

No.	Strategic Objective / Recommendation	Action No.	Action	Lead	Priority rating	Links	Deadline	KPI / Measure	Expected Outcomes
R11	<b>To use ongoing consultation, training and support, to make sure that all residents who want to, can get involved in and influence Solon's decision-making forums and service delivery plans.</b>	<b>1.1</b>	Research reasons why residents do not get involved.	RICO	☆☆	Mock Insp report	Sep-11	Reasons identified	<b>Able to address barriers -more residents involved</b>
		<b>1.2</b>	Establish a systematic way of publicising how Resident Involvement has made a difference	RICO	☆☆	RI Service Standard	Dec-11	Satisfaction - views are taken into account / able to influence services	<b>More residents involved</b>
		<b>1.3</b>	Develop a database to keep accurate, comprehensive and up to date records of involved residents	RICO	☆☆☆	Mock Insp report	Aug-11	Database in use	<b>Able to target consultations and involvement opportunities</b>
		<b>1.4</b>	Develop a method of recording and assessing the impact of Involvement activities, including cost/benefit analysis	RICO	☆☆☆	TPAS report RI Service Standard Mock Insp report	Aug-11	Impact assessment reports to RF/CSIC	<b>Residents clear about how they have made a difference</b>
		<b>1.5</b>	Develop a Communications Strategy	PIM	☆☆	VFM Action plan 18.7	Sep-11	Strategy in place	<b>More effective communication</b>
		<b>1.6</b>	Publish information on Resident Involvement on the website and keep up to date	RICO	☆☆	TPAS report	Jun-11	Satisfaction - views taken into account	<b>Residents more aware of how they can get involved</b>

R12	<b>To offer as many different ways to get involved as possible, so that all residents, regardless of race, gender, age, disability, religion, sexuality or other characteristic, can get involved in the way that is best for them</b>	2.1	Regularly monitor the diversity of involved residents, including by type of involvement	RICO	☆☆☆	E&D Action plan 2.9	Dec-11	Diversity profile to match that of all residents	<b>Wider range of residents involved - representative of wider resident body</b>  <b>Demonstrate the effectiveness of methods being used</b>  <b>More service areas will have involved residents</b>	
		2.2	Set targets for how many residents will be involved in each way	RICO /RF	☆☆	RI Service Standard	Jan-12	Targets set		
		2.3	Identify under-represented groups	RICO	☆☆☆	E&D Action plan 2.3, 2.4 TPAS report	May-11	Groups identified - service uptake reports to CSIC		
		2.4	Consult on ways to include all groups	RICO	☆☆		Nov-11	Meet diversity target		
		2.5	Find ways to involve residents from a wider geographical area - include Forest of Dean, Mendip etc	RICO	☆☆	Mock Insp report	Nov-11	Residents involved from outside Bristol		
		2.6	Investigate methods of involving residents such as: - E-mail/internet/social networking - Resident inspectors/surveyors - Local events etc - Tenant management	RICO /RF	☆☆	Mock Insp report	Dec-11	Menu of involvement opportunities in place		
		2.7	Agree with residents the range of involvement opportunities (using tenancy audit data)	RICO /RF	☆☆			Feb-12		Menu of involvement opportunities in place
		2.8	Increase involvement in producing 'My Place'	RICO	☆☆	RI KLOE	Dec-11	More residents involved		<b>"My Place" more resident-led</b>
		2.9	Consider ways to involve Shared Owners	RICO /RF	☆		Apr-12	Proposals to involve		<b>Wider range of residents involved</b>
		2.10	Consider ways to involve residents in supported housing managed by agents	RICO /RF	☆	Mock Insp report	Apr-12	Proposals to involve		<b>Wider range of residents involved</b>

R13	<b>To work with residents to explore options for Resident Scrutiny, decide the best way to do this and set up Resident Scrutiny Panel by December 201</b>	<b>3.1</b>	Research existing models and methodologies for Resident Scrutiny	RICO /RF	☆☆☆	Annual Report action plan 7Mock Insp report TPAS report	Jun-11		<b>Residents able to hold Solon to account and collectively challenge poor performance. Residents playing a key part in Solon's 'self-regulation'</b>
		<b>3.2</b>	Work with Resident Forum to identify how it might work for Solon	RICO /RF			Jul-11		
		<b>3.3</b>	Consult wider resident body	RICO /RF			Aug-11		
		<b>3.4</b>	Decide on approach to be taken	RICO /RF			Sep-11		
		<b>3.5</b>	Identify further actions - likely to include: - recruit residents - develop terms of reference - develop and deliver training - Establish relationship with Forums, Board and CSIC	RICO /RF			Sep-11	Specific action plan produced	
		<b>3.6</b>	Implement Scrutiny arrangements	RICO /RF			Dec-11	Scrutiny arrangements in place	
		<b>3.7</b>	Consult with residents on Governance Structure as a whole	RICO /RF	☆☆		Mar-12		

R14	<b>To give residents the training and support they need to be able to take part in the Residents and Maintenance Forums</b>	4.1	Identify skills needed for various Resident Involvement roles	RICO /RF	☆☆☆	E&D Action plan 2.5, 2.7 Annual Report action plan 9 TPAS report Mock Insp report	Jul-11	Person specs / skills profiles in place	<b>Residents are clear about the skills needed to be involved in a meaningful way and have opportunities to acquire those skills.</b>  <b>Residents are happy with the training and support offered and provided</b>
		4.2	Develop a Resident Training plan (where possible, include coaching, mentoring, shadowing etc as well as formal training sessions)	RICO /RF	☆☆☆		Aug-11	Training plan developed	
		4.3	Complete a skills audit for involved residents, and establish a rolling process of repeats to keep up to date.	RICO /RF	☆☆		Sep-11	Skills audit completed	
		4.4	Monitor satisfaction with training opportunities and training provided (short and long term)	RICO	☆		Apr-12	95% satisfaction (including after 6 months)	
R15	<b>To agree, with residents, how we will measure and monitor the performance of staff, contractors and partnership agencies</b>	5.1	Agree with residents the key performance issues to monitor.	RICO /RF	☆☆☆	Objective 3 - Resident Scrutiny	Aug-11	Performance indicators and reporting agreed	<b>See Objective 3 - Residents able to meaningfully monitor and influence performance</b>
		5.2	Agree how performance will be reported to residents: - which group - how often - format	RICO /RF	☆☆☆		Aug-11		
		5.3	Agree method for residents to express concerns about performance and request that action be taken	RICO	☆☆☆		Sep-11		