



**SHORT NOTICE INSPECTION ACTION PLAN –
FINAL PROGRESS REPORT TO TSA**

(JULY 2010)

Short Notice Inspection Final Progress Report - Resident Involvement

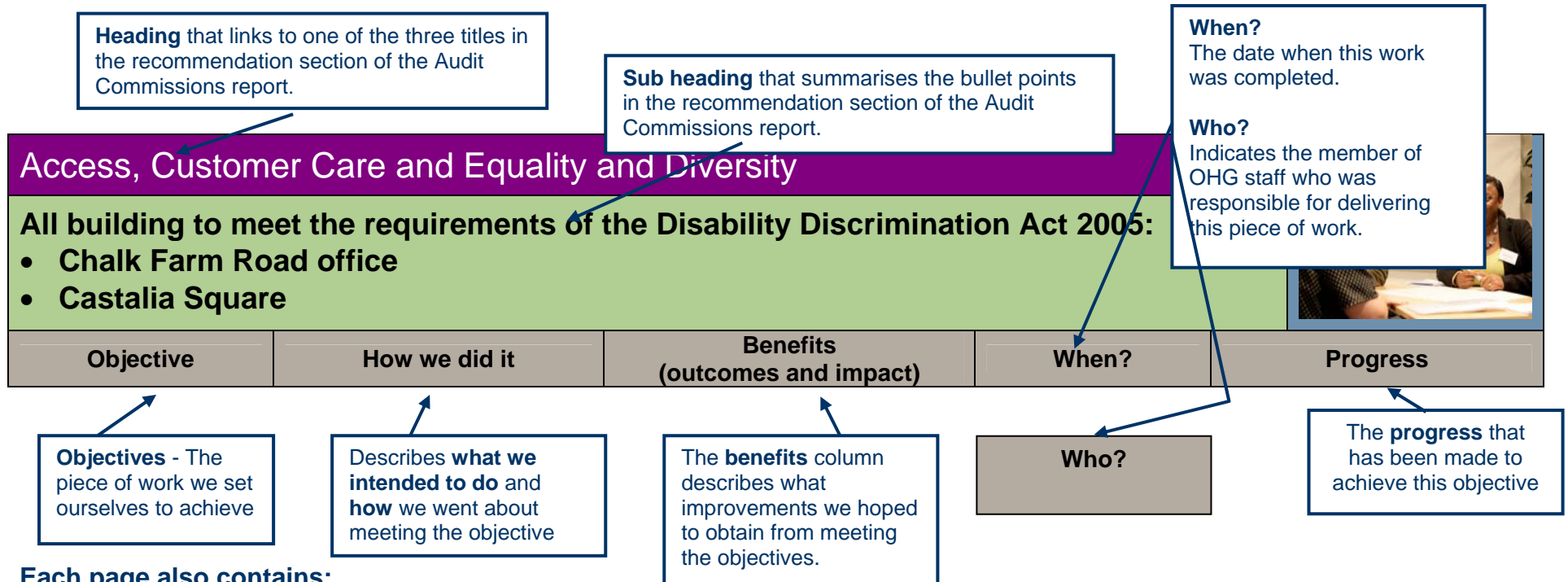
😊 Resident suggestion from a consultation event

★ Included in the 2009 / 2010 Service Improvement Plan

Notes and other information

In December 2009 we produced an Action Plan as One Housing Group's response to the Audit Commissions inspection report of the Resident Involvement service, which occurred in October 2009. The Action Plan was 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 on it. This report is the follow-on from the Action Plan to demonstrate how we have successfully implemented the objectives that were set.

