

EDHA RESIDENT INVOLVEMENT STRATEGY 2008-2013

SMART ACTION PLAN JANUARY 2009 - APRIL 2010

| | TASKS | LEAD | ACTIONS | TARGETS/ OUTCOME | DEAD LINE | MONITORED BY | PROGRESS |
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| 1 | Develop a new RI Strategy using Consultation protocol Complement and strengthen the traditional role of the Tenant Forum by securing input from younger customers and by systematically testing customer views on all aspects of service – standard of service, efficiency, degree of choice, cost of service, service priorities that customers want to see and securing better VFM from rents paid | JW | <ul style="list-style-type: none"> Consult with Tenant Forum (TF) on content and actions needed and gain their full support Consult staff, to secure their ownership Run briefing session to enable all to gain understanding of what is required Ask Tenant Forum to monitor Action Plan on a bi monthly basis | <ul style="list-style-type: none"> EDHA has increased ability to secure involvement of wider diversity range of feedback Ambitious new strategy that is SMART and enabling EDHA staff to reach a wide cross section of customers EDHA can utilise modern methods of securing feedback from service users and tackle local area issues and are better equipped to improve services | Dec 08 | Tenants Forum(TF), Annual Impact Statement, EDHA Management Team and Board | <p>New RI Strategy developed ahead of target. Presented to Board January 2009 and Tenant Forum February 2009.</p> <p>Staff training/briefing sessions planned for early 2009 - introductory sessions delivered by Sheila Adamson (Service standards training).</p> |
| | | | <ul style="list-style-type: none"> Increase membership of Tenants Forum, through recruiting from Focus groups and running training sessions. | <ul style="list-style-type: none"> Increased capacity in members and a more representative body of EDHAs resident base - see Item 5 | March 09 | | Tenant's forum membership increased to 17. Recruitment is ongoing through further development of interest groups, focus groups and customer profiling. |
| 2 | Produce an Annual plan for Resident Involvement that has clear targets and guides staff and resident representatives to meet these | JW | <ul style="list-style-type: none"> Draw up EDHA Action Plan January 2009 -April 2010 using feedback from HQN mock inspection, consultation with Tenant Forum and other Focus Group events | <ul style="list-style-type: none"> SMART Plan to focus and drive forward improvement. Use plan to enable effective monitoring | Feb 09 | TF, EDHA Board | Action Plan drafted |
| | | JW/TF | <ul style="list-style-type: none"> Support Tenant Forum to draw up its own Action Plan for the year to enable negotiation with EDHA of agenda priorities | <ul style="list-style-type: none"> Tenant Forum to set its priorities. | April 09 | | |
| | | JW | <ul style="list-style-type: none"> Incorporate outstanding actions from the original RI | <ul style="list-style-type: none"> Revised Plan contains all targets for involvement | Feb 09 | TF | ARI Strategy action plan incorporated outstanding |

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| | | | Action Plan | <ul style="list-style-type: none"> Plan exists, is published and used in all 1 2 1's to check progress | | | actions from 2007/08 RI strategy. |
| 3 | Promote RI options to all residents | SD/JW | <ul style="list-style-type: none"> Use newsletter and other avenues i.e., website, leaflets etc. Produce special leaflet outlining menu of involvement options sent to all households | <ul style="list-style-type: none"> Every Issue of Newsletter has a column promoting RI and all residents are clear about opportunities for resident involvement and take up levels are increasing with 20 Focus groups run, and 4 short life working groups in place. 100 mystery shops are being done per annum by residents Clear promotional material for all households. Use of customer profiling information to ensure clear communication strategy. | Jan 10 Apr 09 June 09 | Editorial group, Management Team TF and MT | Promotional information on mystery shopping, inspectors and other mechanisms to get involved to go in June's edition of Your Home magazine Draft literature being produced . |
| 4 | Produce an Annual Impact Statement (AIS) in conjunction with resident representatives that shows the effect that resident views have each year, using Impact Assessment (IA) framework | JW | <ul style="list-style-type: none"> Impact Assessment objectives agreed with TF in March 09 and EDHA MT Feb 09 | <ul style="list-style-type: none"> Evidence of the impact and the VFM that resident involvement is having and this is informing resource allocation to RI activities | Apr 09 July 2009 | TF and EDHA MT EDHA Board | Head lines of Impact Assessment to be presented to Tenants Forum in July 2009. Concept being presented to EDHA Management team June 2009 |
| | | | <ul style="list-style-type: none"> Maintain a log of feedback received from Discussion Groups and other events to feed results into final IA | <ul style="list-style-type: none"> Statement has been built up over the year with evidence from individual events | From Apr 08 | TF | Project evaluations are carried out at the end of individual projects. Summary included in the QMR (quarterly management report) to Board from June 2009. |
| 5 | Increase the membership of the Tenant Forum from 10 to 16 members by July 09 and a more balanced range of ages and household types are | JW | <ul style="list-style-type: none"> Recruit a more diverse membership Encourage interested Discussion Group and Focus | <ul style="list-style-type: none"> EDHA has a representative group of customers who are willing and able to give a strategic view on behalf of customers | July 09 | BI-Monthly progress TF, EDHA MT and Board | Target exceeded - current membership 17. |

