

## 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	Comments	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	Complete	New structure established. Strategy supports this and will enable the TI team to achieve the objectives.	<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	Complete	Formed part of the review of the Tenant Involvement Structure. New terms of reference written to mirror the TLC aspirations.	<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	Localism Act 2011	CL	Quarter 2	I	Complete	The framework was launched at the conference however the	<a href="#">..\Scrutiny\Tenant</a>

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	the Tenants Annual Conference 2012	Service Plan 2012-13					recruitment was slow initially. Following the “You are the key” campaign enough members recruited to kick start the panel.	<a href="#">Scrutiny Form 14 Nov Recruitment.docx</a> ..\..\TLSP\2013 minutes\2013-08-15 TLSP minutes.doc
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	Moved to year 2	This objective was delayed in year one and as a result had to move to year two. The reason for this is that DBC have a corporate consultation framework that was being reviewed and we hoped to be able to use that as part of our consultation framework, however as progress had not been made by Jan 2013 we decided to continue with developing our own framework – this will now	<a href="#">..\..\Consultation framework\2013-08-20 Housing Service Consultation Framework Final Draft.docx</a>

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							move to year two to complete.	
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	Complete	Consultation took place at the Tenant and Leaseholder conference with no for or against. Initial objective complete but more work will be done around local area panels following the realignment of the Tenant Involvement team to enable more grass roots involvement. 27.03.13 – Objective set for Tenant Involvement officers to investigate options for their patches – 1 <sup>st</sup> quarter 2013/14	
A,B,C & D	Create a supported housing forum to help ensure that the needs and priorities of supported housing tenants are being met	Service Plan 2012-13	OJ	Quarter 3	I	Complete	A supported housing forum has been created and they have met on several occasions to discuss matters that directly affect the service and its tenants. 22.02.13 – the next forum is scheduled for 7 <sup>th</sup> March, good	

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							attendance at the last meeting, agenda very much lead around service issues specific to supported housing. 27.03.13 – dates of next forum are 08.05, 03.07, 04.06 and 06.11.13. ToR created all members just to sign up to them and same code of conduct etc applies	
A & D	Ensure that Tenant Involvement objectives are included in the staff appraisal process	Service Plan 2012-13	CL	Quarter 1	A & I	Complete	All staff have received TI objectives as part of their 2012/13 appraisal	<a href="P:\Shared Information\Service Planning\2013\Updated 22.08.12 Service Planning Objectives 2012-13 all objectives V2 20 03 2012 (2).doc">P:\Shared Information\Service Planning\2013\Updated 22.08.12 Service Planning Objectives 2012-13 all objectives V2 20 03 2012 (2).doc</a> Action 1.7 in

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
								plan
A, C & D	Where possible and practical arrange training jointly for staff and tenants	TLC priority	JG	Quarter 4	A	Complete	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 recruit tenants to be involved in the service via News and Views, surveys, events, consultation and the local media	Service Plan 2012-13 TLC Priority	JG	Quarter 3	A	Complete	Recruitment advert to 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,	<a href="P:\Tenancy and leasehold Group\Policy and Participation\News &amp; Views\Final Versions\News and Views Winter 2012-13 LR.pdf">P:\Tenancy and leasehold Group\Policy and Participation\News &amp; Views\Final Versions\News and Views Winter 2012-13 LR.pdf</a>

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							<p>further work will therefore be undertaken in this area post April 2013.</p> <p>27.03.13 – post campaign review to be undertaken and effective methods highlighted to use going forward</p> <p>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	Complete	<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 assist with article writing etc.</p> <p>19.03.13 – Given to TI review</p>	

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							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	Complete	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 monitor STAR improvements to be included in the Service Plan 13/14. 22.02.13 – Report to update position on STAR objectives so far being written this will go to TLC and HCOSC 27.03.13 – need to review	<a href="P:\Tenancy and leasehold Group\Policy and Participation \Tenant's Annual report\Annual Report 2011-12\DC AnnualReport WE B.pdf">P:\Tenancy and leasehold Group\Policy and Participation \Tenant's Annual report\Annual Report 2011-12\DC AnnualReport WE B.pdf</a>

