



**SHORT NOTICE INSPECTION ACTION PLAN –
RESIDENT INVOLVEMENT**

(FINAL VERSION – DECEMBER 2009)

Short Notice Inspection Action Plan - Resident Involvement

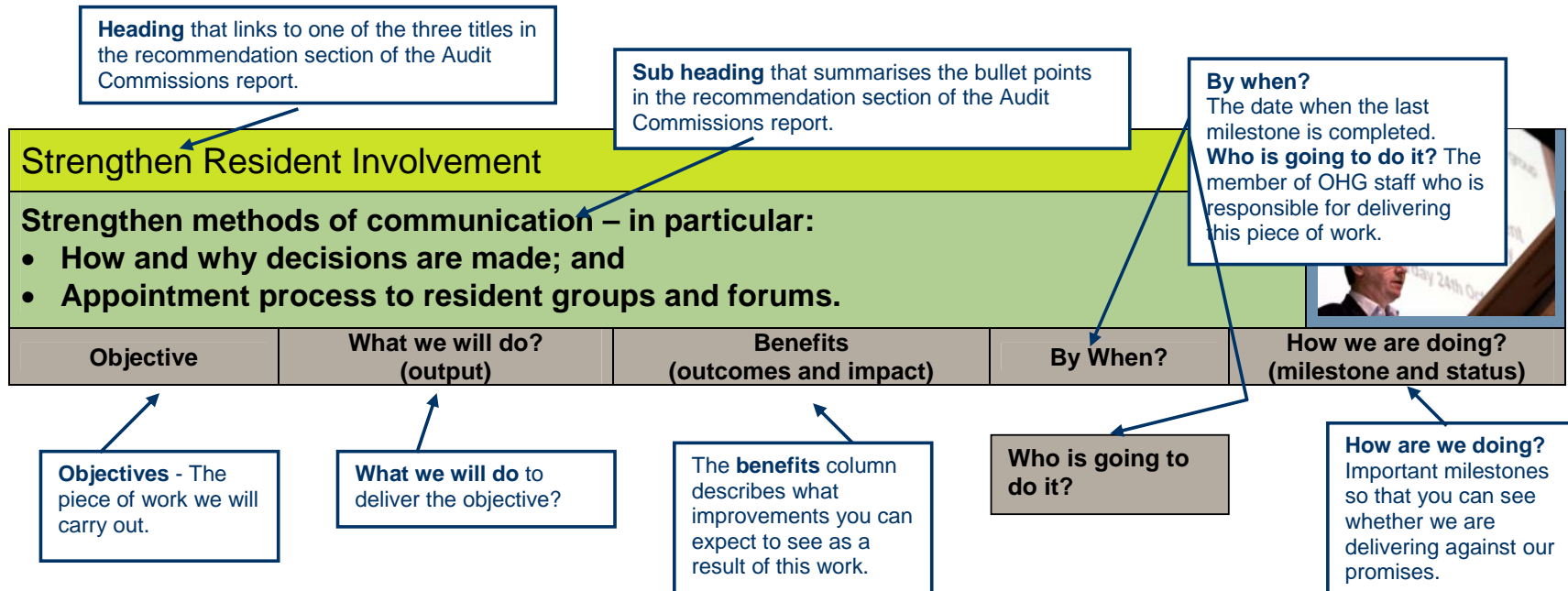
😊 Resident suggestion from a consultation event

* Included in the 2009 / 2010 Service Improvement Plan

Notes and other information

This Action Plan is One Housing Group's response to the Audit Commissions inspection report of the Resident Involvement service in October 2009. The Action Plan has been produced from a series of consultation events and telephone surveys; in total 1639 residents gave their opinions about the resident involvement service and what they wanted to see included in this Action Plan.

The Action Plan is designed to be easy to read. To help with this we have provided some notes to explain the purpose of each column and a glossary at the end of the Action Plan to explain any unusual words or descriptions.



Each page also contains:

😊 Resident suggestion from a consultation event – Top of each page - highlighting that the action has been suggested by residents.

