

# **Resident Involvement Team Action Plan 2014-2016**

## **Purpose:**

Catalyst Housing is committed to empowering residents and creating opportunities for them to be involved in developing, shaping and monitoring services and policies as part of the organisational goal to realise our corporate vision about constant improvement. The Resident Involvement Team oversees delivery of Catalysts Resident Involvement in compliance with the HCA Regulatory Requirements and our commitment to put the needs of internal and external customers first and facilitate communication and partnership working between Catalyst, Catalyst service delivery Partners and Catalyst residents. The Resident Involvement Team represents tenants, leaseholders and freeholders.

## **Members:**

Carmen Jones, Keisha Scott, Wendy Bohan, Elise Jones, Maxine Jervis

**Specific Aims and Objectives-**The following aims and objectives are the principles upon which the strategy for resident involvement rests:

1. To enable residents to examine and investigate service delivery issues impacting on the residents in their community
2. To carry out responsibilities in compliance with our Corporate Vision and the HCA Regulatory Requirements
3. To support involvement groups in devising and delivering programmes, events and or activity ideas autonomously
4. Members will work in partnership with other Catalyst teams, identify a lead for each project and any other members involved in recognition that every Catalyst employee delivers resident involvement, community engagement and or community development.

## **RI Corporate Vision:**

Knowledge - Understanding our customers the residents of Catalyst Housing and their needs and aspirations

Partnership work between Catalyst Housing and its residents in relation to Catalyst's key priority areas of operation

Research and Development - Continuous Improvement of our tenant empowerment opportunities to be involved in service improvement and changing customer needs

Value for money for our residents - look for opportunities to challenge and reduce spending by our internal and external customers and develop efficient practices

Customer Service - Our residents can help us in delivering effective outcomes, learning and taking forward of best practice, noting impact on service from a residents perspective

**Outcomes - By the end of the year members will be able to:**

1. Identify key RI programmes they have led
2. Carry out Impact Assessments

**Objective 1: We acknowledge that all services delivered by Catalyst employees are customer facing in one way or another. There is a need for a continued culture change at an operational and neighbourhood level it will need to be embedded in the culture and way of working of the organisation, including internal employees and contractors. At the same time there is a need for a continued culture change in our involved residents. We need to foster a new way of thinking that we are in this together, that we are all stakeholders and that we have to take a joined up, holistic approach to resolve issues and develop initiatives.**

	<b>Activity</b>	<b>Description/Key Actions (including timescales, planned cost)</b>	<b>Project Deadline</b>	<b>Project Lead (including contact details)</b>	<b>Challenges (If action changed, if there were any barriers, etc?)</b>	<b>Progress Update (including actual cost)</b>	<b>Date Completed</b>
1	<p>Increase the capacity of involved residents</p> <p>Acknowledge the capacity of employees in roles working with residents</p> <p>Work more closely with our contractors</p> <p>Clearly define the type of involvement with residents.</p>	<p>CRF, Forums, Customer Services Committees, and the Policy Forum,</p>		<p>CRF and RI Team</p>	<p>Can we investigate the volunteering policy in relation to Catalyst Staff assisting in Resident Involvement and residents assisting Catalyst staff?</p> <p>More cross departmental working in order to ensure our residents receive a holistic and joined-up service.</p>	<p>Action Plans, Annual Impact Assessments, Estate inspections, scrutiny, mystery shopping, shadowing, environmental visual audits, Mears tours and Mears DIY courses,</p> <p>Estate inspections - WLRF and Disability forum completed an environmental visual audit on 17 August 2015. Members of the WLRF routinely carryout estate inspections with NMs. Mystery shopping - a group of 11 residents completed a one day training course and went on to complete mystery shopping of the EGW reception. Shadowing - 5 members</p>	<p>Ongoing</p>

