

Resident Involvement Strategy Action Plan 2009/10

Objective	Action	Output and Outcome	Date to be delivered by:	Comments
Widen the range of opportunities for residents to be involved in service improvement				
	Publish Resident Involvement Strategy and Statement	Complete and published on time	April 09	complete
	Short opportunities/options leaflet	Complete and published on time	May 09	Complete ahead of schedule
	Review Handbooks – RI Information	RI section re drafted in advance of handbook review	September 09	
	Review Website RI information 6 monthly	Information up to date	April 09 and October 09	complete ongoing
	Assist HAFFTRA Web site development	Improved information on TRAs etc	December 09	
	With RISG – agree level of detail for information on management decisions (eg You said We did page in Insider)	Information type, level agreed	June 09	
	Produce information on Involvement outcomes and in particular - How and why management decisions were made	Information published	Feb 10	

Resident Involvement Strategy Action Plan 2009/10

Improve customer feedback by using the following methods				
	Surveys Programme	Completion and Implementation of programme	Programme complete by End June 09	
	Develop Customer Feedback Strategy	Strategy delivering improved, feedback information and using this to improve services and streamlined feedback processes.	Strategy complete June 09	Research and Development work begun
Work in partnership to improve services by using following methods:				
	Produce and Publish HITs programme	Programme established and underway producing recommendations for service improvement	May 09	Complete
	Research need for Diversity Forums and establish programme	Research complete and programme established to address specific diversity/customer satisfaction	July 09	
	Develop E-Panel TOR and	Obtain feedback on Strategy	May 09	

Resident Involvement Strategy Action Plan 2009/10

	programme	and Policy – improved and customer focused strategies		
	Devise way to involve residents in procurement plan	Resident influence over procurement to improve service	Jan 10	
	Set up readers editorial panel for the Insider	Resident influence in content and style of Insider -	April 09	Readers Panel now set up
	Gas Safety Working Groups	Improved Gas Safety	June 09	Up and running
Empower residents to monitor performance by using the following methods:				
	Mystery Shopping programme complete and being implemented	Assessment of service in key areas	April 09 July 09 Oct 09 Jan 10	1 st mystery shopping exercise complete – programme is quarterly
	Analyse feedback and report t results quarterly	Feedback used to improve services	Quarterly – June 09 Sept 09 Dec 09 March10	

Resident Involvement Strategy Action Plan 2009/10

	(With HAFFTRA) Devise Communal repairs and tracking project	Improved information about communal repairs leading to improved communal repairs service	May 09	
	Analyse feedback and report t results	Feedback used to improve communal repairs service	Oct 09	
	Devise Resident Quality Assessors programme and TOR	TOR and programme for purpose below produced	Feb 10	
	Recruit and begin programme	Internal quality assessment programme to feed into self regulation framework – ensuring quality of service	April 10	
	Set up Resident Estate Inspectors programme – TOR	Estate inspectors	June 09	
	Recruit and Train participants	Trained resident inspectors	July 09	
	Implement programme	To produce reports on quality of estate services which feed into monitoring and performance management – Leading to improved estate services	Oct 09	
	Service Standards Panels	Monitor Service Standards	jun 09 sept 09	

Resident Involvement Strategy Action Plan 2009/10

			dec09 march10	
	Void Inspection Group	Improved void standards	Jun 09	
Improve opportunities to hold H&F Homes to account				
	Work with HAFFTRA – TRAs organising regular action plan meeting	Ensuring Action Plan is meeting objectives	June 09 Sept 09 Dec 09 march10	
	Work with HAFFTRA and Council to review compact	Ensuring Compact is up to date	May 09	
	Work with HAFFTRA and council to launch reviewed Compact	Ensuring residents are aware of the compact (25% residents aware)	June 09	
	Work with HAFFTRA and Council to plan consultation on Rent Levy for HAFFTRA	Ensuring residents are happy to continue with current arrangements for financing HAFFTRA	Dec 09	
	Review training arrangements for Resident Board Members to improve effectiveness and relevance of training	Ensure training is relevant and meeting needs of board members.	Nov 09	

Resident Involvement Strategy Action Plan 2009/10

	Work with RISG to develop Resident Led Self Regulation Group – Terms of Ref	Improve accountability in readiness for co-regulatory	Feb 10	
	Publicise and recruit for RLSR Group	Group of highly capable residents willing to undergo further training	April 10	
	Hold seminar for prospective recruits	A core group of suitable applicants	May 10	
	Begin groups with bespoke training programme to be developed by group		June 10	
	Publish Residents' Training programme	Residents aware of training opportunities	April 09 Sept 09	First programme published to be reviewed in August and new programme for 6 months published in September
	Residents Training Evaluation	Ability to assess strengths and weaknesses of training	Sept 09	
	Hold Residents' Conference/Event	Feedback to improve services and good PR	Mar 10	
	Review Local Forums	More effective local accountability	May10	
Develop and strengthening				