* Included in the 2009 / 2010 Service Improvement Plan – Top of each page - highlighting that the action is already included in the 09/10 Plan. At the bottom of each page is a **Key** which reflects resident opinion as to the importance and impact of the action.

Key - High Importance !!! Medium Importance !! Low Importance ! High Impact ✓✓✓ Medium Impact ✓✓ Low Impact ✓ 2

Short Notice Inspection Action Plan - Resident Involvement

☺ Resident suggestion from a consultation event

* Included in the 2009 / 2010 Service Improvement Plan

Strengthen Resident Involvement				
Networking and learning across existing resident groups			82% of residents told us via the telephone survey that they were satisfied with the involvement opportunities provided to improve services.	
Objective	What we will do? (output)	Benefits (outcomes and impact)	By When?	How we are doing? (milestone and status)
Improve networking and learning opportunities for residents. (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> Replace the Resident Reviewers Group with a new Resident Chairs group. The group will comprise of the Chairs of the Resident Involvement Framework. This group will meet 4 times a year. * 	<ul style="list-style-type: none"> The Resident Chairs group will be representative of our resident profile and draw together information generated by the involvement framework. The Group will: <ul style="list-style-type: none"> Scrutinise policies and procedure; monitor performance and agree service standards. Monitor progress against the annual service improvement plan. 	May 2010	<ul style="list-style-type: none"> Resident Chairs Group <ul style="list-style-type: none"> Draft and agree terms of reference, including appointment process – January 2010. 1st meeting - March 2010 Appoint Resident Chair – May 2010 Status: Work in progress
			Who is going to do it?	
	Importance	!!	Impact	✓✓
	<ul style="list-style-type: none"> Hold 2 networking and learning events a year for involved residents. * Launch an online chat room linking residents with Board members and staff. ☺ Hold a residents conference every 2 years. ☺ * 	<ul style="list-style-type: none"> Create opportunities for residents to report back on progress, put forward ideas, agree improvement priorities and highlight their experiences to other residents, Board members and (senior) staff. 	By when?	<ul style="list-style-type: none"> 1st networking and learning event – March 2010 Launch online chat room – February 2010 Next residents conference will be September 2010 Status: Work in progress
September 2010			Who is going to do it?	
Assistant Director of Community Investment			Impact	



Key - High Importance !!! Medium Importance !! Low Importance ! High Impact ✓✓✓ Medium Impact ✓✓ Low Impact ✓ 3

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Strengthen Resident Involvement

Strengthen methods of communication – in particular:

- How and why decisions are made; and
- Appointment process to resident groups and forums.



Objective	What we will do? (output)	Benefits (outcomes and impact)	By When?	How we are doing? (milestone and status)
Revise the Terms of reference for each resident group. (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> • Agree and publish terms of reference for all resident involvement groups. ☺ * • Clearly state the role and responsibility of each resident group and how that group fits within the overall involvement framework. • Groups will be representative of our resident profile. * • Revise Leasehold Forum ☺ terms of reference to take on a wider geographic remit and expand membership. 	<ul style="list-style-type: none"> • Provide clarity to residents about the role, purpose and decision making abilities of each meeting. ☺ • Improved understanding of how the various Boards and the Resident Involvement Framework fit. • Improve the coordination ☺ between resident meetings and service improvement. • Residents will be able to join a group that best meets their interest and skills. 	March 2010	<ul style="list-style-type: none"> • Produce draft terms of reference for each resident meeting – January 2010 • Consult on draft with residents - January 2010 • Launch new terms of reference – March 2010 • First revised Leasehold Forum – February 2010 Status: Work in progress
			Who is going to do it? Assistant Director of Community Investment	
Revise the Appointment process for each resident group. (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> • Agree and publish the appointment process for all involvement groups and Board positions. ☺ • Clearly state how a resident joins a group and the length of that membership. 	<ul style="list-style-type: none"> • Residents will understand how people are appointed to groups. • Residents will be able to join a group that best meets their interest and skills. • Groups will be representative of our resident profile and refreshed periodically. 	March 2010	<ul style="list-style-type: none"> • Draft appointment process for each group - January 2010 • Consult with residents – January 2010 • Launch new appointment process – March 2010 Status: Work in progress
			Who is going to do it? Assistant Director of Community Investment	

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Key - High Importance !!! Medium Importance !! Low Importance ! High Impact ✓✓✓ Medium Impact ✓✓ Low Impact ✓ 4

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Strengthen Resident Involvement

Strengthen methods of communication – in particular:

- How and why decisions are made; and
- Appointment process to resident groups and forums.