						<p>of the WLRF will be shadowing the customer contact centre on 28/29/30 September 2015. DIY - 3 courses held, 2 in Ealing (2014) and 1 in Brent July 2015</p> <p><u>Value for Money (VfM) –</u></p> <ul style="list-style-type: none"> <li>• Three residents attended external VfM Course in March and referred to CHL Lead to be incorporated in proposed CHL VfM Working Group. Residents reflect ‘representation’ from South East, West London and Kensington Region.</li> <li>• 2 day course organised and held at EGW September 2015. 16 residents signed up and eight attended part 1/day 1 (05/09/2015)</li> <li>• Course attendees given case study homework using designed VfM template</li> <li>• Course endorsed by</li> </ul>	<p>March 2015</p> <p>September 2015</p>
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						<p>CHL VfM Lead and attendees will be incorporated into VfM scrutiny activities</p> <p><u>DIY initiatives</u> DIY workshops dovetailed to KRF Open Day event i.e. 'Kensington Community Event' on 10<sup>th</sup> October.</p> <p><u>Block Reps</u> 3 new Block Reps Recruited for the Roundwood Estate</p>	
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Objective 2: To place great value on our employees and contractors' contribution to Resident Involvement and hold each responsible for working in a manner that proactively develops and encourages partnership working with residents.

To build RI into the corporate governance process, as part of the development of an organisational RI culture Catalyst must place great value on its employees and contractors contribution to resident involvement and hold employees accountable and responsible for working in a manner that proactively develops and encourages partnership working with residents.

A programme of governance enables all employees to understand and experience what Resident Involvement means and to understand Catalysts vision, values, key strategic initiatives, and business strategy directly from our business leaders. Evaluation of performance at all levels is about transforming employees' perspective of the importance of RI.

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2	<p>Revision of the governance programme to identify resident involvement work in roles currently facilitated by officers outside of the Resident Involvement team.</p> <p>RI must be part of the competencies from the JD to the ICDR.</p> <p>RI must be included in the induction process</p>	<p>At Executive level - Evaluation of the Chief Executive Officer and Director's performance against his RI goals and objectives should take place in an executive session of Resident Board Members and CRF.</p> <p>At Officer, Middle and Senior Management level - HR and Directors should evaluate middle and senior management performance against their RI goals and objectives</p> <p>At Officer level - All public facing employees should be expected to attend at</p>	Ongoing	All	<p>This must be led by HR and Line Managers.</p> <p>Catalyst also needs an Induction presentation for new employees and their managers through an interactive virtual session format internal and external focus groups. This must be led by RI Officers and the Communications Team.</p>	<p>The NMs received CIH training arranged by Don (bad reviews, NMs prefer to work with RI team).</p> <p>RI is in the ICDR's of the NMs and NMs are now receiving their own budget for RI and community development/engagement</p> <p>Induction on hold pending results of Resident Involvement Review by independent consultants</p> <p>Rod Cahill evaluation by residents completed Nov 2015</p>	<p>Complete</p> <p>Complete</p> <p>On hold</p> <p>Complete</p>

		least four resident meetings per year; especially the meetings of the resident groups in their area. This can be in addition to requests from the Board and the Customer Service Committees in their service area.					
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**Objective 3: To develop the central strategic role of the Catalyst Residents' Federation (CRF) as an autonomous overarching advisory body, with resident mediating and mentoring responsibilities.**

The CRF is the key, company-wide residents' group. Catalyst Housing will work with the CRF who provide the central point of coordination for involvement, mentoring and support of resident groups and oversee both company-wide service scrutiny and the policy review programme. Catalyst will work in partnership with the CRF, other residents and employees to define the remit of resident involvement at a local level. The CRF will survey residents, engaging with them via road shows, local surgeries, newsletter and a chat forum.

The CRF lead on local level scrutiny, coordinating the role of involved residents in this. Co-regulation necessitates working in partnership, with more residents being effectively involved in strategy and performance development and in setting the priorities for service improvement. We have built mechanisms and structures into the RI process to evidence outcomes including action plans, impact assessments, annual reports, summary of minutes to be published on the web page. It is our aim to give more power and influence to residents as a central principle in our approach to developing involvement within a co-regulatory environment. The CRF is self-regulating with accountability to the residents they represent and the Main Board. The work of the CRF is voluntary.

