

## STATUS REPORT:- Action Plan to achieve our objectives

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### Get Involved Strategy Year 1

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Hyperlink to evidence
A, B, C & D	Establish new involvement structure – including committees, scrutiny, local panels, tenant associations and street champions in partnership with resident services	Service Plan 2012-13	CL	Quarter 2	A	<b>Complete</b> – a new structure has been established and the Strategy will enable us to achieve this structure	<a href="#">Structure in word doc..doc</a>
A & B	Establish aspirations of the Tenant and Leaseholder Committee to improve the housing service	Service Plan 2012-13	JG	Quarter 2	I	<b>Complete</b> – this formed part of the new terms of reference for the TLC	<a href="#">TLC terms of reference 10.07.12 (final).doc</a>
A, B, C & D	Develop Tenant Scrutiny and launch the framework and recruitment at the Tenants	Localism Act 2011	CL	Quarter 2	I	<b>Complete</b> - Tenant and Leaseholder Scrutiny	<a href="#">..\Scrutiny\Tenant Scrutiny</a>

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D	Annual Conference 2012	Service Plan 2012-13				Panel have met and approved a Chair. Training is currently being sourced to support them.	<a href="#">Form_14 Nov Recruitment.docx</a> <a href="#">..\..\TLSP\2013 minutes\2013-08-15 TLSP minutes.doc</a>
A,B,C & D	Create a consultation framework to ensure that effective consultation is undertaken with tenants and leaseholders on changes to policy and/or services and the results are communicated effectively	TLC Priority	JG	Quarter 3	A & I	DBC have a corporate consultation framework which is currently under review. We will be ensuring that this meets the requirements for our tenants and leaseholders and making recommendations to improve this where needed. 31.01.13 framework still under review at corporate level 22.02.13 – An update is	<a href="#">..\..\Consultation framework\2013-08-20 Housing Service Consultation Framework Final Draft.docx</a>

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						<p>awaited from the communications team with regards to the progress of this project at corporate level. Sue has chased this and hopefully a response is due shortly</p> <p>19.03.13 – Take to TLC at next meeting – introduce Q1 13/14</p> <p>27.03.13 – Sue Prowse to take to TI review on 16.04.13 then TCL on 13.05.13</p> <p><b>Objective in Year two to complete</b></p>	
A, B, C & D	Undertake a consultation with tenants and leaseholders regarding the creation of local area panels	TPAS best practice	JG	Quarter 2	I	<p>Consultation took place at the Tenant and Leaseholder conference with no for or against. More work will be done around local area panels</p>	

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						<p>following the realignment of the Tenant Involvement team to enable more grass roots involvement.</p> <p>22.02.13 – the consultation was completed but more work needs to be done in this area post recruitment campaign – this will be addressed in the year one review of the strategy.</p> <p>27.03.13 – Objective set for Tenant Involvement officers to investigate options for their patches – 1<sup>st</sup> quarter 2013/14</p>	
A,B,C & D	Create a supported housing forum to help ensure that the needs and priorities of	Service Plan	OJ	Quarter 3	I	Complete - A supported housing forum has been	

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	supported housing tenants are being met	2012-13				<p>created and they have met on several occasions to discuss matters that directly affect the service and its tenants.</p> <p>22.02.13 – the next forum is scheduled for 7<sup>th</sup> March, good attendance at the last meeting, agenda very much lead around service issues specific to supported housing.</p> <p>27.03.13 – dates of next forum are 08.05, 03.07, 04.06 and 06.11.13.</p> <p>ToR created all members just to sign up to them and same code of conduct etc applies</p>	
A & D	Ensure that Tenant Involvement objectives are	Service Plan	CL	Quarter 1	A & I	<b>Complete</b> – all staff have received TI	<a href="#">P:\Shared Information\Ser</a>

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	included in the staff appraisal process	2012-13				objectives as part of their 2012/13 appraisal.	<a href="#">vice Planning\201213\Updated 22.08.12 Service Planning Objectives 2012-13 all objectives V2 2003 2012 (2).doc</a> Action 1.7 in plan
A, C & D	Where possible and practical arrange training jointly for staff and tenants	TLC priority	JG	Quarter 4	A	<b>Complete</b> Staff and involved tenants attended the ARCH conference, CIH conference and STAR workshops together in 2011 and 2012. More training together will be arranged throughout 2013.	
C	Set up a framework to continually look to	Service Plan	JG	Quarter 3	A	Recruitment advert to	<a href="#">P:\Tenancy and</a>

