

## North Lincolnshire Homes

### Resident Involvement Strategy Action Plan

Ref	Objective	Priority-Low/ Medium/ High	Benefits/Outcomes	Responsibility/ Lead Officer	Target Date	Specific Task
1.	Encourage and support resident organisations to be more self sufficient.	Medium	Capacity building of individuals, sustainability of groups, enhanced community cohesion	Karen Cowan	May 09	Development of a Recognition Criteria
2.	Produce a Tenant Expenses leaflet/ policy	Medium	Tenants encouraged / enabled to participate.	Karen Cowan	June 09	Volunteers Expenses Policy. Expenses Leaflet.
3.	Together with Community Voice, review our various resident involvement structures to ensure they constitute value for money	Medium	A resident involvement service that is value for money.	Karen Cowan/ Holly McGlone	Sept 09	Impact Assessment Workshop.
4.	Ensure all Community Voice members attend equality, diversity and cultural awareness training	High	Volunteers committed to the ethos of equality and diversity. Behaviour of volunteers in line with the Volunteers Code of Conduct.	Karen Cowan	Jul 09	Awareness Training.
5.	Agree to set Resident Involvement targets in Personal Development Reviews (PDRs) for all staff.	Medium	All members of staff aware that they need to consider and facilitate resident involvement where relevant.	Karen Cowan & Directors/ Heads Of Service	June 09	Targets in staff PDRs

6.	Staff skills audits and corporate training plan to incorporate resident involvement.	Medium	Resident involvement embedded throughout the organisation.	Karen Cowan / Caroline Twilley	April 09	Resident Involvement training for staff.
7.	Review the Resident Involvement Statement annually in consultation with Community Voice and the wider tenant body	Medium	Up to date and relevant statement that clearly shows NLH commitment to resident involvement.	Karen Cowan	Nov 09	Consultation with all current volunteers & with other stakeholders.
8.	Facilitate an Annual Tenant Conference	Low	Platform that will enable tenants to influence the future strategic direction of NLH.	Karen Cowan	Dec 09	Tenant Conference.
9.	Working with young people to address how they want to be involved	High	Encouraging and enabling hard to reach groups to participate with NLH.	Karen Cowan	Jul 09 & Ongoing	Door knock. Young Person's Focus Group. Working with relevant agencies.
10.	Forward planning a programme of consultation and engagement events to include all sections of the community	Medium	All NLH stakeholders have the opportunity to influence service provision and strategic direction.	Karen Cowan	April 09	Consultation Planner.
11.	Develop and launch Area Panels to consult on environmental works	Medium	Devolved decision making at a local level.	Steve Hepworth	Aug 09	Environmental Panels.
12.	Investigate the possibility of the development of a Tenant Scrutiny Panel to enable greater transparency in how North Lincolnshire Homes operates	Medium	Tenant empowerment to scrutinise customer facing services and issues.	Karen Cowan	Aug 09	Tenant Scrutiny Panel.
13.	Promote the opportunities for tenant management	Low	Raised awareness of the opportunity to consider tenant management.	Karen Cowan	Jul 09	Posters in customer access points. Leaflets in customer

						access points and to resident associations.
14.	Achieve TPAS accreditation for resident involvement	Medium	National recognition of excellent resident involvement service.	Karen Cowan	Mar 10	TPAS Accreditation.
15.	Resident Involvement impact assessments to be carried out following planned service reviews – customer access, DLO, service charges	Medium	Lessons learnt used to influence the way we review services in the future.	Karen Cowan	Aug 09	Impact Assessments.
16.	Tenant influence to the contents of the Business Plan.	Medium	Stakeholder influence to shape the contents of all key documents.	Steve Wardrope	Dec 09	Business Plan.
17.	Review and establish local decision making powers	Medium	Empowered staff and residents.	Steve Hepworth	June 09	On Target
18.	Ensure key policies are accessible and full documents available on request	Medium	Information readily available to stakeholders.	Toni Mosley	April 09	On Target. Policy leaflets are available online, in offices and upon request. Audit of policy documents underway to ensure full policy documents are accessible and can be provided on request. Will be complete by the end of this month.
19.	Develop a specific customer forum to consult and monitor the major works programme.	High	Stakeholder influence to planned major works.	Karen Cowan / Neil Webster	May 09	Homes Improvement Panel.
20.	Investigating and where applicable developing virtual forums.	Low	Hard to reach groups enabled to to participate with NLH.	Lisa Fleming / Mike Eckersley	Feb 10	Text consultation.