

COMMUNICATIONS FRAMEWORK

Project	HRA Business Plan Review - 2018
Project Sponsor	Tina Mustapha, Head of Landlord Services
Project Manager	Leanne Lea, Tenant Regulatory and Involvement Manager
Project Objective	To ensure that Council staff, tenants and other relevant stakeholders are consulted on and informed regarding the Council's Housing Revenue Account Business Plan and that the requirements of Homes England Tenant Involvement Standard are fully met for this project
Project Timetable & Phases	<p>Phase 1 – March / April – Consultation with TBC staff to develop the draft BP</p> <p>Phase 2 – April / May 2018 – Communication Project Initiation including Stakeholder Identification</p> <p>Phase 3 – May / June 2018 – Preliminary Capacity Building for Involved Tenants and Elected Members</p> <p>Phase 4 – June 2018 – Preliminary consultation with stakeholder groups including Involved Tenants, Leaseholders and Special Stakeholder groups (e.g. Seniors; Differently abled tenants; Young People; etc.)</p> <p>Phase 5 – June /July 2018 – Initial Political Consideration (Scrutiny Committee / Cabinet)</p> <p>Phase 6 – July /August 2018 – Second Stage Consultation – Options Review including consultation on Community Impact Assessment</p> <p>Phase 7 – September 2018 – Political Consideration of Options with feedback from consultation</p> <p>Phase 8 – October 2018 – Communication of Agreed Options</p>

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ACTIVITY PLAN

Audience	Activity	Objective (Issues and Choices to be considered)	Regulatory Reference	Method of Analysing Feedback
TBC Staff	Telephone Conference	Initial introductions of consultants and queries regarding current BP	N/A	Real Time Discussion
TBC Staff	Draft Report on Investment Programme	To define the 30 year investment need for TBC's existing stock	Home Standard (1.1 a&b; 1.2 a&b; 2.1.1 & 2.2.1)	Discussion at Telephone Conference 13/3

TBC Staff	Telephone Conference	Discussion of MTFS baseline and initial modelling of alternative investment programme	N/A	Real Time Discussion
TBC Staff	On Site Workshop	Detailed discussion of draft Investment Programme report including additions and omissions	Home Standard (1.1 a&b; 1.2 a&b; 2.1.1 & 2.2.1)	Change Log in V6 of Investment Programme Spreadsheet
TBC Staff	On Site Workshop	Discussion of emerging BP with baseline Investment Programme and alternative Scenarios	N/A	Real Time Discussion and changes to next BP version
TBC Staff	Review of Home, Tenancy and Neighbourhood Standards	Mapping of Standard Requirements against BP review project	Home, Tenancy and Neighbourhood Standards	E mail comments following internal TBC discussions
TBC Staff	Review of Tenant Involvement Standard	Mapping of Tenant Involvement Standard Requirements against BP review project	Tenant Involvement Standard	E mail comments following internal TBC discussions
TBC Staff	Review of BP Risks	Preparation of Draft Risk Assessment for BP review	N/A	E mail comments following internal TBC discussions
TBC Staff	Community Impact Assessment	Preparation of Draft Community Impact Assessment for BP review	Equality Act 2010 s149	E mail comments following internal TBC discussions
TBC Staff	Telephone Discussion with Tenant Regulatory and Involvement Manager	Initial Identification of Stakeholder Groups and Consultation Frameworks	Equality Act 2010 s149 & Tenant Involvement Standard	Draft Communications Plan Issued E mail comments following internal TBC discussions
TBC Staff	Preparation of draft text for June Edition of Open House – shared internally	To inform tenants regarding the BP review process and to outline how they can provide feedback	Internal Requirement	E mail or written comments to Tenant Regulation and Involvement Team

Younger Tenants and other specific groups	Review of Involvement Database	To identify tenants from specific groups who may wish to provide feedback on the BP	Equality Act 2010 s149 & caselaw re 'due regard' process	Inclusion of willing consultees in Communications Plan and EIA
Organisations representing / supporting specific Groups of tenants e.g. carers	Discussion with Support Staffordshire	To identify organisations representing groups of tenants not highlighted through review of Involvement Database	Equality Act 2010 s149 & caselaw re 'due regard' process	Inclusion of willing consultees in Communications Plan and EIA
Involved Tenants	TCG Meeting - Introduction to BP review project	To inform TCG regarding the BP review process and to provide underpinning knowledge on the BP in support of detailed consultation To seek initial feedback on Consultation Plan	Tenant Involvement Standard 1.2.1 (a) & 2.2.1 (d)	TCG Minutes
Older Tenants	Meeting(s) with Seniors United - Introduction to BP review project	To inform Older Involved Tenants regarding the BP review process and to provide underpinning knowledge on the BP in support of detailed consultation To seek initial feedback on Consultation Plan	Equality Act 2010 s149 Tenant Involvement Standard 1.2.1 (a) & 2.2.1 (d)	Meeting Notes
Leaseholders	Letter to Leaseholders - Introduction to BP review project	To inform Leaseholders Regarding the BP review process and to provide underpinning knowledge on the BP in support of detailed consultation	Tenant Involvement Standard 1.2.1 (a) & 2.2.1 (d)	E mail or written comments to Tenant Regulation and Involvement Team

