

# Resident Involvement Statement and Impact Assessment for the year 2010/2011

## Contents

Introduction .....	1
Highlights.....	1
Redlands Residents' Committee.....	2
Resident Board Members.....	3
Focus Groups .....	3
Residents' Panel.....	7
Redletter.....	7
Residents' Day.....	8
Scrutiny.....	9
Better Together .....	10
Training .....	11
Neighbourhood Voices.....	12
Priority Estates Tool.....	13
Community Action Grant.....	15
How does Redland Compare to other Landlords ?.....	15
Involving under-represented groups.....	16

## Introduction

- 1.1 Each year Redland produces a statement saying how residents have been involved and what difference this has made
- on a local community level,
  - in improving front-line services, and
  - in the strategic direction of the business.

## Highlights

- 2.1 The RRC has ensured that, at a time of change, the day to day work of the Committee and its working groups has continued to work effectively alongside the work on Better Together. The continuing work of focus groups, neighbourhood voices and regular residents' committee meetings has ensured that residents continue to have an impact on a day to day basis
- 2.2 The Redland Residents' Committee are working in partnership with the Somer Residents' Committee to promote effective communication and progress on the governance project 'Better Together'. A new group called the Residents' Governance Involvement Group has been formed to look at best way of seeking residents' views and taking forward proposals.
- 2.3 During quarter 4 (December-April) residents from Redland have been involved in setting up a group wide Existing Home Service Improvement Panel. Six residents from Redland are involved in the work of the group

which will include, developing monitoring and reviewing the Somer Home standard across the group, receiving feedback from other residents and monitoring the success of repairs and major works contracts.

- 2.4 The group wide Resident Scrutiny Steering Group (consisting of 12 residents) was set up this year to develop a Resident Scrutiny Panel. As a result of a successful recruitment day there is now a panel of 8 who will develop a work plan based on performance information and resident and board feedback.

## **Redland Residents' Committee (RRC)**

- 3.1 The Redland Residents' Committee (RRC) is the strategic vehicle for delivering Redland's resident involvement strategy. Committee members are elected by all Redland's residents. The committee has a formal constitution.
- 3.2 The committee directs the work of other groups, by appointing members as appropriate, approving constitutions and terms of reference and by receiving regular reports from those groups. The committee receives reports from, and makes recommendations and observations to the Board and is mainly concerned with influencing how and when Redland involves residents.
- 3.3 The RRC sets objectives for resident involvement each year, and reviews achievements against targets set the previous year.

### ***What did it cost?***

- 3.4 The Redland Residents' Committee has a budget of £15,000 to spend on its activities. This includes costs of all RRC, Neighbourhood Voice and focus group meetings, in particular the travelling costs of residents to attend training sessions, as well as costs associated with membership. . The RRC receives a report on expenditure every quarter and a summary of expenditure at the end of the financial year to help them make decisions about how to spend the money in the coming year. The balance at the end of the year was £317.68

### ***What difference did it make?***

- 3.5 In the past year the RRC has made sure residents interests were represented in the following things:
- Producing Redletter
  - Organising Residents' Day
  - Increasing the number of Neighbourhood Voices
  - Approving community action grants to the value of £38.83
  - Playing an active part in the Somerset County Tenants Forum; a regional group of social housing tenants in Somerset to which the RRC subscribes
  - Overseeing the work of a range of different focus groups
  - Developing the Business plan for 2011/12

- Developing the Existing Home Service Improvement Panel
- Endorsement of the structure and key principles of a Resident Scrutiny Panel

## **Resident Board members**

- 4.1 Board membership enables residents to be involved at the most strategic level. Resident Board members influence business planning, policy and strategic direction. Redland's Board reserves three places for resident Board members, this includes a place for one home owner, as Redland provides a management service for home owners.
- 4.2 Prospective resident Board members are nominated by the Redland Residents' Committee: the committee establishes an interview panel which shortlists and interviews applicants and makes a recommendation to the Board.
- 4.3 RRC members are welcome to observe board meetings. Residents gain a better understanding of how feedback and involvement contribute to decision making, but also strengthens the link between the RRC and the board.

