

Community Action Plan 2017-2018



Introduction to the Community Action Programme for City Housing

The aim of the Community Action Programme is to increase social inclusion, community spirit and pride within City Housing tenant communities through a strength-based community development approach.

Community Action is a community development programme that involves tenant neighbourhood and communities in addressing significant and multi-faceted areas of social disadvantage and exclusion. It seeks to maximise the relationships between the built environment, the people living in a particular location and the agencies working there to increase social inclusion, community spirit and pride within City Housing tenant communities through a strength-based community development approach. There is an emphasis on empowering communities and building their motivation and capacity to solve problems and take ownership of their future.

City Housing is one of New Zealand's largest social housing providers with a current stock of approximately 2,300 units. Our objectives are to:

- Provide quality housing that responds to genuine need
- Assist people with low incomes and special needs
- Give priority to groups most in need of housing
- Offer support to people until they can participate in the private rental market

The challenges presented by an aging portfolio, medium to high density stock, with a high proportion of bed-sits and one bedroom units, central location (high opportunity costs, but good access to services and public amenity), high turnover 10-15% per annum, earthquake strengthening requirements and increasing tenant expectations around design and amenity values, was the catalyst for the development of a successful partnership with Central Government. This partnership led to a \$220M investment by the Crown to upgrade the Council's housing portfolio, with the terms and conditions laid out in a Memorandum of Understanding (MOU) and Deed of Grant and became known as the Housing Upgrade Project.

The overarching objective of the Housing Upgrade Project is to upgrade the housing stock to be safe, secure and of good standard for modern living :

The Council's objectives for entering into an agreement with the Crown and HNZA to upgrade the portfolio are to:

- 1) Ensure the long term provision of social housing in Wellington;
- 2) Enable the City Housing to provide safe and secure housing to an appropriate modern standard;
- 3) Ensure the on-going financial sustainability of the City Housing portfolio.

The need to facilitate revitalisation of tenant communities alongside the physical upgrade of properties was recognised as a critical element of the renewal process, with funding provision for the development of an 'Estate Action' programme incorporated in the \$220M Deed of Grant. This is now known as the Community Action Programme.

Internationally, investment in community regeneration has been justified from three important perspectives.

- ✓ On social equity grounds, high levels of social disadvantage are intolerable in relatively wealthy countries such as New Zealand.
- ✓ On economic grounds, the case is based on the high cost to society of the problems of disadvantage and under-utilisation of human resources.
- ✓ From an asset management perspective, community regeneration can be justified on the basis that investment in housing assets can be sub-optimal or even futile if social disadvantage among tenants is not also addressed.

Community development emerges as the most significant factor in ensuring the genuine involvement of the community in regeneration (Duncan and Thomas, 2000)

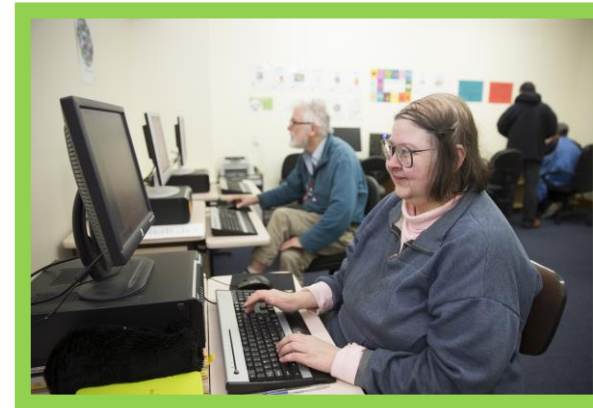
The **Deed of Grant** sets out the following outcomes of the Community Action Programme:

- Strong inclusive, sustainable communities are created and social exclusion is addressed;
- Has a high level of ownership by the City Housing tenant community;
- Tenants are able to articulate their aspirations for the communities in which they live;
- Encourages effective multi-agency responses to identified community needs and aspirations;
- Is fully integrated with the Housing Upgrade Programme and supported by all Wellington City Council Business Units.

As the Housing Upgrade Project and Community Action Programme are part of a 20 year programme of work, City Housing is committed to ensure that quality engagement is integrated into business as usual.

The approach and underlying philosophy of Community Action is community development where the main focus of work is working with the community to identify priorities, develop a community vision or plan, establish consultative and participatory structures and implement a comprehensive programme of support and resources for community based activity and projects through a capacity building plan. This is a long term strategy that requires:

- considerable skills and experience in facilitating group development;
- a strong commitment to equal opportunities, anti-discrimination and equity;
- high levels of interpersonal skills;
- an ability to support and encourage learning;
- a good understanding of local government policy and practice; and
- a keen political awareness.