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3	Driving continuous service improvement and self-regulation and coordinating a programme of scrutiny to ensure that residents are involved in priority setting.  CRF Grant Programme and Local Events Programme. Aim is to improve Resident Associations understanding of the role of the CRF and the support available.	Recruit Designated Persons  Lead on Value For Money (including voids and mediation)  Lead on scrutiny, mystery shopping and surveying  Mentoring and support of existing resident groups and start ups  Open days of local Forums rather than an annual conference.	August 2015	Carmen Jones, John Kehoe  Maxine Jervis, Christina John  Keisha Scott, CRF  CRF  CRF	Profile needs raising. Road show presentations enabling Catalyst residents to understand what Resident Involvement means.  CRF website needed - facilitate populating with their activities, meeting summaries and annual reports etc.	Service Managers have been invited to the CRF meetings for Q&A sessions to learn more about the service  Scrutiny of service to happen more regularly working more closely with Catalyst teams, beginning with Repairs and Maintenance scrutiny (completed Nov 15)  CRF supported the WLRF open day and have also supported residents of	Ongoing

Holding focus groups and workshops.  
Improving accessibility locally.

Aces Court Hounslow, and Lovelace House, Michael Gaynor Close, Apsley House, Antilles House, South Acton estate.

CRF recruitment stall at Leys Festival

Sept 15

CRF has recruited 6 persons interested in becoming designated persons and are now working with the Housing Ombudsman service re training and to register with the panel

CRF lead in the development of training programme in mediation awareness with Ealing mediation Service. 12 residents benefitted.

Value for Money (VfM) –

- VfM lead liaising and developing approach with CHL VfM Lead Officer i.e. Assistant Director of Finance.
- Draft Action Plan in progress to be wider VfM Working Group

July 2015

						<p>pending action plan</p> <p><u>Voids</u> – see below – objective 7.)</p> <p>Core Group members have worked with Mears to deliver Gas Awareness talks. 7 residents attended <i>demo talk</i> on, feedback to be included to improve presentation. Mears to present at Open days, road shows and residents meetings (TBC). KS to work with Asset management/ Comms to develop leaflet re Annual gas check to improve comms. to residents.</p> <p>CRF conducted mystery shop of responsive repairs via survey in newsletter as a part scrutiny fact checking (30 respondents)</p> <p>CRF Annual report prepared and impact assessment to be completed once agreed at meeting on 21/09/15</p>	<p>14/09/15</p> <p>September 15</p> <p>28/09/15</p> <p>07/08/15</p>
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					<p>CSC shadowing as a part of scrutiny - 3 residents participated. Feedback to CSC manager and scrutiny group.</p> <p>Induction and Tool Box talks with Chas Berger (7 residents) 16/06/15. Report with recommendations provided to Jim McFadden for discussion for and to feedback residents. Recommendations to have similar opportunities with all Catalyst contractors.</p> <p>Repairs working group agreed with Repairs Mgr. are monthly meetings with residents to review repairs which have failed the service standard and required more than 30+ days to resolve. Aim is to identify root causes and recommend procedural or policy changes for improvements</p> <p>Responsive Repairs</p>	<p>Ongoing</p> <p>Ongoing</p>
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						<p>Scrutiny underway (7 residents/ approx. £4000/scrutiny). Report to be finalised to be presented to board in Oct/Nov.</p> <p>Intensive training programme for FPRSG to include Housing Regen. &amp; Finance, Housing Law, Challenging effectively. (8 residents benefitted, now independently running their own group and representing community interests) Approx. £2,500</p> <p>Better meetings workshop (18 residents) from various community groups trained in effective meetings -AHRA, MGRA, FPRSG, Antilles House, Brent Forum, CRF, KRF (Approx. £500/workshop)</p>	<p>Completed Nov 15</p> <p>CHL response Dec 15</p> <p>July 2015</p> <p>Ongoing</p>
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Objective 4: Facilitate the start up of the South East and London Customer Service Committees whose remit is to develop specific local involvement

arrangements at neighbourhood level and to scrutinise, audit and service test, performance, policy and service delivery at senior level  
 The main purpose of each Customer Service Committee (CSC) is to ensure Catalyst Housing understands customer needs and aspirations, improves choice and service delivery, and develops strong relationships with local authorities. The committee will achieve this by:

