

V2C Local Tenant Participation Action Plan

<u>Objective</u>	<u>Action</u>	<u>Outcome Indicator</u>	<u>Measured By</u>	<u>Target/Milestone</u>
<p>Mainstream participation throughout all staff and service areas of V2C to develop a meaningful relationship with tenant.</p>	<ul style="list-style-type: none"> • Embed tenant participation in all staff job descriptions across V2C • Introduce tenant participation awareness training for all staff and Board members across V2C and include in all staff inductions • Encourage the inclusion of tenant participation in Professional Development Reviews 	<ul style="list-style-type: none"> • Staff become aware of their responsibility for tenant participation and the benefits • Staff awareness of tenant participation is developed • Increased awareness of participation amongst tenants • Greater staff confidence and understanding of how to increase tenant participation 	<ul style="list-style-type: none"> • Percentage of V2C job descriptions including TP • Percentage of V2C staff received TP awareness training • Staff surveys on attitude to TP in 2008 and 2010 	<ul style="list-style-type: none"> • 30% by 2009 and 50% by 2010 • 50% by end 2009 80% by end 2010 • Over 50% staff complete 2008/2009 survey <p style="text-align: center;"><u>Target</u></p>

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<u>Objective</u>	<u>Action</u>	<u>Outcome</u>	<u>Measure</u>	
As above	<ul style="list-style-type: none"> • Feedback to all V2C staff and Board on all participation approaches by, postings on the intranet, bulletins, Customer Engagement Officer attending team meetings • Invite V2C staff and Board Members from across V2C to take part in tenant participation activities • Develop a database system for all staff members at V2C to record opportunities which tenants have to comment on service changes • Encourage the recording of all 	<ul style="list-style-type: none"> • Increased staff awareness of participation and involvement activities • More staff and Board involved with tenant participation • Increased transparency of decision making process and participation activities • Opportunity to influence and learn from 	<ul style="list-style-type: none"> • No. of intranet postings • No. of information bulletins • No. of team talks • Database of tenant participation activities undertaken and staff attending • Database evidence of tenant and residents comments and feedback • Increase in use of compliments / complaints 	<ul style="list-style-type: none"> • 6 intranet posts in 2009 • 4 bulletins '09 • 4 talks in '09 • 3 Board members & 20 staff involved in TP – 2009 • Completion of database system by end of 2009 • 25% increase in activity by October '09 • 8 learning

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<p style="text-align: center;"><u>Objective</u></p> <p>To be open and honest with all information provided and involve tenants in the reviewing and development of information</p>	<p>compliments, complaints and comments</p> <p style="text-align: center;"><u>Action</u></p> <ul style="list-style-type: none"> • Build a library of resources to help all staff in promoting participation and involvement opportunities • Monitor and co-ordinate all questionnaires and surveys to avoid overload and increase effective use • Encourage and arrange customer involvement in the review of policies and strategies through working groups and forums • Set-up an information (e.g. leaflets & tenants 	<p>tenants comments</p> <p style="text-align: center;"><u>Outcome</u></p> <ul style="list-style-type: none"> • Greater company-wide understanding of how to support tenant involvement • More effective and consistent questionnaires • V2C policies more reflective of tenants views • Information provided better meet tenants needs 	<p style="text-align: center;"><u>Measure</u></p> <ul style="list-style-type: none"> • No. of TP resources held on Intranet • Matrix of surveys with schedule endorsed by the Customer Services Panel • Number of polices/strategies where tenants involved • Evidence of review group meetings 	<p>resources loaded in 2009</p> <p style="text-align: center;"><u>Target</u></p> <ul style="list-style-type: none"> • Report on all survey results to CSP every 6 months • 3 in 2009 • Group set-up in 2008 • New tenant h/book 2009 • Consultation in 2010
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	<p>handbook review) group</p> <ul style="list-style-type: none"> • Consult with tenants, residents and leaseholders on the 'Voice of Change' format and style • Organise a working group to review V2C website ensuring information is up-to-date and seek to include under represented groups such as young people • Use different marketing tools (e.g. website, leaflets & posters) to promote participation with V2C and opportunities available 	<ul style="list-style-type: none"> • VOC better designed to meet tenants needs • Better V2C website & tenants develop ICT skills • Greater awareness and understanding among tenants and residents of participation opportunities 	<ul style="list-style-type: none"> • No. of tenants and residents consulted • Minutes of staff/tenant group looking at the website • No. of TP posters and leaflets distributed 	<ul style="list-style-type: none"> • Group set-up by Jan 2009 • 20 TP posters displayed in community and public places in 2009 <p><u>Target</u></p> <ul style="list-style-type: none"> • 25% increase in overall
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<u>Objective</u>		<u>Outcome</u>	<u>Measure</u>	competition entries 2009
<p>To promote the message of participation throughout the borough to generate greater involvement from tenants in a range of activities and forums</p>	<p style="text-align: center;"><u>Action</u></p> <ul style="list-style-type: none"> • Use publicity for V2C competitions and consultations and use information gathered to encourage future participation • Develop a suitable leaflet to inform tenants of participation opportunities available • To inform partner organisations and local agencies about V2C participation options so they're able to advise people 	<p style="text-align: center;"><u>Outcome</u></p> <ul style="list-style-type: none"> • More tenants entering competitions and taking part in consultations • Greater awareness and understanding among tenants and residents of participation opportunities • More people informed about V2C involvement activities 	<p style="text-align: center;"><u>Measure</u></p> <ul style="list-style-type: none"> • Increase in TP database numbers • Leaflet developed • V2C Participation bulletin distributed 	<p style="text-align: center;"><u>Target</u></p> <ul style="list-style-type: none"> • Leaflet available' 09 • One partner bulletin 2009 • To evidence consistent