Key principles of Community Action

Community Development is not about defining and establishing something called community, but rather an ongoing and complex process of dialogue, exchange, consciousness-raising, education and action aimed at helping people concerned to determine and develop their own vision of community. This may be a different version from that developed by another group....there is no single 'right' formula which constitutes a community and no single 'right' way to develop it. (Jim Ife)

This section sets out the key principles of community development and fundamental for working with the community and underpins the Community Action Programme.

- Open and transparent engagement;

Effective and honest consultation and engagement with community members requires commitment, honesty, clear boundaries and useful two-way communication. The processes used are to have a clear purpose and realistic timeframe, is participatory, creative and encourages a wide range of contributions.

- Enabling and ensuring tenant participation

Ensuring participation is based on the notion that people know best about their own circumstances and needs, that they have knowledge, abilities and experience. Community participation in decision-making processes ensures that the community's needs and interests remain central and that services are relevant and appropriate. While there has been substantial debate over the nature and extent of participation, there is an emerging consensus that neither the state nor the market can provide the solution for disadvantaged communities without the active engagement of local people. Community participation is therefore cast as an essential if not central process of renewal and as an end in itself.¹ Community participation in decision-making is intended to go much further than traditional consultation. It involves the community in

¹ Wood, Randolph, and Judd (2003) Resident Participation, Social Cohesion and Sustainability in neighbourhood renewal: developing best practice models

- ✓ identifying the problem or issues
- ✓ making decisions regarding goals and means to achieve goals
- ✓ being supported by organisations to achieve their goals; and
- ✓ where possible taking leadership of project activities or workstreams.
- ✓ building effective and meaningful partnerships

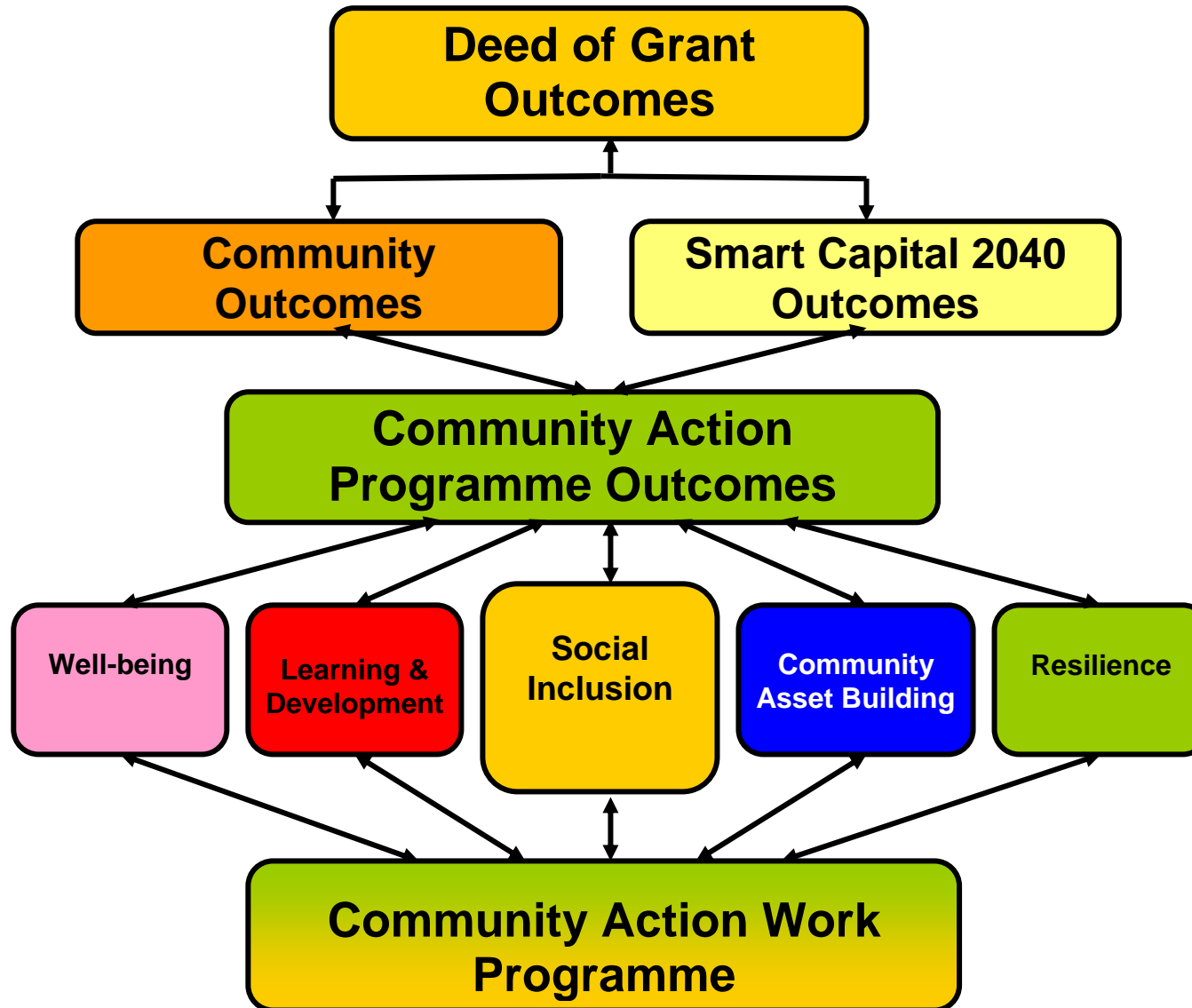
Community development involves working for effective partnerships at all levels and across all sectors. The issues that impact on communities often cross the boundaries of statutory and non-statutory organisations so working together in a meaningful way is essential in providing an holistic approach to improving quality of life and creating the conditions for social cohesion. It breaks down barriers and silos and prevents unnecessary duplications of effort and resources and provides the means for the initiatives to become sustainable.