- reviewing and collating information about our residents' customer experience
- relating this information to the experience of what it's like to live in a Catalyst home
- overseeing and approving neighbourhood plans which will include the services we provide in each area

In doing this work each Committee will determine the exact nature and methods needed to involve residents within the locality. Mechanisms for monitoring and reviewing local offers will be developed in each local area. This needs to be shared with the RI team centrally to prevent duplication of work and responsibilities. The London Committee is facilitated by Sandra Devonshire and Stephanie Keen.

	Activity	Description/Key Actions (including timescales, planned cost)	Project Deadline	Project Lead (including contact details)	Challenges (if action changed, if there were any barriers, etc?)	Progress Update (including actual cost)	Date Completed
4	Facilitate the start up of the South East and London Customer Service Committees whose remit is to develop specific local involvement arrangements	via Orchard database use consultation, focus groups, email link and posted forms. Also use results of estate profiling	September 2014	Carmen, David Truesdale	Residents dropping out	Recruitment process of independents and residents completed	November 2014
	Support the CSC with training	Buddy system to be introduced	Feb 2015				February 2015
		Introduction to Housing training to be delivered by TPAS	May 2015		Meeting with DT and trainer to take place prior to the training	Training cancelled	N/A

Objective 5: To develop the essential scrutiny, auditing and service improvement role of the Catalyst Residents' Federation and Customer Services Committees. The scrutiny and service improvement functions are a regulatory requirement for resident involvement. Scrutiny is part of the remit of the Customer Services Committees and Catalyst Residents' Federation (who have carried out two Scrutiny Investigations on Catalyst to date). Rather than form a separate stand alone Scrutiny Panel which is not good value for money, the scrutiny function will be carried out as and when required by sub groups made up of members of the CSCs, CEx Panel and CRF. In this way members do not have to take part in every review, but can chose the ones they are interested in. Findings and recommendations from the scrutiny report produced by the CRF and Customer Services Committee members will feed into the corporate strategy and policy framework via the main Board. The group's reports will be published on line. Service and policy review programmes will be aligned with the scrutiny programme. In order to be able to effectively carry out the co-regulatory role, residents generally, but especially those involved in scrutiny will require access to high quality information. A programme of scrutiny and contract monitoring will be developed with involved residents to ensure that residents set the priorities for and drive continuous service improvement and self regulation by Catalyst. Support and training for residents to be effectively involved will enhance this process.

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5	<p>Policy Forum -The remit of the members is to review Catalyst policy enabling service development and improvement and changes to policy and procedure.</p> <p>Core Group Panel - The members are involved in the procurement, monitoring and evaluation of service contracts.</p>	<p>The group's reports are published on line. Members do not have to take part in every review, but can chose the ones they are interested in.</p> <p>The Core Group Panel will be involved in the procurement of new gas servicing and repairs contract and the Parking Contract working in partnership with Asset Management, Customer Services and the contractors themselves.</p>	Ongoing	<p>The Policy Forum is facilitated by <u>Sharmake Abyan</u> in the Policy Team, they feedback to the CRF.</p> <p>Keisha Scott and John Kehoe Claire Demmel Jim McFadden Helen Cantrell Lily Tripathi</p>		<p>Reviewing Policies including: Repairs, Disrepair, Parking, Aids and Adaptations, etc.</p> <p>Procurement training delivered by TPAS 15 Residents signed up to participate in ongoing review and monitoring of contracts.</p> <p>Procurement training delivered by TPAS and attended by 9 residents.</p> <p>Continue to use experience to influence service improvement vis-</p>	<p>Ongoing</p> <p>Training complete</p>