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							action plan at next TI review group meeting to assist with work-plan for TLC for 13/14 An improvement for STAR is in place	
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	Incomplete	CL/JG and SD have had training on this. Data required not available therefore unable to proceed. Once Orchard upgrade is complete and more data is available this objective will be rescheduled and completed prior to the end of the Strategy.	
A	Use Housemark benchmarking to establish Equality and Diversity Performance Indicators	CIH E&D Charter Housemark	JG	Quarter 4	A	Complete	E&D PI's mirror Housemark	<a href="#">..\..\Performance Indicators\PI back info.xlsx</a> <a href="#">..\..\Performance Indicators\2013-2014 Performance</a>



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								<a href="#">Indicators.xlsx</a>
	Undertake a Gap analysis in preparation for the NTO accreditation	NTO best practice Regulation Tenant involvement and Empowerment Standard	JG	Quarter 4	A	Complete	Gap analysis complete – further work in year 2.	<a href="#">..\..\Project Plans and documents\NTO\NTO report for HMT.doc</a>
	Undertake a review of the Strategy against the year one plan. Set deadlines for year two priorities.		CL	Quarter 4	A	Complete	Reviewed with TI review Group on 19.03.13 – new objectives set for year two.	

## Get Involved Strategy Year 2

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
B & D	Establish a menu of flexible involvement opportunities to enable everyone to have an input into the	Best Practice	JG	Q1		Complete	Flexible methods of involvement created as part of the strategy. More to be done about building capacity at	<a href="#">..\DBC Branded Get Involved Strategy 12-</a>

	housing service						<p>local level focussing on Tenant Associations, Housing Heroes and Street/Block Voices – year three priority</p> <p>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 parts of the involvement structure. This will be monitored through 121's and appraisal.</p> <p>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.</p>	<a href="#">15.docx</a>
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		Complete	<p>Consultation framework implemented – work to be done about embedding this across the service in year 3.</p> <p>15.05.13 - Work has been underway with the Tenant Involvement Review Group. An Executive Panel meeting is</p>	<a href="#">..\..\Consultation framework\2013-08-20 Housing Service Consultation Framework</a>

							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.	<a href="#">Final Draft.docx</a>
A, B & D	Establish the Tenant Scrutiny Panel and ensure that training is completed and the scrutiny schedule developed	Service Plan 2013/14	CL/JG	Q1		Complete	Established following “You are the key” campaign. Training complete and first Scrutiny investigation ongoing. Review in year 3. 09.05.13 – enough people have shown an interest in this role. Interviews to be undertaken and then the Panel can begin. Training will be arranged firstly. 09/07/13 update- A training package has been sourced and is going to the TI Reivew Group and the TLC for approval. 20.08.13 – Panel met on 15.08.13 and have asked for more info from CoPS. 04/09/2013 A trainer has now been resourced. Dates need to be booked for training. A TOR will be developed through the	

							training. 25.09.13 – Merron Simpson has been appointed as trainer for the TLSP. Dates 18.11.13 and 27.11.13. Recruitment is on-going to bolster the numbers of the committee. The panel are in place. Repairs satisfaction will be there first Scrutiny	
C	Develop and introduce a “welcome pack” for all involved tenants and leaseholders	Best Practice	SB	Q1		Complete	Welcome pack for tenants created, include welcome letter from Chair of TLC/Get Involved Strategy/useful websites. Year 3 will concentrate on developing a youth info pack for the welcome pack.	S Bailey has met with two young tenants who are working with us to produce this. 04/12/13 Work is progressing well and will complete early year 3.
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		Complete	Available in the welcome pack and as a link on the website.	<a href="#">P:\Tenancy and leasehold Group\Policy</a>

							<a href="#">and Participation \Tenant Involvement \Project Plans and documents\T!</a> <a href="#">Review\Useful Webistes.docx</a>
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		Complete	Package developed and agreed. Schedule set. 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. 03.06.13 – HQN have sent a proposal through and one has been received from TPAS. 09/07/13 update – Keith Crampton has put forward proposals. This is going to the TI Reivew Group and the TLC

