

Action Plan Update

Resident Involvement Action Plan 2012 – 2015

Action	Target Date	Feedback / Develop change / Scrutiny	Who	What will look like and how will it be measured?	Update
Resident scrutiny and regulation					
Reform the Performance Review Committee to undertake the tenant scrutiny role in the co-regulation framework	Sept 2012	Scrutiny	HRIM HPPM	Scrutiny framework in place that monitors and challenges performance.	A new panel named the Performance Improvement Panel has been developed. Training for members commences March 2013.
Review Local offers	Sept 2013	Develop change	HRIM HOM	New Local Offers produced	
Develop 'democratic filter'	April 2013	Scrutiny	HRIM HOM	Democratic filter	The Housing Ombudsman has clarified that we are not required to undertake this action. There is an expectation that we support tenants who approach us to form a panel to meet the new complaints process for

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					landlords that comes into effect April 2013.
Assessment of impact, structure and performance monitoring					
Evaluate each component of the current structure to establish <ul style="list-style-type: none"> • Purpose • Effectiveness • Cost • Accessibility • Future direction • Training needs 	Tenant & Leaseholder Committee – Jan 2013	Feedback / Develop change / Scrutiny	HRIM	New RI structure in place	New constitution agreed January 2013.
	Performance Review Committee – Sept 2012	Scrutiny		Scrutiny framework in place that monitors and challenges performance	This committee is to become a sub-committee of the Performance Improvement Panel.
	Resident Auditor Team – Nov 2012	Scrutiny		Annual work plan agreed and monitored	Work plan in place
	Editorial / Insight - June 2012	Feedback		Reduction in production costs High satisfaction levels	Successful tender of the production contract has reduced production costs by 25%. High level of satisfaction recorded in STAR survey.
	Annual Conference – Sept 2012	Feedback / Develop change		Annual RI activity/activities attended by a minimum of 10% of the household.	Review completed. Welfare Reform Road Show and HRA consultation to take place in Feb 2013.

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				High satisfaction levels	
	Service Specific Surveys – Oct 2012	Feedback		Standardised surveys Increased response rates	
	Leaseholder Forum – July 2012	Feedback / Develop change		Increased attendance figures	Forum replaced by an annual leaseholder workshop.
	Older Persons Housing Forum – Aug 2012	Feedback / Develop change		Framework for involvement in service established	Replaced by a constituted group named the Independent Living Forum led by Tenancy Services.
	Repairs Partnership Board – Nov 2012	Develop change		Performance monitoring framework in place	
Agree performance indicators for RI activities and develop performance monitoring database	May 2012	Feedback / Develop Change / Scrutiny	HRIM HOM HPPM	PI's benchmarked against peers PI's reported in Housing Performance Digest	PI's put in place and reported in the Housing Performance Digest.

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Create an involvement database to record and evaluate involvement activity	April 2013	Feedback	HRIM	RI published quarterly in Insight TALC monitor reports	
Undertake a service review of new RI structure	March 2015	Feedback / Develop Change / Scrutiny	HRIM	New three year strategy produced	
Carry out resident satisfaction survey (STAR)	April 2014	Feedback	HRIM HOM HPPM	Survey results used to inform the Housing Service improvement Plan	
Increasing the numbers and diversity of residents actively involved					
Develop new methods of engagement to attract more residents	Jan 2013	Feedback / Develop Change / Scrutiny	HRIM	New RI structure Involved residents are representative of resident population	Tenants Voice group recruited to undertake 'Real Time' Mystery Shopping of the housing service.
Use of social media to obtain feedback on housing services	Jan 2013	Feedback	HRIM	New RI structure in place RI database records	Twitter used to promote resident involvement. Facebook as a tool for tenant and leaseholder feedback still to be developed.
Promote the need	Jan 2013	Feedback	HRIM	Resident	Continuous work

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for resident involvement groups to reach 'hard-to-reach' groups and ensure all are accessible for people across the seven strands of diversity. Use tenant profiling information to target these groups.		/ Develop Change / Scrutiny		involvement groups should become more ethnically diverse and appeal across the community. PI to measure the demographics of involved residents	undertaken. PI in place to measure the demographic of involved tenants. Target set using tenant profiling information.
Produce recruitment information, utilising traditional and new media to attract more residents	April 2013	Feedback / Develop Change / Scrutiny	HRIM	Range of promotional methods in place. Numbers of involved residents increase as a result of promotional activity	

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Update Equality Impact Assessment	March 2013	Scrutiny	HRIM	The different levels of involvement are accessible by a representative cross-section of residents.	Complete
Review the demographic profile of involved tenant and leaseholders. Develop new mechanisms to increase the numbers of groups which remain under-represented.	June 2014	Feedback / Develop Change / Scrutiny	HRIM	Demographic of volunteers becomes more representative of tenant and leaseholder population	
Communication					
Develop feedback mechanisms to inform involved residents and the wider resident population and staff on the impact that involvement has had on the service	April 2013	Feedback		Housing Team updates Regular article in Insight Reporting format put in place to respond to RI groups on their input	
Record RI	Sept 2012	Feedback	HRIM	Each edition of	Complete

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publications and make available from Exeter City Council website and as a pod cast				Insight available in this format	
Annual Report to residents against Local Offers	Sept 2012 Sept 2013 Sept 2014	Feedback	HOM HRIM	Production of Annual report	Sept 2012 complete
Training and support					
Deliver training to all housing staff on how RI enhances service delivery and the role that they play. Training to be jointly delivered with NMT to include the wider community engagement activities undertaken by that team	Sept 2012	Develop change	HRIM NMT HOM	All housing staff trained	Action moved to Neighbourhood Management Team
Develop a residents training programme	Apr 2013	Develop change		Programme in place. Increase in individual and group capacity	
Develop a training	Sept 2013	Feedback	HRIM	Database in place	

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evaluation database					
Introduce annual appraisals for residents who are part of a formal RI group	April 2013	Develop change	HRIM	Annual appraisals in place	
Review Expenses policy - fit for purpose and takes account of the new methods of involvement	Sept 2012	Develop change	HRIM	New policy in place	Target date moved to May 2013

Key to action plan abbreviations

HRIM Housing Resident Involvement Manager
HPPM Housing Performance and Projects Manager
HOM Housing Operations Manager
RI Resident Involvement
PI Performance Indicators NMT Neighbourhood Management Team