

Resident involvement

Recommendation	Expected Outcome/s	Key Actions	Deadline	Update
Continue to develop resident involvement by:				
Implementing plans to introduce new ways for customers to engage and proposed measures to monitor progress	Improve the level of work and volume of residents contributing to corporate resident involvement to scrutinise services	1. Train residents to undertake several aspects of resident scrutiny including research, inspection and mystery shopping	1st October 2010	Training concludes for 16 residents currently on the programme - several practical opportunities have been given for new skills to be tested
		2. Bring customer on complaints panels	1st October 2010	Planned completion from 1st April 2010 - recruitment undertaken
		3. Review resident involvement strategy	1st October 2010	Initial audit of resident involvement activity due to commence in January 2010 - strategy target completion date is 1st April 2010 - audit will involve interviews with staff and customers from Regional Consultative Committees
		4. Performance reports to be made available to Regional Consultative Committee and Housing Services Committee regarding performance and outcomes of resident involvement activity	1st October 2010	

Ensuring more customers are actively engaged and are representative of the community they serve	Increase the relevance of scrutiny undertaken and improve the level of satisfaction from residents about their views being taken into account	1. Undertake research and survey as part of Local Services Review to measure awareness of engagement means and areas for improvement	1st October 2010	
		2. Promote the opportunities to get involved in local newsletters	1st October 2010	Local newsletters planned for publication from April 2010
Ensuring the views of hard to reach groups, such as young people, are routinely captured	Broader representation of customer feedback reduced the risk of disproportionate results	1. Develop single interest group for older people (sheltered housing)	1st October 2010	Single interest group for older people (sheltered housing) set up
		2. Develop single interest group for young people	1st October 2010	
		3. Develop single interest group for vulnerable people (supported housing)	1st October 2010	
		4. Research and develop different engagement means for these groups	1st October 2010	Training courses for social networking appropriate technology
		5. Include approaches to these groups within the resident involvement strategy	1st October 2010	Resident involvement audit commences January 2010
		6. Report progress and outcomes from these groups to Housing Services Committee and Regional Consultative Committees	1st October 2010	