

Resident Involvement Team Plan Updated 15th Dec 09

Project	What will it look like?	How will it benefit our customers?	How will it be measured?	Who Owns?	Timescale For Completion	Update	Progress
Support the development of Resident Involvement Opportunities within all services areas	Targeted staff training based on identified need	Residents will receive a better service all round as it will be responsive to their needs	Impact Assessment reports from each service area	SC	March 2010	RI training now in central induction	Done
	Develop flyer so all staff are aware of the roles within the team		Staff awareness survey			'How to run a focus group' – 6/5/09.	Done
	I:I mentoring of individual teams					Training needs discussed with managers to develop programme for 2010	Done
						Team flyer postponed due to BS leaving and need to recruit in Jan 2010	Done
						Teams allocated and effectiveness discussed with managers. I:I mentoring to	

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						be reviewed when all posts in team are filled.	
Ensure all RI opportunities are transparent and accountable to all stakeholders	<p>Train staff to use project planning and impact assessment form</p> <p>Impact Assessment Day</p> <p>Standard role profiles, TOR framework, recruitment process and code of conduct for all opportunities</p>	Residents will feel that getting involved does make a difference.	Impact Assessment Day	SC	June 09	<p>Impact assessment training for Managers – 30/4/09</p> <p>Active residents satisfaction survey sent out Dec 09</p> <p>Impact Assessment Day held early June 09</p> <p>New Impact Assessment database set up and being completed by Managers Dec 09</p>	Done

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Ensure RI opportunities are promoted by all staff at every opportunity	Standard question sheet for interested residents I:I team mentoring	Every resident will be aware of the opportunities to be involved and which opportunities may best suit their lifestyle	Targets for staff	SC	May 09	Standard question sheet drafted and with Neighbourhoods team for feedback	
Develop Auditors WWW to become more independent	Auditors WWW working in partnership with scrutiny group to identify areas of service to be inspected	Resident Auditors will feel empowered to recommend improvements to services Wider resident population will see that residents can be involved at every level of the organisation	Auditors WWW impact assessment	SC	Oct 09	Have identified themselves what they wish to audit next and will hold own budget in next financial year.	
Develop resident led self regulation		Residents can influence the whole		KA / SC		Jenny Vernon has delivered training.	

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(Scrutiny)		organisation at every level, including governance structure				Working party has met to develop TOR. Next meeting Jan 2010	
Develop resident business planning		Resident priorities are at the forefront of Westcountry's business plan		KA / SC		Postponed to 2010/11	
Set challenging service standards and local performance indicators with residents	Run focus group to set standards and PI's Re-launch RTMS, recruit based on outcome of profiling	Residents have control over the quality of resident involvement they can expect and are able to influence Westcountry if this is not delivered	Dependant on what service standards and PI's are set.	SC	May 09	Service standards agreed and monitoring mechanisms put in place	Done.
Involve residents in monitoring PI's and Service standards	Recruit, train and support Resident Monitoring	Residents have control over the quality of resident	Will be monitored by resident group and reported in	SC	Oct 09	Postponed to Jan 2010. Held up because unclear of role	

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	Group	involvement they can expect and are able to influence Westcountry if this is not delivered	C2C			of Scrutiny Panel until Jan 2010	
Benchmark resident involvement costs and opportunities	Join Housemark RI benchmarking Provide information to Exeter CC Resident Auditors for local benchmarking exercise	Residents will be aware of what is good practice in the sector and will challenge Westcountry to be leaders	Resident Monitoring group will consider benchmarking information – measuring will be dependant on actions taken as a result	SC / WF	July 09	Benchmarking project with 15 other providers completed. Report received. Housemark benchmarking delayed until new database is up to date	
Develop the roles of Community Voices and Community Champion	CV's and CC to be increasingly involved in supporting local residents groups	Residents are encouraged by other residents to be more actively involved in their communities	Review of roles after 12 months	TL	March 2010	All CV's and CC undertaking ASB training Roles discussed regularly at their meetings Review in Jan	

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						2010	
Develop Community Development Strategy in line with resident aspirations	Series of consultation exercises led by CV's and CC to scope and develop strategy	Residents will be able to contribute to how they want Westcountry to support them to develop their own communities	To be agreed by working party	TL	Start date: March 2010 Completion June 2010	Benchmarking of other providers strategies started	
Identify groups not currently involved and develop plans to ensure that RI is inclusive	Team on Tour Identify current partnerships with external agencies and develop new links in areas of identified need	Residents not currently involved will have a greater opportunity to be, if they wish to, with opportunities more suitable to their needs	Analysis of active residents profile against profile of overall resident population	SC	Dec 09	Active residents database changed to record profiling information. Annual survey sent out Dec 09 to ensure data is up to date. Analysis against profiling in Jan 2010. Face2Face	

