



**PURBECK HOUSING TRUST - RESIDENT INVOLVEMENT STRATEGY 2008-2013  
SMART ACTION PLAN NOV 2008 - APRIL 2010**

	TASKS	LEAD	ACTIONS	TARGETS/ OUTCOME	DEAD LINE	MONITORED BY	PROGRESS
2	Produce an Annual plan for Resident Involvement that has clear targets and guides staff and resident representatives to meet these	CW	<p>Draw up PHT Action Plan for Nov 2008-Apr 2010 using feedback from consultation at Discussion Groups, October Conference, November session with Resident Panel and other Focus Group events</p> <p>Support Resident Panel to draw up its own Action Plan for the year to enable negotiation with PHT of agenda priorities</p> <p>Incorporate outstanding actions from the original TPP Action Plan</p> <p>Plan to be agreed by RP and circulated at Team Briefing for all staff to be aware of targets and necessary actions</p>	<p>SMART Plan is keeping priorities and outcomes in focus and driving improvement. Plan enables effective monitoring</p> <p>Resident Panel has set its priorities and is negotiating with PHT. Plan enables effective monitoring</p>	Complete	RP, PHT Board monitoring of SIP	<p>Monitor through RPI</p> <p>Action Plan drafted November 2008</p> <p>Annual Plan has been led by Service Improvement Plan (SIP)</p> <p>RIS was promoted at January 2009 team Briefing and PHTMT Action Plan to go to all RP meetings</p>

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3	Promote RI options to all residents	CW	<ul style="list-style-type: none"> <li>Use newsletter and other avenues, eg website</li> <li>Use of customer profiling to ensure clear communication strategy</li> <li>Produce special leaflet outlining menu of involvement options sent to all households</li> </ul>	Every Issue of Newsletter has a column promoting RI and all residents are clear about opportunities for resident involvement and take up levels are increasing with 20 FG's run, and 4 short life working groups in place. 100 mystery shops are being done per annum by residents	Ongoing	Editorial Panel	<p>Articles have appeared in first 2 editions of 2009 and will continue to be promoted in future editions</p> <p>Focus groups continue to be run, to be monitored through Resident Involvement Team</p> <p>Mystery Shopping inspections are carried out quarterly</p> <p>5 Residents have undertaken phone survey training</p>
				<ul style="list-style-type: none"> <li>Revised Plan contains all targets for involvement and is monitored through Panel and PHTMT</li> </ul>	Complete	RP	Complete

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4	Produce an Annual Impact Statement in conjunction with resident representatives that shows the effect that resident views have each year, using Impact Assessment framework	CW	Impact Assessment objectives agreed with RP in May 2008 and PHT MT in August 2008  Impact Assessment priorities identified from 2008/09 to continue into 2009/10. Further objectives to be set through Group wide Panel	Evidence of the impact and the VFM that resident involvement is having and this is informing resource allocation to RI activities	Complete  Ongoing	RP and PHT MT  PHT Board SIP monitoring	2008-2009 Impact Assessment has been completed and was reported to Annual Tenants Meeting in April 2009.  A summary version appeared in Summer 2009 Newsletter.  Continuous updates will appear in the 'You said, we did' page in the Newsletter
			Maintain a log of feedback received from Discussion Groups and other events to feed results into final IA	Statement has been built up over the year with evidence from individual events	Ongoing	RP	Resident Involvement folder set up in Shared work for all staff to access.  Residents Priorities have been fed into SIP and future priorities will be fed through the Group Wide Panel to set priorities for 2010  Evaluations are carried out at the end of each project and a summary is included in the QMR to Board

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5	Offer practical support where local residents (and or PHT) want to tackle non housing issues that affect PHT residents	CW	<p>Offer training to all residents on specific subjects to empower them to make decisions regarding priorities for their neighbourhood</p> <p>Offer support to residents through Estate Inspections and Open Days</p> <p>Set up ASB diversionary activities to improve quality of life for residents in their local community</p>	<p>PHT response to local non housing issues that are positively and significantly affecting our customers quality of life</p> <p>F4YP project to be relaunched</p> <p>Sailing</p>	<p>Ongoing</p> <p>April 2010</p> <p>Ongoing</p>	RP	<p>Mystery Shopping training was held in February 2009 and further training will be carried out as new shoppers apply</p> <p>Any training events are circulated to Panel members regularly.</p> <p>Group wide training programme to be set up</p> <p>Panel members have been asked to complete a Skills Questionnaire, all member to undergo training as required.</p> <p>Summer fun afternoons held during summer 2009, consider holding 1 large event in 2010.</p> <p>In 2008/09 28 young people benefitted from trips on "John Laing" and gained Royal Yachting certificates</p>
6	Increase the membership of the Residents Panel from 10 to 16 members by April 09 and a more balanced range of ages and household types are influencing the shape and quality of services	CW	<ul style="list-style-type: none"> <li>Recruit a more diverse membership</li> <li>Encourage interested Discussion Group and Focus Group members to champion issues at their groups by joining RP</li> </ul>	<p>PHT has a representative group of customers who are willing and able to give a strategic view on behalf of customers</p> <p>Panel membership increases and attendance levels are high</p>	Ongoing	BI-Monthly progress against SIP reports to RP, PHT MT and Board	<p>RP membership has increased to 14 members with 2 new members to be co-opted in November 2009.</p> <p>4 members of non retirement age</p>

