

**Resident Involvement Team
Overview Report
November 2010**

News

- Strategy review complete
- Student placements agreed
- Mystery shopping project undertaken
- Real Time Team re-launched
- Team away day to develop action plan for 2011-12

Current annual performance data

Number of active local residents groups: 11
 Number of residents involved in local groups: 54
 Number of active residents: 261

Number of residents involved in RI team one off events: 18

Performance Indicators

TARGETS	NUMBER	TARGET %	ACHIEVED %
No of new active residents	106	Not yet set	
No. of new resident groups	0	Not yet set	

New active residents diversity

DISABILITY	RURAL	URBAN	UNDER 21	OVER 60
31%	71%	29%	0%	20%

Partnership Working

DATE	WHAT	WHO	OUTCOME
Throughout Nov	Mystery shopping	Teign Housing	Project not yet finished
25 th Nov	Student placements	Plymouth University	8 students starting in Jan 2012
2.11.10	Meeting with Stakeholders to discuss lottery bid	Greenbank Neighbourhood Office, Mutley Baptist Church Onward House	Agreement on wording for bid

3.11.10	Meeting with residents and stakeholders to establish community hub at Kenneth Ct	Call 24, Agincourt, Age Concern UK	Nominations for Board of Hub

Training

DATE	WHAT	WHO	OUTCOME
9.11.10	Tenant Insight	Sarah Cracknell	Certificate
4.11.10	Community Engagement Training	Terry Leech Kayley Harding	Certificate of attendance

Value for Money

DATE	WHAT	WHO	AMOUNT
3.11.10	River Dart Thank you cards produced in house	Eileen Northam	£60