Tenant Participation

Strategy 2017~2020
Action Plan 2017~2018

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Tenant Participation

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Empowering Tenants

Supporting development of better communities

The 'Tenant Participation Strategy 2017~2020' has been developed in consultation with tenants, board members and staff. It sets out Apex's commitment to working in partnership with tenants and residents, enabling tenants to influence decisions about services they receive and supporting them to become involved in developing their communities.

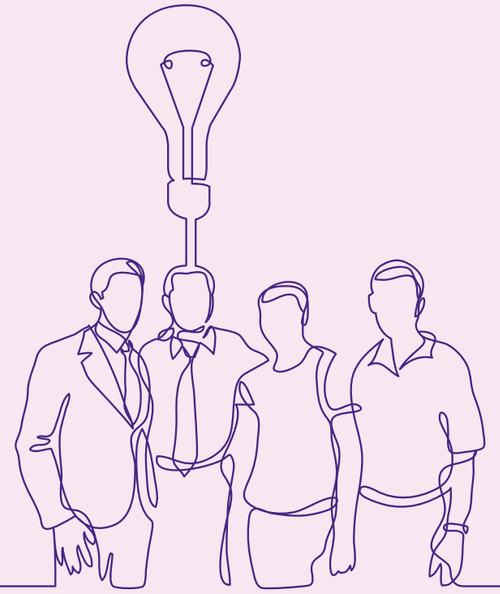
Apex will give tenants the opportunity to participate in the decisions that affect them by providing a range of opportunities to become involved and supporting them to develop their skills to enable effective participation. Apex will use the feedback received from tenants to improve the quality of services delivered, ensure value for money and improve tenant satisfaction.

While the tenant participation aspects of the Strategy will focus on our relationship with tenants, Apex will also work closely with residents, elected representatives and organisations working within Apex estates to develop thriving communities.

Through this Strategy, Apex aims to empower tenants, promote good relations, ensure equality of opportunity, improve service delivery and support the development of better communities.

The Strategy will be delivered in compliance with regulatory requirements and minimum standards including: 'The Tenant Participation Strategy for Northern Ireland: 2015-2020' (Department for Communities); the 'Minimum Standards' for nursing homes, residential care homes and domiciliary care agencies (Department of Health); and the 'Quality Assessment Framework' (Supporting People).

Apex is committed to the 'Principles for Tenant Participation' set out in 'The Tenant Participation Strategy for Northern Ireland: 2015-2020' (Department for Communities).



Levels of participation

Levels of participation for tenants and community members

Tenant: Person(s) who have a signed tenancy agreement with Apex.

Community Member: Person(s) other than 'tenants' who live in an Apex property, or close to an Apex development.

Supporting Participation

Apex offers support to tenants to enable them to participate. Apex will:

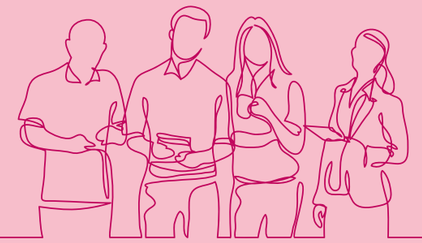
- Provide appropriate information in a timely way
- Provide resources to support participation and activities
- Provide transport or pay expenses
- Support tenants to access training

Participation opportunities

Active Tenant

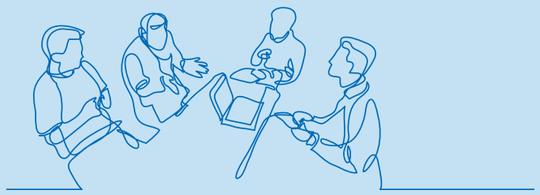
IN YOUR LOCAL COMMUNITY...
Take on the role of 'Active Tenant' and represent your community by attending local meetings and organising events. Apex will support you by providing any training required, as well as regular contact with your housing officer and updates from the Community Involvement Coordinator.

ALONGSIDE OTHER ACTIVE TENANTS...
All active tenants are invited to become part of the 'Active Tenant Network' where tenants set the theme of the event. Information is shared within the Network and then taken back and shared within neighbourhoods. The Network meets every three months - lunch is provided and transport costs reimbursed.



Focus Group

HELP TO REVIEW OUR SERVICES...
As part of a focus group you will work with Apex to review specific services to ensure we are delivering them in the best possible way to meet the tenants' needs. Focus groups come together up to three times a year for around two hours - refreshments are provided and transport costs reimbursed.



Mystery Shopper

TEST OUR SERVICES & GIVE FEED BACK...
When participating in the annual mystery shopper exercise you will contact staff without revealing your identity, and rate the service you receive. Training will be provided annually.

Ensuring effective tenant participation

What guides us
Apex has one strategic theme and five strategic objectives aimed at ensuring effective tenant participation and supporting the development of better communities.

STRATEGIC THEMES	STRATEGIC OBJECTIVES 2017~2020
1.0 Enable successful communities	1.1 Provide opportunities for tenants and residents to share their views and influence decisions.
	1.2 Enable tenants to scrutinise and monitor the services delivered by Apex.
	1.3 Keep people appropriately informed.
	1.4 Support tenants and residents to develop better communities.
	1.5 Demonstrate good governance.

Measuring our effectiveness
To ensure we achieve our strategic objectives, the 'Tenant Participation Action Plan 2017~2018' sets specific tasks. These are measurable and the outcomes are reported.