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	recruit tenants to be involved in the service via News and Views, surveys, events, consultation and the local media	2012-13 TLC Priority				go in every edition of news and views. Various local media methods will be used for recruitment to Scrutiny Panel in the new year. 31.01.13 – Recruitment campaign to commence in March 2013 22.02.13 – Following the review of the recruitment campaign this will help to inform the best methods to use for continual recruitment and succession planning, further work will therefore be undertaken in this area post April 2013. 27.03.13 – post campaign review to be undertaken and	<a href="#">leasehold Group\Policy and Participation\News &amp; Views\Final Versions\News and Views Winter 2012-13 LR.pdf</a>

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						<p>effective methods highlighted to use going forward</p> <p>Campaign complete – methodology for continued recruitment being developed</p>	
C	Develop a system to plain English all communications to tenants and leaseholders	Service Plan 2012-13 TLC priority	SD	Quarter 4	A	<p>News and Views has achieved Plain English standard. A Plain English course is also being arranged for 2013 by the communications team and the date will be circulated once known.</p> <p>31.01.13 – Plain English course for staff on 27.02.13</p> <p>22.02.13 – Following TI review group meeting, notes from training to be circulated to TLC to</p>	



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						assist with article writing etc. 19.03.13 – Given to TI review group for comment The communications team now work to Plain English guidelines for all communications/publications	
A	Use the STAR survey results to identify and plan tenant led improvements across the borough	STAR Service Plan 2012-13 Local Offers	JG	Quarter 2	A & I	An action plan has been drafted and elements of improvements have been incorporated within the Annual Report 2011/12 for us to deliver on and report back on through 2012/13 and the next annual report. Other items will inform service planning for 2013/14. 31.01.13 – Objective to	<a href="P:\Tenancy and leasehold Group\Policy and Participation\Tenant's Annual report\Annual Report 2011-12\DC Annual Report WEB.pdf">P:\Tenancy and leasehold Group\Policy and Participation\Tenant's Annual report\Annual Report 2011-12\DC Annual Report WEB.pdf</a>

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						<p>monitor STAR improvements to be included in the Service Plan 13/14.</p> <p>22.02.13 – Report to update position on STAR objectives so far being written this will go to TLC and HCOSC</p> <p>27.03.13 – need to review action plan at next TI review group meeting to assist with work-plan for TLC for 13/14</p> <p>An improvement for STAR is in place</p>	
A, B, C & D	Undertake an Equality Impact Assessment for the Tenant and Leaseholder Involvement function and self-assess against the CIH Equality and Diversity Charter	CIH E&D Charter	CL	Quarter 4	A & I	<p>This will begin in January 2013</p> <p>31.01.13 – Training taking place on 06.02.13</p> <p>22.02.13 – Training had to be re-scheduled to</p>	

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						<p>12.03.13. New guidance out from CIH. EIA should be complete by 31.03.13</p> <p>27.03.13 – delay as Orchard software that will assist not in place until end Q1 13/14 – initial work undertaken</p> <p>Orchard software to be in place by end July 2013 when this piece of work can be completed</p> <p>20/08/2013 Work still underway with Orchard which should enable us to easily capture the information needed to undertake the EIA.</p> <p>04/09/2013 Problems with servers are delaying us be able to productively use RI Orchard. This should be</p>	

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						resolved by 18/10/2013	
A	Use Housemark benchmarking to establish Equality and Diversity Performance Indicators	CIH E&D Charter Housemark	JG	Quarter 4	A	The benchmark report was received on 20.12.12 therefore this piece of work can commence. 31.01.13 PI's will be available as part of the upgraded Orchard project due to complete by early summer, we will begin reporting low level on a quarterly basis from 13/14. <b>E&amp;D PI's established – Complete.</b>	<a href="..\Performance Indicators\PI back info.xlsx">..\Performance Indicators\PI back info.xlsx</a> <a href="..\Performance Indicators\2013-2014 Performance Indicators.xlsx">..\Performance Indicators\2013-2014 Performance Indicators.xlsx</a>
	Undertake a Gap analysis in preparation for the NTO accreditation	NTO best practice Regulation Tenant involvement and	JG	Quarter 4	A	Work has begun on the gap analysis for the NTO accreditation. 22.02.13 – Discussed with TI review group, to be presented to the TLC	<a href="..\Project Plans and documents\NTO\NTO report for HMT.doc">..\Project Plans and documents\NTO\NTO report for HMT.doc</a>