						<p>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. Designated Person training booked for 12.10.13.</p> <p>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.</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><b>Complete</b></p> <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.</p> <p>01.09.13 – 18 volunteers have joined the newly formed editorial panel. The will be involved in many aspects of our publications.</p> <p>Update 22.01.14 – issues</p>	

							around sustainability to be addressed as year 3 objective	
D	Promote involvement opportunities at sign up of a new tenancy	Best Practice	SB	Q1		Complete	Links to welcome pack – youth involvement will form year 3 objective	<a href="F:\Jules\Adm in\Useful Webistes.docx">F:\Jules\Adm in\Useful Webistes.docx</a> <a href="..\A5 FOLDED v4a.pdf">..\A5 FOLDED v4a.pdf</a>
D	Recruit dedicated resource to support the TLC and other committees in minute taking and arranging meetings etc.	TLC Priority	CL	Q1		Complete	Recruitment complete and appointment made	
C	Develop electronic methods of involvement via the website	Service Plan 2013/14	SPrice	Q3		Slippage due to staff changes	Selina commenced this piece of work with Katie Warner. Due to changes in staff this is re-programmed to year 3.	
D	Identify budget and space to create a “tenant resource centre”	Best Practice	JG	Q3		Slippage	Following discuss with TI review group regarding a “virtual” centre, not viewed as a priority. Backed up by lack of uninvolved tenants wanting training as result of “You are the key” campaign. Partnership working has taken	

							place with DCFL via Summer of Swapping, Conference etc. Further advertising to be done. This will slip into Q4
A	Delegate budgets through sub committees, local area panels	TLC Priority	CL	Q2		Move to yr 3	More work being done in year three to establish Local Area Panels – this will become a year 3 objective if still a TLC priority.
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		On target	Survey to go out to all TLC members to create the basis of a review that will then enable the creation of a short report to be used by TLC as an evidence base.
	Achieve NTO accreditation	Best Practice	JG	Q4		Move to yr 3	Kick start meeting held (04.12.13) and initial work complete – first self-assessment meetings to be set for March/April. To complete in year 3



	Undertake a review of the Strategy against the year two plan. Set deadlines for year three priorities.		CL/TLC	Q4		On track	In progress	
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## Get Involved Strategy Year 3

Link to NTO	Objective	Reference	Who?	By when?	Administrative or Impact	Status	Comments	Hyperlink to evidence
C	Create mechanisms to establish tenant associations in high rise blocks and sheltered accommodation		JG	Q4		<b>On track</b>	<b><i>Low level target to be set to monitor.</i></b> 30.06.14 JS update: We currently have one established association in a high rise block (Gade Tower), work is being done in an area of Highfield to establish a further association (Westerdale).	
B	Increase the percentage of involved tenants by 5% between 2012-15		CL	Q4		<b>On track</b>	<b><i>PI suite now set to support this objective with formal and informal involvement being identified and gathered separately</i></b> Monitoring is monthly for formal and quarterly for informal. See reports for more details on progress.	
B & C	Introduce neighbourhood agreements if needed via the local		SP	Q2		<b>On track</b>	<b><i>Effective way of tackling issues in areas and can</i></b>	

	area panels to ensure that tenants priorities for improvements are being tackled in their local area					<b>Complete</b>	<p><b>help to create a sense of community</b></p> <p>30.06.14 JS update: We are currently working to introduce a Neighbourhood Agreement at Gade Tower and Westerdale.</p> <p>02.07.14 CL Update: A process for setting up Neighbourhood Agreements has been drafted, this will be finalised following the introduction of Gade Tower and Westerdale, on track for completion in quarter 2.</p>
	Actively involve tenants and leaseholders in driving forward improvements that relate to housing highlighted as part of the STAR Survey		SD	Q1		<b>Complete</b>	<p><b>STAR Objective/Service Plan – 2 year service plan</b></p> <p>30/06/14 JS update: Results of STAR have been fed back to the TLC. The TLC have identified the key priorities for tenants and leaseholders which now form part of the two year service plan.</p>