						<p>à-vis induction and tool box talks, Gas awareness talks and scrutiny trigger</p> <p>3 residents on the evaluation committee for procurement of parking contract, awaiting further instructions re procurement of gas servicing and repairs which have been put ON HOLD.</p> <p>Agreement for CRF to review KPIs routinely at meetings and to work closer with Core panel to raise concerns (subject to above).</p>	On hold
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**Objective 6: Communications and improved accessibility - Raise the profile of RI. Revision of communication practices of RIOs so that everyone knows who everyone is (employees and residents) and what they do.**

To increase the use of digital technology to involve residents, especially those in hard to reach groups and those affected by geographical barriers. Using Area Profiles and by scrutinising information about Catalyst residents e.g. using Orchard we will get more residents involved in the varied opportunities offered by Catalyst (whilst ensuring that the demographic profile of residents who are involved is reflective of that in Catalyst’s wider customer base as far as is practical). We will closely monitor the profile of residents at different levels of involvement to ensure our involvement opportunities are inclusive, by carrying out Equality Impact Assessments.

Last year RI planned to improve the way we include elderly residents by establishing one elder’s events forum working in conjunction with the Sheltered Housing and Catalyst Gateway. However since then I have been made aware of the Community Hubs. These groups, supported by Gateway and Scheme Managers will continue coordinating Catalysts existing social and involvement activities for the elderly. RI can continue to contribute towards funding transport and general support where requested in relation to this. The elderly residents RI needs are to be met by the Disability Forum.

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6a	Communications plan introducing RI.	Poonam has a template for raising the profile of a team.	May 2015	Poonam Thapa, All		Poonam to draw up a plan relaunching RI	April 15
	Focus Groups (see Objective 2)	Staff and Residents		CRF, Elise, Keisha, Wendy	RI Induction presentation and RI packs need to be updated so that all RI activity is included	Following RIOs attending the Focus Groups and workshops delivered by the Scrutiny Panel, we can carry out Focus Groups in respective local communities which will feed into their action plans. Keisha has suggested we use them to update the residents training/ capacity building programme.	Ongoing
	Induction Presentation and Induction packs	Catalyst also needs an Induction presentation for new employees and their managers through an interactive virtual session format internal and external focus groups. This must be led by RI Officers and the Communications Team.		Delivery of presentation by Carmen, Maxine		Focus group on the Brent Warden service booked for October.	Complete

6b	<p>Comms Calendar</p> <p>RI Web pages need updating</p> <p>RI Updates</p> <p>Residents</p>	<p>Everyone to keep the team calendar updated with every activity, event and meeting planned.</p> <p>Review our own web pages and literature to ensure correct information is distributed</p> <p>Updates including costs and impact to go to staff and residents</p> <p>The Resident Involvement team will support the Disability Forum with their enhanced remit to address issues affecting the disabled and elderly communities. In compliance with Catalysts Digital Inclusion Strategy we will also investigate and deploy where appropriate digital technology (e.g. Skype, Facebook, etc) as well as Braille and Victor</p>	Ongoing	<p>All</p> <p>Wendy will redesign the internet and intranet pages</p> <p>Carmen</p> <p>Residents will cover</p>	<p>Updating comms well in advance and in line with their publication dates, so events can be advertised on the website and in the magazines.</p> <p>We don't have publishing rights to edit the internet pages but when we provide the event dates in time Comms are putting them on the website. We need to do this with content.</p>	<p>Poonam to update team intranet web page.</p> <p>All training and events are routinely sent to the comms team to publicise via Facebook and Twitter.</p> <p>RI news stories are sent to Poonam and asnd when for publicising on the intranet - Disability Forum Quiz day, Older tenants' forum day trip, Customer Experience panel meet and greet.</p> <p>Mark Biddle has invited the Disability Forum communications sub-group to test the accessibility of the redesigned Catalyst website.</p> <p>Parveen is redesigning the web pages and</p>	<p>February 2016</p> <p>Ongoing</p> <p>Ongoing</p>
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		Reader to improve communication and engagement with this and other hard to reach groups to overcome geographical barriers.				updating the look of RI	Ongoing
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**Objective 7: RI Programmes and Projects**

The team will continue to support residents in delivering programmes to improve Catalysts service delivery, strengthen Catalysts relationships with resident groups and clarify expectations around commitment to recommendations being put forward by residents.

