

## Review of Tenant Participation Strategy Action Plan

<b>Outcome</b>	<b>Activity</b>	<b>Position at 31.11.07</b>	<b>New Target</b>	<b>Completion Date</b>	<b>Officer</b>
Tenants and Residents Association representatives better able to represent their communities	Deliver a programme of training/ information sessions for tenant representatives	Tenant training programme developed and delivered from March 07	Develop and deliver a new tenant training programme to include tenant requested topics	March 08 to March 09	Community Liaison Manager / Information and Involvement Manager
Tenants and Residents Association representatives better able to represent their communities	Evaluate training and revise programme	Evaluation of tenant training programme from March 07 is ongoing	Evaluate and revise tenant training programme from March 08 in conjunction with tenant groups	March 09	Community Liaison Manager
Ensure all associations are aware of Equality and Diversity issues	Offer Equality and Diversity training to all Tenants and Residents Associations  Produce an Equality and Diversity leaflet for all Tenants and Residents Associations	Offered Equality and Diversity training to all TARA members  Produced and distributed an Equality and Diversity leaflet to all TARA members	Offer Equality and Diversity training to new TARA members  Complete	Ongoing	Information and Involvement Manager / Diversity Manager
Participation is sufficiently resourced	Re evaluate participation budget	Re evaluation is ongoing	Re evaluate participation budget in line with developing practices	March 09	Director of Customer Services in liaison with Doncaster Council

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Provide agreements to cover appropriate local scheme initiatives	Introduce Local Compacts on a request basis and review existing ones	Introduced 1 Local Compact and reviewed 4 existing Local Compacts	Complete	_____	Community Liaison Manager
Provide agreements that meet local needs	Actively promote and create new local compacts	Actively promoting benefits of Local Compacts and aiming for 4 new Local Compacts	Introduce 1 Local Compact per quadrant area per year	March 09	Community Liaison Manager / Information and Involvement Manager
Increased use of community facilities	Encourage the use of Community Houses	Set up a regular Community Houses forum meeting enabling sharing of good practices	Continue to support Community Houses forum meetings	Ongoing	Community Liaison Manager / Information and Involvement Manager
Increase knowledge of profile of Tenants and Residents Associations members	Carry out Diversity audit of all Tenants and Residents Associations	Carried out Diversity audit of all TARAs and developed an action plan	Implement action plan in conjunction with DFTRA	February 09	Information and Involvement Manager / Diversity Manager
Representation of Tenants and Residents Associations monitored so that any necessity for improvement is identified and can be worked upon	Tenants and Residents Associations to submit an Equal Opportunities Monitoring Form	This is included in the Diversity Audit of TARAs' action plan	To be introduced for all TARAs on an annual basis from April 08	Ongoing	Information and Involvement Manager / Diversity Manager

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Federation to reflect the community it serves	Affiliate as required	1 BME member 1 BME co-opted No HA, Leaseholder	To progress HA and Leaseholder membership to SJC	March 09	Information and Involvement Manager / Diversity Manager
Diverse community needs better reflection in consultation/ participation	BME Focus Group becomes a Tenants and Residents Association and a member is on the Standing Joint Committee (affiliated if not elected)	BME Doncaster Settlers TARA established and a member was elected to SJC at March 07 DFTRA AGM	Continue to support and develop the TARA	Ongoing	Information and Involvement Manager / Diversity Manager
Diverse community needs better reflection in consultation/ participation	Disability Focus Group to consider becoming a Tenants and Residents Association or clarify arrangements for feeding views into the Federation	Disability Focus Group decided not to become a TARA SJC member invited to attend all meetings and feedback to the Federation Minutes of meetings are emailed to Federation	Continue to support and develop the Disability Focus Group  Ensure mechanisms for consultation and feedback are maintained	Ongoing	Information and Involvement Manager / Diversity Manager
Diverse community needs better reflection in consultation/ participation	Set up Rural Focus Group and consider becoming a Tenants and Residents Association or clarify arrangements for feeding views into the Federation	Rural Focus Group decided not to become a TARA SJC member invited to attend all meetings and feedback to the Federation Minutes of meetings are emailed to Federation	Continue to support and develop the Rural Focus group  Ensure mechanisms for consultation and feedback are maintained	Ongoing	Diversity Manager

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Diverse community needs better reflection in consultation/ participation	Set up Younger Persons Group and consider becoming a Tenants and Residents Association or clarify arrangements for feeding views into the Federation	Younger Persons Group set up – called Doncaster Young Tenants Action Group (DYTAG) SJC member invited to attend all meetings and feedback to the Federation Minutes of meetings are emailed to Federation	Continue to support and develop the Young Persons Group  Ensure mechanisms for consultation and feedback are maintained	Ongoing	Community Liaison Manager / Diversity Manager
Diverse community needs better reflection in consultation/ participation	Investigate how customers with mental health needs can more effectively participate	Diversity Officer attends 'Involve' meetings arranged by the Doncaster PCT  Signpost customers for assistance	Investigate feasibility of a proactive repairs scheme for tenants with mental health issues	September 08	Community Liaison Manager / Diversity Manager