- Working for sustainable and lasting change

Community development is a continuous long-term process and creates positive and lasting change within the community. In overseas examples, regenerative initiatives have proven to have short term benefits if there has been limited effort given to exit strategies and reliance on specific regenerative funding. By using a community development approach, focus will be given to linking projects and initiatives to external resources, leadership development and capacity building to build up skill and expertise to enable tenants and residents groups to source funding and expertise themselves.



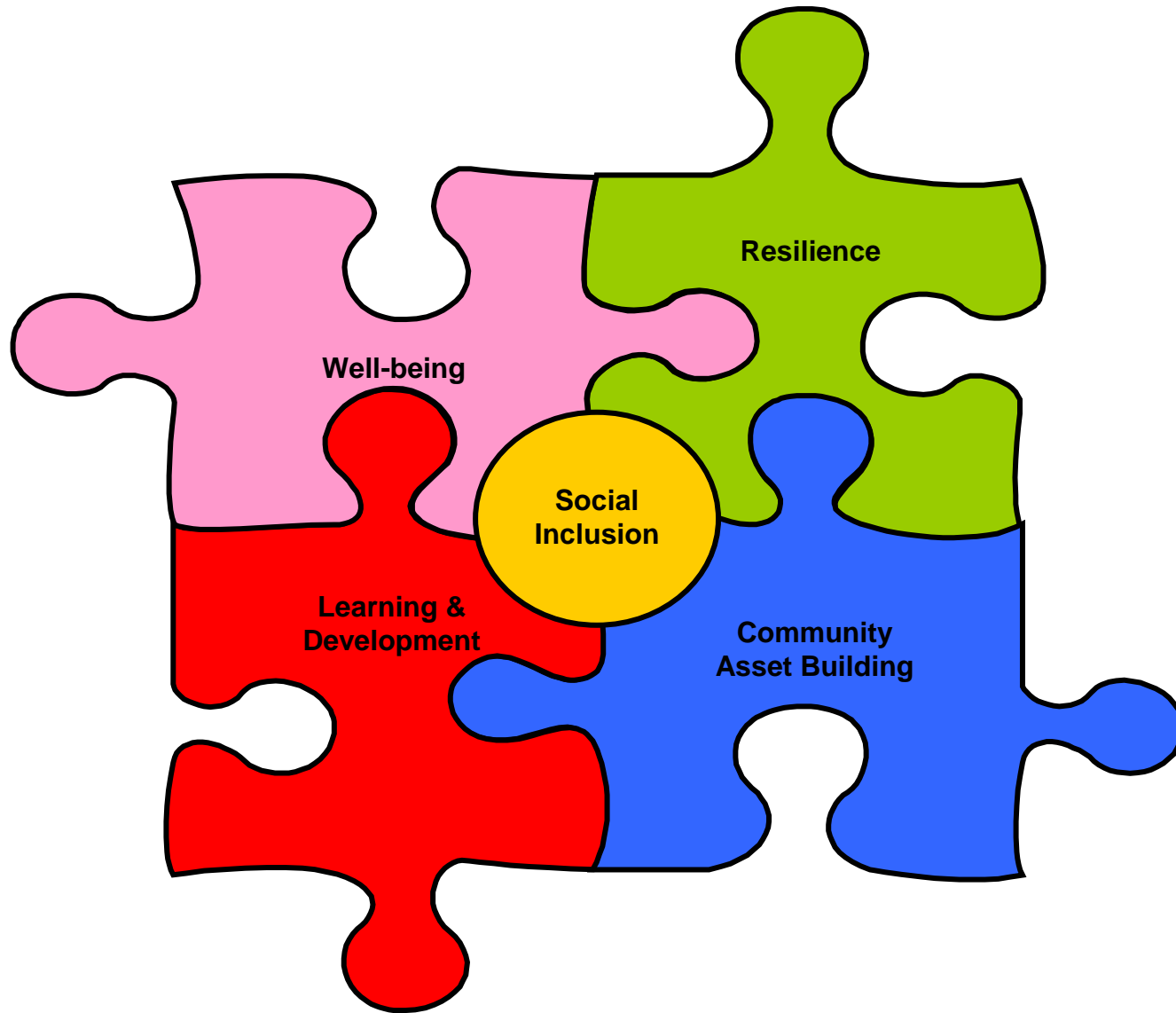
Intervention logic for the Community Action Programme.



