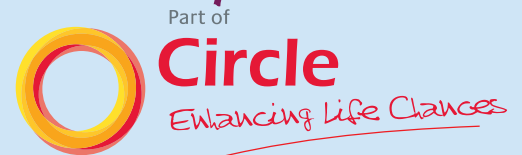




Resident Involvement (RI) Action plan summary 2011/2012



I am pleased to present to you this summary of our Resident Involvement Action Plan for 2011/12. Following the success of the first event, another Action Planning Day was held in November 2010.

This year was even bigger and better than before. It continued to build on the success of the previous years plan with more residents attending and giving their views. The Resident Involvement Group (RIG) and MVHA worked together once again to produce a joint resident-led plan.

We revisited the previous year's plan to see what had been achieved and using this framework created the draft Action Plan which was agreed by RIG and the Board of MVHA.

During this year, I have been fortunate to talk to many residents about the services we all receive and the customer service we get when we contact

MVHA. It's been clear that with more residents getting involved each year we are getting a better service, delivered in a friendly and polite way, meeting our needs and providing value for money. However, there is still more to do. In particular, communication needs to be improved and this is something that came through strongly as a priority for residents.

The plan is a public statement of MVHA's commitment to involve residents in shaping services at all levels. This summary gives a flavour of the key opportunities that you can take part in. There's something for everyone and no special skills are needed, just your time and enthusiasm. If you'd like to know more or would like a copy of the full plan you can download it from the website www.mvha.org.uk or by contacting the resident involvement team on 01306 505530/5529.

Roy Hobson
Chair, MVHA Resident Involvement Group

This is a summary of the Resident Involvement Action Plan Statement for MVHA. It was developed with residents and agreed by RIG and MVHA.

Residents were involved in reviewing the previous years action plan and have set the new plan for 2011.

The plan sets out the main ways that residents can get involved with MVHA and help shape the way services are delivered over the coming year. The plan is linked to MVHA's business plan to improve services and enhance Life Chances.



In 2011/12 MVHA will work on the following areas:

Improving communication with residents

- Develop a Communications group with our residents
- Develop a Facebook page (Be our friend on Facebook – MVHA resident involvement)
- Introduce a texting service for residents to inform of events at MVHA



facebook

Supporting more residents to get involved

There are many areas from last year that residents felt it was important to keep such as greater involvement with families, children and young people.

We are introducing new ideas this year including:

- Get to know your neighbours 'days
- The Good Neighbour award – your chance to recognise the unsung hero's in your community. Nominate your neighbour who has helped you or your community

We will continue to pay expenses when they get involved. Childcare/baby sitting costs, carer costs and travel costs are all covered to help make it easy for you to get involved.

By paying for childcare we were able to get 10 younger mums involved at our action planning day.



Improving services

- We will continue to support all service areas to involve residents
- We have set up new groups to look at anti-social behaviour (ASB), allocations and empty properties and reviewed our Decent Homes standards
- We will be looking to involve residents in reviewing the caretaking and customer service areas this year
- As we improve our estates we will be looking to set up two new neighbourhood forums this year

Improving performance

- We will continue to hold our resident involvement planning day annually
- We are developing more local 'Residents Voices' to help us check that the grounds maintenance and new cleaning contracts are running smoothly



More RATs required!

Last year we started our Resident Audit Team (RAT). The RATs have been trained to carry out independent inspections of our services. The RATs produce a report and make recommendations for improvements to the senior

management team. Our first RAT inspection of customer services revealed some areas that we did well but some areas where we could do better. It has been an invaluable exercise.

We are looking to expand the RAT team to conduct further audits of our service.

If you would like to know more contact us on the number below.

We are always looking for more residents to get involved in shaping our services and we hope that you will take up some of these activities. Many of our involvement activities are based around meetings but if you don't want to do that, you can give your views in other ways, for example, by reading information and letting us have your views.

We can post information to you or we can send it by email. All you

need to do is tell us what you're interested in and how you want to take part and we'll take it from there. If you need help with things like childcare, carers, or travel we can help and will normally cover your costs. We also provide support and training if you need it.

You can download a full version of the Resident Involvement Action Plan from our website www.circle.org.uk/mole-valley which will give you details of:

- What we are going to do
- What is involved
- When we are going to do it
- What we want to achieve and
- How much it will cost

Alternatively you can request a full version copy of the RI Action Plan or find out more about Resident Involvement and activities by contacting the Resident Involvement Team on: 01306 505529/230 or you can email residentinvolvement@mvha.org.uk