Objective	What we will do? (output)	Benefits (outcomes and impact)	By When?	How we are doing? (milestone and status)
Better communicate decisions and progress on meeting resident priorities and the delivery of service improvements. (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> • Introduce new feature 'You said, we did' in One Magazine. * • Launch a 'You said, we did' feature on OHG website and on the Intranet. • Feedback progress following meetings in a timely manner. * • Introduce Task and Finish group for specific issues. * 	<ul style="list-style-type: none"> • Through 'You said, we did' articles in One magazine we will keep residents updated on meeting resident priorities, the benefits of change and potential outcomes, delivery of service improvements, and what's new and what's coming. 	February 2010 Who is going to do it? Assistant Director of Community Investment	<ul style="list-style-type: none"> • Introduce new feature 'You said, we did' in next edition of One Magazine – February 2010. • Set up Task and finish group to look at Complaint management – Complete. Status: Work in progress
	<ul style="list-style-type: none"> • Deliver Neighbourhood Management plans which will incorporate customer and community profiling information, clearly state service standards, performance targets, service cost and monitoring systems. * 	<ul style="list-style-type: none"> • Through the agreement of local residents and the publication of Neighbourhood plans residents are more able to challenge and scrutinise performance, service delivery and assess value for money. • Tailored approach to addressing local issues, delivering local services and improving local decision making. 	Importance !!	Impact
		Importance !!	Impact	Status: Work in progress

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Strengthen Resident Involvement

Improved decision making and scrutiny – in particular:

- Increased involvement in decision making activities; and
- Greater accountability and transparency of decision making.



Objective	What we will do? (output)	Benefits (outcomes and impact)		By When?	How we are doing? (milestone and status)
Open up OHG Board membership to residents. ☺ (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> • Future Board vacancies will be advertised to all residents. ☺ • Board members to increase their attendance at resident meetings. 	<ul style="list-style-type: none"> • Increase the level of engagement between Board members and residents. • All decisions from April 2010 will have resident input. 	April 2010	<ul style="list-style-type: none"> • OHG Board has agreed to open Board membership to residents. Complete • Advertise and recruit resident Board member– April 2010. Status: Work in progress	
			Who is going to do it?		
			Assistant Director of Business Management		
		Importance	!!	Impact	✓✓
Revise resident involvement service standards , strengthen service evaluation processes and report on performance . (Audit Commission – Recommendation 1 and 3)	<ul style="list-style-type: none"> • Agree and publish all service standards, performance targets, and evaluation processes. ☺ * • Report on performance quarterly in One magazine, via the website and in the Annual Resident report. • Hold annual resident vote on improvement priorities. * • Benchmark services * against other organisations. • Continue to use QHS as an independent assessor of service quality. * • Embed targets within staff / team appraisals and 1:1's. 	<ul style="list-style-type: none"> • Enables effective monitoring by residents, the Board and staff of the quality of the resident involvement service. • Through the annual telephone and on line vote residents will be able to set organisational and local priorities. • All meetings and other consultation events will clearly link in with service delivery and improvement work. • Informs and improves the quality of Impact Assessments. 	By when?	<ul style="list-style-type: none"> • Draft, agree and publish service standards and performance targets with residents – February 2010 • Draft and agree new meeting evaluation form and telephone surveys – January 2010. • Report on performance to the Chairs Group, Board and staff - April 2010 • Next annual vote will be September 2010. • Revise staff and team appraisal targets – January 2010. Status: Work in progress	
			April 2010		
			Who is going to do it?		
		Importance	!!!	Impact	✓✓✓
		Importance	!!!	Impact	✓✓✓

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Strengthen Resident Involvement

Improved decision making and scrutiny – in particular:

- Increased involvement in decision making activities; and
- Greater accountability and transparency of decision making.



