

| TENANT INVOLVEMENT INITIATIVE/ACTIVITY | WHAT DO WE WANT TO ACHIEVE/ DEVELOP | ACTION PLAN FOR 2006/07 AND COMMENTS | IMPACT ASSESSMENT FOR 2006/7 |
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| 1) Committee membership | We have 2 seats reserved for tenants on both Committees. There was 1 vacancy which we wanted to fill on Housing Services Committee. We also hoped to develop a list of tenants for future vacancies. | We plan to move 1 tenant from HSC to Finance Committee when we have identified another suitable tenant to join HSC. | All tenants were sent a questionnaire at the beginning of the year to ascertain their interest with involvement generally and specifically in relation to the Board and committees. A bullet pointed information sheet describing the role, was compiled and available for interested tenants from April. Tenant Members had increased to three by the end of the year. This gives sufficient scope and flexibility to move tenants between committees to increase their skills and experience. |
| Housing Services and Finance Committees | | We shall continue to seek new recruits to HSC during the coming year. | |
| 2) Tenant Seats on the Board of Management | To ensure that both seats reserved for tenants are filled. | We shall continue to identify tenants who might be interested in and suitable for joining the Board. | |
| 3) Set up a General Needs Tenants "Sounding Board" | To give us regular feedback on services and input into policy reviews, monitor services. This would be made up of tenants from different areas. | We will now tie this in to running focus groups and invite a selection of tenants to topic based meetings to get their views and feedback on policy and services | A database was set up at the beginning of the year to register all tenants willing to become involved with service and policy reviews. The database at the outset consisted of 18 tenants. This number had risen to 35 tenants by the end of the year. These tenants indicated which area of service operation most interested them, the initial response showed that tenants were mainly concerned about Anti Social Behaviour. In turn this led to a service review in June, which was the catalyst for the Westfield Close Tenants Association. Whilst consulting with tenants it emerged that some would prefer to be consulted via email and this was undertaken as part of the Service Standards consultation in March 07. The Rent Policy was put through this process in November 06, with those tenants expressing interest in this area of the Associations work. |
| 4) Set up Supported Housing Tenants Forum | To give us regular feedback on services, input into policy reviews, monitor & review services. This would be made up of tenants from different supported houses | A meeting will be set up at the end of Feb 06 and will be held twice yearly initially or more regularly if tenants prefer. It is envisaged that this forum will assist with reviewing our supported housing policy and look at the results of the Supported Survey when the results are available. | At the start of the year tenant representatives had been identified from most of the supported houses. A Policy Review meeting was undertaken in April 06 to review the Supported Housing Policy, where feedback was received. Supported Tenant's forums were proposed six monthly. Delays arose resulting from the Supporting People Review and the first forum meeting was delayed till February 2007. Tenants were given a presentation by officers from the London Borough of Brent on the move-on process and housing options, this being the most important action point arising from the Supported and Sheltered Tenant Survey. The next meeting is planned for September 07 |

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| 5) Set up a Tenant Forum at Clocher Court Sheltered Scheme | To seek tenant volunteers to lead on organising a minimum of 4 meetings per year | Continue having quarterly meetings and ensure that the tenant representative is supported and that the results of the Tenant Survey are discussed at an upcoming meeting, | A tenant representative is in place. Tenants were consulted on the new structure for a non-resident Scheme Manager., the Job Description also reviewed by tenants in November 06. Since commencing with the role the new Scheme Manager has set up working groups to look at gardening initiatives, social activities and outings. |
| 6) Block or area representatives for schemes | We already have some tenants who assist us with monitoring services such as cleaning, gardening, communal repairs where they live but we would like to have a representative for every block and need more volunteers. | Officers to continue to encourage tenants to become block reps. | See Block Meetings below. During the course of the programmed meetings tenants were encouraged to become "block monitors" The results at the end of this exercise indicate that tenants do not want formal arrangements, but are prepared to assist with monitoring the cleaning service. |
| 7) Block Meetings | We have a few block meetings but will aim to do this for all schemes on a programmed basis | We shall continue with our planned programme of holding tenant meetings during the coming year- prioritising the blocks which have not yet had a meeting. | A programmed timetable was devised at the start of the year to ensure all schemes which fit into the criteria of "blocks" was undertaken with consistency across all areas, throughout the course of the year. This plan involved 19 geographic locations and 42 planned meetings. Attendance varied between 20 - 90% of tenants, which we believe was driven by local issues rather than the opportunity of meeting their landlord. Following each meeting Information sheets were issued to all tenants advising on outcomes. |
| 8) Scheme Inspections | We will invite tenants to attend our scheme inspections on a quarterly basis | We will remind tenants in our next newsletter that they are welcome to attend any scheme inspections. We will place notices in communal areas advising tenants of inspection dates. | Scheme Inspections were undertaken in conjunction with Block Meetings. Tenants were encouraged to "walk the estate" with officers to help ensure all repairs, cleaning service concerns and areas of dumped rubbish were identified and documented. |
| 9) Focus Groups | If there are any proposed changes to services or policy we will aim to run a focus group meeting with tenants-run by an independent chair. We will consider the use of incentives to achieve high tenant attendance rates | Set up Focus Group Meeting in March 06. | Following the feedback received at the beginning of the year one of the highest areas of interest related to anti social behaviour. An ASB focus group was set up in June 06, to review the service from a service user's perspective. This had led to changes in the way Innisfree record and feedback to tenants in relation to ASB |