Community Action Programme Outcomes

Outcome 1	City Housing tenants enjoy a high quality of life and sense of wellbeing	Outcome 10	City Housing tenants appreciate and celebrate cultural diversity
Outcome 2	City Housing tenants feel safe in their home and tenant community	Outcome 11	City Housing tenants feel included in community life within their tenant community
Outcome 3	City Housing tenants participate in Community Action programmes, events and activities	Outcome 12	City Housing tenants have an understanding of Tiriti o Waitangi
Outcome 4	City Housing tenants increase their leadership skills that will benefit their community	Outcome 13	City Housing tenants have access to social support services
Outcome 5	City Housing tenants participate in a variety of social and recreational programmes that enhance quality of life and well-being	Outcome 14	City Housing tenants feel proud to call their place home
Outcome 6	City Housing tenants express themselves through a range of artistic endeavours	Outcome 15	City Housing tenants enjoy communal areas and spaces within City housing complexes
Outcome 7	Young people in City Housing participate in social, recreational and leadership programmes to develop their skill, confidence, self-reliance and a positive sense of identity	Outcome 16	City Housing tenants become digital citizens
Outcome 8	City Housing tenants participate in and benefit from health related activities and programmes	Outcome 17	City Housing tenants are resilient, well-prepared and co-ordinated to deal with any civil emergency and the recovery.
Outcome 9	City Housing tenants are developing new skills and access educational and vocational training and take up employment opportunities	Outcome 18	City Housing Tenants promote ecologically sustainable practices and care for their environment.

Community Action Focus Areas



1. Community Asset Building:

Community Action helps to develop a sense of place through a range of interventions that enhance their environment. As many tenants live in small units in high rise apartments and flats, there is limited access to community and/or community spaces where tenants can meet, socialise, celebrate or learn a new skill and share their own skills. Community Asset building capitalises on a local community's assets, inspiration, and potential, ultimately creating good public spaces that promotes health, happiness, and well-being. Community spaces often serve as useful accessible venues for on-site delivery of services such as Budget Advice, Community Law, health checks and Playgroups. Community Action is also creating and landscaping outdoor communal areas and creating new play areas for children to increase their recreational opportunities and encourage physical activity.

2. Resilience

The need to create an environment where resilience can be fostered will have increased emphasis in the next three years due to the Christchurch earthquakes and a number of natural disasters in neighbouring countries, as well as higher oil prices, increasing cost of living, climate change and the impact of a worldwide recession as a response to a collapse in financial markets. Resilience encompasses emergency preparedness, training and development, capacity building, food security, recycling and composting, energy efficiency and access to more environmentally sustainable alternatives such as transport.

3. Tenant Wellbeing

This strategy focuses on increasing tenant's access to health and wellbeing services and increasing tenant's capability in developing their social and recreational programmes. Community Action increases tenant's ability to access life-skills education, collaboration with community organisations and training providers and access to primary health services through facilitation of on-site services and multi-agency partnerships. Other initiatives include creating opportunities for tenants to meet, socialise and connect. Part of this strategy includes providing an effective Tenancy Support Service that provides support, advice and access to social services for tenants with high and complex needs.