Objective	What we will do? (output)	Benefits (outcomes and impact)	By When?	How we are doing? (milestone and status)
Introduce a Readers panel to look at all resident communication. ☺ * (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> • Agree with residents new templates for style, format and content of publications. • All resident communication from March 2010 will be approved by the * Communications Manager. • Introduce monthly telephone surveys to capture resident feedback. 	<ul style="list-style-type: none"> • Reduce the volume of ☺ communication received by residents by 20%. Saving £25k. • Communication will be targeted at topics of resident interest. ☺ • Introduce new communications resident satisfaction target (Proposed as 90%). • Improved coordination of resident involvement information / communication. 	March 2010 Who is going to do it?	<ul style="list-style-type: none"> • Recruit and appoint residents to the Readers Panel – February 2010 • Launch Readers Panel – March 2010. • Launch new internal communications sign off process – March 2010. • Launch satisfaction survey – March 2010. Status: Work in progress
			Communications Manager	
Review communication methods ensuring they meet resident need. (Audit Commission – Recommendation 3) Survey results: <ul style="list-style-type: none"> • Residents prefer to get information via post (89%) and telephone (53%). Leaseholders (25%) want information by email. 	<ul style="list-style-type: none"> • Complete communication profile; identifying preferred means of communication and what information residents want to receive * • Provide alternative formats and translations for residents as needed. * • Increase the use of communal Notice boards and ensure information is kept up to date. ☺ 	<ul style="list-style-type: none"> • Reduce the volume of resident involvement and community investment communication ☺ received by residents by 20%. • Target information through One magazine. * • Issue all communication to residents by their preferred method and format. * • Increase choice of location and start times of meetings. 	March 2010 Who is going to do it?	<ul style="list-style-type: none"> • Communication profile work – Complete • Issue all communication to residents by their preferred method – March 2010 • Introduce new feature 'You said, we did' in next edition of One Magazine – February 2010 Status: Work in progress
			Communications Manager	

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Strengthen Resident Involvement

Capacity and skills of residents – in particular:

- Residents ability to influence strategic decision making.



Objective	What we will do? (output)	Benefits (outcomes and impact)	By When?	How we are doing? (milestone and status)		
Residents to chair all resident meetings. (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> • Support and train residents to chair meetings. ☺ * • Introduce a resident chairs training programme. ☺ 	<ul style="list-style-type: none"> • Meetings will be resident led, not officer. • Increase the confidence of residents to lead and fully participate in discussions and decision making. 	April 2010	<ul style="list-style-type: none"> • Recruit and train resident chairs – February 2010 • Jointly chair resident meetings - March 2010 • Residents to chair meetings from April 2010 onwards Status: Work in progress		
			Who is going to do it?		Community Investment Manager	
			Importance		!!!	Impact
Produce and publish a Resident consultation calendar. (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> • Draft, agree and publish resident consultation calendar. * ☺ • Produce consultation standard. * 	<ul style="list-style-type: none"> • Enables residents and OHG to manage resources and time more effectively and deliver pieces of work that align with resident priorities and service improvement objectives. • Limits consultation fatigue. ☺ 	By when?	<ul style="list-style-type: none"> • Draft consultation calendar – January 2010 • Agree consultation calendar – February 2010 • Publish calendar – March 2010 Status: Work in progress		
			March 2010		Who is going to do it?	Assistant Director of Community Investment
			Importance		!!	Impact
Update the Resident training programme. (Audit Commission – Recommendation 3) <i>Survey result:-Target training at performance and financial management, and building confidence skills</i>	<ul style="list-style-type: none"> • Recruit residents who want to chair meetings and who have previous experience. • Revise training programme to incorporate results of the telephone survey. ☺ • Conduct joint training between staff and residents. * ☺ 	<ul style="list-style-type: none"> • Increase residents' skills in areas of performance and financial management. ☺ • Increase the confidence of residents to lead and fully participate in discussions and decision making. ☺ 	By when?	<ul style="list-style-type: none"> • Revise, agree and publish new training programme – February 2010. • Launch new training programme – March 2010 Status: Work in progress		
			March 2010		Who is going to do it?	Community Investment Manager
			Importance		!!	Impact

