

ITEM 5 REPORT No 2/21 APPENDIX 2 – TENANT AND COMMUNITY PARTICIPATION STRATEGY ACTION PLAN

Strategic Priority (From Tenant and Community Engagement Strategy)	Action	Responsible	Target	Date to be completed	Comments
Promote & Advertise					
We will continue to promote and advertise tenant participation in the best format for our tenants; and review and revise our information about tenant participation	Promote tenants information Facebook page	All	Increase number of likes for page	31/03/2021	
	Review existing online tenant participation information	Housing Strategy	Information updated	31/3/2021	
Proactively seek to engage with hard to reach groups as identified	Develop a programme to engage with hard to reach groups, including 16+, gypsy travellers.	Communities	Programme identified	31/03/2021	
We will establish a Scrutineer panel for service reviews and provide training to carry these out	Establish a Scrutineer Panel for 2020/21 service reviews and provide training to carry these out	Communities	1 review	31/12/2020	
Continue to promote and recruit new tenant volunteers	Discuss with the refugee community TP opportunities including possibility of starting a tenants group	Communities		31/12/2020	Subject to lockdown
	Widen access to Scrutiny Panels including an online option	Housing Strategy	New format used	31/03/2021	

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Consultation & Sharing of Information					
We will establish a tenants' E-panel for consultation and information sharing with tenants and explore options for making this interactive, such as a closed Facebook group	New tenants groups procedure applied in 2020/21	Communities	6	31/3/2021	
We will continue to undertake tenant consultation on performance scrutiny and develop the way we present our annual performance with our tenant groups/panels	Develop a programme of consultations for e-panel	Communities	Programme in place	31/03/2021	
We will facilitate a range of housing consultations when they arise, giving support and assistance to tenants to allow them to participate fully in the consultations, including providing	Facilitate a range of consultations; giving support and assistance to tenants to allow them to fully participate in consultations and provide feedback on outcomes of consultations	Communities	Meet all requests	31/03/2021	

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feedback on the outcomes of consultations and how these changes will affect tenants					
We will consult on how our tenant participation budget is spent each year with the members of the Angus Tenants Steering Group	Consult on how our tenant participation budget is spent each year with Angus Tenants steering group	Communities	Raise at March ATSG meeting	31/03/2021	
Development					
We will develop local area action plans in partnership with our local Community Housing Team	Create Local Area Plans, pilot in Carnoustie	CHT with input from Communities	4	31/03/2021	
	Develop new template that distinguishes between mainstream Communities team activities and targeted TP activity	Communities	Template in place	31/03/2021	
	Work with tenants to develop plan for National Housing Day	All	n/a	31/03/2021	Depends what tenants want and end of lockdown
We will develop tenant involvement on our Housing Improvement Team	Consult Tenants Steering Group on Action Plan 20/21	Communities	TSG involvement in action planning	31/03/2021	
We will produce a calendar of tenant participation	Publish calendar of ATSG events / activities each year.	Communities	Published	TBC	On hold until meetings can restart

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opportunities including attendance at community events, supermarkets, hospitals and libraries etc. to promote tenant participation activities	Develop procedure for creation of new tenants groups from the work done on local action plans	Communities	Procedure agreed	31/3/2021	
Learning & Achievement					
We will give recognition for learning and participation through awards and accreditations	Promote AAA to tenants via media strategy	Communities	Strategy agreed	31/3/2020	
	Deliver IT training to residents in sheltered housing complexes	Communities	Active in 8 complexes, 2 in each locality	31/3/2020	
We will support and maximise learning and achievement opportunities for our Angus Tenant's Steering Group and RTO's	Identify and promote learning opportunities for our steering group, e-panel and RTO's	Communities		Ongoing	
	Provide support to the Angus Tenants Steering Group and develop their role and remit with input from CHTs, Communities Team, and others	Communities	Role and remit in place	31/03/2021	Depends on lockdown
We will arrange networking events to allow our tenant groups to learn	Arrange network events to allow our tenants groups to learn from other groups from other	Tenants Steering Group/Communities	Visits take place	31/03/2021	May not be possible due to pandemic

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from other groups from other areas in how they work together to make tenant participation a reality	areas in how they work together to make tenant participation a reality				
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