



Resident Involvement Plan 2011-12

Updated 10th May 2011

Description	Task	Required Outcome	Timescale	By Whom	Progress
Training for tenants.	Draw up, in conjunction with tenants, a varied programme of training to meet their needs.	To help tenants gain skills and expertise, not just in housing related issues, but in a wider context.	From April 2011 onwards.	BGM/CVB	Empowerment and Personal Effectiveness training held on 28 th April 2011.
Mystery Shopping.	To progress Mystery Shopping in MWS using our own shoppers.	To check whether we are complying with our Service Standards and commitments in our Local Offers to tenants.	From May 2011 and ongoing.	BGM/CB/JW/ CVB/ MWS Shoppers	Planning meeting on 9 th May 2011 for MWS shopping projects in Housing and Community Services.
To carry out service improvement reviews across Magna in the following areas:	Involve tenants serving on our three service review groups, and the Tenants' Panel, in reviewing these services, and ensuring compliance with our Service Standards and Local Offer commitments.	To maintain continual improvements in service standards, whilst achieving value for money for our customers.			Not started.

Description	Task	Required Outcome	Timescale	By Whom	Progress
<p>1. Formal and informal complaints.</p> <p>2. Sheltered and Supported Housing.</p> <p>3. Tenancy and Neighbourhood Management Service.</p>			<p>Complaints: 30 June 2011</p> <p>Sheltered and Supported Housing: 30 July 2011</p> <p>Tenancy and Neighbourhood Management: 31 March 2012</p>	<p>BGM/AT/MHA/ residents</p> <p>BGM/DL/MHA/ residents</p> <p>T&NM Group CB/MHA/ residents</p>	
<p>Clarify the standards of recognition for tenants and residents groups within MWS.</p>	<p>Review the MWS standards of recognition for tenants' and residents' groups, and publicise these more widely and effectively.</p>	<p>Tenants will have a clear understanding of what is required to access MWS recognition and support for tenant groups.</p>	<p>By July 2011.</p>	<p>BGM/CVB</p>	<p>Not started.</p>
<p>Impact assessment of the 2010 to 2011 Resident Involvement Plan.</p>	<p>To produce, with the Tenants' Panel (TP), an assessment of the impact of last year's RI activities.</p>	<p>To understand the impact and cost of RI within MWS.</p>	<p>By August 2011</p>	<p>BM/CVB/TP</p>	<p>Not started.</p>
<p>Community Improvement fund</p>	<p>Look at the purpose of the fund.</p> <p>To advertise and promote the fund.</p>	<p>To ensure that all MWS residents are aware of the community improvement fund.</p>	<p>Complete by September 2011</p>	<p>NB/CVB</p>	<p>Not started.</p>

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Tenants' conference 2011.	To hold an annual tenants' conference in the Autumn of 2011.	To feed back to residents on the local offers set after last years conference. To ensure residents are consulted and have input into local services.	By October 2011	BGM/ CVB/ T P	Conference arranged for 4 th October at Halsway Manor, Crowcombe. Programme to be agreed with tenants.
Increase the involvement of younger tenants, and harder to reach groups.	To ensure that tenant involvement opportunities in MWS reflect the demographic make up of tenants. Consider increasing the current 22% target for involved MWS Residents.	To ensure that younger and harder to reach tenants who may not be aware of the options for involvement are offered the encouragement and support to become involved.	Complete by December 2011	BGM/CVB	Presentation to be arranged with "Theatre Mélange" and Tenants' Panel.
Review the purpose, function and make up of the Tenants' Panel of MWS.	Look at the purpose of the MWS Tenants' Panel, the pathway to Panel membership, the Tenants' Panel Constitution, and the accountability of the Panel to MWS tenants.	To ensure that the Tenants' Panel is more representative of the MWS tenant profile, and can demonstrate its accountability and impact for geographic and diversity groups effectively.	Complete by March 2012	BGM/CVB	Panel members' satisfaction survey being carried out as at end of May 2011.

Description	Task	Required Outcome	Timescale	By Whom	Progress
Investigate tenant-led Scrutiny of MWS and its services.	Consider setting up a tenant-led independent Scrutiny body to examine all aspects of MWS/MHA operation and services.	To establish more efficient, effective, and tenant orientated services.	By March 2012	TM/BGM/TP	Not started.
Photovoltaic (PV) Panels.	To consult the TP about the fitting of photovoltaic panels to some of MWS homes.	Residents are fully consulted and understand the benefits of PV.	By March 2012	JW	Not started.
Review the MWS Resident Involvement (RI) Strategy and Plan.	Look at the RI Strategy and revise if needed according to regulatory, legislation or MWS policy changes, and mark progress on the RI Plan, adjusting if needed.	Make sure that the RI Strategy is up to date and relevant, reflecting any changes that have occurred since its adoption, and that progress is made and noted on the elements of the RI Plan.	Complete by end of March 2012.	BGM/CVB/ MWS service review groups and Tenants' Panel.	Not started.

Abbreviations

TM	Tony Murray
BGM	Barbara Mullan
CB	Christine Boland
JW	John Williams
CVB	Clive Barclay
AT	Amanda Taylor
NB	Neil Bliss
TP	Tenants Panel
T&NM Group	Tenancy and Neighbourhood Management Group