

Appendix 1 – Resident Involvement SMART Plan (2011-2012)

Re-cap:

The Resident Involvement aims make up the key aims for the first three years of the service. Each year, there is an annual delivery plan to make sure the aims are achieved and built upon. The overall purpose is to develop a transparent, meaningful, and effective Resident Involvement service for the City of London Corporation and its residents.

The first year's delivery plan was detailed as it was mainly concerned with putting the building blocks in place for a new RI service. The second year's plan concentrated on those priorities staff and residents think are most important, whilst continuing to provide the elements set-up in the first year.

The second year plan was based upon three things:

- a) The areas of work that were set up in the first year and continued in the second year as part of a 'good Resident Involvement service' (tasks highlighted in **blue**)
- b) New areas of work that are required (whether by the regulator or internally) or are good practice (tasks highlighted in **green**)
- c) Other priorities that staff and residents have identified (tasks suggested by the Resident Involvement Improvement Group at the end of the first year are highlighted in **pink**)

We use a traffic light system to quickly show which tasks have been delivered on time, and which tasks were delivered, but with a delay. In the 'End Date' column, tasks highlighted **green** were delivered on time. Tasks highlighted **red** indicates that there was a delay, with an explanation given in the 'End of Year Update' column.

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| | How will we know it has been done | Start Date | End Date | End of Year Update |
|--|--|-----------------------|---|---|
| Aim 1: Develop a planned and well-managed RI service which is embedded across all Housing Services | | | | |
| Task 1 RIIG to agree quarterly meeting dates for the RIIG for all of 2012 | Dates agreed at meeting, recorded in minutes and circulated to all RIIG members (and new members when they join) | November 2011 | December 2011 | Attendance has dropped in the last two sessions. We need to re-group in Year 3 to identify why and possibly recruit more tenants. |
| Task 2 RI team to continue to circulate agendas and updated delivery plan in advance of meetings, and minutes afterwards | RIIG members come prepared to meetings with questions/ comments/ ideas | on-going all meetings | On-going All meetings | |
| Task 3 RI team to provide examples of good practice RI activity from other organisations at RIIG meetings | Information included with agendas. Discussion and any agreed actions recorded in minutes | on-going all meetings | On-going All meetings | Good practice examples were brought to each meeting. These included good practice examples of Annual Reports, and resident groups/federations. |
| Task 4 RIIG to help review the Staff RI procedures Guide and RI team to make any agreed changes. | RIIG agenda and minutes. Amendments in procedure guide (if any agreed). | March 2012 | April 2012 Completed in September 2012 | This was completed late as it was discussed at the July RIIG meeting instead of the April meeting. We had the Annual Report to discuss at the April meeting, so this was pushed back with the agreement of the RIIG. |
| Task 5 RI team to continue to attend housing team meetings to ensure RI kept as standing agenda item. | Team meeting notes. RI Team to update RIIG with any ideas/ problems that result from these meetings. | on-going all meetings | On-going All Meetings | We continue to attend these meetings to give updates on RI and to ensure that residents are involved where feasible. |
| Task 6 Continue to include RI achievements and update in the Annual Report for Tenants. | Annual Report RI Section. RIIG to be involved in agreeing content - as recorded in RIIG meeting minutes. | April 2012 | July 2012 | The Annual Report went out the week of 9 July to all tenants. The RIIG helped put it together. |
| Task 7 RIIG to be involved in agreeing, and monitoring, new RI performance indicators (PIs). | RIIG agenda item and agreed PIs recorded in meeting minutes. New PIs included in overall PI set by RI team (and circulated to RIIG) | January 2012 | April 2012 | We have 261 residents on the Involvement database. 135 residents were actively involved with us this year, compared with 80 last year. This is a 59% increase. |
| Task 8 Continue to hold an annual Resident Celebration Day, with RIIG members involved in the preparation | Working group set up with RIIG interested members joining. Minutes of these meetings. Programme for the event and attendance lists and feedback forms. | June 2012 | October 2012 | Our second Celebration day was held on 20th October in the Guildhall. Feedback from those who attended was very good, with a higher turnout than 2011. |
| AIM 2: Provide a range of ways for tenants and residents to influence housing service and policies. | | | | |
| Task 1 Ensure RI leaflet and survey included in new Welcome Pack for new tenants and displayed in offices. | RI Team to collate new packs and order leaflets to go inside. | October 2011 | July 2012 | Welcome packs were sent in July, and we are now working on welcome packages to be left in new tenants' flats to welcome them. The packages contain information on saving energy, and gifts we have sourced for free to help them settle in, like fridge magnets with the repairs service telephone number, pens, tea mugs, etc. |
| | RI Team to set up checks of office receptions to check displayed an feed back to RIIG | October 2011 | November 2011 | We created a checklist for leaflets and Mystery Shoppers tested that they were displayed. |
| Task 2 Contact all new tenants who return their RI survey to register them onto preferred method of involvement. | RI team to update RIIG quarterly with numbers of new tenants signing up. | November 2011 | On-going All meetings | We sent out the Resident Involvement survey with the April rent statements, and received a total of 65 new surveys. We are also bringing surveys to all estates when visiting and have included the survey in Welcome Packs. |