Resident Involvement Strategy Action Plan 2009/10

communities				
	Strategy for Local/ Neighbourhood Plans – project teams or panels	A full programme based of local plans based on residents’ priorities	Sept 09	
	Work with P2 P on youth engagement	Feedback from young people to improve life chances, quality of life and communities	Aug 09	
	Review of MEI	Improved MEI with better local accountability of spend and improved estates	Nov 09	
Support for residents to be involved				
	Review arrangements for incentives, expenses and support for involvement	Clearer arrangements understood by residents – designed to optimise involvement	July 09	
	Create database of local venues	Better information for arrangements of meetings and events	Dec 09	
	Residents Training Programme	Evaluate costs and benefits of residents training as part of Impact assessment	Mar10	
Mainstreaming involvement throughout the organisation				

Resident Involvement Strategy Action Plan 2009/10

	Improve and update involvement information for staff	Staff more aware of involvement and better able to involve residents to improve services and neighbourhoods	May 09	
	Undertake staff training programme – level 1	Better trained staff providing improved service	Jul 09	
	Undertake Involvement Champions training programme	Sustainability of involvement ethos and resulting improvements to service	Sept 09	
	RI Champions monitoring group (review and performance)	Regular contributions of key customer facing staff into service improvement process (through CIG)	Oct 09	
	Integrate involvement plan with service review plan	effective involvement in service reviews ensuring better outcomes based upon residents' priorities	Sept 09	
	Devise framework for evaluating customer feedback	More efficient and focussed use of customer feedback	Jun 09	
	Report on use of customer feedback as part of Impact Assessment	Evaluation of effectiveness of involvement	Mar 10	
Knowing our customers				
	TP Tracker launch	Better information on those involved and who wish to be involved	April 09	

Resident Involvement Strategy Action Plan 2009/10

	6 monthly report on TP Tracker		Sept 09	
	Improve and update information on Involvement on Web site		Jun09	
Develop Impact Assessment for resident involvement	Review Registration process	Improved process with better measure of impact and 'difference made'.	Sept 09	
	Include Impact measurement in TRA registration	As above	Sept 09	
	Training/information and assistance for TRAs in new registration process		Nov 09	
	New registration procedure to begin		Jan 10	
	Develop RI measures and Targets using intelligence from TP Tracker (including diversity information)	Reportable and measurable targets	April 09 Review sept 09	
	Produce Framework for impact assessment – include scoping		Nov 09	
	Develop cost benefit analysis using RI budget as framework		Jan 10	

Proposed Resident Involvement Targets 2009/10

Measurement	Target	How measured	Comments
% satisfied that views taken into account	65% at next STATUS survey	Status survey of all residents	General attempt to increase satisfaction by improving influence (listening and acting)
% of residents satisfied with opportunities / methods of involvement	85%	Survey of all involved residents – part of annual evaluation and impact assessment	Survey to be carried out in Jan each year
% increase in no. of residents involved at High level	10%	TP Tracker records	Measurable (in terms of increase after 6 months/ year)
% increase in no of residents involved at intermediate level	10%	TP Tracker records	Measurable (in terms of increase after 6 months/ year)
% increase in no. residents involved at low level	10%	TP Tracker records	Measurable (in terms of increase after 6 months/ year)
% of residents satisfied with information on involvement	90% satisfaction	Annual Involvement evaluation survey	To be carried out in January 2010
% BME residents satisfied that views taken into account	60% B	Status survey of all residents	General attempt to increase satisfaction by improving influence (listening and acting)
% of involved BME residents satisfied with opportunities / methods of	85%	Survey of all involved residents – part of annual	Survey to be carried out in Jan each year

involvement		evaluation and impact assessment	
% increase in no. of BME residents involved at High level	10%	TP Tracker records	Measurable (in terms of increase after 6 months/ year
% increase in no BME residents involved at intermediate level	15%	TP Tracker records	Measurable (in terms of increase after 6 months/ year
% increase in no. BME residents involved at low level	25%	TP Tracker records	Measurable (in terms of increase after 6 months/ year
% of BME residents satisfied with information on involvement	90% satisfaction	Annual Involvement evaluation survey	To be carried out in January 2010
% of BME residents satisfied with consultation process following major works / decent homes	80%	Satisfaction survey following major works/ decent homes	Collection of satisfaction data – quarterly (June)
% BME residents satisfied that views taken into account	60% B	Status survey of all residents	General attempt to increase satisfaction by improving influence (listening and acting)
% of involved BME residents satisfied with opportunities / methods of involvement	85%	Survey of all involved residents – part of annual evaluation and impact assessment	Survey to be carried out in Jan each year
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			year
% increase in no. BME residents involved at low level	25%	TP Tracker records	Measurable (in terms of increase after 6 months/ year
% of BME residents satisfied with information on involvement	90% satisfaction	Annual Involvement evaluation survey	To be carried out in January 2010
% of BME residents satisfied with consultation process following major works / decent homes	80%	Satisfaction survey following major works/ decent homes	Collection of satisfaction data – quarterly (June)
No. of HITs held	10 per year	Internal audit	Measured as part of Impact Assessment
No of Mystery Shopping Exercises held	4 per year	Internal Audit – Resident Evaluation	Measured as part of Impact Assessment
Action Plan timescales met	80% within target times	Internal Audit – monitoring by RISG	Measured as part of Impact Assessment
% of Estate Inspections carried out according to schedule	95%	Internal monitoring	Reported annually – monitored quarterly as part of service standards
% of reports fed back within timescales	90%	Internal monitoring – reports from residents	HAFFTRA will report back on failures to report back