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		Empowerment Standard				at a future meeting. 27.03.13 – Jules to present to next TI review group meeting then to TLC 13.05.13 if possible. <b>Objective moved to year two to progress</b>	
	Undertake a review of the Strategy against the year one plan. Set deadlines for year two priorities.		CL	Quarter 4	A	This will take place in March 2013. 22.02.13 – Work due to begin shortly to take to the TI review group meeting on 19.03.13. 27.03.13 – Review <b>completed</b> with TI review group on 19.03.13, new objectives for 13/14 set	

## Get Involved Strategy Year 2

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Hyperlink to evidence
B & D	Establish a menu of flexible involvement opportunities to enable everyone to have an input into the housing service	Best Practice	JG	Q1		15.05.13 - As part of the review of the Policy and Participation Team a new structure was implemented. TIO now have objectives to involve tenants in all	<a href="#">..\DBC Branded Get Involved Strategy 12-15.docx</a>

						parts of the involvement structure. This will be monitored through 121's and appraisal. 09/07/13 update – Jules attended Group Manager for tenancy and leasehold explaining all opportunities. She is booked into Property and place group managers meeting. <b>Complete</b>	
A	Implement consultation framework to ensure that effective consultation is undertaken with tenants and leaseholders on changes to policy and/or services and the results are communicated effectively	TLC Priority	SProwse	Q1		15.05.13 - Work has been underway with the Tenant Involvement Review Group. An Executive Panel meeting is taking place 21.05.13 to look at consultation. Update to TLC 03.06.13. 20/08/2013 – final draft to HSMT end of August for approval. <b>Complete</b>	<a href="#">..\..\Consultation framework\2013-08-20 Housing Service Consultation Framework Final Draft.docx</a>
A, B & D	Establish the Tenant Scrutiny Panel and	Service Plan	CL/JG	Q1		09.05.13 – enough	

	ensure that training is completed and the scrutiny schedule developed	2013/14				<p>people have shown an interest in this role. Interviews to be undertaken and then the Panel can begin. Training will be arranged firstly.</p> <p>09/07/13 update- A training package has been sourced and is going to the TI Reivew Group and the TLC for approval.</p> <p>20.08.13 – Panel met on 15.08.13 and have asked for more info from CoPS.</p> <p>04/09/2013 A trainer has now been resourced. Dates need to be booked for training. A TOR will be developed through the training.</p> <p>25.09.13 – Merron Simpson has been appointed as trainer for the TLSP. Dates 18.11.13 and 27.11.13.</p>	
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						Recruitment is on-going to bolster the numbers of the committee. The panel are in place. Repairs satisfaction will be there first Scrutiny. <b>Complete</b>	
C	Develop and introduce a “welcome pack” for all involved tenants and leaseholders	Best Practice	SB	Q1		15.05.13 – work has not yet started on this.	S Bailey has now met with two young tenants who are working with us to produce this. 04/12/13 Work is progressing well.
C	Compile a list of publications and websites for involved tenants to have access to as a knowledge base and ensure access is available	Service Plan 2013/14	JG	Q2		15.05.13 – a list of websites has been drawn up. Further work needed on what publications would be useful for involved tenants. 20.08.13 – list of websites in new tenancy pack and available on website.	<a href="#">P:\Tenancy and leasehold Group\Policy and Participation\Tenant Involvement\Project Plans and documents\TI Review\Useful Webistes.docx</a>

						Complete	
C	Develop and introduce a comprehensive training package for involved tenants and leaseholders that gives flexibility of choice and a variety of learning methods	TLC Priority	CL/JG	Q2		<p>09.05.13 – Meeting with TPAS on 20<sup>th</sup> May 2013. Also spoken with WCHT who use an organisation called Linch Pin – contact made and just awaiting them to come back to us.</p> <p>03.06.13 – HQN have sent a proposal through and one has been received from TPAS.</p> <p>09/07/13 update – Keith Crampton has put forward proposals. This is going to the TI Reivew Group and the TLC for approval.</p> <p>20.08.13 - This has been agreed. First training (E&amp;D) 23.09.13. Jules to produce leaflet.</p> <p>02.09.13 – Advert re training in Autumn News and Views.</p> <p>Designated Person training booked for</p>	

