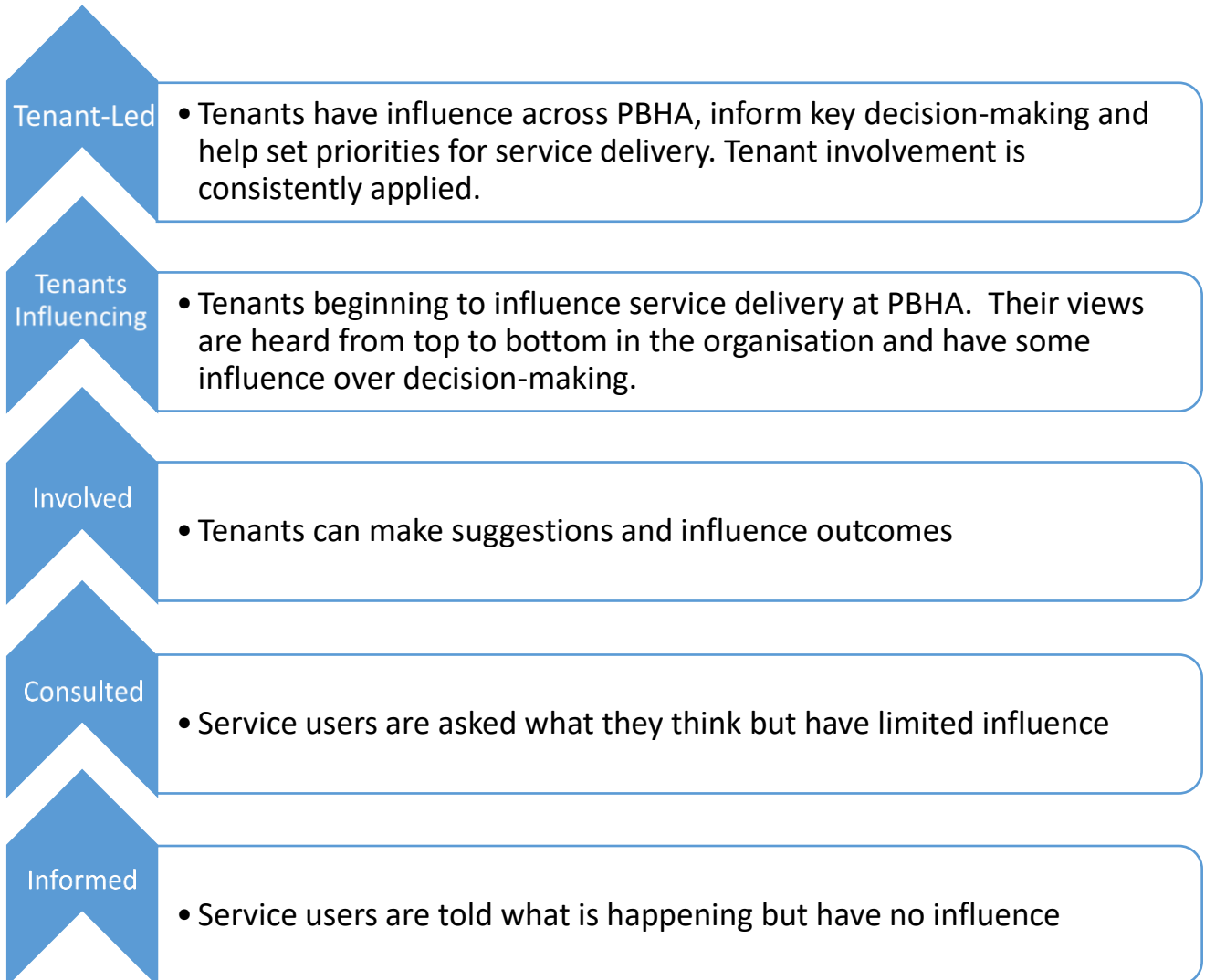


The Participation Ladder (2022)



Participation Ladder descriptors

Notes on how to use these descriptors to evaluate PBHA's position on the Participation Ladder:

1. Based on our current services, look for the 'best fit'
2. These are indicators, rather than a rigid set of criteria
3. To qualify for a rung on the ladder, we don't need to be doing every single descriptor. Consider which set of descriptors we do most from.
4. For example, if assessed that we do most (but not all) of the 'Involved' descriptors, two descriptors from 'Co-designed' and one descriptor from 'Tenant-led', our overall position should be 'Involved'.

	Summary	Descriptors
Tenant-led	Tenants have influence across PBHA, inform key decision-making and help set priorities for service delivery. Tenant involvement is consistently applied.	<ul style="list-style-type: none"> • Tenants help determine organisational priorities • Training opportunities for tenants & participants to develop participation skills e.g. for tenant board members • Managers to promote participation in their teams • Tenants & participants volunteer for and employed by PBHA • Tenants involved in design of new services from the outset • Tenants consistently able to influence the key decisions related to service delivery • Leading or co-leading workshops and training for staff • Media & publicity: attending or addressing events and conferences • Complaints lead to organisational change • Participation is a regular component of staff annual appraisals • Advise on service delivery policies • All PBHA teams have a culture of tenant involvement • Variety of participation opportunities to suit different tenants and provide differing levels of commitment
Tenants Influencing	Tenants beginning to influence service delivery at PBHA. Their views are heard from top to bottom in the organisation and have some influence over decision-making.	<ul style="list-style-type: none"> • Tenants & Participants on the Board and sub-committees • Speaking with commissioners or service review panels • Tenants can access 'Train the Trainer' training • Sharing experiences to influence others • Influence over key service delivery policies and good practice guides

		<ul style="list-style-type: none"> • Recruitment of service delivery staff • Employ Participation Worker • Support plans are co-written between tenants and support workers • Tenants involved in the Property Panel • Tenant inductions to PBHA within 3 months of sign-up. Encouraged to participate in PBHA.
Involved	Participation – Tenants can make suggestions and influence outcomes	<ul style="list-style-type: none"> • Peer reviews (of service effectiveness) • Tenants & participants volunteer within PBHA • Tenants & participants know how to make complaints and are confident their complaint will be properly investigated • Annual report to tenants sharing survey findings and PBHA performance information • Tenants' wishes are included within support plans • Consultations are followed-up e.g. by sharing notes of meetings with attendees • Featuring in PBHA publicity
Consulted	We ask tenants/participants for feedback on our ideas and encourage people to make their own suggestions for improvements. The final decision remains with the organisation. Service users are asked what they think but have limited influence	<ul style="list-style-type: none"> • Surveys and questionnaires • Focus group discussions & workshops • No choice about what topics are discussed; can't set the agenda • Tenant involvement in committees etc. is limited to a select few • Complaints system in place, with response times monitored
Informed	An important first step to involvement. The emphasis is on a one way flow of information. It does not include a channel for feedback. Service users are told what is happening but have no influence	<ul style="list-style-type: none"> • Information is provided to tenants/participants about our services but without seeking their opinions or wishes • Information is provided from a variety of sources: from housing officers, managers, our website etc. • Annual review of service performance provided to tenants