4. Learning and Development

Many tenants face multiple barriers to learning and employment and are not actively engaged or accessing support from existing service providers to transition from unemployment into the labour market. Community Action helps tenants gain confidence and learn new skills by engaging them in a range of opportunities through learning and skill development. Longer term initiatives will include the development of Community Hubs comprising of local job shops and social enterprise, implementing locally customised skill surveys to inform local employment and learning strategies linking resident skill needs, gaps and aspirations to local training and employment opportunities and working closely with Work and Income and Wellington City Council to facilitate local employment and training opportunities, including a Tenant Employment Scheme.

5. Social Inclusion

Social Inclusion as a strategy acknowledges that most often minority groups are over represented in areas undergoing regeneration and that the experience will be different for the different groups. Recognising the diversity of the population and developing opportunities to create positive change increases social inclusion by:

- ⇒ Strengthening Māori communities by providing community development information, advice, and access to resources and supporting Māori community networks and partnerships;
- ⇒ Supporting Pacific communities to celebrate culture through organising events, activities and programmes, access to resources and partnerships;
- ⇒ Facilitate ethnic communities desire to celebrate their culture through arts, sports and festivals, providing access to resources and partnerships;
- ⇒ Providing opportunities for tenants to learn about each other and explore cultural diversity;

- ⇒ Supporting the development of Senior and Youth Groups and breaking down intergenerational barriers;
- ⇒ Encouraging tenants to develop place-making and community development skills within their community.

Measures

Community Action measures the effectiveness of the programme by using three success measures

1. Participation: Measuring participation levels in Community Action projects, events and programmes allows us to assess the interest levels of tenants, their popularity, the proportion of tenant attendance per complex, changes in the attendance levels over time and the effectiveness of the communication and engagement techniques.
2. Capacity Building represents the potential for using resources effectively and maintaining this over time with reduced levels of external support and increased self-determination. Measuring capacity building can demonstrate the level of change and growth in tenant communities and individuals and help to sustain performance levels. Capacity Building can measure:
 - ⇒ process of change e.g. how capacity building can take place
 - ⇒ capacity as a step before achieving performance levels
 - ⇒ capacity as an outcome – whether capacity building has actually built capability
3. Partnerships: Encourages multi-agency approaches with external agencies such as Crown agencies and NGOs and other business units of Council enhances the programme's ability to resource projects, reduce duplication, increase reach into tenant communities and encourage independence and self-reliance and reduces demand on social and health related services.

Focus Area	Community Action Outcomes
Community Asset Building	Outcome 2:.City Housing tenants feel safe in their home and tenant community Outcome 14: City Housing tenants feel proud to call their place home Outcome 15: City Housing tenants enjoy communal areas and spaces within City housing complexes
Projects/Programmes/Strategies	Actions
ARL Comm room Site 2 – Fit-out	Fit-out the new community space and computer hub on Site 2
ARL Playground	Scope improvements needed
Booth St – New community garden beds, shed and pathways. New recreation area improvements Target wall and scope location for Basketball hoop away from homes	Continue tenant engagement on the community garden area, scope recreation target wall and possibly scope proposed basketball hoop away from homes.
CAP toolkit	Tool kit – screw gun
CEN Comm Room	Heater system for main comm room
Daniell St 139 external communal area	Landscaping bank behind garden
Duncan Terrace community room	Tenant engagement, community space construction
Granville Playground	Scope – ageing play area.
Lyndhurst free standing gardens	Trugs
Queens Court	Scope Community Hut 18/19
Regent Street	Communal space improvements for child safety/ Play equipment, shed, raised garden beds. Relocate fruit trees around the site.
Rintoul / NEW Adult fitness play equipment	Scope two pieces of adult fitness play equipment for playground 18/19
TEA Comm Room storage space	Connect the TA Office to the comm room and add sport equipment storage
Storage	Identify emergency preparedness and increase community storage spaces

