

# SERVICE PLAN 2009/12 – Resident Involvement

## NOW ANALYSIS

### THE SERVICE

**Objective:** A brief summary of the service and what it does

Involving residents in every aspect of delivering the housing service is a key expectation of everyone involved in the housing service. It is expected that it should have influence from the most day to day matters all the way up to the most strategic. It is also expected that resident involvement should be embedded into everyone's day job.

**Budget:** Gross Expenditure: Net Expenditure: £0.1m

**Staffing:** Total number 1 specifically

**The Service Teams:**

**Housing Operations Manager**  
Responsible for the direction of the service and overseeing the day to day delivery.

**Tenant Participation Officer**  
Give advice and support to all staff on matters relating to tenant and resident participation. Support Ashford Borough Tenants Forum (ABTF); Seniors Forum, repairs monitoring group, leaseholders' forum and all tenants involved in participation. Investigate innovative methods of expanding tenant involvement to the wider tenant base.

**Area Managers**  
Seek and engage tenants' views at all stages of work. Encouraging wider tenant base to offer their time to be involved as focus groups etc. Crucial to the role is engaging residents in the area planning process both on small scale and large scale schemes.

**Management Team**  
Ensure that resident participation is at the forefront of everybody's work and residents views are given due consideration in the adoption of policy and working systems.

**Key Partners:**  
Ashford Borough Tenants Forum(ABTF)  
Seniors Forum  
AB repairs focus group  
Ashford International Association  
South East TP forum  
Parish Council forum  
Urban Forums  
Volunteer Bureau  
Ashford Police  
Sure Start  
Kent County Council Youth and Community

### PERFORMANCE

Information on performance can be found in the quarterly Budget and Performance Monitoring Reports to the Executive.

## WHERE ANALYSIS

### GOALS

Short Term (2009/10)	Medium Term (2010/11)	Long Term (2011/12)
<ul style="list-style-type: none"> <li>Ensure resident involvement action plans are in place and are SMART to drive progress H3</li> <li>Increase database of residents prepared to get involved in a variety of ways ensuring it is as diverse as possible, and taking advantage of new IT system to refine profile of samples. H3</li> <li>Continue to widen methods of consultation and carry out impact assessments H3</li> <li>Promote resident training, spreading it more evenly throughout resident base. Carry out training needs analysis. Support the provision of a Kent-wide Tenants conference H3</li> <li>Ensure the importance and value of TP is included in future departmental briefings. H3</li> <li>Ensure we monitor and review the impact of RI on our services and particularly how it informs the complaints process. H3</li> <li>Publish service standards and set up focus group to input to review process H3</li> <li>Use HouseMark national RI performance indicators so success can be measured against best practice, still in development. H3</li> <li>Investigate all available methods for residents to contact us with info and for us to contact them. (two way flow) H3</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate value for money achieved through RI H3</li> <li>Review with residents impact of cleaning contract H3</li> <li>Continue to build resident involvement database H3</li> <li>Review Tenant Compact, ensuring challenging SMART targets are set H3</li> <li>Ensure full tenant involvement in discussions on the Shared Service Vehicle proposals inc. how this might be developed into a local Board Structure H3</li> </ul>	<ul style="list-style-type: none"> <li>Continue to imbed RI into the culture of the Housing Service. H3</li> </ul>

### IMPROVEMENT PLAN/STRATEGIES

People & Finance	Technology	Strategies
<ul style="list-style-type: none"> <li>Inform and train all housing staff as to the real benefits high quality resident involvement can deliver.</li> <li>Regularly review resident involvement budgets to ensure value for money and adequate to deliver required level and quality.</li> </ul>	<ul style="list-style-type: none"> <li>Develop database of residents prepared to be involved and consulted on across all services</li> <li>Ensure the new integrated housing systems is used to maximum potential to ensure first class services to tenant.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure Resident Involvement key part of improvement planning process</li> <li>Work with ABTF and the wider tenant base to deliver the tenants compact</li> </ul>