

APPENDIX 1

REDDITCH BOROUGH COUNCIL – TENANT INVOLVEMENT ACTION PLAN

Aim 1: Provide a wide range of involvement methods and ensure tenants are at the heart of everything we do

Objective	Provide a wide range of involvement methods
Planned actions Financial Year 2010/11	<p>1: Introduce the new involvement structure</p> <ul style="list-style-type: none"> ➤ Executive Committee and Full Council approval ➤ Continuously review methods of involvement and regularly consult with tenants on how they would like to be involved
Objective	Improve communication and feedback
Planned actions Financial Year 2010/11	<p>1: Introduce Monitoring of consultations, surveys, events etc</p> <ul style="list-style-type: none"> ➤ Produce procedures identifying how each process of involving customers should be managed ➤ Keep a record of events and outcomes ➤ Give feedback following outcomes <p>2: Extend current methods of communication::</p> <ul style="list-style-type: none"> ➤ Advertise Tenant Involvement and Events in Redditch Matters ➤ Update the Tenant Involvement website ➤ Produce Information leaflets and newsletters <p>3: Carry out a consultation with tenants to establish how they would like to be communicated with and receive feedback:</p> <ul style="list-style-type: none"> ➤ Produce a menu of options of communication and feedback methods ➤ Introduce Text messaging to keep tenants informed of events etc ➤ Consider using Face book for young people <p>4: Produce a calendar of events, meetings, consultation, reviews, updates, changes to policies, strategies etc</p> <ul style="list-style-type: none"> ➤ Create schedules ➤ Create work plans ➤ Place the calendar on website
Objective	Increase tenants awareness of tenant involvement and how to become involved
Planned actions Financial Year 2010/11	<p>Promote methods of involvement</p> <ul style="list-style-type: none"> ➤ Annual events and individual area events ➤ Produce power point presentation for OSS display ➤ Update information leaflets and posters and display in public buildings ➤ Produce promotion material to use in the Town Centre billboards ➤ Create a Tenant Involvement website ➤ Provide information at new tenant sign up's and first visits ➤ Carry out conferences and open days ➤ Send out literature on tenant involvement opportunities with quarterly rent statements



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Objective	Continued.....
	<ul style="list-style-type: none"> ➤ Carry out presentations to local community groups ➤ Meet with Sure Start and be involved with young parent groups ➤ Meet with partners and other public bodies
Objective	Ensure our performance is reflective of tenants views and evaluate the impact of involvement
Planned actions Financial Year 2011/12	<p>1: Introduce performance targets</p> <ul style="list-style-type: none"> ➤ Measured outcome based ➤ Feedback surveys to monitor satisfaction before and after tenant involvement ➤ Introduce a Performance Monitoring board of tenants ➤ Use tenants as mystery shoppers ➤ Recording of comments and compliments by service area ➤ Review service standards <p>2: Produce a monitoring spreadsheet of projects ongoing or taking place and raise the profile of tenant involvement.</p> <ul style="list-style-type: none"> ➤ Promote good outcomes in Redditch matters and other local publications ➤ Produce exit surveys to measure satisfaction levels ➤ Tenant Involvement officers to produce a display board of outcomes to take to new and existing groups to promote good work and the benefits of involvement ➤ Set up a folder of photographs to display at promotion events <p>3: Carry out the tenant status survey</p> <ul style="list-style-type: none"> ➤ To evaluate satisfaction levels
Objective	Improve satisfaction rates for keeping tenants informed and taking account of tenants views
Planned actions Financial Year 2011/12	<p>Improve satisfaction levels for Tenant Involvement</p> <ul style="list-style-type: none"> ➤ Take into account recommendations made by National Housing Federations feedback service



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Aim 2: Understand the profile of our tenants and respond to their needs

Objective	Produce a tenant profile database
Planned actions Financial Year 2010/11	<p>1: Collate all current information and hold a central database</p> <ul style="list-style-type: none"> ➤ Record ethnicity, age and sex ➤ Record vulnerabilities such as learning difficulties ➤ Record culture and/or sexual orientation if appropriate ➤ Evaluate by questionnaire preferred methods of involvement <p>2: Analysis data gaps</p> <ul style="list-style-type: none"> ➤ Carry out further questionnaires <p>3. Introduce data collection at new tenancy sign-ups</p> <ul style="list-style-type: none"> ➤ Collect new tenant data at all sign-ups
Objective	Engage with traditionally hard to reach groups
Planned actions Financial Year 2010/11	<p>1: Produce a data base of all local community groups</p> <ul style="list-style-type: none"> ➤ Work closely with the Redditch community forum <p>2: Work with partners to engage with community groups</p> <ul style="list-style-type: none"> ➤ Sure Start, Youth Centre, PCT, other landlords, Job Centre Plus, Social services, internal departments
Objective	Carry out impact assessments to ensure we are meeting the needs of diverse communities
Planned actions Financial Year 2010/11	<p>Carry out Impact assessments out on projects, polices, procedures, strategies</p> <ul style="list-style-type: none"> ➤ Equality and diversity impact assessments ➤ Trial new services, policies or procedures to ensure they appropriate to needs
Objective	Break down the barriers for those tenants who find it difficult to get involved
Planned actions Financial Year 2011/12	<p>1: Analysis reasons and find solutions</p> <ul style="list-style-type: none"> ➤ Work with specific groups to find solutions
Objective	Ensure the sustainability of tenant involvement
Planned actions Financial Year 2011/12	<p>1: Provide Tenant Involvement support</p> <ul style="list-style-type: none"> ➤ Tenant Involvement Officers to attend group meetings ➤ Organise events to promote outcomes from group projects ➤ Provide feedback to other groups ➤ Use local press to advertise positive outcomes <p>2: Encourage tenants to be involved in other act ivies</p> <ul style="list-style-type: none"> ➤ To become part of formal panels and groups or mystery shopping events ➤ Take part in other local area events ➤ Tenants to mentor other tenants