## **Focus groups**

- 5.1 Focus groups are small groups which consider a specific issue or subject. Their purpose is to:
  - take ownership of policy and procedure documents in their area
  - set, review and monitor service standards and advise on how these should be publicised
  - ensure Redland collects appropriate feedback on services and uses it to improve services
- 5.2 Focus groups enable involvement in specific areas which, along with relevant training, enables residents to gain knowledge and experience of a particular service area. Each group provides a report to the RRC once a year saying what their group has achieved in the and how residents have been involved in shaping their service area.
- 5.3 Focus groups create, review and develop service standards which are published on Redland's website and in a series of articles in Redletter.

### ***What did it cost?***

- 5.4 The focus group costs include venue hire, catering and residents' travel expenses for attending, and came to £1536.00 this year.

### ***What difference did it make?***

- 5.5 Highlights for the groups in improving services:
- 5.6 **Estate management** - The group has met twice over the past year. They have been involved in refining the new estate inspection procedure which gives greater confidence to residents that Redland knows what's

happening on their estate and what Redland is doing to address residents' concerns. The new process is ensuring that repairs to communal areas are reported in one go, at the time of inspection. The group also decided a calendar of inspections (which is also advertised in Redletter) should be sent to all residents and that a letter should go out to everyone on an estate two weeks in advance of an inspection. The group also helped to develop a new satisfaction survey, which is now being sent to all residents. This will make it possible to better understand levels of satisfaction and residents' concerns.



- 5.7 Nuisance and Anti-Social Behaviour** – The ASB group met three times in the year and have been working to improve satisfaction feedback on complaints received. Complainants will now be called and told that the ASB case is closed. They will be asked questions around their levels of satisfaction, on how their complaint was dealt with, how easy it was to initially report the incident if they feel they were kept informed. The group have also been involved in the development of the ASB Service Improvement Plan which will improve how Redland deals with nuisance and anti-social behaviour.
- 5.8 Existing Homes Service Improvement Panel** – The panel is group wide. It was formed this year, from the amalgamation of the Redland and Somer Trust focus groups on repairs and maintenance. The panel have appointed a resident chair. It currently involves 6 Redland residents and 7 Somer residents. The role of the group includes developing and reviewing Asset Management and Repairs and Servicing policies and procedures, monitoring the success of Repairs and Major works contracts and setting and monitoring Somer Home Standards, our local standard for residents of Somer Housing Group.
- 5.9 Communications** – The group has met once during the past year, although some additional work has been done reviewing leaflet designs and graphics, by post. The group also reviewed and confirmed the service standards for the year. Due to the close relationship between this group and the work of the editorial group, the groups agreed to combine. The group now have the responsibility for all the different ways Redland communicates formally

with residents including handbook, leaflets, Redletter, website and annual reports.

- 5.10 **Equality and Diversity** - Seven Redland residents took part in the 'Have Your Say' workshops which is part of the ongoing work towards the Living Equality Plan. Residents found the workshops very useful in understanding the diverse needs of people in our different communities and benefited from meeting others from across the group.
- 5.11 **Customer Care** - Following their involvement in the getting to know you project, helping Redland to become better acquainted with the needs of our residents, the group recommended that we publish a leaflet introducing all the front line staff. This was published and sent to all residents with the 'Keeping in Touch' questionnaire with the aim of updating contact and preference information. The group was also asked by the RRC to look in detail at free-phone options. The group recommended that Redland should not pursue this at present. The recommendation was accepted.
- 5.12 **Maintaining Homes** – The focus group took part in a detailed review of how repairs have been carried out, looking at what tenants want from the service. Following the Systems Thinking intervention carried out last year, changes in the process has led to a more efficient repairs service, reducing the average time that it takes to complete a job from over 20 days to under five days. Two representatives of the group also joined the project team responsible for procuring new response repairs contracts, asking questions from a customer care perspective. The group is now part of the new group-wide Service Improvement Panel referred to above.
- 5.13 **Homeowners** – The group have been working on capturing accurate data on the Home Ownership Performance Standards. They have been investigating different ways to encourage owners to respond to a survey which will be carried out in July 2011. The group have worked on the wording and content of the survey to ensure its relevance for homeowners.
- 5.14 **New Homes Service Improvement Panel** – Met four times over the past year and is made up of residents from Redland and SCHAT. The group played a key role in developing the New Homes Survey, including, additional pertinent questions about value for money and whether they understand their tenancy agreement. Residents took part in a training event about the Design Brief, which is the standard used for new homes built by Somer Housing Group and helped to inform the review of the Design Brief. Some key changes have been made including moving to fob communal door entry systems, adding key safes to new developments, specifying a preference for kitchen diners. This feedback has been taken to the boards and staff across the group.