Elected Members	New Member Training Session on HRA BP	To inform new Members regarding the BP review process, to provide underpinning knowledge on the BP	TBC Constitution	Training Session Notes
Involved Tenants	TCG Meeting - Introduction to 30 Year Investment Programme	To inform TCG regarding the emerging Investment Programme and to provide underpinning knowledge on policy options	Home Standard 1.1 (a) Tenant Involvement Standard 1.2.1 (a) & 2.2.1(d)	TCG Minutes
Elected Members and Tenants	Corporate Scrutiny Committee	To inform Scrutiny regarding the BP review process, to provide underpinning knowledge on the BP and seek initial views on emerging BP and Investment Programme Options and Priorities	TBC Constitution	Scrutiny Committee Minutes
All Tenants	Open House Newsletter	To inform tenants regarding the BP review process and to outline how they can provide feedback	Tenant Involvement Standard 1.2.1 (a) & 2.2.1 (d)	E mail or written comments to Tenant Regulation and Involvement Team

Individuals and Organisations representing / supporting specific Groups of tenants e.g. carers; young people; tenants with protected characteristics not already identified	Letter / e mail Introduction to BP review project	To inform particular individuals and organisations from or representing groups of tenants with particular characteristics regarding the BP review process, to provide underpinning knowledge on the BP and to seek feedback on issues to be discussed during detailed consultation including draft EIA	Equality Act 2010 s149 Tenant Involvement Standard 1.2.1 (a) & 2.2.1 (d)	E mail or written comments to Tenant Regulation and Involvement Team
Leaseholders	Drop In Session at High Rise Social Club	To provide Leaseholders with outline of 30 Year Investment Programme and impacts on service charges etc.	Tenant Involvement Standard 1.2.1 (a) & 2.2.1 (d)	Meeting Notes
Elected Members	Cabinet Meeting	To inform Cabinet regarding the BP review process, to provide underpinning knowledge on the BP and seek initial views on emerging BP and Investment Programme Options and Priorities	TBC Constitution	Cabinet Minutes
Involved Tenants	TCG Meeting	To inform tenants regarding emerging themes and issues arising from early consultation and feedback views of Scrutiny Committee and Cabinet	Tenant Involvement Standard 1.2.1 (a) & 2.2.1 (d)	TCG Minutes
All Tenants	Leaflet in Quarterly Rent Statements	To inform tenants regarding emerging themes and issues arising from early consultation and feedback views of Scrutiny Committee and Cabinet	Tenant Involvement Standard 1.2.1 (a) & 2.2.1 (d)	E mail or written comments to Tenant Regulation and Involvement Team

TBC Staff	Preparation of text for August Edition of Open House – shared internally	To inform tenants regarding the BP review process and to outline emerging options and priorities and seek feedback	Internal Requirement	E mail or written comments to Tenant Regulation and Involvement Team
Older Tenants	Meeting(s) with Seniors United – Update on BP review project	To inform older tenants regarding the BP review process and to outline emerging options and priorities and seek feedback	Tenant Involvement Standard 1.2.1 (a) & 2.2.1 (d)	Meeting Notes
All Tenants	Open House Newsletter	To inform tenants regarding emerging themes and issues arising from ongoing consultation and feedback views of Scrutiny Committee and Cabinet	Tenant Involvement Standard 1.2.1 (a) & 2.2.1 (d)	E mail or written comments to Tenant Regulation and Involvement Team
Elected Members	Corporate Scrutiny Committee	To invite further comment on the draft BP, Risk Assessment and EIA	TBC Constitution	Scrutiny Committee Minutes
Elected Members	Cabinet	To seek approval of the draft BP, Risk Assessment and EIA	TBC Constitution	Cabinet Minutes
Informed Tenants	TCG	To provide feedback to TCG on the approved BP and Investment Programme	Tenant Involvement Standard 1.2.1 (a) & 2.2.1 (d)	TCG Minutes
Older Tenants	Meeting(s) with Seniors United	To provide feedback to Older Tenants on the approved BP and Investment Programme	Tenant Involvement Standard 2.1.1 (d)	-

Individuals and Organisations representing / supporting specific Groups of tenants e.g. carers; young people; tenants with protected characteristics not already identified	Letter / email / Leaflet	To provide feedback to Other Groups of Tenants and organisations on the approved BP and Investment Programme	Tenant Involvement Standard 2.1.1 (d)	-
Leaseholders	Letter / email / Leaflet	To provide feedback to Leaseholders on the approved BP and Investment Programme	Tenant Involvement Standard 2.1.1 (d)	-
All Tenants	Open House Newsletter	To provide feedback on the approved BP and Investment Programme	Tenant Involvement Standard 2.1.1 (d)	-

N.B This framework provides a menu of consultation activities for the Business Plan review. Due to the relatively short timescale over the summer period and reflecting the Council's other ongoing commitments, the activities highlighted should be considered as forming part of a menu of choices from which the Council can select activities according to its internal resource availability

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