							02.07.14 CL Update: TLC and the relevant committee identified as key monitoring agent will continue to work with the Housing Service to drive forward these improvements and monitor progress against any action plans. Success will be measured at the end of the 2 year service plan.
Increase partnership working internally to increase the level of tenant involvement in activities such as programmed works, improvements etc.		CL/JG/SD	Q1			Slight slippage but due to complete within the month.	<b>HMEC objective – links to the work that HMEC do and also the review as part of the TAM contract</b> 30/06/14 JS update: Patches of Housing Officer Tenancy, Tenant Involvement Officers are currently being reviewed to align and help achieve internal partnership working. 02.07.14 CL Update: Slight slippage due to workload, to be

							completed by end of July 2014.	
	Review and re-launch village and street block voices to enable more grass roots involvement across the borough giving tenants in outlying areas a clear tenant voice		SP	Q3		<b>On track</b>	<b>Low level involvement method</b> 02.07.14 CL Update: Review to begin quarter two with a view to re-launching in quarter three.	
	Utilise housing heroes to create more armchair methods of involvement paying special attention to developing the editorial panel as part of this process		SH/SD	Q2		<b>On track</b>	<b>Low level involvement method</b> 30/06/14 JS update: A communications strategy will be drafted and this will include involvement as part of the editorial panel. Armchair involvement will be included with a timetable of activities.	
	Embedding the consultation framework across the housing service to ensure that effective consultation is undertaken on matters that have an effect on the		JG	Q2		<b>On track</b>	<b>STAR objective/service plan</b> 30/06/14 JS update: The Consultation Framework will be seen by the TLC 07/07/14. This year's	

	tenant and leaseholder population.						Consultation Framework is currently being drafted.
	Introduce a “youth welcome pack” as part of the sign up process to encourage more young people to get involved with the housing service.		SB	Q1 – new target Q3			<p><b>Group established and working on this element. Need to develop a youth involvement strategy that defines our role as a landlord.</b></p> <p>30/06/14 JS update: This work has now resulted in needing a strategy to ensure all work by Youth Tenant Involvement is tenant and leaseholder outcome focussed. The group are meeting regularly and have ideas set down for a leaflet. We are now waiting for them to have a logo designed.</p> <p>02.07.14 CL Update: due to the development of this group the target has been moved. It is hoped that the group will have a stall at the Tenant and Leaseholder Day to promote their work and</p>

							launch their youth welcome pack.	
	Develop and implement electronic methods of involvement via the website and customer portal, paying particular attention to customer satisfaction surveys.		SP	Q2		On track	<p><b><i>Forms part of the customer intelligence project to ensure consistency and usability for customer satisfaction.</i></b></p> <p>30/06/14 JS update: Part of Orchard is currently not working as it should and we are waiting to hear when this will be operating as it should. A project team are in place to look at customer satisfaction survey. Facebook has been re-launched with our 'likes' increasing from 31 to 137 in the last month. The customer portal is live and an action plan is being created as part of the communications plan to increase user base.</p>	
	Identify budgets that can be delegated to Local Area Panels and		CL/RK	Q2		On track	<b><i>TIRG keen to get budgets delegated to local people</i></b>	

	sub committees and establish a process for this to work.						<p><b><i>to spend on local issues – links with tenant associations</i></b></p> <p>30/06/14 JS update: The Housing Management Committee is going to be formalised in July or August. This committee will be delegated the £50,000 for the Local Improvement Grant and will oversee the approval of spend.</p>
	Finalise and achieve the TPAS accreditation.		CL/JG/SD	Q4		On track	<p><b><i>This objective changed from NTO to TPAS accreditation in agreement with TIRG</i></b></p> <p>30/06/14 JS update. An initial meeting has taken place with TPAS. It is envisaged that the first self-assessment will be conducted in August. Staff and tenant focus groups are hoped to be held in October / November.</p>



	Review HMEC to reflect the changes regarding TAM and also ensure monitoring STAR improvements that apply to HMEC		JS/TPAS	Q1 – new target Q2		<b>On track</b>	<p><b><i>Need to identify who is the most appropriate person/s to undertake the review.</i></b></p> <p>30/06/14 JS update: After TLSP not feeling they were the most appropriate group to undertake a review, three quotes were obtained from independent tenant advisors and passed to TIRG for decision / approval. The Group agreed to work with TPAS. An initial meeting has been held to establish further the scope of the review.</p> <p>02.07.14 CL Update: Due to a full review of the HMEC being decided upon this action has been re-targeted. Work is due to begin with TPAS shortly.</p>	
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