5.15 **Rents** - The rents focus group meets every quarter and in the last twelve months the group have set four Service Standards relating to the collection of rents. These are published on the Redland website. The group have learnt more about the different ways to pay rent, and suggested relevant information and updates to be reported in Redletter.

5.16 **Lettings** – The Lettings policy was also reviewed and updated by the group. The group also reviewed the service standards in place for allocations and lettings. As a result the three existing standards increased to four to include advertising the results of the lettings when Redland participates in a Choice Based Lettings Scheme. The lettings focus group also developed a new format for the satisfaction questionnaire that new residents complete at the start of their tenancy. The increased number of responses as a result of using the new card format, has enabled Redland to have a more accurate measure of customer satisfaction.



*Maple Leaf Court adaptations*

5.17 **Housing with support** - The group met twice during the year. They reviewed the service standards and modified one linked to Aids and Adaptations. The focus groups involvement in determining priorities for the alarm system upgrades has resulted in all residents on these sites having pendants and the option of add-on monitors as required. Following the severe winter of 2009/10 the focus group highlighted the risk of slipping on sites where there is insufficient grit available. Extra efforts have been made to install grit bins on vulnerable sites and to ensure plentiful supplies of salt at the outset of what proved to be another harsh winter. The group has been successful in installing more water butts on several sites, demonstrating their continued commitment to the environment.

5.18 Redland residents have been involved in the development of two group-wide Service Improvement Panels referred to above in 5.8 and 5.13, working jointly with panel members from Somer Community Housing Trust. As the Better Together project sees more consolidation of operational working arrangements across the group more of these

Panels will emerge and will continue the work of existing focus groups. The RRC sees focus groups as central to resident influence on service delivery. The review of resident involvement at the Trust resulted in a decision to set up panels along the lines of Redland's focus groups, so there is a clear commitment amongst residents at both organisations to these groups.

## **Residents' Panel**

- 6.1 The Residents' Panel is a "reading panel": its role is to provide residents with the opportunity to be involved through postal/telephone surveys, questionnaires and similar. Residents have told us that, overwhelmingly, they favour these methods of consultation and involvement. Membership of the Residents' Panel is positively encouraged amongst all residents, and all new residents are invited to join and to tell us their particular interests.
- 6.2 This year we consulted the people who said they were interested in the presentation of finance information. This was to ensure that we present information in a way that is easy to read and understand and at the same time demonstrates Value for Money (VFM).

### ***What difference did it make?***

- 6.4 Use more innovative ways of presenting this information e.g. graphical information of how £1 of income is spent.
- 6.5 The future presentation of financial information will include an income and expenditure account, supporting chart on spend and a balance sheet.
- 6.6 Greater level of information through Redletter on VFM and demonstrate the cost of specific services (e.g. cost of installing a new kitchen, the cost of a gas service)

## **Redletter and publications**

- 7.1 The editorial group have now merged with the communications group. The group has responsibility for all the different ways Redland communicates formally with residents including handbook, leaflets, Redletter, website and annual reports.
- 7.2 The newsletter provides information about how residents can be involved and different activities that residents are undertaking in their communities.
- 7.3 Performance information, to enable residents to hold Redland to account, is also published in the following ways:
  - Redletter twice a year

- Website (which includes a link to the Tenant Service Authority portal comparing performance information of housing associations), updating every three months.