This Final Progress Report 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 Report 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 was also 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 Final Progress Report - 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	How we did it	Benefits (outcomes and impact)		When?	Evidence & Progress	
Improve networking and learning opportunities for residents. (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> We replaced the Resident Reviewers Group with a new Resident Chairs group. This group comprises 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 scrutinise policies and procedures, monitor performance, agree service standards and monitor progress against the service improvement plan. 		May 2011	<ul style="list-style-type: none"> OHG Board made a decision to delay setting up the Resident Chairs Group until after the Group's legal restructure in September. Residents have been advised that this has been put on hold. <p>Status: On hold till Sept 2010</p>	
		Importance !!		Who?		Assistant Director of Community Investment
		<ul style="list-style-type: none"> Held the first of 2 networking and learning events a year for involved residents. ★ Launched 'Ask the Board' enabling residents to ask questions to Board members - this improved the link between residents, Board members and staff. 😊 We will 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. Feedback from 93% of the first Connect Group attendees recorded 80% satisfaction levels – a good start. Use of the Ask the Board has been slow - since its launch in April, 3 queries have been posted, all have been responded to within 6 days. 		September 2010	<ul style="list-style-type: none"> Created a new networking group called the Connect Group. The Group is open to all residents and met on the 22nd May. 30 residents attended and agreed the format and priorities of future events. Feed-back was very positive. Next event is winter 2010 Ask the Board launched A resident conference will take place in Autumn 2010 <p>Status: Completed</p>
			Importance !!		Who?	
		Impact			✓✓	
		Impact			✓✓	

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

Short Notice Inspection Final Progress Report - Resident Involvement

☺ Resident suggestion from a consultation event

★ Included in the 2009 / 2010 Service Improvement Plan

Strengthen Resident Involvement

Strengthen methods of communication – in particular:

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



Objective	How we did it	Benefits (outcomes and impact)		When?	Evidence & Progress		
Revise the Terms of reference for each resident group. (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> • Agreed (with residents) and published terms of reference for each resident involvement group. ☺ ★ • This clearly states the role and responsibility of each group and how that group fits within the overall involvement framework. • Groups are more representative of our resident profile. ★ • Revised Leasehold Forum ☺ terms of reference to take on a wider geographic remit and expand membership. 	<ul style="list-style-type: none"> • Improved understanding of how the Boards and the Resident Involvement Framework fit. 82% of residents are satisfied with the involvement opportunities provided to improve services. • Through 'You said, we did', new service standards, etc the link between resident decision making and service improvement has significantly improved. • Leasehold Forum is progressing well and has given leaseholders a real voice in delivering services – verbal feedback is positive. 		March 2010	<ul style="list-style-type: none"> • Terms of Reference for all meetings revised for all RIF Group. • All documents signed off by RIF panels and SNI scrutiny panels. • High levels of tenant satisfaction recorded highlighting improvements in both the structure of the resident involvement service and outcomes from individual meetings. Status: Completed		
				Who?		Assistant Director of Community Investment	
				Importance		!!	Impact
Revise the Appointment process for each resident group. (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> • Agreed (with residents) and published the appointment process for all involvement groups and Board positions. ☺. This states how a resident joins a group and the length of that membership. 	<ul style="list-style-type: none"> • Residents understand how people are appointed to each group. • 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"> • Selection process for membership of the RIF Groups reviewed. New selection and appointment leaflets produced and signed off by Consumer Panel and scrutiny panel. • Equality Impact Assessment due September 2010. Status: Completed		
				Who?		Assistant Director of Community Investment	
				Importance		!!	Impact

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

Short Notice Inspection Final Progress Report - Resident Involvement

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Strengthen Resident Involvement

Strengthen methods of communication – in particular:

- How and why decisions are made; and
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Objective	How we did it	Benefits (outcomes and impact)		When?	Evidence & Progress	
<p>Better communicate decisions and progress on meeting resident priorities and the delivery of service improvements.</p> <p>(Audit Commission – Recommendation 3)</p>	<ul style="list-style-type: none"> • Introduced a new 'You said, we did' leaflet. Latest edition was June 2010. ★ • Launched a 'You said, we did' feature on OHG website and on the Intranet. Latest edition was June 2010. • Improved feedback process following meetings in a timely manner. ★ • Introduced Task and Finish group for specific issues. ★ 	<ul style="list-style-type: none"> • Through 'You said, we did' articles in One magazine and on the website we keep residents updated on meeting priorities, performance, delivery of service improvements, what's new and what's coming. • At the end of each resident meeting the chair summarises actions to be taken forward. At the start of the next meeting feedback is provided on progress made. 82% of residents are satisfied with the involvement opportunities provided to improve services. 		February 2010	<ul style="list-style-type: none"> • Residents offer feedback through the RIF and solutions box and this is converted into improvement action. We then produce the "You Said, We did" leaflet which is issued to residents on a quarterly basis. • Launched a Task and finish group to reviews complaints. This group work will conclude in September 2010. • Launched new Connect group – see section above. <p>Status: Completed</p>	
		Importance		!!		Impact
	<ul style="list-style-type: none"> • Introduced Neighbourhood Management plans which incorporate customer and community profiling information, clearly state service standards, performance targets, service costs and monitoring systems. ★ 	<ul style="list-style-type: none"> • Tailored approach to addressing local issues, delivering local services and improving local decision making. Feedback from the initial local agreements has been positive and will now be rolled out fully across OHG. 		March 2010		
		Importance		!!		Impact

