

## Community Participation Action Plan – Dumfries and Galloway 2019/20

This section summarises the main actions we intend to promote Community Participation in Dumfries and Galloway during 2019/20. This is a working document, being update throughout the life of the Action Plan.

### Participation in Dumfries and Galloway

Action	How the action will be carried out	Lead Officer	Resources	Completion target April 2019/March 2020				Intended outcome	Measured by. To include Lead Officer recording numbers attending, gender, age (under 25, 25-60, over 60), disability, ethnicity	Specific aims and key objectives (DGHP Business Plan)
				Q1	Q2	Q3	Q4			
Promote and support exiting TARA organisations	Support/ promote TARAs across Dumfries and Galloway; Attend meetings, funding, support as and when required.	Community Participation Manager and Officer	Within existing resources	Attendance at meetings, as and when required throughout the year				Sustain the existing groups and give opportunities to set up more groups	Ensure that the TARAs remain active in Gretna, Lochmaben, Annan, Langholm, Maxwelltown North, Troqueer, Locharbriggs, Cresswell, Stranraer, Kelloholm and Kirkconnel. Also, Federation	Strategic Objective 4
Implement the new tenant engagement	Set up a series of meeting with DMCs and Federation to	Company Secretary	Within existing resources	Continuous throughout the year. Governance review report end March 2019.				Working with DMC and Federation members take	Implement the new tenant	Strategic Objective 4 & 5

structure with existing DMCs and Federation in line with the outcome of the recent Governance Review	develop a new tenant engagement structure allow the tenants voice to be heard taking into account outcomes of the Governance review	Stakeholder Relationship Manager Communities/ Communication Team		Looking to have in place a new structure by AGM 17 <sup>th</sup> September 2019 when DMCs will be formally disbanded.				forward a new tenant engagement structure within DGHP to allow tenants voice to be heard and acted upon. In line with the Governance review	engagement structure	
Implement new tenant engagement structure with DMCs and Federation members setting up the Tenant Voice Advisory Committee. DMC disbanded at AGM in September	By advertising for interest from tenants with basic I.T skills, able to communicate and challenge. Set up training for new committee. Develop a tenant charter and terms of reference for committee.	Stakeholder Relationship Manager Company Secretary Community Participation Manager	Within existing resources		09/19			Have a new tenants committee of 8 tenants and 2 Board members to be functional after the AGM on 17 <sup>th</sup> September. 2019	The work carried out by the committee to raise issues with the Board, so the tenants voice is heard. Members attendance at meetings and challenges recorded and acted upon.	Strategic Objective 1 & 4
Implement as part on the new tenant engagement structure Neighbourhood Observers to Carry out Inspection across areas of Dumfries and Galloway	Work with DMCs and Federation to set up a new structure for tenants to inspect and report issues across the region. Carry out inspections such as void standards, common blocks, ground maintenance etc. Set up terms of reference, recruitment and training.	Stakeholder Relationship Manager Community Participation Officer	Within existing resources		09/19			Produce a format for reporting issues/complement back to the main Tenant Voice Advisory Committee for further action as required.	Numbers of issues identified – actions taken. Report findings to Head of Services and DGHP Board through the Tenant Voice Advisory Committee	Strategic Objectives 2 & 4

<p>DGHP Scrutiny Panel to scrutinise an identified part of DGHPs services</p> <p>As part of the new tenant engagement structure increase the panel to 10 members</p>	<p>Scrutinise identified part of DGHPs service. Also, to look at recruiting programme and training for new scrutiny panel members</p>	<p>Service Improvement Manager and Stakeholder Relationship Manager</p>	<p>Within existing resources</p>		<p>09/19</p>	<p>12/19</p>		<p>Scrutiny Panel to highlight any failings and good practice by way of report and suggested actions. Set up a training programme for scrutiny members/ recruit further members to have a pull of members to work with.</p>	<p>Report findings to Board and Head of Services and Board implementing any agreed proposals. Numbers recruited</p>	<p>Strategic Objective 1 &amp; 4</p>
<p>Pilot a Community gathering in Wigtown. This will form part of the new Tenant Engagement structure to feed information into the new Tenant Voice Advisory Committee</p>	<p>Hold a pilot event in Wigtown base around DGHP Investment Programme works, stock condition survey.</p> <p>Other staff T.I, N.M. TLO. Community Participation</p> <p>Anglian Windows – sample windows</p> <p>Police Scams Council – kerb side recycling Prize – voucher donated by Anglian</p>	<p>Community Participation Manager</p> <p>D &amp; G Council Police Scotland</p>	<p>Within existing resources</p>		<p>08/19</p>			<p>Establish issues raised about property condition – other issues repairs/rents etc.</p> <p>Inform tenants about up and coming investment works.</p>	<p>Numbers attending – information gathered and acted upon</p>	<p>Strategic Objective 1 &amp; 4</p>