***What did it cost?***

7.4 It cost Redland just under £2,700 to produce two Redletter magazines including the cost of facilitating the editorial group.

**Residents' day**



*Children at Residents' Day enjoying an array of craft activities*

- 8.1 This is an annual event where all our tenants are invited. The day is planned by a social committee of tenants, who decide the theme, the content, the venue and activities.
- 8.2 The theme this year, 'Power to the People' was chosen to enable residents to have their say on shaping local offers and services Redland provides. 119 residents, which included 23 children between 0-15 years old and 16 staff attended.

***What did it cost?***

8.3 The venue, travel, workshop and refreshment cost a total of £8841.59

***What difference did it make?***

8.4 A high percentage of residents completed the feedback form. All gave positive feedback about the day and all said they would come to a similar event again. The Question Time session was most frequently cited as the most successful part of the day.

- 8.5 53% of residents who filled in the feedback felt that they had learnt something new about how Redland Housing Association operates, including the work of the focus groups, estate visits and environmental issues.



*Residents, hearing about the work of the new build focus group*

## **Resident Scrutiny Panel**

9.1 The TSA standards, introduced in April 2010, include a requirement for registered providers to give tenants the opportunity to scrutinise performance. Following a workshop of involved residents a steering group was set up to develop a new group wide resident scrutiny panel. The steering group is made up of 12 residents from across the Group and to date they have been developing:

- Terms of reference
- Code of conduct
- Information protocol
- Confidentiality agreement
- Person specification
- Drop-in surgery and promotional information
- Programme for the recruitment day

9.2 A recruitment day took place to which fourteen candidates were invited. Five Redland residents took part in the day for the Scrutiny Panel, two residents were observing how candidates demonstrated their skills and capabilities in an array of team activities and three residents were candidates. Following a detailed evaluation by the recruitment panel eight candidates accepted a place on the panel.

9.3 The recruitment campaign to fill the remaining four places will continue. This will target residents in the Bristol area and rural villages, to ensure

the Scrutiny Panel reflects the overall demographic profile of our residents.

- 9.4 The Scrutiny Panel will develop their work plan based on performance information from 2010/11 and from resident and board feedback. In addition the Redland Residents' Committee will be able to formally request a Scrutiny Review in a particular area.
- 9.5 The Resident Scrutiny Steering Group is in the process of developing the detailed procedures and templates to enable Committees, the Executive Team and Boards to formally request a scrutiny review.



*Resident Scrutiny Panel member and Resident Scrutiny Steering Group member getting to know each other at the induction afternoon*

## **Better Together**

- 10.1 During October of 2010 Somer Housing Group began a consultation asking residents their priorities for how to invest in our services in the coming and future years. Following a detailed review all the Boards agreed in December within Somer Housing Group that we will move towards becoming one single body and reduce the number of boards from four to one.
- 10.2 The Redland Residents' Committee is working in partnership with the Somer Residents' Committee on resident involvement in the governance project 'Better Together'. The project team has set up a Governance Implementation Group of board members, led by the Transformation Team, who are steering the Better Together programme. The Residents' Governance Involvement Group (RGIG) was set up at residents' request in April.



*John Richardson and Kathleen Hovland the chair and vice chair of the RGIG*

10.3 RGIG will also be looking at the best way of communicating with residents and will make sure that their ideas and issues are taken into account by GIG. This group will advise on the best way of seeking residents' views and taking forward proposals.

## Training

11.1 The training delivered to residents is shown below:

Subject	Speaker/ Provider	Venue	Take up	Cost	Cost per head
Equality and Diversity Training organised by Somer Housing Group	Equality South West	St John's Ambulance Bath	6	n/a	n/a
Working Together to Achieve More	Bristol Partnership for Tenants:	Vassells Centre, Fishponds	22	£327.58	£14.90
Food for Thought	Bristol Partnership for Tenants:	Vassell Centre, Fishponds	25	£ 312.48	£ 12.50
Tenant Scrutiny, joint session organised by SCHT	TPAS	Maltings, Bath	6	£ 175.00	£ 29.17

11.2 Less formal training also takes place led by focus group leaders in order to make sure that involved residents have all the information and background they need to make informed decisions.