Focus Area	Community Action Outcomes
Resilience	<p>Outcome 2: City Housing tenants feel safe in their home and tenant community</p> <p>Outcome 4: City Housing tenants increase their leadership skills that will benefit their community</p> <p>Outcome 17: City Housing tenants are resilient, well-prepared and co-ordinated to deal with any civil emergency and the recovery.</p>
Projects/Programmes/Strategies	Actions
<p>Emergency preparedness</p> <ul style="list-style-type: none"> <input type="checkbox"/> Continued education and information on individual emergency preparedness <input type="checkbox"/> Support existing Resilience Groups <input type="checkbox"/> Development of new Resilience Groups <input type="checkbox"/> Emergency provisions/storage <input type="checkbox"/> Networking 	<p>Continued education and information on individual emergency preparedness - via welcome to your new home pack, newsletter and events, CAP Chats, It's Easy booklet and emergency preparedness brochures.</p> <p>Make contact with new tenants from Julie's list.</p> <p>Support existing resilience groups - Continue to meet / touch base with existing groups. Review BER Emergency Plan.</p> <p>Develop new resilience groups and emergency plans – TEA, 139 DAN, REG, BOO, STC, WAL, WHA, FIF, LYN AND OMA.</p> <p>Emergency provisions / storage – Provide water supply / catchment containers (Scope ELI, QUE, SHR, REG (x2), BOO (x2), DAN (x8).</p> <p>Civil Defence bins to sites – Scope storage options at LYN, BOO, OMA, STC.</p> <p>Networking - Continue contact with City Services, WREMO, Civil Defence etc.</p> <p>Habitat for Humanity Quake safe kit project.</p>
<p>Good Life</p> <ul style="list-style-type: none"> <input type="checkbox"/> Food distribution/co-op <input type="checkbox"/> Networking/tours <input type="checkbox"/> Information <input type="checkbox"/> Training <input type="checkbox"/> Guidelines <input type="checkbox"/> Community Gardens 	<p>Kaitiaki Garden tour and workshop - one day event</p> <p>Continue section in newsletter (Jude)</p> <p>Update database of gardeners</p> <p>New gardens coming online, Booth Street, Johnsonville Flats (trugs), Lyndhurst ave</p> <p>Continue to develop and promote edible landscapes</p> <p>Curtain Bank – issue with installation w elderly, need to establish champions, and</p>

<ul style="list-style-type: none"> ❑ Edible landscapes ❑ Recycling and composting ❑ Trash and Treasure ❑ Warm Dry Homes ❑ Curtain Bank 	<p>promote through CAP chat</p> <p>Advertise services from Operation Green Thumb/Sustainability Trust via newsletter and scope other sites</p> <p>Rintoul recycling project (with Our Daily Waste) to continue</p> <p>Monthly CAP chat focus on Good Life principles – including Resilience.</p> <p>Goodlife folder for workshops 2017-2018 to be completed in July, with regular topics/ challenges etc for CAP chats</p>
<p>Community safety</p> <ul style="list-style-type: none"> ❑ Fire Safety education ❑ Home safety ❑ Safety audits ❑ Wayfinding/signage 	<p>Develop fire safety education – via Leigh and CAP chat</p> <p>See ‘Speakers Programme’ (onsite programme) ACC</p> <p>Safety improvements – review Tenant satisfaction survey.</p> <p>Safety Audits, H&S Issues</p>
<p>Business Continuity Plan</p>	<p>Scope CAP contributions to BCP – work in progress</p> <p>Scope feasibility of working with City Care to help tenants be emergency preparedness (eg affixing cabinets etc to walls)</p>

Focus Area	Community Action Outcomes
Tenant Wellbeing	<p>Outcome 1: City Housing Tenants will enjoy a high quality of life and sense of wellbeing.</p> <p>Outcome 3: City Housing tenants participate in Community Action programmes, events and activities</p> <p>Outcome 5. City Housing tenants participate in a variety of social and recreational programmes that enhance quality of life and well-being</p> <p>Outcome 8: City Housing tenants participate in and benefit from health related activities and programmes</p> <p>Outcome 13: City Housing tenants can access to support services</p>
Projects/Programmes/Strategies	Actions