	Activity	Description/Key Actions (including timescales, planned cost)	Project Deadline	Project Lead (including contact details)	Challenges (if action changed, if there were any barriers, etc?)	Progress Update (including actual cost)	Date Completed
7	Estate Inspections & Surgeries	<p>All RI groups are to include Estate Inspections in their action plans.</p> <p>Each one should select officers to attend Estate Inspection training.</p> <p>Training to be AQA accredited.</p>	Ongoing	Maxine and AMs (delivering training) and Resident Services	RIOs did not want to lead but have been involved. Area Manager led the training process	<p>Kensington RI has ordered Estate Inspection handbooks for residents</p> <p>WLRF members regularly carryout estate inspections. The WLRF secretary has included dates and contact info in next WLRF newsletter. Residents currently do not know when estate inspections are planned to take place.</p> <ul style="list-style-type: none"> <li>• AQA Accreditation application in progress</li> <li>• Estate Inspections Lead liaising and developing approach to training with key departments /officers ie Claire Demmel – Environmental Services (Head); D Keenan – Housing Senior Area Manager (West</li> </ul>	<p>Ongoing</p> <p>Ongoing</p>

						<p>London); Anna Vachou – Housing Area Manager (Brent); Lily Tripathi – Housing Area Manager (Kensington) and NMs</p> <ul style="list-style-type: none"> <li>Working with Comms to promote Estate Inspections with interest directly referred to RI Estate Inspections lead</li> </ul>	
	Upcoming Projects	<p>Voids</p> <p>Conflict Resolution/Mediation</p> <p>DIY</p> <p>Value For Money</p> <p>Mentoring/Buddying</p>	Ongoing	<p>Maxine</p> <p>Keisha</p> <p>Elise</p> <p>Maxine</p> <p>All and CRF</p>	<p>On hold</p> <p>Complete</p> <p>Ongoing</p> <p>On hold</p> <p>Complete</p>	<p><u>Voids –</u></p> <ul style="list-style-type: none"> <li>Mandate and Action Plan being reviewed and revised in light of organisational changes e.g. review of standards of lettings</li> <li>Working closely with CRF Chair, KRF MC members, Asset Management eg N Collins ( ); and Tom Barra ( ) to dovetail recommendations from the Wider Voids Working Group</li> <li>Some initial voids exploratory work undertaken by CRF Chair/KRF MC members with Voids</li> </ul>	

					<p>Officers</p> <ul style="list-style-type: none"> <li>• Scrutiny Exercise to be initiated October 2015</li> </ul> <p>3 Sessions to date - 2 in West London (2014) and one in Brent (July 2015) Brent residents fed back that they would like a further practical session, an instruction leaflet and a list of suggested tools to use.</p> <p>CRF is supporting residents at Aces Court and Lovelace House to set up Residents Association. Also working with South Acton estate to establish their group.</p> <p>IT training sessions booked for October at the Unity to cover word, excel and email/internet together with a drop in surgery at the end. 6 residents attended the first session on excel. Further courses to be run for</p>	Complete
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						<p>Kensington/West London residents.</p> <p>CRF/RI supporting Roundwood RA on governance and finance issues.</p> <p>CRF/RI working with Leaseholders' group. Aim for the group to become constituted or move to Catalyst wide focus groups</p>	
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**Objective 8: Orchard RI Module**