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Access, Customer Care and Equality and Diversity

All building to meet the requirements of the Disability Discrimination Act 2005:

- Chalk Farm Road office
- Castalia Square



Objective	What we will do? (output)	Benefits (outcomes and impact)	By When?	How we are doing? (milestone and status)
Assess compliance of all buildings to ensure the requirements of the Disability and Discrimination Act (DDA) are met. (Audit Commission – Recommendation 1)	<ul style="list-style-type: none"> • Complete DDA assessments of all buildings. * • Complete actions, subject to legal permissions / requirements, to ensure all buildings are DDA compliant. ☺ * 	<ul style="list-style-type: none"> • Every resident will be able to access any building to attend meetings and visit staff and other residents. ☺ * • Chalk Farm Road will be DDA compliant by June 2010. • All other offices will meet DDA compliance by January 2010. 	June 2010	Complete DDA assessments of: <ul style="list-style-type: none"> • Offices - Complete • Community Centres by December 2009 Complete improvement works to enhance accessibility. They include: <ul style="list-style-type: none"> • Chalk Farm Road office (External lift): <ul style="list-style-type: none"> ○ Planning approval – January 2010 ○ Tender process – February 2010 ○ Works complete – June 2010 • Chalk Farm Road office (Internal lift) – Works complete – December 2010 • Reduce height of reception desks at 3 offices – January 2010 Status: Work in progress
			Assistant Director of Human Resources and Facilities Management.	

Key - High Importance !!! Medium Importance !! Low Importance ! High Impact ✓✓✓ Medium Impact ✓✓ Low Impact ✓ 9

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Access, Customer Care and Equality and Diversity

Equality and Diversity

- Measuring outcomes, setting service standards and reporting on performance; and
- Deliver fair and equitable services.



Objective	What we will do? (output)	Benefits (outcomes and impact)		By When?	How we are doing? (milestone and status)	
Improve the monitoring of services against OHG's 8 diversity strands ; improving performance and addressing service barriers where needed. (Audit Commission – Recommendation 1)	<ul style="list-style-type: none"> • Create a new E&D special interest group, which will incorporate the work of the existing Quality of Life Group; expanding its remit and revising membership. • Deliver the E&D action plan and report on progress to residents through One magazine, website and through the E&D special interest group. • Complete resident profiling exercise. * • Benchmark our E&D data against other organisations. * • Produce and publish Equality Assessment (against the 8 diversity strands) of the resident involvement service. * 	<ul style="list-style-type: none"> • Tailor all services to best meet the needs of all residents, improving access where needed. ☺ * • Strengthen decision making through the improvement in data, knowledge and expertise. 		April 2010	<ul style="list-style-type: none"> • Create new special interest group – January 2010 • E&D strategy approved by the Board – Complete • E&D Board Champion appointed – Complete • Health check (HouseMark) and update the E&D Action plan - Complete • Appoint E&D Executive lead - Complete • E&D progress report to OHG Board - January 2010 • Publish E&D action plan on website – January 2010 • Publish Equality assessment of the resident involvement service – April 2010 Status: Work in progress	
				Who is going to do it?		
				Assistant Director of Business Management		
		Importance	!!!	Impact	✓✓	

Key - High Importance !!! Medium Importance !! Low Importance ! High Impact ✓✓✓ Medium Impact ✓✓ Low Impact ✓ 10

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Access, Customer Care and Equality and Diversity

Knowing our customers:

- Assess take up of services, identify barriers and meet the needs of all service users.
- Training for Resident Board members.



