

Tenant Participation Action Plan 2019-20

The Task	Aim	Date	Action by
1 Scottish Social Tenants Charter	Ensure performance management and reporting systems are in place to report to tenants how well we are achieving our performance targets for the ARC (Annual Return on the Charter). We will publish our ARC results each year by 31 st October	October 2019	HM, HM team & HM/M Sub members
2 Annual Review	Publish an Annual Review for all tenants highlighting our performance, achievements and future plans	October 2019	All Staff
3. Tenant Led Scrutiny	To continue to develop our service improvement group to review our services. To use this panel to test our new customer application and scrutinise our performance data and our annual report card as well as scrutinise our Annual Assurance Statement	March 2020	HM, HM Team & HM/M Sub members
4. To ascertain views of our services and policies regarding Larkfield and the services provided by the Association.	Continue to conduct telephone and other surveys. Use adhoc tenants events and other means for feedback to elicit tenants and resident's views on the quality of services delivered by the Association.	March 2020	HM Team
5. Tenant Satisfaction Survey Plan.	Continue to implement our tenant satisfaction survey action plan	March 2020	HM, HM team, HM/M Sub members

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<p>6. Carry out annual tenancy visits</p>	<p>To continue to carry out annual home visits to all our tenants to update our records and to ensure that tenants are receiving the services that reflect their needs and preferences</p>	<p>March 2020</p>	<p>HM team</p>
<p>7. To continue to develop our website to inform and update tenants and residents on activities of the Association and allow them to self-manage their tenancies.</p>	<p>To maximise the potential and value of our website to tenants and residents by ensuring that the site is user friendly and that information is updated on a regular basis.</p>	<p>March 2020</p>	<p>HM, Link Group, and HM/M Sub Members</p>
<p>8. Continue to develop a range of communication methods based on tenants' needs and preferences</p>	<p>To continue to increase the number of users on our social media to ensure we engage and communicate with customers (e.g. Apps for smart phones).</p> <p>To promote and advertise our MyLarkfield app/Customer Portal to encourage our tenants to self-serve. We will be promoting this at tenancy sign ups, Annual Tenancy visits and through office contacts</p>	<p>August 2019</p>	<p>HM, HM team</p>
<p>9. To continue to look to review and develop our newsletters to ensure that information is delivered in a format that is reader friendly and informative and encourages engagement with the wider community.</p>	<p>To engage with our tenants and residents through quarterly newsletters by informing them of the work of the Association and of other information relevant to the Larkfield area. Develop preferred methods of communication (e.g. electronic newsletters & survey monkey surveys)</p>	<p>March 2020</p>	<p>HM, HM team and HM/M Sub Members</p>

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<p>10. Ensure there is support for non-English speakers and vulnerable tenants to enable them to take part in influencing services</p>	<p>Provide interpretation and translation services when required. Ensure a variety of accessible information is available to customers.</p>	<p>March 2020</p>	<p>HM, HM team and HM/M Sub Members</p>
<p>11. To continue to widely promote meetings such as AGM with a view to ensuring that we maximise attendance. Continue to make available childcare/ crèche facilities at AGM to help increase attendance of tenants and residents with young families.</p>	<p>To encourage greater numbers to attend public meetings hosted by the Association thereby ensuring that tenants are fully informed of the work of the Association.</p>	<p>Sept 2019</p>	<p>HM, HM/ M team and HM/M Sub Members</p>
<p>12. To continue to provide support to Community Projects and events such as the “Fun day” and assist the Committee in developing and hosting these events.</p>	<p>To assist the Committee and local community in the organisation and promotion of local community events.</p>	<p>March 2020</p>	<p>HM, HM team</p>
<p>13. Maintain established Register of Interested Tenants and Service Users for different areas of the Associations Services.</p>	<p>Highlight those areas tenants are particularly interested in and about which they would like to be consulted in order to engage with individual tenants and service users in the review of our services and detailed review of policy.</p>	<p>March 2020</p>	<p>HM, HM team</p>
<p>14. Continue to provide new tenants with a “new tenant information and welcome pack” containing practical advice and basic household items such as cleaning materials and other useful household items.</p>	<p>To welcome new tenants to Larkfield and the Association by means of a welcome pack to help them settle into their new home.</p>	<p>March 2020</p>	<p>HM, HM team</p>
<p>15. To engage with all sectors of the Larkfield community through a range of participative events.</p>	<p>To engage with our tenants and residents and support local events and charitable causes.</p>	<p>March 2020</p>	<p>HM, HM team/HM/M Sub members.</p>

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16. To develop a new tenant's handbook	To provide our tenants with a user-friendly guide to their tenancy.	September 2019	HM, HM team.
17. To promote greater awareness of Digital Services and access to on-line services	To continue to highlight our tenant laptop loan scheme to increase digital skills of our tenants considering the welfare reform changes. Promote digital skills classes run by Inverclyde Council locally.	March 2020	HM, HM Team
18. To continue to gather resident's views on the re-development of Burns Square Community Garden and communal areas throughout Larkfield & implement the agreed Estate Management Action Plan from the Scrutiny Group	To encourage the local community to take positive action to improve their local environment	March 2020	AM, TM, HM & M Team
19. To obtain TPAS Scotland Accreditation.	This accreditation will ensure our strategy meets current legislation and good practice guidelines and promote the ways we engage with our tenants to improve our services	March 2020	Housing Manager