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Aim 3: Embed tenant involvement throughout Housing Services and the rest of the organisation to achieve a tenant involvement culture

Objective	Embed Tenant involvement
Planned actions Financial Year 2010/11	<p>1: Raise awareness with all Housing Staff</p> <ul style="list-style-type: none"> ➤ Promote tenant involvement benefits to staff ➤ Opportunities for all housing staff to be involved in tenant events or projects ➤ Provide training for staff along with tenants ➤ Encourage staff to work alongside tenants to achieve their aims. <p>2: Raise the profile of tenant involvement with elected Members</p> <ul style="list-style-type: none"> ➤ Present Tenant Involvement Strategy to Housing Advisory Panel and Executive Committee ➤ Provide awareness training to members
Objective	Encourage tenant involvement with corporate and national objectives to improve services
Planned actions Financial Year 2011/12	<p>1: Work with other departments to achieve corporate key objective W9 to develop and introduce a communications and engagement strategy</p> <ul style="list-style-type: none"> ➤ The rest of the organisation learning from Tenant involvement with housing services ➤ Tenants involved in the development of an organisation wide involvement strategy <p>2: Keep up to date with the work of the National Tenant Voice and Tenants Services authority</p> <ul style="list-style-type: none"> ➤ Actively encourage tenant groups to be involved at tenant panels, groups and forums ➤ Promote NTV and TSA in our own literature <p>3: Raise tenant awareness of the Sustainable Community Strategy aims and objectives</p> <ul style="list-style-type: none"> ➤ Tenants encouraged to be involved in wider council objectives
Objective	Empower tenants to be involved with decision making and contributing to the production of strategies, policies and procedures
Planned actions Financial Year 2011/12	<p>1: Produce job specifications for specific functions and encourage active tenant members to take lead</p> <ul style="list-style-type: none"> ➤ Recognise existing skills <p>2: Introduce a Tenant training programme</p> <ul style="list-style-type: none"> ➤ Identify external training available ➤ Provide an internal training package <p>3. Encourage Chairs, Secretaries and treasurers to mentor other tenants</p> <ul style="list-style-type: none"> ➤ To assist with setting up of new groups ➤ To help promote the benefits of tenant involvement



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Aim 4: Ensure Redditch Borough Council Housing Services delivers quality services that are value for money

Objective	Evaluate the cost of activities
Planned actions Financial Year 2010/11	<p>1: Carry out impact assessments to evaluate the true costs of activities</p> <ul style="list-style-type: none"> ➤ On Consultation exercises ➤ Annual events and conferences ➤ Documentation and publicity <p>2: Carry out benchmarking with peers</p> <ul style="list-style-type: none"> ➤ Compare costs with other organisations carrying out same/similar functions
Objective	Publicise costs
Planned actions Financial Year 2011/12	<p>Costs to be published annually</p> <ul style="list-style-type: none"> ➤ Local press/Redditch Matters ➤ On website ➤ With Rent statements
Objective	Explore cheaper alternatives for service provision and follow best practice idea's
Planned actions Financial Year 2011/12	<p>Use positive practice examples</p> <ul style="list-style-type: none"> ➤ Bench mark with other organisations ➤ Visit good performing organisations and share idea's ➤ tenants to lead on projects such as litter pick days ➤ free services such as the scrap man ➤ Working with voluntary sector groups such as Probation service
Objective	Involving tenants with budget setting and financial expenditure
Planned actions Financial Year 2011/12	<p>Special interest group created to look at Housing budgets and expenditure</p> <ul style="list-style-type: none"> ➤ Provide training on HRA subsidy and how it can be spent ➤ Tenants being part of the decision making for the split of constituted group budgets ➤ Tenants to be involved in deciding how allocated budgets can be spent on capital programmed work
Objective	Procurement of Housing Fly-tipping Waste service provider
Planned actions Financial Year 2011/12	<p>Carry out a procurement exercise on fly-tipping contract</p> <ul style="list-style-type: none"> ➤ Involve tenants in procurement exercise
Objective	Evaluate service charge costs
Planned actions Financial Year 2011/12	<p>Working with leaseholders evaluate value for money of service charge costs</p> <ul style="list-style-type: none"> ➤ Special interest group to work with property services looking at annual service charges