11.3 We have monitored who is accessing the training offered and this information is shown in the table in the section about involving underrepresented groups.

### **What did it cost?**

11.4 Redland shares training with the Bristol Partnership for Tenants, a group of housing associations and the local council, that pool resources to

provide information and training events for tenants across the city. It is beneficial to work together because we share the costs, share the contacts and ideas, and are able to choose topics that residents have asked for.

***What difference did it make?***

11.5 All the training in the table above had different purposes, some of which are covered in other parts of this statement. Here are some of the comments made by residents who attended the training events organised by the Bristol Partnership for Tenants about the difference it made to them:

*“Very informative could we have more?”*

*“I found some of the information I was not aware about informative e.g. adaptations.”*

*“It was excellent a real learning curve”*



*Residents enjoying the BHP for Tenants Event at the Vassell Centre*

**Neighbourhood Voices (NVs)**

12.1 Redland encourages representation by NVs across its estates. They are democratically elected on a two yearly cycle. There is a residents’ association on estates where there is sufficient interest. NVs are local points of contact for Redland operational staff, including carrying out estate inspections with housing officers, gathering feedback on estate and neighbourhood issues. They represent their neighbours at the Neighbourhood Voice Panel which aims to support communication between Redland residents and staff.

12.2 Following a successful programme in 2009/2010 NVs agreed to continue estate tours so as to understand better, the range of sites that Redland manages and to understand how the NV role can vary from place to place. The first site visit this year was to Clockhouse Mews and Orchard Close in Portishead.

***What did it cost?***

12.3 The Neighbourhood Voices activities cost £736.37. This was spent on venues, travel costs to meetings, the estate tour in September, and the cost of the administration carried out by NVs. The costs of the two day

training in November was £1,350, as eight of the sixteen NVs attended, this worked out as £84.36 per person per day.



*NV tour Stowey Road, Yatton*

### ***What difference did it make?***

12.4 The panel has decided to have four meetings a year instead of two, enabling a greater opportunity to share our ideas and experiences. It also enables more structured communication with Redland. The NV Panel also devised a new system to ensure that communal issues reported are tracked at Redland and acted on, using an Issues Log, called the NV Contact Log.

12.5 The panel elected a Neighbourhood Voice Co-ordinator to report back to the Redland Residents Committee what they need to know, to chair discussions at NV panel meetings, and keep hold of the issues log

12.6 As of 31<sup>st</sup> March 2011 there 14 Neighbourhood Voices, two of whom were newly elected in the last year and 6 who have been re-elected and 1 Resident Association Representative.

12.7 Here are some of the things that individual NVs have achieved throughout the year.

A rota has been put in place for communal jobs i.e. planting, cleaning at Maple Leaf Court in Clifton
There has been positive co-ordination with the community beat officer and housing officer to improve community safety at Meg Thatchers Green, St. George
A notice board has been erected for the residents of Clockhouse Mews in Portishead
The NV in Fishponds promoted positive community cohesion and community action with residents when anti-social behaviour was experienced at the site

## **Priority Estates Tool**

13.1 The Priority Estates Tool identifies Redland estates where sustainability and quality of life is at risk, and where priorities for estate meetings, community development and estate improvements should be focussed.

13.2 The tool combines a number of different indicators, using a “traffic light” system to identify concerns, into an overall rating. The indicators take account of

- Condition of communal areas recorded in estate inspections
- How often people are moving in and out
- Number of repairs ordered
- Number of cases of anti social behaviour reported
- Number of orders for removal of graffiti and fly tipping
- A snap shot of the collective rate of rent arrears
- Whether any of the residents are involved in the formal structure
- Whether there are any residents in the estate who said they were dissatisfied with their neighbourhood in the STATUS survey.