Money Matters	Partners are lined up. To have a separate planning session to devise a money matters plan with a complex-by-complex strategy
Healthy Lifestyles Programme & Exercise Programmes	1x Healthy Lifestyle programmes with Sport Wellington Active Families – hard basket, maybe one more try at RIN, 4 week programme HLP Plus Programme to be piloted in September, running for 8 weeks.
Cooking classes	Group lessons during CAP chat – soup / cheese scones / cultural expression Promoting Food co-op / Cooking food / nutrition awareness. Tenant cookbook still under development, group are light on the ground Newtown Park are running potluck dinners, Central Park have monthly birthday parties.
Men's Health Group	Continuing, and continued relationship with CART, expand to Northern Suburbs?
Smoking Cessation	Continue support and provide information through CAP chats, newsletters and events, referrals to Aukati Kaipapa Rosie to review smokefree policy
Streetball	Continue for Summer 2018
Holiday activities	Continue with ESYT for Oct, Jan, April and July for Booth St, Strathmore Ave, Rintoul and Granville ESYT, Urban Vision, Stillwaters, Lifepoint morning tea in September.
Leisure card	Continue promotion through CAP chat, It's not a card anymore, is doesn't count as a photo ID. Renee has left, Daphne will know who the new person is.
We Play	We play champions has replaced Push Play at TEA and probably NEW as well, in progress with Daphne. Jo and Daphne and Rosalina to talk – Jo has a good storage location.
Tenant Support Service <input type="checkbox"/> Access to services <input type="checkbox"/> Education	Continue process with Julie to connect with and support Welfare List and high-risk tenants.

□ Case management	
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Focus Area	Community Action Outcomes
<p>Learning and Development</p>	<p>CAP Outcomes:</p> <p>Outcome 4: City Housing tenants increase their leadership skills that will benefit their community</p> <p>Outcome 6: City Housing tenants express themselves through a range of artistic endeavours</p> <p>Outcome 7: Young people in City Housing participate in social, recreational and leadership programmes to develop their skill, confidence, self-reliance and a positive sense of identity</p> <p>Outcome 9: City Housing tenants are developing new skills and accessing educational and vocational training and taking up employment opportunities</p> <p>Outcome 16: City Housing tenants become digital citizens through Connect services</p>
Projects/Programmes/Strategies	Actions
<p>Digital Inclusion Strategy</p>	<p>BYOD, WiFi, Mobile devices – ready to roll out, need to simplify password</p> <p>Develop 5 year plan</p> <p>Hub enrolment application to go in Welcome to your new home pack</p> <p>Develop Hub Hero Award by celebrating Hub Users</p> <p>Deliver monthly Learning Labs during CAP Chat sessions across the three hub sites (NTP, CEN, ARL) – deliver learning lab on best phone plans</p> <p>Continue to maintain and keep Community Voice relevant and timely</p> <p>Community Voice website training for key tenants in CRC roles to access and edit event calendars</p> <p>Support and participate in Matariki, Chinese New Year and other CAP events</p>

	<p>Create and conduct 'Survey Monkey' survey for tenants using hubs to determine target groups</p> <p>Conduct audits of equipment for renewals process</p> <p>Continue volunteer programme, develop IT champions, CH wide</p> <p>ARL Hub to close in September</p> <p>Promote digital tenant satisfaction survey</p> <p>New file servers / Linux platform will allow more controls and reporting from hubs</p> <p>Increase promotion of CAP activities</p> <p>Hub Maps for Comm Voice</p>
<p>Kaitiaki (Community Room Coordinators, garden co-ordinators)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Individual development <input type="checkbox"/> Group development 	<p>Development plans for Kaitiaki inductions</p> <p>Monthly networking days to continue</p> <p>Training – H&S at events</p> <p>Evaluation</p> <p>Buddy inductions</p> <p>Develop support network</p>
<p>Jobs and skills</p> <ul style="list-style-type: none"> <input type="checkbox"/> Steps to Work 	<p>WINZ and MSD talks stalled due to a surprise secondment</p> <p>Restart conversation on referrals to training providers</p> <p>Jobs expo at Central Park? Get MSD, Careers NZ etc on board.</p> <p>Opportunities to employ tenants as gardeners? We need to wait a year until the new contract is bedded in.</p> <p>Gary Haddon</p> <p>Dedicated spot for Job support, between CEN and NEW</p>
<p>Life skills programme</p> <ul style="list-style-type: none"> <input type="checkbox"/> Training/workshops <input type="checkbox"/> Speakers 	<p><i>Discover your talents</i> programme – SLRU very popular, ESOL, Cooking course</p> <p>St John's First Aid Course – Introduction and Refresher</p>

