Appendix 1

What actions/what we aim to do	Priority for Strategy	Who will carry out this task	By when/ how long/one off/ongoing	What resources - £, staff, etc	Communication, who needs to know what	monitoring
Staff						
Resourcing tenant participation – identify "champions" in each team to work together to increase participation & plan, set tasks/develop calendar – support staff – its everyone's role.	Yes	HSM to action and organise champion from each dept				
Mainstream engagement into practice, reviewing, planning and decision making – standing agenda item for all team meets, action point on all agendas.	Yes	Champion to lead in each team				
Develop and promote a culture of openness and willingness to engagement – training to inform & support all staff	Yes, staff training	SMT				
Annual tenancy visit – add 3 best, 3 worst things about being a RSHA	Yes	H/O				

tenant and if we could do one thing to improve our service for customers what would it be? Promote TP & Invite tenants to focus group or similar.						
"How to" guides for staff	Yes	TPAS to investigate. Co/produce				
Rent & other consultations – staff input & reminder at every contact with customers during consultation process		All staff				
Information						
Calendar of events – internal & external & save the date/topic well-advertised & staff aware of activities	Yes	All depts feed into HSM to coordinate				
Cheery friendly summary "getting involved" - document to compliment strategy	Yes - these two documents should be ready to	TPAS to draft this when strategy approved by RSHA				

	launch together					
Newsletter – getting involved section – impacts, feedback, Celebrate and share success, who to contact, you said we did – named person, Calendar of events	Yes -	Champion for relevant dept.				
Engagement						
Go to tenants – going local tenant's gatherings – localities link to highland games and other events. Trial getting out and about for Rent setting review	Yes, no specific programme	Who, depends on subject e.g., rent review HO. Repairs/AM – PSO & PSC				
Create tenant "tick" publication group – could be online group – comment & edit information and publications. Remit to be agreed	Yes	HSM set up. CSO & others depending on publication				
Training/support for tenants gathering– scrutiny methods etc.	yes	HSM to set up				

Set up action plan monitoring group	yes	HSM/Champions & and Tenants Gathering/interested tenants				
Scrutinising our services - create groups from Tenants Gathering based on tenants' interests and invite other interested tenants & tenants from our consultation data base to get involved to focus on specific topics with training and support– invite tenants from other RSL to explain what they do? (LINK HA?)	Yes, as and when required	HSM to oversee. Champions to set up scrutiny group for their dept / topic				
Support setting up new tenants & residents' groups as requested	yes	HSM to co-ordinate				
Continue to support/ meet/recruit Landscape reps/ Winter Weather Watchers.	yes	Housing Services Advisor				
Create Procurement working group for repairs service procurement, tenants, staff & board.	Slight delay	Director of Housing and Property Services				

Agendas for gatherings shared – RSHA and tenants	yes	HSM & champions				
Gathering meeting with STA, view to future membership	yes	HSM				
Gathering members encouraged to attend events, conferences & training	yes	HSM				
Communication						
Promote engagement through community Facebook pages & Signpost to RSHA		CSO				
Promote impacts of getting involved – website, newsletters etc. Promote register of involvement, invite to themed local gatherings, focus groups	Yes	Champions & CSO				
Feedback – after walkabouts, gatherings, consultations – using all options	Yes	Staff on walkabout, Champions, shared responsibility				

Website – dull – needs to be livened up – out of date information taken off. Participation tab added to allow easy access to information, calendar of events, topics etc. Year 1	Year 2	IT & digital strategy				
Digital						
Website – dull – needs to be livened up – out of date information taken off. Participation tab added to allow easy access to information, calendar of events, topics etc	Year 1	IT & digital strategy				
Develop tenant APP, with consultation option	Maybe more realistic in year 2	IT & digital strategy				
Use different online platforms e.g. zoom, Skype etc for tenants to "attend" meetings. blended approach	Use Microsoft Teams and invite tenants as	IT & digital strategy				

	guests as we have this set up now. Maybe changed to Near Me					