

Appendix 3 Housing & Social Inclusion – Proposed Innovation Report Action Plan

	Objective	Actions to achieve this	Timescales	Lead Team	Working with..
1	Continue to support and develop the citywide interest groups	<p>Support the following groups to achieve their aims, and support members to revise the terms of reference if they want to</p> <ul style="list-style-type: none"> § High Rise Action Group § Leaseholder Action Group § Sheltered Housing Action Group § Tenant Disability Network 	Jan – May then ongoing	Resident Involvement	HRAG LAG SHAG TDN
2	Establish the three new Service Improvement Groups Home, Tenancy, and Neighbourhood and Community	Review the TOR of existing working groups; discuss achievements, successes and learning.	Jan - Mar	Relevant managers	Group members
		Work with tenant representatives to end working groups that have completed their tasks	Jan - Mar	Relevant managers	Group members
		Agree aims and areas of work for the Home Service Improvement Group	Jan - Feb	Property and Investment Resident Involvement	RMMG, Partnership Group, Core Group, Asset Management Panel, Energy Efficiency Working Group
		Agree aims and areas of work for the Tenancy Service Improvement Group	Jan - Feb	Tenancy Team Resident Involvement	ASB Focus Group, Tenancy Management Focus Group

	Objective	Actions to achieve this	Timescales	Lead Team	Working with..
		Agree aims and areas of work for the Neighbourhood and Community Service Improvement Group	Jan - Feb	Neighbourhoods Team	Estates Services Monitoring Group, Car Parks and Garages Monitoring Group, Laundry Facilities Working Group
		Promote setting up the Service Improvement Groups - eg in Homing In, newsletters, website, at meetings, text messages, Facebook etc	Feb - March	Resident Involvement	Communication
		Transfer, elect and recruit membership as necessary	April	Resident Involvement	Performance & Improvement
		Agree terms of reference for each Service Improvement Group	April	Relevant teams	Service Improvement Groups
3	Establish the new Involvement and Empowerment Group (IEG) and reassess the need for the Tenant Compact Monitoring Group (TCMG)	<p>Hold a workshop with TCMG to:</p> <ul style="list-style-type: none"> • review the role of TCMG in light of the IEG • consider whether members of TCMG should transfer into the IEG 	Jan	Resident Involvement	TCMG
		Agree a draft terms of reference for the service wide Involvement and Empowerment Group (IEG)	Jan - Feb	Resident Involvement	TCMG
		Promote the service wide Involvement and Empowerment Group (IEG) eg in Homing In, newsletters, website, at meetings, text messages, Facebook etc	Feb - March	Communication	Resident Involvement

	Objective	Actions to achieve this	Timescales	Lead Team	Working with..
		Transfer, elect and recruit membership as necessary	April	Resident Involvement	Performance & Improvement
		<p>Establish the IEG to enable residents to monitor and develop Housing & Social Inclusion's work within the regulatory theme of Tenant Involvement and Empowerment. They are:</p> <ul style="list-style-type: none"> § Monitoring customer service, choice and complaints § Monitoring what has changed due to resident involvement and empowerment § Understanding and responding to the diverse needs of tenants 	April	Resident Involvement	Housing Customer Services IEG
		Develop the Homing In Tenants Editorial Group into a readers panel who can advise on communication	May	Communication	IEG
4	Establish the service wide Business and Value for Money Group (BVFMG)	Agree aims and areas of work for the BVFMG	Jan - Feb	Senior Managers	Performance & Improvement, Income Management Group
		Promote the setting up of the BVFMG eg in Homing In, newsletters, website, at meetings, text messages, Facebook etc	Jan - Feb	Communication	Resident Involvement
		Transfer, elect and recruit membership as necessary	April	Resident Involvement	Performance & Improvement

	Objective	Actions to achieve this	Timescales	Lead Team	Working with..
		Agree terms of reference for the BVFMG	March	Resident Involvement	BVFMG
		Carry out an annual impact assessment of resident involvement work as recommended by regulator	June - June13	Performance & Improvement	BVFMG Resident Involvement
5	Plan and provide additional support for Tenants and Residents Associations (TRAs)	Prepare role descriptions, time commitments and expectations of TRA positions and support available and promote in eg Homing In	February-May	Resident Involvement	TRAs
		Continue to support the use of newsletters, Facebook and websites and encourage more groups to use them	Ongoing	Resident Involvement Social Media Officer	TRAs Resource Centre
		Support TRAs to find members who would like to get involved by developing websites and social media and signpost to training and support available	Ongoing	Resident Involvement Social Media Officer IT Training Officer	Sussex Community Internet Project
		Support TRAs to promote aims, community initiatives and encourage more involvement and support eg <ul style="list-style-type: none"> • TRA information on council website • Support projects to bring people together and reduce isolation • Increase shared use of community rooms • Support residents' groups to hold family friendly events 	Jan - Jun	Resident Involvement	TRAs