Objective	What we will do? (output)	Benefits (outcomes and impact)		By When?	How we are doing? (milestone and status)				
Improve and update the information we hold about our customers. * (Audit Commission – Recommendation 1)	<ul style="list-style-type: none"> • Complete resident profiling exercise. To date we have completed 2602 new household profiles. * • Analyse and report profiling information against OHG's 8 diversity strands to residents via One magazine, the website and through the new E&D special interest group • Report against performance targets and service standards by the 8 diversity strands. ☺ * 	<ul style="list-style-type: none"> • Hold profiling data on 60% of residents by January 2010 and 70% by May 2010. • Ensure all services meet the needs of all residents. * • Identify residents who are not accessing services and establish contact to ensure their needs are being met. * • Ensure all resident groups are representative of our resident profile. * 		May 2010	<ul style="list-style-type: none"> • Complete customer profiling project – January 2010 • Analyse data to identify under representation and its cause – February 2010 • Develop action plan to target issues of under representation - March 2010 • Publish Equality assessment of the resident involvement service – April 2010 • Hold profiling data on 70% of residents by May 2010. Status: Work in progress				
				Importance		!!!	Impact		
Deliver mandatory Equality and Diversity training for all resident Board members and involved residents. (Audit Commission – Recommendation 1)	<ul style="list-style-type: none"> • Complete Equality and Diversity training for all resident Board members. * • Deliver refresher equality and diversity training for all Board members. 	<ul style="list-style-type: none"> • Improved performance monitoring and scrutiny from all Board members. • Increased awareness of equality and diversity issues throughout the organisation and involved residents. * 		March 2010	<ul style="list-style-type: none"> • All resident Board members to be trained by February 2010 • Members of E&D special interest group to receive training by February 2010 • All involved residents to be trained by March 10 Status: Work in progress				
				Importance		!!!	Impact		

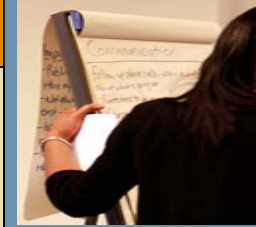
Key - High Importance !!! Medium Importance !! Low Importance ! High Impact ✓✓✓ Medium Impact ✓✓ Low Impact ✓ 11

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Strengthen Value for Money



Value for Money (VFM) – Including:

- Strategy, action plan and targets
- Assessing Value for Money; and
- Performance, cost and value for money in Resident Involvement

Objective	What we will do? (output)	Benefits (outcomes and impact)	By When?	How we are doing? (milestone and status)	
Implement a Value for Money strategy and action plan. (Audit Commission – Recommendation 2)	<ul style="list-style-type: none"> • Agree and publish VFM strategy and action plan. * • Set up VFM work group (including residents) to * benchmark information and propose targets / Actions ☺ • Embed VFM assessments within performance management arrangements. * • Embed VFM targets within appraisals and 1:1's. * 	<ul style="list-style-type: none"> • Increased awareness and focus on VFM issues by residents, staff and Board members. * • Produce information that will further inform the business of residents, and the organisations, priorities and enable it to better focus resources and reinvest savings in the most effective way. ☺ * 	March 2010	<ul style="list-style-type: none"> • VFM strategy agreed by OHG Board - Complete • VFM Board Champion appointed - Complete • HouseMark benchmarking exercise - Complete • Set up VFM work group – February 2010 • Training-Board, VFM group and staff - March 2010 • OHG Board approve VFM action plan -March 2010 • Deliver VFM action plan by (Date to be announced) Status: Partially complete	
			Who is going to do it?		Group Finance Director
Baseline and benchmark our business costs and performance. (Audit Commission – Recommendation 2)	<ul style="list-style-type: none"> • Complete Housemark benchmarking exercise. In doing so this will baseline our operating costs. * 	<ul style="list-style-type: none"> • Produce information that will further inform the business and residents of our costs, performance and effectiveness of the service. ☺ * • Enable residents and the business to compare its performance against other organisations * 	By when?	<ul style="list-style-type: none"> • HouseMark benchmarking exercise – Complete • Publish results to the VFM work group – February 2010 • Publish VFM information and key actions in One magazine and the Resident Annual report – March 2010 Status: Work in progress	
			Who is going to do it?		Head of Service Improvement
		Importance	!!!	Impact	✓✓✓