To obtain and embed the use of the Orchard RI module in our ways of working enabling greater knowledge and monitoring of and access to skilled residents. By working with relevant managers and employees (including contractors) in this, to encourage involvement and positive resident engagement within the organisation Orchard has demonstrated their RI module for involved residents. For RI to be embedded and monitored effectively it needs to become an integral part of the organisational governance and culture (see above). We will develop the Resident Involvement Module on Orchard listing involved residents, qualifications, skills, membership, interests and other relevant information so we can tap into our residents as a resource. We will monitor the amount of contact Catalyst has with its residents, the objectives set and the outcomes. We will also conduct surveys, arrange training, voluntary and work opportunities and events and monitor the success of the objectives to increase involvement, and to ensure involvement opportunities are inclusive as evidenced by the area profiling being reflective of the profile of the wider population of Catalyst Housing residents.

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8	Develop the Orchard RI module for access by the whole company  Area Profiles	Gabriel Gonzato, Delivery Manager - Orchard CLARITY Project and Kevin Nicholls, Chief Information Technology Officer  Demonstrate how Orchard and the Census assist in identifying customer and operational needs and inform decision making		Gabriel Gonzato, Kevin Nichols, David, Carmen	Business Case Orchard Team staff shortage RI to appoint administrator from RI team	Orchard cannot facilitate our needs. We have provided the Orchard team at Catalyst with information to put on Orchard regarding the involvement of engaged residents	Project closed

**Objective 9: TPAS membership and accreditation**

This has provided additional benefits for Catalyst residents. We are making full use of the benefits by signing our residents up to receive the TPAS newsletters and bulletins. They have access to independent information and advice at no additional cost to Catalyst.

TPAS Membership ensures residents receive good quality information about their involvement role and stakeholder responsibilities, encouraging a more holistic approach to community engagement and investment in social capital. We aim to maximise the opportunities available to residents to be involved in a way that suits their varied and diverse range of needs and aspirations.

We encourage external networking, training and attendance at events where residents have the opportunity to share best practice and learn from the residents of other organisations

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9	TPAS Resident Involvement  TPAS Accreditation	With a new Resident Involvement structure in place that is compliant with our Corporate Vision and the HCA Regulatory Requirements we can renew our TPAS Accreditation.	August 2015	Carmen	Restructure of the RI department  Work on TPAS reaccreditation has begun	Involvement residents' contact details forwarded to TPAS (so they get the newsletter and updates) and facilitate residents use of this service paid for by Catalyst.  Accreditation in progress. Stage 1 completed	Complete  Dec 15

**Objective 10: Rewards, Awards and Accreditation for Residents**

We do this to recognise, encourage and reward commitment of residents making an active contribution. Our strategy for involvement represents an increased demand on the time and dedication of residents who perform their duties on a voluntary basis. Catalyst Housing believes it is right to recognise and reward those residents who put in the time and effort and we have a residents' expenses policy for this purpose. We work with residents to decide how this is done, all the time recognising that we are living in austere times.

Some resident want more but some residents have suggested cuts around refreshments and transport and have encouraged that we use various methods, largely verbal recognition, but including shopping vouchers and reimbursement of reasonable expenses (this is good practice and demonstrates a high level of responsibility and integrity, as they want to ensure Catalysts income is used efficiently and meets economic standards). Catalyst also wants to reward our residents with accredited, capacity building training wherever possible and investigate awards that we can nominate involved residents for.

We also recognise the development of our residents who take part in our training programme. Each year the training programme culminates in an awards evening project managed and risk assessed by residents (with support from RI). The awards ceremony includes guest motivational speakers, reflects on learners achievements over the last year and encourages residents to put their training to good use and increase their involvement in the coming year.