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| 10) Surveys | We will continue to carry out full Tenant Surveys every 3 years to assess tenant satisfaction. We will also send out questionnaires when we are reviewing our services to ensure we get tenants' views. | We will ensure that the results of these surveys are fed back to tenants in future newsletters and that the recommendations are followed up on. | Results of Sheltered and Supported survey were advised to tenants at Clocher Court and to the Supported House schemes via the Tenant Reps who attended the Policy Review Meeting in April 06. Copies of the final report were distributed to each scheme location. NFH Tenants STATUS Survey was undertaken between Nov- Dec 06 and produced in February. A summary of which was published in the February 07 Tenants Newsletter. Key priorities were identified and have been incorporated into the Tenant Involvement Action Plan for 2007/8. |
| 11) Mystery Shopping | We plan to train tenants to be able to undertake "mystery shopping" to assess how well we meet our own targets for customer care. This is a medium term goal. | An article to be placed in next newsletter. | Invitations were placed in the Tenants Newsletter in both October 2006 and January 2007. Regrettably this advertisement has not inspired any tenant to come forward. |
| 12) Tenant Incentives | When we urgently require feedback and views from tenants on specific subjects we will offer them incentives to participate. | We paid incentives of £20 vouchers when we launched our ASB Policy. We will be offering incentives when we hold our Focus Group meeting in March. | Incentives in the form of gift vouchers were given to tenants assisting in the following: Supported Housing Tenants Forum in April 2006 • Supported Housing Tenants Forum in April 2006 • ASB Focus Group in June 2006 • Service Standards Review in February 2007 |
| 13) Gardening Competition | Continue to hold an annual gardening competition and encourage entries from as many tenants as possible | We will continue with this successful and popular competition for the foreseeable future and encourage as many tenants as possible to enter.. | The 2006 Gardening Competition was successfully held for another year with categories expanded to include the best in the following categories: • Individual Garden • Family Friendly • Ecologically Sound • Communal |
| 14) Newsletter and direct mail outs | We will continue to send out quarterly newsletters and will aim to get tenants involved in writing articles for it. We will also do direct mail outs to tenants as we recognize that newsletter articles do not always get read or may be overlooked. | Ongoing | There were six editions of the Tenant Newsletter sent out during the year. Each will have been specifically designed to convey important information in relation to survey feedbacks, technical and maintenance based information, tenant involvement updates and changes at Innisfree effecting service delivery. |

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| 15) Organizing Social Activities | We regularly hold social events and activities for our tenants – | We will hold a St Patrick's Party again. It is the Association's 21st Birthday so we are organising an event to mark that special occasion. We will continue to organize other social events at our sheltered scheme and will invite tenants to our next AGM. | The 2007 St Patrick's Day party was successfully held on the 16th March 2007 at the London Irish Centre in Camden, all tenants were invited via the February newsletter. |
| Weekly lunches | An annual St Patrick's Day party, Christmas party | | |
| 2 Outings and Summer Garden Party, Competitions, Irish themed events, AGM. We shall continue to arrange events that will be of interest to tenants each year | | | |
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| 16) Friends of Innisfree funding | If enough funds are raised through "Friends of Innisfree" we will continue to pay for certain worthwhile items and activities for tenants and their children. | We will continue to try and help tenants and their children by funding similar activities and projects in 2006. This will depend on the funds being donated and being available. | Funds were made available to The Going Greener Project which was set up to support tenants at blocks with communal gardens, improve the shared environment. Three schemes were identified and two commenced. The scheme has been undertaken in partnership with Groundwork UK in consultation and participation with the tenants. Each year Innisfree Housing Association endeavor to fund Christmas hampers for tenants. This year has been no exception all seven Supported schemes received hampers along with some of the more vulnerable and elderly tenants in the street properties. Some tenants received grants where no other source of funding was available for items in connection with their tenancy/home. |
| Summer club places for tenants' children | Scheme funding | | |
| Hampers for tenants | | | |
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| 17) Irish related issues | We will continue to ask tenants to represent us at functions and launches of many Irish related events e.g., research about the Irish. | We will ensure that tenants are kept informed on any issues affecting the Irish community and on any work we are doing in relation to it. | This was one of the most popular areas of interest arising from the Involvement questionnaire sent out at the beginning of April 06. Tenants have been kept informed of Irish issues through the newsletter |
| Representing the Association externally | | | |