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		Work with IEG to consider a praise and recognition system for valuing residents' contribution	Ongoing	Resident Involvement	IEG
		Produce a fresh, user friendly Tenant Representative Handbook	May- July	Resident Involvement	IEG
		Review of TRA constitutions to fit with the new framework and good practice	May- July	Resident Involvement	IEG TRAs
		Encourage and support external fundraising for TRA initiatives	Ongoing	Resident Involvement	Resource Centre TRAs
		Resident involvement officers will encourage new committee members to attend training at the Resource Centre, and can take them to visit the Centre to find out about its services	Ongoing	Resident Involvement	Resource Centre TRAs
		Work with the Involvement & Empowerment Group to develop guidance for residents associations re: child protection and safeguarding vulnerable adults, including guidance on when CRB checks are advisable	Ongoing	Resident Involvement	IEG
6	Review the policy for allocating grant support to TRA's	Consider whether grant allocations should be calculated in proportion to the size of the TRA or if an upper limit should be set	May	Resident Involvement	IEG
		Advise TRAs about the running costs funding process	June	Resident Involvement	IEG

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7	Introduce simple impact assessments for TRAs	Resident Involvement Officers will support TRAs to identify the key thing(s) they want to achieve, and to work with IEG / TRAs to establish a user friendly way to assess success and share learning	June	Resident Involvement	IEG TRAs
8	Revisions to Area Panels	Re-energise Area Panels eg terms of reference, purpose and format	January	Senior Managers	Area Panels
		Review the Blue Page process in terms of its high time and cost while ensuring that residents have a strong method of raising issues	January	Senior Managers	Area Panels
		Share issues of citywide interest arising from Area Panels eg via the website or a regular feature in Homing In and keep the focus of meetings on area and city-wide issues	Ongoing	Resident Involvement	Democratic Services Area Panels
9	A wider menu of options for involvement	Develop a calendar of involvement events and publish on the website and in Homing In	January / ongoing	Resident Involvement	Communication Social Media Officer TRAs
		Promote involvement using social media	January / ongoing	Resident Involvement	TRAs
		Write to TRAs with publicity for their newsletters	January / ongoing	Resident Involvement	TRAs Resource Centre
		Establish 'The 5 minute Group'	March / ongoing	Performance and Improvement	Resident Involvement Neighbourhoods

	Objective	Actions to achieve this	Timescales	Lead Team	Working with..
10	A training offer for all residents	Provide workshops to increase confidence and life skills – eg money matters	Ongoing	Inclusion Team	Residents
		Promote adult learning activities at eg community centres, Friends Centre and City College	Ongoing	Inclusion Team	Residents
		Set up a broad range of workshops that staff and/or residents working together can facilitate	Ongoing	Resident Involvement Inclusion Team	Residents
		Provide one to one support, training and peer group sessions to increase meetings, community rooms and community development skills	Ongoing	Resident Involvement	Residents
		Promote the benefits of the highly recommended training to all existing and new TRAs or for particular roles eg around equalities, safeguarding children, role of the treasurer	Ongoing	Resident Involvement	Residents Inclusion Team Resource Centre
		Support, training or shared tips for tenant reps to feed back to their members including a section in the handbook	Ongoing	Resident Involvement	Residents
11	Undertake targeted work to understand why it is difficult for some people to get involved and find ways to involve them	Use the results from the work with Mosaic to develop a BME involvement action plan	June	Resident Involvement	Mosaic IEG Inclusion Team
		Identify residents aged 18-30, survey about how would like to be involved and develop an action plan	June	Resident Involvement	Performance & Improvement Inclusion Team
		Explore more ways to involve young tenants aged 18-30 in the EDB process	July	Resident Involvement	Home SIG Inclusion Team

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		Using skills development as an incentive for young people- this could be working for a TRA or work shadowing with the resident involvement team	From June	Resident Involvement	Inclusion Team TRAs
12	Estates Development Budget	Undertake an annual assessment of EDB spend	June	Resident Involvement	Home SIG
		Identify any under-represented tenants eg people aged 18-30, or families and those with no TRA and work with the Home SIG to identify ways they are able to suggest proposals for EDB spend	July	Resident Involvement Performance & Improvement	Home SIG
		Use social media to show the benefits of estates development work and encourage involvement	July	Resident Involvement Social Media Officer	Home SIG Residents
13	Establish a tenant led scrutiny panel	Write role profiles, recruit, train, induct and support the Tenant Scrutiny Panel	October 2012 - March 2013	Scrutiny Team	Residents
14	Adopt revised Code of Conduct	Recruit and train a Joint Adjudication Panel	February-April	Resident Involvement	Residents Housing managers Complaints?
		Establish terms of reference for the group	March	Resident Involvement	Residents
		Promote the Code of Conduct to residents and staff	May	Resident Involvement	Residents