

FCHA Tenant Participation Action Plan

2021/2022

| Intended TP Outcome/s | Success criteria (measure) | Actions | Target Date | Targets/Milestones |
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| Objective 1. Improve and develop services by listening to and acting upon Tenants' views | | | | |
| <p>1.1 Improved services to Tenants.</p> <p>1.2 Increased accountability by hearing the Tenants' voice.</p> | <p>% of tenant satisfaction with FCHA's services.</p> <p>Evaluation of whether desired outcomes have been achieved via responses to tenant feedback on events.</p> <p>Increase in feedback from tenant events and tenant survey.</p> | <p>Ensure a range of opportunities for tenants to be consulted in order to influence strategic decision making regarding FCHA services. These will include informal/ gateway events – e.g. Tenants Talk meetings, maintenance and event feedback, tenant survey and quality visits. Following tenant consultation, we will look to introduce bingo, skittles, cinema, day trips, nature walks, karaoke and sports events.</p> <p>Continue to engage with a speech and language therapist where required. This will assist in the development of our Tenants Talk meetings to further maximise tenants' voices in the running of the Association.</p> <p>Tenant survey to be sent out electronically and in paper form. Results to be published on website and in newsletter.</p> | <p>Ongoing</p> <p>Ongoing</p> <p>September 2021</p> | <p>Evidence provided to tenants that their views have been taken into account regarding changes to services following their feedback.</p> <p>Changes are made to TP activities where required following evaluation of tenant feedback - e.g. continuation or cessation of events, change of locations, venues, timings etc.</p> <p>Increased take up in use of various digital options of communication between FCHA and tenants.</p> <p>In conjunction with FCHA Digital Inclusion Plan - see Digital Action Plan</p> |

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| | | <p>Share updates on participation work with Board and LA Commissioners.</p> <p>FCHA housing management staff to attend more support provider group meetings.</p> <p>Quarterly newsletter Winter edition to include on next year's rents.</p> | <p>December 2021</p> <p>Ongoing</p> <p>December 2021</p> | |
| | | <p>Continue to provide various information in PDF and video formats on website including tenant handbook.</p> <p>Analyse participation activities during 2021/2022 by cost and outcome, discuss with tenants before finalising events for 2022/23.</p> <p>Continue to Provide varied options for tenants to communicate/engage with FCHA enabling digital inclusion – e.g. social media, Skype, use of tablets, interactive technology like Zoom</p> | <p>Ongoing</p> <p>February 2022</p> <p>Ongoing</p> | |



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| <p>2.1 Increased Tenant skills, knowledge & confidence.</p> <p>2.2 Improved effectiveness & efficiency giving better value for money i.e. what does my rent pay for?</p> | <p>Feedback from tenants that they feel these areas of their lives has improved as a result of participating.</p> | <p>Information sent to tenants in advance so they can prepare for Meetings – specifically enabling them to influence Board decisions and allowing them greater opportunities to raise important issues with Board, demonstrating genuine engagement.</p> | <p>Ongoing</p> | <p>Feedback on tenants' views is provided to Board following Tenants Talk meetings /general needs meetings.</p> |
| | <p>Positive feedback from reviews of accessible information provided by FCHA.</p> | <p>Use more visual aids including short videos to further tenants' understanding of discussions.</p> | <p>Ongoing</p> | <p>Layout and content of accessible documents takes account of the needs of as many tenants as possible inc. PD and veterans</p> |
| | | <p>Invite external organisations to speak at FCHA events</p> | <p>Ongoing</p> | <p>Number of tenants who have increased their confidence in approaching First Choice staff through meeting their landlord on an informal basis.</p> |
| | | <p>Continue to provide accessible feedback (e.g. minutes) to tenants to confirm what was discussed at Tenants Talk meetings.</p> | <p>Ongoing</p> | <p>Supported housing tenants with a learning disability are provided with information about their tenancy and are able to influence services, regardless of who their landlord is.</p> |
| | | <p>Consider involving tenants in Quality Assurance work to obtain feedback from other tenants and, where relevant, in FCHA staff recruitment.</p> | <p>March 22</p> | |
| | <p>Work with partner organisations in developing tenant scrutiny and audit of services.</p> | <p>March 22</p> | | |

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| | | Promotion of tenant involvement in governance of the Association. | Sept 22 | |
| | | Develop a flexible menu of tenant involvement which enables a broader cross section of tenants to take part. | March 22 | |
| | | Provide accessible information to tenants about the Association and their tenancy rights and responsibilities – Provide training workshops for tenants on their tenancy rights and responsibilities and the Association’s work. | Ongoing | |
| | | Provide appropriate participation opportunities for veterans. | | |

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| 3.1 Increased number of diverse Tenant groups (LD/PD, General Needs) able to be ‘actively’ involved and have a say in the work of the Association | Increase in Community Involvement Grant payments to community activities involving tenants. | Promote the Association’s Community Involvement Grant Housing Management team to: a) develop opportunities for general needs tenants b) arrange a twice yearly consultation meetings | October 2021 | Increased Tenant activities & community projects |
| | Increase in number of opportunities provided and | for PD & veteran tenant participation | March 22 | General needs tenants become involved with FCHA and shape future services provided by the Association for them. |

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| | <p>attended for PD and general needs.</p> <p>Increase in opportunities for tenants to get involved in events and activities within their community.</p> | <p>Engage local people in the development of activities e.g. leisure facilities, education, community groups</p> <p>Identify tenants from our veterans community who are interested in joining local groups that provide training & support</p> <p>Continue to fund or explore alternative funding options for Gig Buddies to maximise social/community engagement</p> | <p>March 2022</p> <p>September 22</p> <p>March 22</p> | <p>An increase in social inclusion with FCHA tenants participating within their local communities and within the community of FCHA tenants.</p> |
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