						<p>12.10.13. Update: 01/11/2013 Jules to raise future training with the TIRG. Update: 04/12/2013 TIRG have agreed the training package for the next 12 months. <b>Complete</b></p>	
C	Establish an editorial panel to include tenants and leaseholders for all publications including leaflets and posters using Plain English as a guide	Best Practice	SD	Q2		<p>Reader survey was sent out with the summer edt. of N&amp;V's and requesting volunteers for this panel. Analysis has not yet been undertaken as responses are still coming in. 01.09.13 – 18 volunteers have joined the newly formed editorial panel. The will be involved in many aspects of our publications. <b>COMPLETE</b></p>	
D	Promote involvement opportunities at sign up	Best Practice	SB	Q1		<p>15.03.13 – a young</p>	<a href="F:\Jules\Admin\">F:\Jules\Admin\</a>

	of a new tenancy					<p>person's leaflet is currently being worked on by a young person. Due to school commitments this may not be completed until Q2.</p> <p>20.08.13 The strategy is currently given out and a list of useful websites.</p> <p><b>Complete</b></p>	<p><a href="#">Useful Webistes.docx</a>  <a href="#">..\A5 FOLDED_v4a.pdf</a></p>
D	Recruit dedicated resource to support the TLC and other committees in minute taking and arranging meetings etc.	TLC Priority	CL	Q1		<p>09.05.13 – Issues with finance at the moment on this</p> <p>03.06.13 – this has now been resolved and has been passed through for approval. 09/07/13 update – all forms have now been approved. Job Description, Person Specification and recruitment advert has been forwarded to Human Resources.</p> <p>20.08.13 As this is a new position, this requires a rigorous assessment,</p>	

						<p>this is now complete and the banding agreed. Now awaiting final sign off by CE, then can proceed to advert.</p> <p>04/09/2013 All approved now. Advert will be out 10/09/2013 for two weeks. Staff should be in position by end of October.</p> <p>25.09.13 – Closing date for advert is 27.09.13, shortlisting to take place w/c 30.09.13 and interviews w/c 07.10.13.</p> <p>Interviews undertaken and successful candidate has accepted. It is hoped they will be in post by December.</p> <p><b>Update:</b> 04/12/2013 delays due to incomplete DBS.</p>	
C	Develop electronic methods of involvement via the website	Service Plan 2013/14	SPrice	Q3		25.09.13 – a review of the website and the format/links is currently	

						being undertaken. Selina is working with Katie Warner on this. Facebook page is up and running. Currently on track.	
D	Identify budget and space to create a “tenant resource centre”	Best Practice	JG	Q3		Discussion to be had with TI review group regarding a “virtual” centre. <b>Update:</b> 04/12/2013 Work has taken place with DCFL. Further advertising to be done. This will slip into Q4	
A	Delegate budgets through sub committees, local area panels	TLC Priority	CL	Q2		09.05.13 – work to begin on this in June 2013 20.08.13 no budgets have yet been identified/allocated. However the TLC/HMEC will be involved in helping us to develop a protocol for the spend against the Estate/Environmental	

						Improvement Budget. <b>Update:</b> 04/12/2013 Two areas have been highlighted for LAP. These groups are still are very informal.	
A	Set up a process for the TLC to enable them to undertake a review and self-assessment of their core activities over the year that highlights improvements or changes to systems that have been as a direct result of their involvement - this will then form the basis of an annual report by TLC to tenants/leaseholders and members.	TLC Priority/ Best Practice	SD	Q3		<b>Update:</b> 04/12/2013 Not yet started.	
	Achieve NTO accreditation	Best Practice	JG	Q4		20.08.13 TLSP would like to look at certain elements of this and use the framework as a process of assessment for our services. Currently on target. <b>Update:</b> 04/12/2013 Kick-start meeting held. Agreement that first self-assessment will be held in March and this will highlight gaps and	

						an action plan will be produced.	
	Undertake a review of the Strategy against the year two plan. Set deadlines for year three priorities.		CL/TLC	Q4			



## Get Involved Strategy Year 3

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Hyperlink to evidence
D	Constitute the TLC in a move towards a tenants federation and work with members services to include within the Councils constitution						
C	Establish tenant associations in high rise blocks and sheltered accommodation						
B	Increase the percentage of involved tenants by 5% between 2012-15						
B & C	Introduce neighbourhood agreements via the local area panels to ensure that tenants priorities for improvements are being tackled in their local area						