<p>Pilot a Federation Information Project in 4 areas of Annandale and Eskdale by using village halls.</p> <p>With a view to roll out to the rest of the region.</p>	<p>Use of the Federation Information project– TARA/Fed Members</p> <p>Federation members to promote the outreach surgery dates and venues in partnership with DGHP.</p>	<p>Community Participation Manager To support Federation</p>	<p>Within existing resources</p>			08/19	<p>Working in partnership with Federation to engage with tenants not having an opportunity to have contact with DGHP. Aim to increase Tara/Federation membership. Provide information to assists with Universal Credit/Rent first/promote credit unions/awareness of loan sharks</p>	<p>Meeting personally 10 – 20 tenants per location</p> <p>Numbers attending and queries actioned.</p>	<p>Strategic Objective 4</p>
<p>Story Telling events with Sheltered Housing Residents in Catherinefield Court, Dumfries and Daar Lodge, Kirkcudbright</p>	<p>Funding through the Wigtown Book town Company and Open Book in place for an author to deliver a monthly session at each location till the end of the year. Sheltered residents to engage with storyteller and DGHP CP Staff</p>	<p>Community Participation Manager Storyteller/ Author</p>	<p>Funded and within existing resources And external funding</p>		09/19		<p>Provide an opportunity for the more elderly/vulnerable residents to meet and interact around different stories with each other and give views on any other DGHP service/matters. Culminating on a visit to a Wigtown Book festival event end September</p>	<p>Engage with 20 residents from Catherinefield Court and Daar Lodge. Use monthly groups to consult/engage on other DGHP matters. Seek feedback on events.</p>	<p>Strategic Objective 4</p>

Review the 'Interested tenants' list for Dumfries and Galloway	Using the information from the area census completed over the past year set up a list of interested tenants that can be consulted on subjects across Dumfries and Galloway through focus groups or questionnaires texts etc	Community Participation Officer	Within existing resources	04/19				To have a meaningful list whereby we can consult on local subjects/issues relating to tenants across Dumfries and Galloway	Develop a list of 50-100 interested tenants and keep this updated on an ongoing basis. Thus, allowing the company to be able to consult/engage with tenants from across the region more readily.	Strategic Objective 4
Genre 19 Intergenerational Project.	Working with the Oasis centre set up sessions with pupils from Dumfries Academy and DGHP Sheltered Housing Residents to engage and interact through a visit to Catherinefield Court Sheltered Housing	Community Participation Manager Sheltered Housing Staff and Oasis Centre Staff	Within existing resources	05/19				To raise awareness of intergeneration working and swapping stories and experiences Finding out about Sheltered Housing.	Numbers attending and meaningful feedback	Strategic Objective 4
DMC members across Dumfries and Galloway to monitor Ground Maintenance works local to them.	By individual members recording grass cutting, weed killing, shrubs maintenance in the area local to them. Submitting findings and challenging contractors at end of season.	Community Participation Manager	Within existing resources			10/19		DMC members to highlight that regular ground maintenance works are carried out as per contract. Highlighting any failings or good works.	Report findings to Head of Services highlighting issues to be raised with contractor for service improvement. Feedback at end of season by DGHP Head of Service and contractor to DMCs.	Strategic Objective 1 & 4
Host community event in Langholm working with Langholm Initiative and Langholm	Set up an event Langholm focusing on DGHPs services and investment programmes. Working with local school covering housing/careers	Communities and Communications team	Within existing resources	06/19				To engage with tenants and local community to allow them access to staff and contractors to discuss issues. Engagement with	Numbers attending feedback on topics. School attendance and feedback.	Strategic Objective 4

Academy Use as a pilot for other area events	Providing benefit checks for tenants and working with other agencies and DGHP contractors							young people on housing and community matters. Working with local Tara to promote membership.		
Working with Gretna Tara on a project to improve the area around the Barracks in Gretna.	Gretna Tara working with DGHP staff and contractor and local community to improve the barracks area in Gretna, Tara sourcing funding.	Local Neighbourhood Manager Community Participation Officer	Within existing resources		08/19			Empowering the local Tara to apply for funding to do works to improve the Barracks area, linking in with the Devil's Porridge and other members of the local community.	Funding sourced and improvements made. Numbers of the local community engaging.	Strategic Objective 4
Lincluden project -to make improvements to an area of land for children to safely use.	The Neighbourhood Manager identified an area for improvement working with local tenants and residents, their children and the Community Participation Officer. Hosting an event on completion.	Local Neighbourhood Manager Community Participation Officer	Within existing resources		04/19			To empower local tenants and residents to take a pride in their area, involving them in clean ups, activities for their children 9 bug hotel etc. Hosting an event on site on completion of project.	Improvements made. Numbers of local tenants and residents engaged with. Numbers attending event. Publicity for DGHP.	Strategic Objective 4
'Nana's Secret Garden' project Lochside	Community Participation Officer to work with the LIFT in Lochside to improve the area to the rear of the flats 100/110 Lochside road. Through the LIFT work with community groups and school children to develop a secret garden (providing an	Community Participation Officer Neighbourhood Manger LIFT	Within existing resources		07/19			To empower local tenants and resident/community groups and school children to take ownership of the garden area/ using for education and development	Improvements made. Numbers of local tenants and residents engaged with.	Strategic Objective 4