	<b>Activity</b>	<b>Description/Key Actions</b> (including timescales, planned cost)	<b>Project Deadline</b>	<b>Project Lead</b> (including contact details)	<b>Challenges</b> (If action changed, if there were any barriers, etc?)	<b>Progress Update</b> (including actual cost)	<b>Date Completed</b>
10	Expenses  Vouchers	Recognise, encourage and reward commitment of residents making an active contribution to RI	Ongoing	RI Team  RI Team	RIOs need to nominate residents based on their level of involvement in RI activities	Vouchers have been purchased  Residents' expenses for involvement routinely reimbursed.  Thank you vouchers/experiences given to involved residents. Vouchers circa (£20 pp) awarded for participation in one off activities e.g. surveys, special meetings.  Nominations made for	Ongoing

	Awards schemes nominations	Recognise, encourage and reward commitment of residents making an active contribution to RI		Wendy		<p>Customer Scrutiny and Inspection Awards 2015. Suzanne Bull, John Kehoe and Christina Tom Johnson shortlisted for Outstanding Individual Contribution.</p> <p>Residents nominated and shortlisted for TPAS Southern Awards February 2016:  <b>Excellence in Equality and Diversity</b> - Catalyst Disability Forum and Catalyst Brent Community Elders' Forum  <b>Scrutiny at Catalyst</b> - Excellence in Scrutiny  <b>Tenant of the Year</b> - Ndey George</p>	<p>John Kehoe won Oct 15</p> <p>Ongoing</p>
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**Objective 11: To develop a programme of tailored and accredited training**

To develop residents' capacity for their proactive involvement and a system of coaching and mentoring to sustain and embed residents' learning. The Resident Involvement Team runs a programme of capacity building training aimed at enabling and empowering residents to get involved and manage their activities safely and effectively. Courses are advertised via a training programme catalogue and bulletins and include committee skills, estate inspections, health and safety, confidence building and project management amongst other topics.

Support, coaching, shadowing, consultation and mentoring opportunities are also available to encourage residents to be effectively involved and these additional activities have enhanced residents' relationship with Resident Involvement at Catalyst. We are now ensuring residents have access to better information and support around managing their budgets and auditing expenditure, communication and the controls required to ensure they are contributing effectively. In addition to this, work will be undertaken to increase understanding of co-regulation and develop ways in which residents can better influence procurement.

	<b>Activity</b>	<b>Description/Key Actions</b> (including timescales, planned cost)	<b>Project Deadline</b>	<b>Project Lead</b> (including contact details)	<b>Challenges</b> (if action changed, if there were any barriers, etc?)	<b>Progress Update</b> (including actual cost)	<b>Date Completed</b>
11	Review training programme - hold focus groups and consultations - including retraining Committee Members, building relationships with them, brainstorming, developing and explaining our ways of working to them.	Training catalogue hardcopy and online.  Courses aimed at improving partnership working and communication between Catalyst and its residents.	March 2015	Wendy		Training survey agreed with CRF September 2015. Training survey being distributed to groups and individuals.	Dec 15

Objective 12:							
	Activity	Description/Key Actions (including timescales, planned cost)	Project Deadline	Project Lead (including contact details)	Challenges (if action changed, if there were any barriers, etc?)	Progress Update (including actual cost)	Date Completed
12	Community Engagement	<p>Gateway Triage</p> <p>Facilitating training, recruiting residents for Taric (Welfare Reform) and Gateway</p>		Gateway NMs RIOs		<p>Triage referrals made to Brent 2),Kensington 1) and West London 1)</p> <p>4 referrals made for skills network training and first session facilitated by RI.</p> <p>2 residents advised on grants for courses AW and ER</p> <p>Taric attending October Brent Forum Meeting to train residents. Stephen Edwards- Energy Advice attending October Brent Forum and Elders' Forum Meeting to run surgery.</p>	

**Objective 13: Annual Report**

	<b>Activity</b>	<b>Description/Key Actions</b> (including timescales, planned cost)	<b>Project Deadline</b>	<b>Project Lead</b> (including contact details)	<b>Challenges</b> (if action changed, if there were any barriers, etc?)	<b>Progress Update</b> (including actual cost)	<b>Date Completed</b>
13	Residents Annual Report	Annual update for residents regarding KPIs. VFM focus this year.	September	Carmen	More control needed re design concept	Meeting held with designers residents involved in the KPI and VFM content.  Completed hardcopy and online versions.	Completed