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| Task 3 Develop a project plan to increase the opportunities for residents to be involved online. | Project plan updates to be presented to RIIG meetings, as recorded in minutes. | November 2011 | September 2012 | Free computer courses are being offered by Adult Skills and Education and are open to all City of London Housing residents. |
| Task 4 Determine interest in estate-based volunteers to undertake practical activities/tasks. | Promotional material. Meetings held with interested residents. Schedule of activities agreed and included into estate-based RI plans. | April 2012 | August 2012 | Wastewatch, SPICE (time credits), and RI are working together to pilot activities for residents to carry out on three Estates (Golden Lane, Dron House and Avondale Square). This is part of a project called "Our Place" and will also include a Good Neighbour Scheme. |
| Task 5 - 8 RI team to co-ordinate setting-up and support of a Tenant Scrutiny Panel. | Panel Established; membership lists, meeting notes, services scrutinised. | September 2012 | October 2012 Carry forward to Year 3 | Given national changes to the Housing Ombudsman and the Localism Act, we will carry this action forward and develop a robust framework incorporating tenant scrutiny, complaints and self-assessment. |
| Task 9 RI team to ensure Home Owner Forum meetings are facilitated as agreed. | Minutes and agendas and attendance sheets of Leaseholder Forum meetings will be circulated to all attending meetings and online. | November 2011 | On-going | We have provided the administration support to have these meetings, and attend where necessary. |
| Task 10 RI team to ensure tenants are involved in the review of the Allocations and Lettings policy. | Focus group(s) established, surveys completed, results fed into decision-making process, final Committee report to evidence the inclusion of tenants views. | April 2012 | November 2012 | Residents were involved throughout the process. |
| AIM 3 Support tenants to be genuinely involved in the management of their homes (from estate services to strategic decisions) and their communities. | | | | |
| Tasks 1-2 RIIG (and Resident Associations) to be involved in developing new governance arrangements to ensure tenants are included in the core monitoring of the new housing business plan and budget. | New governance arrangements developed inclusive of residents. | June 2012 | March 2013 Carry Forward | Residents have been consulted on core parts of the HRA Business Plan, including reviewing our 'Decent Homes' standard. Given the impact of welfare reform and changes stated in Aim 2, Tasks 5-8, this action will be completed in Year Three and linked to the development of our new housing strategy. |
| Task 3 Ensure Tenant Empowerment Programme (TEP) is included in new Welcome Packs for new tenants and displayed in estate receptions. | RI team to collate new packs and print copies of relevant TEP to go inside | October 2011 | December 2011 (completed June 2012) | The TEP took longer than anticipated to produce, as a tailored version for each London Borough is needed for each of our estates. |
| Task 4 RIIG to review content of TEP and RI team to make agreed amendments and re-print. | RIIG meeting agenda and minutes to record any agreed changes. | June 2012 | September 2012 | In light of welfare reform, the TEP brochures have been updated to include more financial information and advice. |
| Task 5 RIIG (and Resident Associations - RAs) to be involved in setting budget for TEP (which includes grant –funding to RAs). | RIIG and RA meeting minutes. Agreed proposed changes to be fed into budget planning process by RI team and RI team to feedback results to RIIG and RAs. | January 2012 | March 2012 On-going | Resident Associations are being consulted on changes to the grant funding scheme; changes to begin April 2013. |
| Task 6 Continue to deliver Committee Skills training to new registered RAs and to RAs which have had a major change in Committee membership. | RI team to report to RIIG on creation of new RAs and to update on all tenant training delivered – as recorded in RIIG minutes. | November 2011 | On-going reporting at RIIG Meetings | AGMs were held by all Residents' Associations and follow-up Committee Skills training delivered as refresher courses. There were no new RA's set up in year two. |