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	TASKS	LEAD	ACTIONS	TARGETS/ OUTCOME	DEAD LINE	MONITORED BY	PROGRESS
7	Remove current restrictions to selection of TBM's via Residents Panel, using consultation protocol to broaden the number of customers who may consider serving on PHT Board	PD/CW	<ul style="list-style-type: none"> <li>Open Board Membership to all residents</li> <li>Produce a criteria for selecting potential Board Members</li> <li>Use interviews and application forms to gain a cross section of approximately 6 residents to stand for annual election</li> <li>Voting forms to go out to all residents to include a mini CV of each applicant</li> </ul>	<ul style="list-style-type: none"> <li>A larger number of customers who are prepared to serve on Board, potentially offering a greater range of skills to PHT</li> <li>AGM records show discussions and decision</li> </ul>	2010	RP and Board	<p>Janet Amey to be re-elected to Board for 3 years in September 2009.</p> <p>Future Board Member elections will be open to all residents in 2010, subject to agreement later in 2009</p>
8	Devise an annual programme of training for customers who are willing to be involved in any of the wide range of ways available, across the Group	SD	<ul style="list-style-type: none"> <li>Advertise a diverse choice of subjects through Newsletter and Discussion Groups</li> <li>Training to be open to all residents</li> <li>Use InSTEP for running in house courses</li> <li>Offer basic skills courses in conjunction with Skills 4 Jobs for all residents</li> </ul>	<ul style="list-style-type: none"> <li>Support for residents who give the Trust some of their time to increase their skills/knowledge and improve their effectiveness/ability to influence the Trust</li> <li>Programme has been devised based on actual and predicted needs and has been well publicised through newsletter, mail out. website etc</li> </ul>	Ongoing	Bi-Monthly progress against SIP reports to RP, PHTMT and Board	SD/JW looking at setting up a group wide training programme
9	Secure arrangements with other landlords who are also providing training for their customers	PD/CW	<ul style="list-style-type: none"> <li>Liaise with EDHA and WPH to consider implementing group wide training programme</li> <li>Secure places through DRIOG and other agencies to provide a diverse programme</li> </ul>	<ul style="list-style-type: none"> <li>Broaden aspirations, expand learning and secure VFM</li> <li>Evidence of discussions and conclusion on file</li> </ul>	Complete	Bi-Monthly progress against SIP reports to Residents Panel, MT and Board	<p>RIO attends DRIOG meetings</p> <p>DCTF and Knightstone recently offered places</p> <p>Synergy is a member of the TRUST training group</p>

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10	Run a minimum of 2 Focus Groups each year for each service area with uninvolved tenants	PD	<ul style="list-style-type: none"> <li>All staff who speak to residents, either face to face or on the phone, to ascertain if resident is interested in coming to a Discussion Group</li> <li>Spreadsheet of those who are interested to be maintained by Directorate and RIO</li> <li>Specific areas to be covered to include Planned Improvement, Repairs, Estate Management, Rent, V4M, Access &amp; Customer Care and Diversity</li> <li>Meetings to be arranged by Manager responsible for that service area</li> <li>Incorporate feedback into 2010 Annual Plan</li> </ul>	<ul style="list-style-type: none"> <li>To combine this with satisfaction feedback and reach decisions about introducing service improvements</li> </ul>	30 March 2010	Monitored though staff 121's and reported in SIP progress reports	<p>A number of new residents have been involved in focus groups. These are held regularly and cover a diverse range of subjects.</p> <p>Residents have also been involved in the contract tendering process for the cleaning and external decorating contract.</p> <p>Residents have also attended meetings of the Advantage South West procurement group and Best Value Reviews.</p> <p>Sureys are sent out regularly on a number of subjects and exit repairs surveys are carried out by telephone.</p>
11	Ensure robust RI training for staff throughout PHT to ensure that RI is embedded	HR / SD	<ul style="list-style-type: none"> <li>Ensure RI is identified as a training need at individual appraisals</li> <li>Staff to have a clear RIO related personal objective</li> </ul>	<ul style="list-style-type: none"> <li>Support in place for staff to enable them to confidently include RI within their every day roles</li> </ul>	June 2010	Monitored through staff 121s and annual appraisal	<p>New appraisal process being implemented from may 2009. Cultural change for SHG and all staff taking responsibility for greater resident involvement.</p> <p>Focus groups guidance and training to be rolled out Autumn 2009.</p>

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12	To seek and learn from 3 star organisations in further developing and delivering resident involvement practices	SD / JW	<ul style="list-style-type: none"> <li>To carry out a minimum of 2 visits per annum and report on learning and outcomes (link to annual IA)</li> </ul>	<ul style="list-style-type: none"> <li>To evidence outcomes form learning - IA</li> </ul>	Jan 2010	TF & MT to monitor visits and outcomes	Visits to Rooftop and Carrick Housing in September and November 2009

Revised 19 January 2010