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						trailer being delivered in New Year. Booked for May half term for tour to consult with and promote residents in rural areas	
Promote the development of local residents groups	<p>CC to develop criteria for local residents groups and options for funding support from Westcountry</p> <p>Work alongside Neighbourhood co-ordinators to support them to facilitate groups</p> <p>Attend post signup day when larger schemes</p>	Residents will feel that Westcountry are listening to their needs and aspirations and will be empowered to be more involved in their communities	<p>Numbers of local groups</p> <p>CC to complete mini impact assessment with groups as appropriate</p>	TL	March 2010	Criteria not developed due to poor health of Community Champion – postponed to be included in review of Community Voices and development of CD strategy	

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	come on line						
Support resident involvement in Estate Inspections	Work alongside Neighbourhoods Co-ordinators to support them to involve residents Support residents to be involved in review of pilots	Residents will feel that Westcountry are listening to their needs and aspirations and will be empowered to be more involved in their communities	Satisfaction surveys Review of pilot estate inspections	WF	March 2010	Pilot estate inspection attended.	
Support resident involvement in Neighbourhood Action Plans	Work alongside Neighbourhoods Co-ordinators to support them to involve residents	Residents will feel that Westcountry are listening to their needs and aspirations and will be empowered to be more involved in their communities	Satisfaction surveys Review following completion of each NAP	WF	March 2010	TL and Community Champion involved in Jubilee Court Action Day	
Onward House	Look for funding for additional	Greater community	Successful funding bid	TL/SC	Dec 09	Initial funding application	

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	<p>post to support Onward House</p> <p>Support local residents and directors to be more independent in running centre</p>	<p>cohesion in the community around the Centre.</p> <p>Increased sense of ownership of the centre by the community</p>	<p>Less support needed from TL</p>			<p>completed and approved by Big Lottery, further in depth application to be adapted and approved by OCG directors in New Year. New directors lined up for inclusion following EGM in New Year. Project has been run by residents and volunteers with limited support.</p>	
Support Neighbourhoods Co-ordinators to consult with residents as part of summer trips	Advise Neighbourhood co-ordinators on methods of consultation suitable for events	<p>Increased sense of community on estates</p> <p>Residents will feel Westcountry is interested in their needs</p>	<p>Dependant on each individual consultation</p> <p>Overall impact assessment of all summer trips</p>	WF / TL	Sept 09	Criteria for using play budget sheet and 'How to do' sheet developed for Neighbourhoods Co-ordinators.	

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	Support Neighbourhood co-ordinators in planning events					Training day on How to organise a day trip/ event in training programme for 2010	
Support and develop Time2Talk Team	Train and support team to approve surveys as fit for purpose and to undertake telephone surveys	Wider range of consultation with residents Better quality consultation as residents talk to other residents	Impact assessment of each survey undertaken by service responsible	SC/BS	June 09	Caretakers survey completed. DH to support team with WF in early 2010.	
Centipede	Involve residents and staff in review of group and plans to redevelop effectively Increase involvement to include web based surveys	Wider range of residents will be able to be involved Centipede will work more effectively as it will be shaped by the residents involved	Number of residents actively involved in Centipede	WF	Oct 09	Initial discussions with Managers held about possible future role of Centipede	

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Develop Interview Panel	Work with HR dept to recruit and train residents to be effectively involved in recruitment	Resident perspective will become part of recruitment process so new staff should have a greater resident focus	Active residents annual satisfaction survey		Dec 09	Postponed to 2010/11 plan	
Develop and deliver a training programme for residents	Active residents will have appropriate training to enable to them to be effectively involved Training is available for the wider resident population to develop skills to address worklessness issues	Residents will have skills to be effectively involved Residents will have the skills to be able to get back to work if appropriate opportunities arise	Active residents annual satisfaction survey Analysis of number of non active residents accessing training opportunities through C2C	BS	Quarterly	Training programme to Dec 2009 delivered. No team member allocated responsibility for resident training in 2010 due to staff vacancy	
Deliver ongoing play programme target at areas	Play opportunities provided at	Activities available for young people will	Reduction in ASB levels at schemes where	WF	Sept 09	Delivered. Play	

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of greatest need	areas where there is a high level of ASB relating to children and young people	alleviate boredom and should reduce ASB	play is provided			partnerships in place in: Torbay Teignbridge Uffculme	
Establish a Youth Forum	Young people from across Westcountry will have an opportunity to comment on how and what services are delivered to them	A greater understanding of the needs of young people will enable Westcountry to provide a better service to them	Satisfaction feedback from young people involved in events	WF/BS	Dec 09	Initial consultation with young people started. Considering online forum. Considering possibility of joint Forum with Tarka	
Develop a Youth Strategy	Young people will develop a strategy for Westcountry to deliver which will ensure that young people believe that Westcountry is interested in the	A greater understanding of the needs of young people will enable Westcountry to provide a better service to them Engaging young	To be agreed by young people involved in developing the strategy	WF / SC	January 2010	Joint strategy being developed with Tarka. Framework to be completed by March 2010. Wider consultation to	

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	tenants of the future	people now should give them the skills to become good tenants of the future				take place over summer 2010	