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| Task 7 RI team to train/ facilitate Equality and Diversity training for Resident Associations and RIIG members. | Training materials and attendance logs, reported to RIIG. | April 2012 | July 2012 | Two sessions were delivered in June 2012. 17 residents attended, and positive feedback received. |
| AIM 4: Encourage and support under-represented tenants to become involved | | | | |
| Task 1 Introduce new tenant sign-up procedures to ensure all new tenants complete required profiling data. | New sign-up procedures adopted and data input into the electronic housing management system (Orchard). | November 2011 | On-going | Sign-up procedures were agreed in October. Monthly reports are generated to identify relevant staff of: support needs of new tenants, and preferred methods of communication/ involvement. |
| Task 2 RI team to liaise with new Supported Housing team to contact tenants, identify and develop preferred methods (if any) of involvement. | RI database will hold details of those tenants involved and preferred methods of involvement. | November 2011 | On-going | RI Manager attended Scheme meetings at all three sheltered units to give information and get feedback from residents. These will continue as they are well attended. |
| | Mini RI plan for tenants requiring support developed (and progress reported on at RIIG meetings). | November 2011 | December 2011 | RI Manager meets with Scheme Managers quarterly to progress plans. |
| AIM 5: Maximise the use of the City of London (Housing owned) Community Centres | | | | |
| Task 1 RI team to ensure the RA is actively involved in the redevelopment project at Avondale Square. | (Once planning permission granted) project board to be established with RA representatives as members. Project board membership list and all meeting minutes etc. | April 2012 | On-going | RA meetings receive regular updates. Pre-planning application has been approved by Southwark council and a project team will be put together once full approval is granted. |
| Task 2 RI team to ensure the RA is actively involved in the redevelopment project at Middlesex Street estate. | Project board to have RA representatives as members. Project board membership list and all meeting minutes etc. | November 2011 | On-going | Area Manager of Middlesex Street involves residents in the redevelopment project. |
| Task 3 RI team to support residents to take over the eventual management of the new Avondale Square Community Centre, if interest in this. | Appropriate training completed and legal structure in place | TBC (discussions won't begin until after planning permission granted) | Carry forward | Cannot commit to details or dates yet as only pre-planning permission has been granted. |
| AIM 6: Provide effective and tailored communications and customer service to all tenants and residents living on all City of London housing estates. | | | | |
| Task 1 Produce leaflets setting out services standards for housing services that do not yet have these. | New leaflets printed and displayed in estate receptions and online. Periodic Checks to ensure leaflets displayed in receptions across estates. | November 2011 | June 2012 | The Customer Services leaflet has been done and has been put in the Welcome Packs. Laminated copies have gone to all staff to keep handy. Allocations and Lettings Leaflet will be delivered February 2013. The RI Team co-ordinate printing and display. |

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| Task 2 RI team to co-ordinate review of front-line customer service standards and involve residents in this process. | Mini project plan to be developed and involved residents will be invited to participate in: | November 2011 | September 2012 | Updated customer services standards were rolled out in April 2012. RIIG agreed a mystery shopping schedule. Mystery shopping (carried out by trained tenants) to take place twice a year. |
| | checking our on-line information and that displayed in estate receptions | | | |
| | reviewing customer complaints process, and | | | |
| | In setting revised customer service standards. | | | |
| | Progress reported to RIIG on roll-out of revised standards | | | |
| Task 3 RI team to co-ordinate administration of the STAR (tenant satisfaction) survey and publish results to residents. | Survey posted to all tenants with freepost envelopes | January 2012 | March 2012 | We had a 58% response rate, which was 5% higher than 2009. Main results were put in Your Homes and in the Annual Report for Tenants. |
| | Company employed to input all results and produce analysis report. | February 2012 | May 2012 | This led to the commissioning of follow-up research to drill further into the results. |
| | Results fed back to RIIG and group to be involved in improvement actions as necessary. | May - June 2012 | May - June 2012 | We held a session with Estate Management to discuss the drop in tenant satisfaction with taking their views into account. |
| | Results included in 2012 Annual Report for Tenants. | July 2012 | July 2012 | Results have been included in Annual Report |
| Task 4 RI team to co-ordinate the new Tenant Texting service via the Repairs Working Group (RWG) | Rolled out and reported on at bi-monthly RWG meetings. | November 2011 | April 2012 | The Texting system went live for repairs, and is now moving on to rents (tenants will be able to text to get their rent balances). |
| Task 5 RI Team to promote the idea of a 'panel' of residents who can help to ensure all resident communications are free from jargon, easy to understand and read etc. | Idea promoted as part of customer service standards review project and to RA meetings. Panel set-up and supported, if sufficient interest in this. | November 2011 (Promoting the idea) | April - June 2012 | When it was launched in May 2012, only three tenants showed interest. This work will carry on in Year Three. |