

Using an action plan – guidance note for associations



It's not easy running a successful Tenants and Residents Association. You need to be organised and fairly efficient so that the association is doing everything it should to be open, transparent and representative. This means that you need to do a bit of planning and you might want some training to help you get organised.

At meetings people usually have a lot to say about what's wrong or what should be done but tend to be less clear about how to actually change or improve things.

A simple way to keep on top of what you need to do to run your Association **and** what you want to do to achieve your outcomes is to use an action plan.

How can an action plan help?

An action plan will do more than your monthly minutes – it will help you to stay focused, and help you organise and record your progress. Developing and agreeing an action plan with your committee will help make sure that everyone is clear about what the Association is working on and can contribute to its achievements.



1. It helps you to think clearly about each action you would like the Association to undertake.

2. For each action you need to set out exactly what you are going to do in order to achieve it. These are sometimes called milestones:





The Action	How we are going to do it
Improving the condition of the housing in our area	<ul style="list-style-type: none"> • Get stock condition survey information about the properties in our area • Find out what large capital programme expenditure is planned in our area during this financial year • Go to the consultation meeting to contribute to discussions about how the DLO surplus should be spent • Ask tenants and residents at the next public meeting if there are any long-term repairs and maintenance or large improvement works they would like to raise with the Council / or carry out a survey

3. The action plan also helps you identify who is responsible for each action. It encourages most people to take on at least one thing. If work is spread across the whole committee then people won't be put off because they feel that the same people are doing all the work.

The Action	How we are going to do it	Who's going to do it	Target date
Improving the condition of the housing in our area	<ul style="list-style-type: none"> • Get stock condition survey information about the properties in our area • Find out what large capital programme expenditure is 	<p>Jo McGlumphy?</p> 	 <p>July 2018</p>

4. Setting a target date will ensure that things don't get lost and importantly that things get done.

5. Recording the work of the Association means that you have a record of the types of issues you are working on and can demonstrate this to the Council, other funding organisations and the community you represent. It can be used to help the Chairperson or Secretary write a report or feedback at an annual general meeting and can be used to write articles in newsletters.

The Action	How we are going to do it	Who's going to do it	Target date	Progress
Improving the condition of the housing in our area	Get stock condition survey information about the properties in our area Find out what large capital programme expenditure is	Jo McGlumphy?	 July 2018	

6. Keeping a record of your actions, how you achieved them and the outcome can help new committee members learn. If the outcome you wanted wasn't achieved it also helps you review what you did and perhaps take a different approach next time.

What can you put in your action plan?

You can put anything you like in your action plan.

In addition to the actions you want to pursue on behalf of your community it could include actions to support and promote the Association. For example undertaking training, preparation for a public meeting or sending out newsletters.

Perhaps you want to use the action plan for something more ambitious like obtaining funding for a community project.

Useful tips

Fully discuss each and every action in your committee. Ask the following questions about each action **before** you add it to your plan:

1. Be **Specific** about what you want to achieve, do not be vague, communicate clearly so that everyone knows what the action means.

2. How are you going to measure whether or not the action has been successful? Ensure your result is **Measurable**. Say what you want the outcome to be before your start.
3. Do you need any particular resources to **achieve** the action? Is it achievable?
4. Is it "do-able"? Are your actions **realistic** given the limited time and resources you have?
5. Have you set a deadline? Can you say what needs to be done, by whom, and by what date? Make sure it is **time** restricted. Set yourself an achievable time frame, set deadlines and milestones to check your progress.

If you break your actions down into smaller milestones to achieve then you will be able to measure your progress and it will be much more achievable. A good plan will include a deadline for reviewing your progress.