13.3 The indicators are assessed and turned into a table at the end of each *calendar* year which enables us to identify priority estates before the start of a financial year to aid in budgeting and business planning processes.

13.4 The three ‘estates’ identified for improvement in 2010 were Old Dairy Court, Clevedon, Maytrees, Eastville and Hicks Court, St. George.

13.5 The three ‘estates’ identified for 2011 are Britton Gardens in Kingswood, Elizabeth Court in Bishopsworth and the Old Tannery in Old Market.

13.6 The PET scheme opens up the opportunity for residents to say what they like about where they live, and what could improve their quality of life. A paper and telephone survey opens up the dialogue with residents on these issues, and a residents’ meeting is offered to discuss solutions to the issues raised.

***What did it cost?***

13.7 The cost of the PET depends on how much and what the residents want to change about where they live. All that we spend on this process is negotiated with the residents

***What difference did it make?***

13.8 Old Dairy Court – 69% of residents took part in the consultation and as a result key issues/needs were addressed including:

- New lock for bin store
- Visitor parking spaces marked with a ‘V’
- Secure fence panelling installed

13.9 Maytrees

- Letter boxes altered so that people in corridors cant see into properties or reach in

13.9.1 Hicks Court

- Electric gates installed
- Play area developed

- Intercom system installed

## Community Action Grant

14.1 The Community Action Grant was set up in 2008 and aims to support projects that involve everyone in the local community, develop skills and confidence, promote good relationships between neighbours, promote community safety, improve quality of life, and improve health and well-being.

14.2 Grants were awarded by the approval panel consisting of two RRC members and two staff members.

14.3 The grant is advertised in Redletter and on Redland's website, and the number of bids decreased this year. When we asked residents how we could raise awareness about the Community Action Grant they said we could put posters up on communal notice boards and promote in Redletter, so that's what we will do in 2011.

### **What did it cost?**

14.4 £38.83 for one bid. There were no meeting costs for the approval panel as the bid was looked at electronically.

### **What difference did it make?**

14.5 Here's how the grant money was used:

- Enhanced communal garden for residents at 174, the High Street Oldland Common for residents and visitors to enjoy. Residents were involved in communal planting.

## How does Redland compare with other landlords?

14.6 We are improving the way we compare Redland's performance data with that of other similar organisations. The data in the table below compares Redland's performance in the resident involvement service for the year 2009 and 2010 with other organisations and sector averages.

	Redland	National average for organisations with less than 5,000 properties unless otherwise stated
Satisfaction with how RHA takes account of your views*	63.4%	62.8%
Satisfaction with keeping residents informed*	81%	Not available
Overall tenant satisfaction	84%	72%

\*Redland figures from STATUS survey in 2010, other figure from Housemark.

14.7 Housemark provides a website based tool for comparing landlords in terms of costs, resources, and performance. Benchmarking is one of the key ways that we use to assess how we are performing as a landlord.

## Involving underrepresented groups

15.1 The Equality and Diversity Action group this year asked the resident involvement team to find out what impact the residents' panel has in terms of gathering views from underrepresented groups.

15.2 At the end of March 2011, there were 51 Redland residents involved in the formal structure of involvement (including RRC, NVs, Board members, and focus group members). This represents 4% of all social rented households. At the same point in time there were 294 members of the residents' panel (residents registered to respond to surveys and questionnaires). This represents 22% of all social rented households.

15.3 People between the ages of 41 and 80 are most likely to participate in the formal structures of involvement and the residents' panel.

<b>Redland HA: Resident Profile data – snapshot as at March 2011</b>				
<b>Age</b>	<b>Of tenants</b>	<b>By household</b>	<b>Formal structure</b>	<b>Residents' panel*</b>
0-20	3%		0.0%	0.3%
21-40	33%		8.0%	16.6%
41-60	35%		49.0%	36%
61-80	23%		22.0%	31%
81+	6%		10%	6.0%
not known			7.8%	10.0%
<b>Ethnic Origin</b>				
White British	80%	72%	78.0%	71.2%
Other	12%	12%	8.0%	12.2%
Not known/refused	8%	16%	14.0%	16.6%
<b>Disability</b>				
Residents with a disability (as % of known data)	19%		27.0%	26.2%
Not known	29%		39.0%	29.5%
<b>Gender</b>				
Male	37%		45.0%	36.8%
Female	63%		55.0%	63.2%

15.4 Interestingly, people with disabilities are more likely to participate in formal structures of involvement, the residents' panel and training, but

we should beware that there are 29% of residents for whom we do not hold this information.

