

Resident Involvement Action Plan 2011-12

Action	Target Date	Lead Director	Measurable Outcomes	Resources	Progress
Objective 1	We will ensure that there continues to be a consultative framework that allows residents to be involved in decisions that affect their housing				
Create more choice and decision making opportunities for residents i.e tenancy conditions, Local Standards and heating consultation.	Mar 12	SK	Number of activities where residents have been involved in decision making and consultation activities and events.		
Review current structures for representation and recruitment drives to 1 in a 1000 scheme, area panels and consultative panels.	Mar 12	SK	Improved area based representation. Increase in TRA activity where there is none currently.		
Implement an annual review and feedback mechanism with residents on Local Standards	Mar 12	SK	Improved review and feedback process with residents on Local Standards.		
Objective 2	We will use a variety of means to ensure that the views of all residents are taken into account				
Hold consultation meetings with residents on local and National Issues (ie TSA,HRA subsidy, business plan)	Mar12	SK	Residents informed of results and feedback from focus groups fed into business plan		
Ensure staff induction and training covers resident involvement and customer feedback mechanisms	On-going	DS	All staff trained and aware		
Strengthen links with hard to reach groups, providing opportunity for involvement across the six diversity strands	Hold outreach meetings for 4 BME groups (at least 4 in year)	Mar 12	SK	Feedback from diverse groups fed into service delivery plans	
	Outreach/Focus groups held for elderly (at least 4 in year)	Mar 12	SK	Feedback from diverse groups fed into service delivery plans	

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	Regular meetings of disability panel (4 per year)	Mar 12	SK	Feedback from diverse groups fed into service delivery plans		
	Investigate interest special forums being set up for BME and Young residents.	June 11	SK	Delivery of 2 special interest forums per year. Feedback from forums fed into service delivery plans.		
Increase use of community centres to engage local residents and use in feedback and consultation activities		Mar 12	DG	Number of Free and consultation activities delivered in community centres. One "Meet your housing officer" event in one community centre per AHO.		
Objective 3	Getting residents involved in their communities					
Adopt one budget for resident involvement to encompass TRA payments and resident involvement associated activities.		April 12	SK	Better governance of budgets. Improved end of year report on resident involvement and associated TRA payments.		
Support TRAs and Consultative Panels to provide effective involvement		Mar 12	MS	Ensure 'compact' budgets prioritised by Area Housing Panels and are monitored to ensure equitable distribution.		
To amend TRA constitutions following agreement by Panels		Mar 12	SK	Terms of reference and constitution of TRAs fit for purpose		
Arrange admin and publicity grants to TRA's		Mar 12	SK	TRAs have claimed and use the financial support from HFI		

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Fund and promote new and existing tenant organisations	Mar 12	SK	Overall TRA numbers increased. Support tenants who request involvement but do not want to form a TRA		
To ensure that Area Offices take the lead in working with local TRA's	Mar 12	SK	Use Community Service Development Officer's as core to developing TRA activity		
	Mar 12	SK	Attend and ratify AGM's		
	Mar 12	DG	Annual visit to all TRA's by Area Housing Manager		
	Mar 12	DG	Support new TRA's		
	Mar 12	DG	Build on local links with TRA's		
	Mar 12	SK	Resources channelled locally to support activity		
Produce a training brochure for residents every 6 months	Oct 11	SK	Training brochure circulated and training opportunities taken up by residents		
Continue training for Community Centre committees begun on 2008/9 (once a year)	April 11	DG	Training arranged and taken up		
Promote employment training initiatives through TRA's.	April 11	SK	Training opportunities broadened for residents		
Expand and utilise the resident involvement register by Inviting new residents to join the register (quarterly mail-out for tenants, six monthly mailshot for leaseholders)	April 12	SK	Membership of the register increased from 900 in 2010		
Carry out benchmarking exercise in respect of resources committed to resident involvement and value for money of Resident Involvement through House Mark.	April 12	SK	Exercise complete and report issued to stakeholders.		

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Objective 4		Involving residents in shaping and developing our services			
Ensure that HFI Business plan is focused on resident priorities by conducting focus groups and local face to face consultations.	April 12	SK	Customer priorities fed back and placed into Business plan.		
Target under-represented groups to join the register	April12	SK	Annual Diversity analysis of Register showing broad cross section of membership		
Utilise the register for at least 12 consultations per annum	April 12	SK	Consultations held and outcomes resulting from them		
Increase resident involvement in HFI resident publications by supporting the Readers Panel	April12	DS	Articles and HFI publications audited for accessibility by residents. Panel to include disability representation		
Carry out a programme of surveys and focus groups Use Resident Involvement Register to facilitate Resident feedback.	Mar 10	SK	Results of surveys and focus groups publicised to staff and residents		
Engage residents in measuring satisfaction of services by carrying out 2 mystery shopping programmes per year	April 12	SK	Reports back, feedback sessions held with mystery shoppers and actions taken from findings.		
Ensure that engagement choices on the Resident Involvement Register are aligned to TRA activities.	April 12	SK	TRA's work with RIR members where they have opted for involvement in local community activities		
Introduce resident inspectors to enhance current resident scrutiny processes.	April 12	SK	Training and a programme for resident scrutiny delivered.		

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Continue dialogue with the Islington Leaseholders Association and other groups of leaseholders.	April 12	SK	Feedback is used to ensure that specific issues relating to leaseholders has improved the delivery and accessibility of service.		
Develop TRA's to carry out estate activities independently of HFI support.	April 12	SK	Support training identified and carried out. Increased applications for funding through GRANT finder.		
Objective 5	Keeping you informed				
Improve resident communications with residents	On-going	Comms	All residents aware of involvement options available to them		
Increase feedback from TRA's on activities carried out and available on estates.	On-going	Comms	Regular bulletins in HFI News on activities.		
Feedback to residents on the outcomes of their involvement	Ongoing	DS/SK	Residents aware of outcomes of involvement		
Increase use of Community Centre information Boards	Ongoing	SK/ DS	Increased awareness of HFI business and involvement opportunities		