

# Resident Involvement Action Plan\_July 2011 update



From July 2011 we will present you with quarterly updates on Resident Involvement Activity.

## Resident Involvement LPIs.

Resident Involvement	Current Period	Year to Date	Target	Tolerance	Dir. of Travel YTD	Summary YTD
% OF RESIDENTS SATISFIED WITH LEARNING OUTCOMES AFTER TRAINING	93.30%	94.10%	70%	65%	↑	☹
% OF RESIDENTS COVERED BY A RESIDENT REPRESENTATIVE OR RESIDENTS' ASSOCIATION	N/A	11.8%	15%	10%	↑	☹
TOTAL NON-PAY SPEND ON RESIDENT INVOLVEMENT	£2,136.31	£3,866.21	TBC	TBC	↑	☹
TOTAL SPEND ON COMMUNICATION PER PROPERTY MANAGED	N/A		TBC	TBC		☹
NUMBER OF SERVICES CHANGED, IMPLEMENTED OR WITHDRAWN AS A RESULT OF RESIDENT INVOLVEMENT	1	1	TBC	TBC	↑	☹

## Resident Involvement Action Plan

In March 2011 we launched our new Resident Involvement Strategy. The strategy committed compiling a Resident Involvement Impact Assessment and Action Plan, which were completed at the beginning of July. Action plan summaries are as follows:

Action Plan commitment	Date to be completed	Update	Comments/ Outcomes
We will offer training in softer skills, including "Confidence Building." In addition we will look at ways that we can offer training online, so that more residents can access it.	End of March 2012	Updated Training calendar is now available for period up to the end of July.  <a href="http://www.circle.org.uk/wherry/get-involved/howinvolved/resident-training-courses,1785,LA.html">http://www.circle.org.uk/wherry/get-involved/howinvolved/resident-training-courses,1785,LA.html</a>	
We will make more use of technology to consult staff, such as telephone conferencing, texting and online discussion forums.	End March 2012	We are looking into creating a 'virtual Patch Panel' and hope to have something in place by the end of the year.  Telephone conferencing facilities are now available and in use. We've used them for Scrutiny Panel and intend to use them for Patch Panel decision making.	

We will look at new ways of rewarding residents who get involved.	End March 2012	We are piloting our Community Credit scheme on some patches and hope to have an update report published in October.	
We will increase the opportunities to get involved from home, particularly with activities such as Estate Inspectors, Resident Inspectors and Mystery Shoppers.	End March 2012	We have run training sessions in Norwich and Cambridge.	
We will work with YELL, Wherry staff and WAWW to look at formalising the YELL forum to make its impact more effective.	End March 2012	We will prepare an action plan which seeks to create a Youth Board	
We will work with other housing associations to give residents the opportunity to share good practice and experiences with other residents. We'll also use this as an opportunity to scrutinise our services against other landlords.	End March 2012	WAWW has agreed to nominate 2 Residents to be involved in the Norfolk Residents Alliance. <ul style="list-style-type: none"> <li>- Rob Duhig (member of the Scrutiny Panel)</li> <li>- Julia Challonder (member of WAWW Executive)</li> </ul>	
We will update our Resident Involvement Agreement, setting out our service standards for Resident Involvement.	End July 2011	This is being worked on and hope to have it in place by the end of July	

<p>We will update our publication 'How to have your voice heard'. The leaflet will clearly set out the different ways Wherry residents can get involved and what impact they can have</p>	<p>End Sept 2011</p>	<p>This is being worked on and hope to have it in place by the end of Sept.</p>	
<p>We will be training a number of resident advisors, each of whom will act as a WiSE ambassador in their local community, raising awareness, signposting and providing low level Energy Efficiency Advice.</p>	<p>End March 2012</p>	<p>A job description has been written for the role of Energy Champion.  A training date has been set for September on Energy Training for residents.</p>	
<p>We will work with our various resident forums and groups to agree what their aims and objectives should be and how we can support them to achieve these objectives.  We will continue to look at ways of recruiting new residents to get involved.</p>	<p>End March 2012</p>	<p>WAWW have agreed to consider a job description.  The Scrutiny Panel has agreed a job description.  We will be asking the Patch Panels and Property Partnership Board to create their own job description.</p>	
<p>We will support residents to hold Resident Led Events in their local neighbourhood.</p>	<p>End March 2012</p>	<p>A separate report is going to WAWW on each of the Resident Led events taking place.</p>	

## Resident Involvement Activities and Outcomes in Qtr 1

Project/ Scheme/ Forum	Activity	Outcomes
WAWW	Monthly meetings Open Window group training Met with Chloe Smith on 1 <sup>st</sup> April. Met with Wherry Board on 16 <sup>th</sup> June.	Highlighted residents concerns on the Coalition Government's Social Housing and Welfare Reform proposals Consulted on Wherry Handbook and Annual Residents Review.
WISP (Scrutiny Panel)	Met to look at the Out of Hours service. Sessions included meeting with Out of Hours provider, Wherry staff and residents.	Full report including recommendations due in July
Patch Panel	Meetings held in various locations.	Report due out in August to summarise outcomes.
Norfolk Residents Alliance	Wherry residents represented on the cross housing association residents group to set up Terms of Reference for a new group.	Terms of Reference for the group agreed.
Residents Associations	Aylsham, Schoolfield and Hainford Residents groups met	All groups listed have agreed to set dates for a Fun Day to promote the work of the group.
Focus Groups- Resident Involvement Review Day	Consulted on outcomes from last year's RI activities and budget setting for next financial year	Informed the Resident Involvement Impact Assessment and RI Budget.

Mystery Shopping	Round of Mystery Shopping took place in Jun	Full report due out in July.
------------------	---	------------------------------

### Budget

At the Resident Involvement Review Day in May 2011, residents were asked to prioritise spend on Resident Involvement. We used feedback from this session to commit our budget as follows.

Project/ Scheme/ Forum	Annual Budget	Qtr 1
WAWW	£7,000.00	£506.46
Patch Panels	£15,700.00	£197.92
Property Partnership Board	£1,100.00	
Community Credits	£1,000.00	£0.00
Resident Led Fun Days	£5,500.00	£0.00
Xmas Fun Day	£5,000.00	£0.00
Focus Group/ CJM/ one off	£4,000.00	£1,414.02

Estate Inspectors	£800.00	
		£132.80
Resident Inspectors	£1,200.00	
		£40.70
Training	£3,750.00	
		£1,196.03
Mystery Shopping	£1,200.00	
		£0.00
Scrutiny Panel	£800.00	
		£64.70
Readers Panel/ Editorial Panel	£100.00	£9.55
Residents Associations	£2,000.00	£97.67
YELL	£1,750.00	
		£0.00