15.5 We want to develop other ways of capturing the views and input of younger people through developing children and young people's interest groups, using social networking sites and possibly texting.

15.6 As we develop this monitoring data we want to gather more intelligence, such as where people who are involved tend to live, how long they have been a tenant of Redland, and what proportions of non-English speakers participate.

## **Conclusion**

This report shows that Redland has an effective structure for the involvement of residents that offers many different ways to residents to get involved in decision making, from the most strategic level of business planning to local decisions about what their neighbourhood looks like, through the Community Action Grant and the role of Neighbourhood Voice.

The strategy is resourced appropriately. Decisions about the best way to offer involvement opportunities take account of what is good value for money.

As you can see from the Action Plan (see below), plans are being developed to review the resident involvement structure and also to review the structure with the aim of enabling residents to challenge the decisions made throughout the organisation as we talk more about scrutiny.

Next year's involvement statement and impact assessment will assess our progress in all of these areas.

## Redland Residents' Committee Action Plan 2011/2012

RI Aim	RI Objective	Action/impact	Lead	Timescale	Output
Increasing and supporting representation of residents	<ol style="list-style-type: none"> <li>1. Review Resident Involvement Framework</li> <li>2. Represent residents' views at RGIG</li> <li>3. Invite residents from RRC to observe board meetings</li> <li>4. Review board recruitment process and role information</li> </ol>	<p>RIF project team to conduct review and look at best practice</p> <p>Explore innovative forms of communication through new technology to address barriers to involvement</p> <p>Monitor equality and diversity characteristics of involved residents (including reading panel)</p> <p>Target involvement of people under 45</p>	David Clarke RRC RIT	March 12	Workshop to share best practice and communication methods
Increase local representation of residents supporting communities	<ol style="list-style-type: none"> <li>1. Increase NV representation in 3 areas</li> </ol>	<p>Promote NV role in currently unrepresented areas.</p> <p>Support NV Panel to liase and discuss local issues. Monitor progress using log</p>	RIT	March 2012	

	<p>2. Increase Residents' Associations through PET tool and resident led projects</p> <p>3. Support two events to raise the profile of the major works programme</p>	<p>Promote the role of Residents' Associations at 2 site events</p> <p>Work with Mitie to organise two awareness raising events at Stowey Road and Maple Leaf. Promote resident involvement (including scrutiny) at events</p>		October 2012	
Monitor Service Standards	<p>All focus groups to meet and review standards</p> <p>Focus groups to oversee the way we collect feedback and satisfaction data</p> <p>Impact assess activities of this is then applied to improve services</p>	<p>Meet at least once per year</p> <p>Liase with leads and focus groups to impact assess difference to service</p> <p>Maintain up to date service standard information on website</p>	<p>RRC</p> <p>Focus group leads</p> <p>RIT</p>	Ongoing	

Communication with and between residents	Redletter  Annual Report – performance 2010/2011  Residents' Day	Communications group meeting to agree content and layout  Focus group involved in the creation of annual report  To be planned and delivered by the social committee	RRC	April 11 Oct 11   Jan-March 2012	
Empowering residents to scrutinise services	Develop mystery shopping project	Look at practices like mystery shopping and neighbourhood inspectors and develop ways for residents to challenge performance  Support and promote resident scrutiny framework  Embed resident scrutiny in resident involvement through promoting reporting between involved groups to scrutiny and vice versa	RIT		
Training	Skills training for involved and not involved residents	RRC Focus groups NVs Why get involved  BP for tenants groups planning two training events per year	Ongoing	June 11 and Oct 11	