Key - High Importance !!! Medium Importance !! Low Importance ! High Impact ✓✓✓ Medium Impact ✓✓ Low Impact ✓ 12

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Strengthen Value for Money

Value for Money (VFM) – Including:

- Strategy, action plan and targets
- Assessing Value for Money; and
- Performance, cost and value for money in Resident Involvement

Objective	What we will do? (output)	Benefits (outcomes and impact)	By When?	How we are doing? (milestone and status)	
Produce and implement a new procurement strategy and action plan. (Audit Commission – Recommendation 2)	<ul style="list-style-type: none"> • Produce and implement a procurement strategy. * • Consult residents in the process and align resource to resident priorities. • Agree and publish a set of value for money targets, * and report on performance. • Maximise our membership of procurement clubs. * 	<ul style="list-style-type: none"> • Increased awareness and focus on VFM issues by residents, staff and Board members. • Deliver more efficient services and reinvest savings as appropriate. 	May 2010	<ul style="list-style-type: none"> • Draft procurement strategy – February 2010 • Consult residents via the VFM work group and other RIF panels - February 2010 • OHG Board to approve: <ul style="list-style-type: none"> ○ Strategy - March 2010 ○ Action Plan – May 2010 • Launch and publish strategy / action plan – May 2010 Status: Work in progress	
			Who is going to do it?		Group Finance Director
Publish costs for Resident Involvement services. (Audit Commission – Recommendation 2)	<ul style="list-style-type: none"> • Cost and value for money information, specific to the resident involvement service will be published in One magazine, the Annual report and on OHG website. • Cost and VFM information will be reported to the new Chairs Group 6 monthly. ☺ 	<ul style="list-style-type: none"> • Increased knowledge and awareness of where money is being spent. ☺ • Increased ability for residents and OHG to assess whether money and resources are being targeted in the right areas at the right time and propose changes to services and priorities. * 	By when?	<ul style="list-style-type: none"> • Baseline resident involvement cost information - Completed • Publish results to the VFM work group and the Chairs Group – February 2010 • Publish cost information in One magazine, Residents Annual Report and on OHG website – March 2010. Status: Work in progress	
			Who is going to do it?		Assistant Director of Community Investment

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Short Notice Inspection Action Plan - Glossary

Term	Definition
Action plan	A list of work which will be delivered to time, cost and quality standards.
Access and Customer Care	Access = How easy is it for customers to use the service whether in person at an office, in their home, on the phone, via email, or online Customer Care = When a customer uses the service it is their opinion of how well they were treated and the quality of the service delivered.
Agenda item	List of issues or points that will be discussed at a meeting.
Residents conference	OHG will host a conference for residents, staff and Board members to have their say on how services are currently provided and to agree plans for the future.
Audit Commission	An independent organisation responsible for inspecting Housing Associations to assess how well they are spending public money. The Audit Commission is responsible driving economy, efficiency and effectiveness in local public services to deliver better outcomes for everyone.
Benchmarking	Comparison of costs, processes, policies and performance against other similar organisations. Comparing information like this helps us better understand our performance and identifies areas for improvement.
Board	Responsible for the overall decision making of an organisation.
Budget	The amount of money needed or available to deliver a piece of work.
Communal notice boards	On some of OHG estates there are notice boards available to communicate information to residents
Disability Discrimination Act (DDA)	A piece of legislation that promotes civil rights for disabled people and protects disabled people from discrimination.
Equality and Diversity or E&D	Recognises, respects and values difference, where everyone can participate and has the same opportunities available to them.
Equalities and Diversity Strands	OHG has identified eight equality and diversity strands (gender, race, religious belief, sexual orientation, age, nationality, disability and transgender) to ensure everyone are receiving an equally good service.
Impact assessment	An assessment of the quality, value for money and fairness of a service.
Key Performance Indicators (KPI's)	Measures performance against a target. This helps residents, the Board and staff know whether they are delivering a good service.
Mystery Shopping	Is a tool used to gather information about products and services. Often mystery shoppers will pose as customers performing specific tasks who then provide feedback and reports about their experience.
Neighbourhood plans	A plan that describes the local services a resident can expect to receive, when they will receive it and the cost of that service. See Service Standards for more information.

