was presented to NHA's BOM by</p>
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	<ul style="list-style-type: none"> • Take part in Estate Walkabouts. 		<p>senior management. Staff were briefed on performance and recommendations were incorporated into our day to day operations to improve service delivery.</p> <ul style="list-style-type: none"> ➤ NHA have completed Estate Walk abouts with residents, community reps, statutory agencies and others to identify local improvement measures, which are aimed at improving the local environment, promoting community relations and enhancing community safety (i.e. reduce ASB, & crime).
<p>Record monitor and report performance to NHA Board of Management.</p>	<ul style="list-style-type: none"> • Comm. Eng. Officer to provide update on progress (i.e. events, programmes, initiatives via NHA's Service 	<ul style="list-style-type: none"> ➤ Director of Operations/Comm. Eng. Officer (Quarterly) 	<ul style="list-style-type: none"> ➤ Community Engagement & Service Delivery Report is composed 1/4ly and presented

	<p>Delivery Report to BOM.</p> <p>Provide information on CIF Expenditure and seek approval for funding requests to support local organisations and projects to deliver initiatives locally.</p>		<p>at H&C Committee meetings.</p> <p>➤ Proposals put forward to H & C Committee on a 1/4ly basis for consideration.</p>
<p>Establish a Tenant Service Review Panel</p>	<ul style="list-style-type: none"> • Provide a platform for tenants to scrutinise core services provide by NHA 	<ul style="list-style-type: none"> ➤ Director of Operations/Comm. Eng. Officer (Y3) 	<ul style="list-style-type: none"> ➤ Members of Tenants Forum will commence scrutiny of services in 2020/21