

## FCHA Tenant Participation & Consultation

Everything we do at First Choice is about giving Tenants a greater say in the delivery of services and providing a platform where Tenant engagement leads to actual change.

The majority of First Choice Tenants have a learning disability and receive support to live in their homes. Some Tenants have additional physical and/or behavioural needs, poor mental health or in need of day to day support. Some First Choice tenants, or a member/s of their family, have physical disabilities. Some First Choice tenants are ex-armed forces or have a family connection with the armed forces. Not all First Choice tenants receive tenancy related support. First Choice will ensure all events are accessible and inclusive of all Tenants.

The existing framework for Tenant engagement has two main strands; 'consultative' being formal communications and 'gateway' events being informal. Both strands offer a range of mechanisms for Tenants to engage with us on a formal and informal basis, to have their voice heard and are consulted upon.

<b>CONSULTATIVE ENGAGEMENT</b>		
<b>Communication / Event</b>	<b>Occurrence of events</b>	<b>Purpose</b>
Tenants Talk meetings	Events held throughout Wales, Shropshire and Telford annually	Review performance Consultative Consider new proposals/ideas Address inequalities & outcomes Informed decision making Improved health and wellbeing

Tenancy Rights & Responsibilities workshops	For tenants at newly handed over properties	Discuss, educate and address aspects of housing issues Feedback from Tenants on services
Newsletter	Quarterly (4 per year)	Communicating and updating Tenants about organisational news + tenants' stories
Surveys	Annual Tenant Survey Post maintenance work surveys	Feedback from tenants on services Suggestions for improvements to services

<b>GATEWAY ENGAGEMENT</b>		
<b>Communication / Event</b>	<b>Occurrence of events</b>	<b>Purpose</b>
10 Pin Bowling	Throughout year in various locations	Social engagement Feedback on services Improved health and wellbeing Enjoyment
Tenant Discos 'live` and online events	Throughout year in various locations	Social engagement Consultation Improved health and wellbeing Build Rapport Get to know staff & Tenants Enjoyment Feedback on services
Summer social event	Annually	Social engagement Feedback on services Improved health and wellbeing Enjoyment

		Community engagement
Gig Buddies Cymru	Ongoing	Work in partnership Integration Social engagement Improved health and wellbeing
Bingo & cinema events	Throughout year in various locations	Social engagement Feedback on services Improved health and wellbeing Enjoyment
Wellbeing events eg cooking, walking, barge trip	Throughout year in various locations	Social engagement Feedback on services Physical and mental health & wellbeing Enjoyment Increase social circle Increase independence Improve life skills

More information on our Tenant Consultation and Participation work can be found in our [Tenant Participation Strategy](#)