<p>Self-development</p> <ul style="list-style-type: none"> ❑ Workshops ❑ Courses 	<p>Kiwi Courage conversations, Resilience Communities, It's Not Ok champions,</p>
<p>Youth leadership and development</p> <ul style="list-style-type: none"> ❑ Leadership Programmes ❑ Youth clubs ❑ Youth development workers 	<p>Kids club to continue at NTP, Girls club/Boys club at ARL (Partnerships with Lifepoint and Urban Vision) TEA Kids club has been replaced by the table tennis club We Play at Tea Continue partnership with ESYT to run holiday programmes at ARL, BOO/STC, RIN/GRA</p>
<p>Arts and cultural development</p> <ul style="list-style-type: none"> ❑ Music ❑ Theatre Group 	<p>City Housing CHOIR meeting weekly and are now self-determining DIY Collectives – film project</p>
<p>Speakers Programme</p> <ul style="list-style-type: none"> ❑ Source speakers for CAP chats and wider events 	<p>ACC, EGCC, Electoral Commission Home Harvest, St Vincent's De Paul, Age Concern, Dress for success, Careers NZ, Budgeting, ACC, Literacy Aotearoa Wellington, Somali Council, Ethnic Affairs, Health –general, women's, men's etc, Nutrition, Ora Toa (smoking cessation), Operation Green Thumb, Sustainability Trust, Alcohol and Drug, Benefit Rights, Community Law Centre, CAB, Tenancy and Employment advisor, MBIE, Fire Service, Telecommunications disputes Promotion of Art Classes at NEW, Pablos matariki art exhibition</p>
<p>DIY</p> <ul style="list-style-type: none"> ❑ Increase access to DIY recreational space ❑ Training ❑ Networking 	<p>Support use of DIY space – locked cabinetry City Men's Shed visit CAP chat field trips Newtown Tool library running workshops – lets link in with them, Can be paid for with Timebank credits.</p>

Focus Area	Community Action Outcomes
Social Inclusion	Outcome 3: City Housing tenants participate in Community Action programmes, events and activities

	<p>Outcomes 10: City Housing tenants appreciate and celebrate cultural diversity</p> <p>Outcome 11: City Housing tenants feel included in community life within their tenant community</p> <p>Outcome 12: City Housing tenants have an understanding of Tiriti o Waitangi</p>
Projects/Programmes/Strategies	Actions
<input type="checkbox"/> Primetimers	Continue with monthly get together, averaging about 25 attendees a month.
<input type="checkbox"/> Matariki June 2018	Celebration to be co-hosted by Kaitiaki, return to Strathmore?
<input type="checkbox"/> Chinese New Year Feb 2018	Corrina to assist tenant-led celebrations. New venue?
<input type="checkbox"/> Zoo BBQ	Bobby to coordinate with Wellington Zoo 'Neighbours BBQ' event. There was a record turnout in 2017, the Zoo has requested we increase funding in 2018
<input type="checkbox"/> Tenant gatherings	Support tenant activities (CIA projects etc) as required
<input type="checkbox"/> Maori Language Week	Advertise in Hubs and Community Rooms
<input type="checkbox"/> Neighbours Day March 2018	Run a Neighbours Day event – the Mosque visit in 2017 was great, plan another visit to Kilbirnie Temple / Jewish temple, Island Bay temple?
<input type="checkbox"/> Quiz and Karaoke night – December 2017	Tenant quiz night – will do again, venue TBC

6. Tenant Involvement

Projects/Programmes/Strategies	Actions
Tenant Involvement Plan	<p>Develop a tenant involvement plan for City Housing 2017-2018</p> <p>Delivery date December 2017</p>
Communities In Action Fund	Continue funding tenant groups and scope changes to guidelines/funding criteria
Tenant Forums	Open Forums to be held September/October at Central Park and Newtown Park,
Focus Groups – establish	Continue communications panel
Housing Heroes	Date at West Plaza TBC
Housing Policy Review	See Engagement and Communication Plan for Housing Policy Review

Evaluation

Most Significant Change 2016-2017	Monitoring and presentations
Genograms / Timelines	To demonstrate effective agency referrals.

Miscellaneous

AHI	Tenant Participation and Engagement Seminar
CHA Conference	Tenant Participation Seminar

Ideas Brewing

Support for Kaitiaki	More effort from us to build a support group of tenants around Kaitiaki, and comms around Kaitiaki
Tenant Participation / WHAT	What appetite is there for an advocacy group / something similar to WHAT. WHAT was too much of a complaints forum, this group would need to look different. From a governance perspective, how can tenants influence policy etc.
TA Clinics ending	The concept wasn't nurtured, with no cover / consistency Not clear what the purpose of the clinic was High turnover of TA staff / unstable How do we keep tenancy issues out of CAP chats 0800 number
How to raise numbers at CAP chats	Hobart is a fickle group, and Fife aren't keen to join Hobart
Grow connections with wider communities	Social media
Tracking new people	