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| 18) Service Reviews | We will seek tenants help with reviewing services on an annual basis. We hope to get tenants involved when we review the cleaning service in February 05 | When we get the results of the imminent Tenant Surveys we will develop a programme of service reviews and seek tenants' assistance with any reviews required. | The survey results were received in February and the details of the 31 tenants who stated they would like to be part of the policy consultation process in March 07. These tenants were written to advising of the Policy Review timetable and options. Five tenants responded and are now on the Involvement database. |
| 19) New initiatives with other Housing Associations which involve tenants | We are working more closely with other HAs to tackle issues such as anti social behaviour. We will encourage tenants to become involved where they live. | We will continue to participate in and contribute to any initiatives that will be beneficial to our tenants living in joint schemes and which are affordable and inclusive. This remains an ongoing priority. | The survey results were received in February and the details of the 31 tenants who stated they would like to be part of the policy consultation process in March 07. These tenants were written to advising of the Policy Review timetable and options. Five tenants responded and are now on the Involvement database. Despite the communication difficulties experienced with the two main RSL's where Innisfree is part of a consortium we have been successful in leading along with the Innisfree tenants at Westfield Close in the formation of a Tenants Association. Quarterly Task Force Meetings are established with consortium partners and tenants. Contribution funding toward the installation of CCTV has been agreed. A bid from the Going Greener Initiative budget is being considered as part of a wider project on the estate for 2007. We held additional Block Meetings at Airco Close following the handover in October to settle the new community and establish a good communications during the first three months in management. This is another |
| 20) Funding for tenants | We will support our tenant forums by providing training, financing fares to meetings, paying for any administration costs incurred, e.g. postage for correspondence to us and other tenants, telephone calls to office, stationery, financing venues for meetings. | Ongoing plan. We will give this serious attention in the coming year now that we will have 2 tenants forums in place. | Reimbursement for tenants fares for attending all Forums this year was undertaken. Tenants Association funding for the Westfield Close group has been made available but not yet taken up. |
| 21) Training for tenants | We will offer training to tenants who become involved in our sounding board and tenant forum – to develop their skills and experience | Training will be offered to tenants again this year to help them develop appropriate skills and knowledge to help them in their roles as tenant representatives. | Funding is identified for mystery shopping and training needs associated with the Board and Committee's. Review once tenants identified. Training has been offered to the Westfield Close tenants group for supporting them in their respective roles. We understand that Stadium Housing Association - the lead RSL has to date provided funded training. |
| 22) The day to day work of front line housing staff | We recognize that we obtain feedback on a day to day basis from our tenants on services and we must make use of this and record it. We will develop a brief proforma for recording feedback if this will be of use. | To be discussed with staff –with a view to developing a standard proforma that could be easily used. | This initiative was not given priority for development due to reduced staffing resources. |

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| 23) Consultation | We will continue to feedback to tenants on matters raised with us and seek tenants' views on an ongoing basis to achieve continuous improvement in our services. We will consult with tenants on any issues affecting their homes or tenancies. | We will be seeking tenants' views on our services in our upcoming Surveys. We shall then draw up an action plan to implement the recommendations made. We will continue to seek tenants' views from time to time on any changes we are proposing and on new and reviewed policies and procedures. We are planning a Focus Group meeting for March 06 to consult with tenants on our Service Charge Review. | Status Survey results received in February 2007. Summary published in the February Tenants Newsletter. Action plan key priorities established in March and consolidated into the TIAP 2007/8. Service Charge Review planned for February 2007 deferred to August 2007 |
| 24) Keeping tenants informed | We will inform tenants about decisions we make; the outcome of any service or policy reviews our targets and performance for the year any changes at Innisfree | An ongoing commitment. We shall be reporting back on our Research Project and 2 surveys this year in addition to various other information. | Innisfree regularly feeds back this information through the publication of newsletters and Block Meetings |
| 25) Complaints | We will respond positively to complaints and use them as an opportunity to learn, improve services and involve tenants in helping us rectify problems. | Customer Care and dealing with Complaints is an important area of work for us. All staff are due to have training on 13 th January 06 on customer care and dealing with complaints. | Training in customer care for staff has been ongoing throughout the year. With a Policy review planned for the latter part of 2007. |
| | | This exercise will be repeated | |
| 26) Communication | We will seek to engage with all tenants and will use many different methods. We will make very effort to involve and meet the needs of those with literacy or language difficulties, sight or hearing impairment and tenants with disabilities | Where such need is identified we will take the necessary steps to ensure they are met. | Actions in this section link to: • the formulation of EIA's to policy reviews • Feedback from the STATUS Survey Both are being developed during 2007/8 |
| | | We will ensure that our newly designed website has a tenant page where tenants can comment and feedback on issues and where we can consult them on various issues. | Website deferred to 2007/8 |

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| 27) Contact with family members | We will explore how we might involve family members and not just approach the "Head of household" | | This action was not actively pursued during 2006/7 |
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