The 'Tenant Participation Strategy 2017~2020' does not operate in isolation, but instead seeks to develop working relationships with tenants and stakeholders that ensure effective service delivery and the development of thriving communities.

1.0 Enable successful communities

Strategic Objectives 2017~2020

1.1 Provide opportunities for tenants and residents to share their views and influence decisions.

Action Plan Tasks 2017~2018

1.1.1 Provide information and seek feedback from tenants through the mechanisms agreed for 2017~2018.

1.1.2 Develop a forum for tenant representatives to review participation successes and celebrate achievements by 31 December 2017.

1.1.3 Work with tenant representatives to develop a 'Calendar of Participation Events' to be shared with all tenants by 31 December 2017.

1.1.4 Review participation opportunities arising during 2017~2018 and, in consultation with tenant representatives, develop two new opportunities by 31 March 2018.

1.1.5 Work with community representatives to review the outcomes of community audits completed during 2016~2017; develop action plans and commence implementation by 31 March 2018.

1.1.6 Undertake four community audits by 31 March 2018.

If you would like to have a chat about how you could participate in the decisions that shape our services and your community - please get in touch with one of Apex's Community Involvement Coordinators:
Tel. **028 7130 4800** or email **housing@apex.org.uk**

1.0 Enable successful communities

Strategic Objectives 2017~2020

1.2 Enable tenants to scrutinise and monitor the services delivered by Apex.

Action Plan Tasks 2017~2018

1.2.1 Implement the programme agreed with tenants to scrutinise and monitor identified services and make recommendations for improvement by 31 March 2018.

1.2.2 Work with tenant representatives to review the methods used to scrutinise and monitor services and make recommendations for improvement by 31 March 2018.

1.2.3 Deliver timely and appropriate training for staff and tenants to enable effective tenant participation throughout 2017~2018.

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ACTION PLAN 2017~2018

1.0 Enable successful communities

Strategic Objectives 2017~2020

1.3 Keep people appropriately informed.

Action Plan Tasks 2017~2018

1.3.1 Provide relevant, accurate, timely and accessible information to tenants during 2017~2018.

1.3.2 Review how feedback on consultation outcomes and its influence on future service delivery is provided to tenants and make recommendations for improvement by 31 March 2018.

1.3.3 Use the Apex website to communicate participation opportunities for tenants and current information on important issues during 2017~2018.

1.3.4 Review the information provided to tenants in the 'Apex Observer' using tenant focus groups and community audits. Make recommendations for improvement by 31 December 2017.

1.3.5 Work with tenant representatives to develop our local newsletters and improve quality of content by 31 March 2018.

1.3.6 Work with tenant representatives to review the current methods for engaging with Apex's rural communities and 'hard to reach' tenants. Make recommendations for improved engagement by 31 March 2018.

1.3.7 Provide an update to tenants on implementation of the 'Calendar of Participation Events' and relevant outcomes by 31 March 2018.

1.0 Enable successful communities

Strategic Objectives 2017~2020

1.4 Support tenants and residents to develop better communities.

Action Plan Tasks 2017~2018

1.4.1 Provide an annual update on participation opportunities and outcomes, encouraging participation and advising on support available by 31 December 2017.

1.4.2 Review resources annually and agree a budget to support participation activities by 31 March 2018.

1.4.3 Promote the 'Tenant Participation Grants Scheme' within Apex communities and award grants bi-annually, following consultation with the Apex 'Active Tenant Network'.

1.4.4 Work in partnership with other agencies to improve engagement with Apex communities and respond to their particular needs during 2017~2018.

1.4.5 Develop a programme of training and support for tenants interested in availing of a participation opportunity by 31 March 2018.

1.4.6 Review the support provided to active tenants and make recommendations for improvement by 31 March 2018.

1.4.7 Review how to foster engagement within new housing developments by 31 March 2018.

1.4.8 Review the findings of the 'T:BUC (Together Building United Communities) Survey' at Ballynafoy Close, Belfast; and agree an action plan to further develop community cohesion by 31 December 2017.

ACTION PLAN 2017~2018

1.0 Enable successful communities

Strategic Objectives 2017~2020

1.5 Demonstrate good governance.

Action Plan Tasks 2017~2018

1.5.1 Provide quarterly updates to the Board on the 'Tenant Participation Action Plan 2017~2018'.

1.5.2 Implement the actions arising from the compliance review of the 'Tenant Participation Strategy for Northern Ireland 2015-2020' by 31 March 2018.

1.5.3 Develop the new monitoring and reporting systems and agree a programme for implementation to ensure compliance with the new consumer standard by 31 March 2018.

1.5.4 Agree the opportunities and support available to tenants to enable them to participate at Board level by 31 March 2018.

1.5.5 Continue to ensure compliance during 2017-2018 with: the 'Tenant Participation Strategy for Northern Ireland 2015-2020'; the 'Minimum Standards' for nursing homes, residential care homes and domiciliary care agencies (Department of Health); and the 'Quality Assessment Framework' (QAF2) standard on client involvement and empowerment.

If you would like to have a chat about how you could participate in the decisions that shape our services and your community - please get in touch with one of Apex's Community Involvement Coordinators:
Tel. **028 7130 4800** or email **housing@apex.org.uk**

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This document is available in alternative formats on request.

The Apex Voluntary Housing Group comprises:

Apex Housing Association Limited
Newington Housing Association Limited
Fairbuild Homes (NI) Limited

View detailed information about ***Apex's services*** *on www.apex.org.uk*

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