Appendix one

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| | influencing the shape and quality of services | | Group members to champion issues at their groups by joining TF | <ul style="list-style-type: none"> Tenant Forum membership increases and attendance levels are high | | | |
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| 6 | Devise an annual programme of training for customers who are willing to be involved in any of the wide range of ways available, across the Group | SD/JW | <ul style="list-style-type: none"> Advertise a diverse choice of subjects through Newsletter and Discussion Groups Training to be open to all residents Use InSTEP for running in house courses Offer basic skills courses in conjunction with Skills 4 Jobs for all residents | <ul style="list-style-type: none"> Support for residents who give EDHA some of their time to increase their skills/knowledge and improve their effectiveness/ability to influence the Association. Programme has been devised based on actual and predicted needs and has been well publicised through newsletter, mail out, website etc | Apr 09 | Bi-Monthly progress to TF & MT | |
| 7 | Secure arrangements with other landlords who are also providing training for their customers | SD/JW | <ul style="list-style-type: none"> Liaise with PHT and WPH to consider implementing group wide training programme Secure places through Dorset Resident Involvement Officers Group (DRIOG) and other agencies to provide a diverse programme | <ul style="list-style-type: none"> Broaden aspirations, expand learning and secure VFM Evidence of discussions and conclusion on file | Sep 09 | Bi-Monthly progress to TF & MT | <p>RIO participating in DRIOG meetings. Sharing good practice. Conference arranged for later 2009.</p> <p>EDHA signed up as members to the TRUST Training Group. The TRUST group has been established to offer training to tenant representatives. Trust is a not for profit training group which operates on a break even basis.</p> |
| 8 | Run a minimum of 2 Focus Groups each year for each | SD | <ul style="list-style-type: none"> All staff who speak to residents, either face to face | <ul style="list-style-type: none"> To combine this with satisfaction feedback and | Sep 09 | Report to TF | HOM to create a list of service areas focus groups. |

Appendix one

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| | service area with uninvolved tenants | | <p>or on the phone, to ascertain if resident is interested in coming to a Discussion Group</p> <ul style="list-style-type: none"> • Spreadsheet of those who are interested to be maintained by RIO and team. • Specific areas to be covered to include Planned Improvement, Repairs, Estate Management, Rent, VFM, Access & Customer Care and Diversity • Meetings to be arranged by Manager responsible for that service area • Incorporate feedback into 2010 Annual Plan | reach decisions about introducing service improvements | | Monitored though staff 121's | <p>Focus groups run between Jan and May 09:</p> <ul style="list-style-type: none"> • Grounds maintenance • Asset management • Cleaning services • Value for Money • Handbook/Leaflet • Design • Direct debits <p>Also, satisfaction surveys being sent out to tenants receiving the following services:</p> <ul style="list-style-type: none"> • ASB • Repairs • CBL • New lettings • Housing Advice • Improvements |
| 9 | Ensure robust RI training for staff throughout EDHA to ensure that RI is embedded | HR | <ul style="list-style-type: none"> • Ensure RI is identified as a training need at individual appraisals. • Staff to have a clear RIO related personal objective. | <ul style="list-style-type: none"> • Support in place for staff to enable them to confidently include RI within their every day roles. | June 10 | Monitored though staff 121's and annual appraisal | <p>New appraisal process being implemented from May 2009. Cultural change for SHG and all staff taking responsibility for greater resident involvement.</p> <p>Focus groups guidance and training to be rolled out summer 2009.</p> |
| 10 | To seek and learn from 3 Star organisations in further developing and delivering resident involvement practices. | SD/JW/TF | <ul style="list-style-type: none"> • To carry out a minimum of 2 visits per annum and report on leanings and outcomes (link to annual IA). | <ul style="list-style-type: none"> • To evidence outcomes from learning - IA. | Jan 10 | TF & MT to monitor visits and outcomes. | |

Key to abbreviations:

Appendix one

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| JW | Janette Whittlely Resident Involvement Officer (RIO) |
| SD | Sarah Durrans, Housing Operations Manager (HOM) |
| TF | Tenant Forum |
| RI | Resident Involvement |
| HR | Human Resources |
| MT | Management Team |
| IA | Impact Assessment |
| 121s | one to one meetings |
| VFM | Value for money |
| HQN | Housing Quality Network |
| SMART | Specific Measurable Achievable Resourced Time-bound |
| PHT | Purbeck Housing Trust |
| WPH | Weymouth & Portland Housing |