									<b>disability, ethnicity</b>	
To consider DGHP's proposed rents for 2020/21	To carry out a presentation to the New Tenant Voice Advisory Committee and Federation of tenants' and residents' association, Wider Tenant Focus Groups	Executive Management Team	Within existing budget			10/19		To seek feedback on the proposed annual rent increase	Meaningful responses to the consultation	Strategic Objective 5
To consider DGHP's proposed priorities for 2020/21	To carry out a presentation to New Tenant Voice Advisory Committee, Federation of tenants' and residents' association and Wider Tenant Focus Group	Executive Management Team	within existing budget			10/19		To seek feedback on the proposed company's priorities	Meaningful responses to the consultation	Strategic Objective 5
To develop DGHP CP-Area Action Plan 2020/21 and new Community Participation Strategy ( Strategy put on hold due to ongoing changes with Company and Tenant engagement)	Discussion to develop a CP Area Action Plan for Dumfries and Galloway for 2020/21 with DMC /Federation/staff and consult on the new Community Participation Strategy-	Community Participation Manager	Within existing budget	04/19	07/19			To seek feedback on what should go into the area plan and new community participation strategy Note: subject to the outcomes from Governance/strategic reviews	Meaningful responses that can go into action plan and strategy	Strategic Objective 4 & 5
To consider the changes to the new Allocations Policy	Set up a consultation for DMCs/Federation and other Homes4D&G partners on the new Allocations Policy. Develop and print an information newsletter with questionnaire for all those on waiting list.	Head of Supporting people Common Housing Register Co-ordinator	Within existing budget and Homes4D&G budget	04/19				To seek views on the proposed changes to the Allocations Policy. Raise awareness of changes.	Seek views and awareness of changes	Strategic Objective 4



		Community Participation Manager								
To consult with DMCs and Federation on the proposed new Tenant engagement structure	Set up a series of meetings to get input from tenants on the new proposed structure ( governance review March 2019)	Head of Housing Services Company Secretary Stakeholder relationship Manager	Within existing budget		09/19			To seek views on the proposed new tenant engagement structure to replace DMCs	Meaning full responses that can be implemented going forward	Strategic Objective 4
Carry out a Tenant Ballot on DGHPs constitutional partnership with the Wheatley Housing Group	Set up door to door visit to every tenant. Set up meetings with tenant groups. Recruit Independent Tenant Advisor	Head of Housing Services Stakeholder Relationship Manager TPAS	Within existing budget			10/20		To ensure tenants understand what a constitutional partnership means and information about Wheatley and what this Partnership would mean to the Tenants	Number of tenants visit. Number of group sessions What benefits to our tenants? Successful ballot outcome.	Strategic Objective 4
Tenant Satisfaction Survey	Carry out a 3 yearly tenant satisfaction survey using and independent consultant.	Research Resource Communities and Communications Manager	Within existing budget		09/19			To seek the view of 1350 tenant experience in the level of satisfaction with Services	The number of tenants taking part. Level of satisfaction	Strategic Objective 4

## Communication across Dumfries and Galloway

Action	How the action will be carried out	Lead Officer	Resources	Completion targets April 2019 – March 2020				Intended outcome	Measured by To include Lead Officer recording numbers attending, gender, age (under 25, 25 to 60, over 60) disability, ethnicity	Specific aims and key objectives
				Q1	Q2	Q3	Q4			
Publicise the Constitutional partnership with the Wheatley Housing Group	<p>Through our website press and internal communications</p> <p>This will take various strands and will develop as the months go on</p> <p>Things like flyers, cards, newsletter articles, website, social media, press releases etc</p>	<p>Community and Communications Manger</p> <p>Working with Wheatley group</p>			<p>07/19 08/19 09/19</p>	<p>10/19 11/19 12/19</p>		<p>To ensure staff tenants and stakeholders are provided with accurate information on the Constitutional Partnership with Wheatley Housing Group</p>	<p>Successful tenant ballot and positive press</p>	Strategic objective 4
To promote in the open-door the DMCs, local Taras and Federation. New Tenant Engagement Structure	To have include articles on the work of the DMCs, Federation and local Taras. Information on the new tenant engagement structure	Community and Communications Team	Within existing budget	04/19	08/19	12/19		Promote getting tenants interested in DGHP, membership for Taras and enable all tenants/residents to see	Interest from tenants and residents – attendance at events Interested tenants	Strategic objective 4

