

## Resident Involvement Action Plan 2016-2019

Objective one: Promote and raise awareness of tenant involvement as a means of encouraging more tenants to get involved	
Action item	When
Produce twice yearly article for the staff newsletter to publicise opportunities for and impact of tenant involvement	Years 1- 3
Include regular 'You said...We did' features in our tenants newsletter, Tendring Reports	Years 1- 3
Work with involved tenants to develop testimonials to showcase their experience and publicise these	Years 1- 3
Develop dedicated tenant involvement area on the Council's website	Years 1- 2
Include question in 2016 Survey of Tenants and Residents to assess current level of awareness of opportunities for tenant involvement and use this as a benchmark for improvement	Year 1
Produce annual newsletter dedicated to publicising the opportunities for tenants to get involved as well as other promotional materials.	Years 1- 3
Contact all new tenants about the opportunities that exist for their involvement in our services	Year 1
Ensure all relevant front line staff are provided with advance notification of consultations so that they can engage with residents	Years 1 - 3
Promote the Sheltered Housing Panel to ensure that all schemes are fully represented	Years 1- 3

Objective two: Ensure that we communicate effectively with tenants, providing good quality, timely and jargon free information	
Action item	When
In partnership with tenant representatives, produce three editions of our tenants newsletter, Tendring Reports each year	Years 1 - 3
In partnership with sheltered housing tenant representatives, increase the production of our dedicated sheltered housing newsletter to two each year	Years 1 - 3
Extend the scheme to introduce information points into the communal areas of all blocks of flats	Years 1 - 3
Review and revise the information that we send out in connection with planned maintenance and improvement works	Year 1
Produce a Sheltered Housing Handbook	Year 2
Introduce an easy read guide to our tenancy agreement to make sure that rights and responsibilities are clearly explained	Year 3
Carry out an annual sample survey to obtain feedback on Tendring Reports	Years 2 - 3
Produce new service standards linked to the consumer standards in the National Framework (tenant involvement and empowerment, home, tenure and neighbourhood and community)	Year 2
Develop an involvement leaflet / survey to identify who wants to be involved and in what way	Year 2

Objective three: Ensure that we are fully inclusive by providing and developing a range of ways for tenants to get involved at a level and pace that suits them	
Action item	When
Introduce service diaries as a means for involved tenants to provide regular feedback on the service they have received	Year 1
Recruit assessors to help us monitor the quality of grounds maintenance, communal cleaning and other services in their block or area	Year 2
Develop a profile of residents to help us identify which sections of our tenant population are not getting involved to that tailored involvement campaigns can be carried out	Year 2
Assess our performance against the Chartered Institute of Housing's Equality and Diversity Charter and identify any areas for improvement	Year 2
Pilot a mystery shopping project and resident inspector scheme	Year 3
Increase options for at home involvement including the introduction of an online participation panel	Year 2
Relaunch scheme for street, area or block representatives where there is not a residents association	Year 2
Organise annual equality and diversity training for involved tenants	Years 1 – 3
Develop housing forums or groups to involve hard to reach tenants or to discuss single action issues – young tenants, disabled tenants, rural tenants	Year 2

Objective four: Make effective use of tenant feedback and involvement to improve service delivery	
Action item	When
Carry out a comprehensive Tenant Satisfaction Survey and work with members of the Tenants Panel to identify an improvement plan based on the findings	Year 1 and 3
Consult with all tenants regarding the proposed changes to the Council's Secure and Introductory Tenancy Agreement and take into account all feedback received	Year 1
Carry out a comprehensive leaseholder satisfaction survey and use this as a means of identifying any areas for improvement as well as their preferred methods of involvement	Year 1
Facilitate focus group meetings each year with those returning a satisfaction survey after a service has been delivered	Years 1 - 3
Support two scrutiny reviews each year and respond to the findings of these	Years 1 – 3
Produce an annual report on customer complaints, complaints, suggestions and other forms of feedback and demonstrate how these have been used to improve service delivery	Year 2
Review content and format of all satisfaction surveys issued after a service has been received and consider options for maximising responses	Year 1

Objective five: Improve quality of life through effective tenant involvement	
Action item	When
Organise a minimum of one community event each year and contribute to other relevant multi agency days and events	Years 1 - 3
Carry out a comprehensive Crime and Anti Social Behaviour Survey and work with members of the Tenants Panel to identify any improvement items based on the findings	Year 2
Include a question in 2016 Survey of Tenants and Residents to assess tenants current level of satisfaction with their neighbourhood and use this as a benchmark for improvement	Year 1
Carry out a thorough review of the communal cleaning service delivered and involve tenants in this through focus groups, surveys and recruitment of quality assessors	Years 1 – 3
Publicise programme of estate walkabouts and encourage residents to get involved	Year 2
Identify the potential for further Respect your neighbourhood agreements	Years 2 – 3
Continue to deliver an annual programme of environmental improvements and provide opportunities for tenants to be involved in the design and implementation of these schemes	Years 1 – 3
Introduce Make a Difference days – community initiatives to improve a local environment	Years 2 – 3
Expand our existing arrangements to provide funding for tenant/ community led small scale environmental improvements or enhancements	Years 1 - 3

Objective six: Measure the impact of tenant involvement to ensure that it represents value for money and delivers effective outcomes for tenants and communicate this	
Action item	When
Carry out annual survey of involved tenants to assess their experience and perception of being involved	Years 1 - 3
Produce a standard template to assess the impact of tenant involvement activities including cost and benefits analysis	Year 2
Explore feasibility of purchasing TP tracker, a key software tool to enable us to effectively track and measure key aspects of involvement	Year 1 - 3
Agree annual performance targets with members of the Tenants Panel and use these to track and benchmark performance	Years 1 - 3
Report on the outcomes and impact of tenant involvement activities through a variety of means each year	Years 2 – 3
Publicise outcomes of scrutiny reviews and use this as a means of promoting the right to request a scrutiny review	Year 2
Review involvement activities and assess impact and value for money with tenant representatives each year	Years 2 - 3

Objective seven: Provide sufficient resources, support and training to make tenant involvement effective	
Action item	When
Review current level of resources provided to support tenant involvement	Years 1
Carry out annual training needs analysis with involved tenants to identify training requirements and develop a training programme to meet these needs	Years 1 – 3
Provide regular staff and tenant training on remedies for combatting anti social behaviour	Years 1 - 3
Ensure tenant involvement staff undertake one relevant training activity each year	Years 1 – 3
Develop links with other housing providers and tenants groups to share experiences and identify best practice	Year 2
Encourage and support tenants attendance at national and regional events to widen their knowledge and benefit their involvement with the Council	Years 1 – 3
Deliver joint scrutiny training for tenants and officers	Years 1 – 3