

DIY Review:

Ethnic Minority Voices in Tenant Engagement

This DIY Review helps tenants and staff reflect on how well their engagement activities include and represent ethnic minority voices.

It's designed to be a quick, honest self-check, something you can do yourselves before deciding whether to take part in the In-Depth Review (T.A.B.L.E. Framework) with Tpas support.

Purpose

- Understand how inclusive your engagement currently is.
- Identify strengths and areas for improvement.
- Decide where to focus next.
- Use this as a starting point for discussion and improvement, not a test.

How to Use This

You can complete this DIY review as a tenant group exercise, staff team reflection, or joint session between tenants and staff:

1. Read each reflection area and question.
2. Discuss your rating using the traffic light system.
3. Add brief notes or examples in the comments box.
4. Summarise your overall results and next steps.
5. When you've completed all reflection areas, use the Self-Check Scorecard at the end of this document to summarise your ratings, capture your key strengths, and agree improvement priorities.

Now that you've completed your discussion and reflection, use the scorecard below to record your overall ratings and improvement actions.

Traffic Light System

- | | |
|---------|--|
| ● Green | Strong - consistently applied and working well |
| ● Amber | Some progress - but patchy or inconsistent |
| ● Red | Needs attention - little or no progress yet |

Self-Check Framework

Use this section before completing the Self-Check Scorecard on page 3

Discuss each question and rate your progress.

Audit Area	Audit Questions	Tenant Rating (R/A/G)	Staff Rating (R/A/G)	Comments / Evidence
Communication & Awareness	Are engagement opportunities advertised widely and in accessible formats (including multilingual)? Are diverse cultures visible and valued in communications?			
Representation & Participation	Are ethnic minority tenants represented in engagement structures and panels? Are there barriers to involvement that need addressing?			
Support & Training	Do staff and tenants receive training on cultural awareness and inclusion? Are ethnic minority voices supported to influence decisions?			
Leadership & Governance	Is inclusion embedded in leadership priorities and board reporting? Are outcomes reviewed and acted on?			

Summary & Reflection

After completing this activity, take a few minutes to reflect:

- What are we doing well?
- What needs more attention?
- Would we benefit from Tpas support to go deeper through the In-Depth Review (T.A.B.L.E. Framework)?

Next Steps

- Share your results with your wider group or landlord team.
- Agree one or two improvement actions.
- Revisit this activity in six months to track progress, and when ready, move on to the In-Depth Review (T.A.B.L.E. Framework) for further exploration and action planning.

Self-check Scorecard

This scorecard allows you to record, summarise, and review your Red/Amber/Green ratings across all reflection areas.

Use it to capture overall results and agree improvement priorities.

Audit Area	Tenant Rating (R/A/G)	Staff Rating (R/A/G)	Combined Rating	Key Strengths / Comments	Improvement Priority / Next Steps
Communication & Awareness					
Representation & Participation					
Support & Training					
Leadership & Governance					