								what is happening in their area and with the company		
To promote DMCs/ Taras and getting involved through DGHPs website	To further develop DGHPs website to make it more user friendly for those accessing , webpages page for Community Participation. And New tenant engagement structure	Community and Communications Team	Within existing budget	05/19					Numbers of members accessing website, Feedback	Strategic objective 4
To promote getting tenants involved at events	Create new pop ups and visuals/promotional items to promote Community engagement/ getting involved	Community and Communications Team	Within existing budget	04/19				To promote membership and engagement with tenants	Interest from tenants and residents – attendance at events	Strategic objective 4
To promote DMCs/Federation/ Taras work and DGHP events through Facebook/ website	By placing DMCs/Federation and Taras activities on Facebook and website as they happen.	Community and Communications Team	Within existing budget	*	On going	*	*	To promote the work of DMCs and Taras and enabling tenant to participate in events in their area.	Number of persons viewing the site and feedback Increasing the interested tenants list by at least 10	Strategic objective 4
Develop Digital Strategy (communications) for the company	Through the digital strategy board further consultation with staff and tenants linking in with Communications Strategy.	Digital Strategy Working Group Lee Herron	Within existing budget			12/19		To steam line all company systems and operational working to improve services	Feedback and development stages	Strategic objective 1, 4, 6

## Education across Dumfries and Galloway

Action	How the action will be carried out	Lead Officer	Resources	Completion targets April 2019– March 2020				Intended outcome	Measured by To include Lead Officer recording numbers attending, gender, age (under25, 25 to 60, over 60) disability, ethnicity	Specific aims and key objectives
				Q1	Q2	Q3	Q4			
To offer presentations to school leavers on housing and related issues	Send letters and form on what is required to all secondary schools across Dumfries and Galloway, to establish what they require from DGHP regards to <i>offering presentation on how to get a home, maintaining a tenancy, respect in your community and careers</i>	Community Participation Officer	Within existing resources			10/19		Increase the awareness of young people on the challenges that awaits them when leaving home and future careers	Feedback from young people on issues raised by them DGHP can action/ request from the schools Numbers attending the sessions.	Strategic objective 4
Starter Pack Enterprise Project with North West Dumfries Community Campus pupils	Set up meetings with school establishing a timetable, delivering the project to two groups of pupils. Term 1 – 28 pupils, launch presentation to the school Friday August 30 <sup>th</sup> . Plan/timetable sessions with pupils to produce	Communities and Communication Manager Community Participation Manager	Within existing resources		08/19	10/19		Increase awareness of budgeting/combating poverty and supporting other in your community. Making a profit to	Number of starter packs produced and delivered to new tenants in Lochside, North West Dumfries. Learning opportunities for pupils through engaging with the	



To engage with LGBT young person's group	Set up an engagement with young people from the LGBT group to address housing and community issues	Margaret McKeand	Within existing resources		07/19			Act upon any housing/community issues identified	Numbers attending. Feedback from young people/ how better to communicate with young people.	Strategic Objective 1 & 4
Engage with Refugee Families	By working with families to help them settle into the local community and consult on relevant subject.	Supporting people service	Within existing budget	*	*	*	*	Identify any issues from the settling in process and feedback on consultation/engagement.	Feedback from families and community. Numbers engaging in consultations/surveys.	Strategic Objective 1 & 4

### Training across Dumfries and Galloway

Action	How the action will be carried out	Lead Officer	Resources	Completion targets April 2019 – March 2020				Intended outcome	Measured by To include Lead Officer recording numbers attending, gender, age (under 25, 25 to 60, over 60) disability, ethnicity	Specific aims and key objectives
				Q1	Q2	Q3	Q4			
Training programme for Tenant Voice Advisory Committee, Neighbourhood Observers, Scrutiny Panel	Establish a training programme for the committees, panels that will form part of the new tenant engagement structure. In line with the recent Governance review.	Stakeholder Relationship Manager Company Secretary	Within existing budget			10/19		Provide training for member to fulfil their roles within the new tenant engagement structure	Numbers attending training and feedback	Strategic Objective 5

Training Federation and Taras	Provide training for Federation/Taras based on training needs feedback forms and outcome from Strategic review. Website, GDPR and funding training	Community Participation Manager	Within existing budget	05/19	08/19	10/19	Provide training to Federation/Tara members to allow to them to develop to carry out their roles.	Numbers attending training and feedback	Strategic Objective 5
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