Short Notice Inspection Action Plan - Glossary

Term	Definition
Networking	Talk and communicate with other residents and people. Exchange information and get to know other people.
Performance management	Collect performance information and respond to this information by changing and improving services
Procurement strategy	How an organisation purchases services at the best possible cost, quality and quantity.
Profiling information	This is the information collected about residents to help understand their needs, ie: age, gender, race, religion, sexuality, disability etc. See Equality and Diversity section for more information.
Publish	Share information formally, either as printed document or via the OHG website.
OHG	OHG is an abbreviation for One Housing Group. One Housing Group, through Community, Toynee and Island Homes is the landlord responsible for repairing your home and delivering services.
Online forum	A discussion that takes place via the Internet or email and is a place where people can discuss issues, points of view and ideas.
Readers panel	A group of residents who work with OHG so that all our publications are written in a way that is easy to understand and the topics are relevant to residents.
Resident consultation	A two-way process by which residents discuss and provide feedback on matters affecting them. Information and opinions are exchanged with OHG in many different ways, eg by post, online, meetings, surveys and conferences
Resident Involvement	Obtaining feedback from residents on their experience of using services and their opinion on the quality of those services. The process also enables residents to influence how those services are delivered.
Resident Involvement Framework or RIF	A range of ways that residents can join in or get involved in offering their point of view and work with OHG staff to improve services.
Scrutiny or scrutinise	When someone looks at something, or examines something very closely. The person or group of people might ask further questions so help their understanding or suggest doing something differently.
Service Standards	Describes the services a resident can expect to receive and when they will receive it, i.e. a service standard for cleaning would tell you what will be cleaned, when it will be cleaned, who will clean it, how well they will clean it and the cost of that cleaning service.
Targets	An objective or result towards which efforts are being directed Targets provide a focus for people to meet and other people to see how well someone is performing.
Terms of Reference	Describes the purpose and structure of a group or meeting.
Value for Money or VFM	This is an assessment of whether we are receiving the maximum benefit from the services or goods we pay for and provide, i.e. I paid 50p for a bar of chocolate, after eating it do I think that bar of chocolate was worth 50p?

Short Notice Inspection Action Plan - Glossary

Thank you for taking the time to read this Action Plan.

If you have any queries about this document or would like it translated please contact One Housing Group on 0300 123 9966 or email consultation@onehousinggroup.co.uk

Bengali

এই তথ্য অন্যান্য ভাষায়, বড় অক্ষরে, ব্রাইলে (অক্ষরলিপিতে) এবং ক্যাসেটে রেকর্ড করে পাওয়া যায়। এ ব্যাপারে দয়া করে 0300 123 9966 নাম্বারে ফোন করুন।

Cantonese

本文檔亦可提供其他語言、大字體、盲文及聲音格式的版本，請撥打0300 123 9966垂詢。

Somali

Wax kale oo la heli kara dhokumentigan oo ku qoran luqado kale, ama ku daabacan farta waawayn, farta loogu talagalay dadka aragga ka laxaadka la' ama iyadoo maqal ah iyadoo la soo wacayo 0300 123 9966.

Vietnamese

Tài liệu này cũng có thể nhận được bằng các thứ tiếng khác, in khổ lớn, chữ Braille và dạng âm thanh bằng cách gọi số điện thoại 0300 123 9966.

Further information about One Housing Group can be found at www.onehousinggroup.co.uk

Mick Sweeney
Chief Executive – One Housing Group
December 2009