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<u>Objective</u>			<u>Measure</u>	feedback by 2009
<p>To offer a range or participation methods and opportunities to encourage everyone to become involved</p>	<p style="text-align: center;"><u>Action</u></p> <ul style="list-style-type: none"> • Research and introduce an appropriate framework for ensuring greater communication and feedback with tenants across the whole organisation • Provide greater information and opportunities for tenants to learn more and become involved in the Board • Make information from existing forums available and feed back to staff and tenants • Consult with tenants 	<p style="text-align: center;"><u>Outcome</u></p> <ul style="list-style-type: none"> • Increase the transparency of decision making and increase accountability of V2C to tenants and residents • Greater interest in the Board of Management • Greater knowledge among staff and tenants of how decisions are made • Greater understanding of tenants needs 	<p style="text-align: center;"><u>Measure</u></p> <ul style="list-style-type: none"> • Recording of information on TP database • Number of tenants nominated to Board • Number of tenants observing Board meetings • Questionnaire results of different groups identified from tenant database • Development of participation database • Survey results and feedback 	<ul style="list-style-type: none"> • 2 articles in the Voice of Change by end of 2009 about the Board • Survey to include awareness of TP groups in 2010 • Increase in TP numbers on database – 5% each year • Increase in 'targeted participants' 5% /yr 2009-11

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	<p>on their preferred method of involvement and priorities which they have for V2C</p> <ul style="list-style-type: none"> • Identify 'under represented groups' and develop participation opportunities to meet their needs • Monitor the number of new tenants who become involved with V2C during the first year of tenancy • Research and develop a range of additional opportunities for tenants to become involved such as tenant inspectors, mystery shoppers, service review groups, involvement in grant/community project panels 	<ul style="list-style-type: none"> • Increase in number of tenants who become involved • Increase in the number of tenants becoming involved with V2C • Greater involvement at service review level of TP and better identification of tenant priorities 	<ul style="list-style-type: none"> • Increase in new 'targeted' participants • Number of tenants who become involved with V2C during their first year • Number of tenants becoming involved with V2C • Number of new opportunities • Increased awareness 	<ul style="list-style-type: none"> • Record 1st year participation and incr. by 2% /yr • No of new service review level participants • 15% increased awareness 2006 survey to 2009 survey
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	<ul style="list-style-type: none"> • Establish social, informal opportunities to consult tenants on services and issues within the community, i.e., fun day, local show etc • Regeneration: Create local neighbourhood reference groups to develop neighbourhood improvement projects, estate improvement projects and other regeneration projects • Development: Involve tenants in all future development plans, 	<ul style="list-style-type: none"> • More consultation opportunities • Increase in number who become involved with V2C at this level • Greater participation and involvement • Greater community involvement in regeneration projects • Increase in training and skills amongst the community • More successful and effective development and new build projects • Greater confidence 	<ul style="list-style-type: none"> • & satisfaction in survey of tenants • More feedback and comments from tenants • No's involved in regeneration projects and ref. groups • Number of tenants involved in training for projects • No. of tenants involved in development projects (above consultation level) 	<ul style="list-style-type: none"> • Database increase in ref; group numbers • 5 tenants trained in 2009, 12 in 2010 • At least two tenants involved in all developments from 2009 • Satisfaction survey of TP meetings in 2009 • 6 young people
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	<p>projects and contractor selection</p> <ul style="list-style-type: none"> • Introduce an appropriate mechanism for sticking to meeting agendas and dealing with individual issues raised • Research the possibility of setting up a young peoples panel to work with other agencies such as the county Youth Council to discuss young people's issues • Promote and encourage TRA's and Community Associations in V2C areas. 	<p>amongst tenants about V2C developments</p> <ul style="list-style-type: none"> • More effective and productive TP meetings • Active panel of young people (under 19 yrs) involved from V2C's communities • Increase in number of people getting involved with TRA's and community associations • Greater awareness of 	<ul style="list-style-type: none"> • Minutes of TP meetings - finish on time & all agenda items covered • Meeting records of YP panel • Audit TRA's through annual review satisfaction questionnaires • No. of TRA networking events held 	<p>involved by Dec 2010</p> <ul style="list-style-type: none"> • Review with TRA members their satisfaction with group meetings July 2009 • Min. 2 each year 2009-11 • Min. 4 per year 2009-11 • By September 2009
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	<ul style="list-style-type: none"> • Create opportunities for TRA's, Community Groups and existing forums to network and share ideas • Promote training and conference opportunities • Implement a 'peer review' of tenant participation • GIS Mapping of tenant involvement locations 	<p>good practice and sharing ideas</p> <ul style="list-style-type: none"> • Tenants have the skills needed to participate • Identify strengths, weaknesses and develop future opportunities • Improved intelligence on spatial aspect of participation 	<ul style="list-style-type: none"> • No of tenants attending training and conferences • Report from a housing sector peer organisation • Mapping system in place 	<ul style="list-style-type: none"> • By June 2009
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