

ACTION PLAN 2019-20

Strategy Outcomes:	Events	1
	Promotional/Marketing	2
	Seldom heard groups	3
	Scrutiny	4
	Training	5
	Equality	6
	Digital	7



North East Tenants Residents and Landlords Together

	Aim	Actions	Timescale	Strategy Outcomes
1	Carry out annual events: Aberdeen City, Moray, North Aberdeenshire, South Aberdeenshire and West Aberdeenshire	<ul style="list-style-type: none"> NETRALT will present a stand at 4 local events NETRALT to host an event 	By March 2020	1, 2, 3 & 6
2	Continue to work in partnership with RSLs and Local Authorities to ensure we use best practice for customer participation and scrutiny	<ul style="list-style-type: none"> TPAS Study Visit to Aberdeen 	Sept 2019	1, 2, 5, 6, 7
3	Continuing on the success from the youth engagement project, NETRALT will look into innovative ways to engage with young people	<ul style="list-style-type: none"> Podcast training – South Ayrshire to carry out Podcast training Create a podcast schedule for topics of discussion Continue to work with SHMU radio Link in with youth community groups and schools 	On-going	2, 3, 5, 7
4	To work with Ethnic Minority Groups and ensure NETRALT is representative of all hard to reach groups	<ul style="list-style-type: none"> Work with GREC and attend events they host Organise training on Equalities 	On-going	1, 2, 3, 6
5	To work with disabled/ elderly groups and ensure NETRALT is representative of all seldom heard groups	<ul style="list-style-type: none"> Hold a sheltered housing event 	On-going	1, 2, 3, 6

	Aim	Actions	Timescale	Strategy Outcomes
6	Ensure customer participation is accessible to all customers and to continue to develop approaches to increase customer involvement from under-represented group	<ul style="list-style-type: none"> All events held are accessible for all Travel costs/childcare costs are covered by the landlord Travel arrangements/conferences/training are accessible for all 	On-going	1, 3, 5, 6
7	Continue to develop our scrutiny and mystery shopping projects and carry out further exercises	<ul style="list-style-type: none"> Training on mystery shopping to be carried out with Full Circle Review Mystery Shopping Report on "Applying for a home" Carry out a second mystery shopping exercise 	March 19 Feb 19 March 20	4, 5 4, 5 4, 5
8	Promote and increase membership to NETRALT	<ul style="list-style-type: none"> All landlord members should promote NETRALT through newsletters/ websites/ social media/ Senior Management Teams/ Board Encourage local landlords to become members of NETRALT Landlords actively seeking new tenant members 	On-going	1, 2, 3, 6, 7
9	Generate more NETRALT promotional material for events	<ul style="list-style-type: none"> Design team to create a NETRALT pull up banner 	On-going	1, 2
10	Carry out an Annual General Meeting	<ul style="list-style-type: none"> Review constitution Review Membership fees Review Landlord memberships Showcase NETRALT's achievements at AGM event Formally launch Strategy/ Action Plan 	May 19	1, 2
11	Seek external funding	<ul style="list-style-type: none"> NETRALT to research and seek external funding to cover costs for events/ training/ conferences 	On-going	1, 2, 3, 4, 5, 6, 7