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Short Notice Inspection Final Progress Report - Resident Involvement

😊 Resident suggestion from a consultation event

★ Included in the 2009 / 2010 Service Improvement Plan

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	How we did it	Benefits (outcomes and impact)	When?	Evidence & Progress	
Open up OHG Board membership to residents. 😊 (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> • All Board vacancies are 😊 advertised to all residents via One magazine and website. • In May 2010 a tenant was appointed to OHG Board. 	<ul style="list-style-type: none"> • Increased the level of engagement between Board members and residents. Board members over the past 6 months have attended 10 resident meetings. • All OHG Board decisions from April 2010 will have resident input. 	April 2010	<ul style="list-style-type: none"> • In May 2010 a tenant was appointed to OHG Board. • 3 tenant board members have been appointed to the SNI scrutiny panel. Status: Completed	
			Who?		Assistant Director of Business Management
			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"> • Agreed (with residents) and published (reception, website and to RIF meetings) service standards, performance, and evaluation processes. 😊 ★ • Report performance quarterly in One Magazine, via the website and in the Annual Resident report. • Held annual resident vote on improvement priorities. • Benchmark service against other organisations. ★ • We still use QHS as an independent assessor of service quality. ★ • Targets embedded in staff / team appraisals and 1:1's. 	<ul style="list-style-type: none"> • Published new resident involvement service standard and performance targets in June 2010 – Results are available from September 2010. • Enables effective monitoring by residents, the Board and staff of the quality of the resident involvement service. • Informs and improves the quality of Impact Assessments. 	April 2010	<ul style="list-style-type: none"> • Resident Involvement Service Standards and KPIs have been published following consultation with residents. • Resident consultation evaluation policy and procedure has been agreed and published (May 10); this is being used to assess the quality of all resident events. • Resident involvement satisfaction telephone polling commenced in May. First results available from September 2010. Status: Complete	
			Who?		Assistant Director of Community Investment
			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	How we did it	Benefits (outcomes and impact)	When?	Evidence & Progress
Introduce a Readers panel to look at all resident communication. ☺ ★ (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> • Agreed with residents new templates for style, format and content of publications. • All resident communications from March 2010 are approved by the ★ Communications Manager. • We undertake monthly telephone surveys to capture resident feedback – First set of results in Sept 2010. 	<ul style="list-style-type: none"> • Reduced the volume of communication received by residents by 20%. Saving £25k. • Communication will be targeted at topics of resident interest. ☺ • Introduce new satisfaction target for communications, set at 90%. First set of results in Sept 2010. 	March 2010	<ul style="list-style-type: none"> • We have launched 2 panels - the reader's panel which reviews One Magazine and the RIF's editorial Panel which inputs into all other resident communication and information. • The first meeting took place in July 2010.
			Who?	
		Importance !!	Impact	✓✓
Review communication methods ensuring they meet resident need. (Audit Commission – Recommendation 3) Survey results: <i>Residents prefer to get information via post (89%) and telephone (53%). Leaseholders (25%) want information by email.</i>	<ul style="list-style-type: none"> • Undertook a communication profile; identifying preferred means of communication and what information residents want to receive ★ • Provide alternative formats and translations for residents as needed. ★ • Increased the use of estate Notice boards to ensure information is kept up to date. ☺ 	<ul style="list-style-type: none"> • Reduced the volume of resident involvement and community investment communication ☺ received by residents by 20%. • We issue all communication to residents by their preferred method and format. First set of results in September 2010. ★ • Increased choice of location and start times of meetings. 	March 2010	<ul style="list-style-type: none"> • Communication profiling is completed and information is being issued in residents preferred format. • We are routinely publishing information on our website and make copies available at all reception points. We have also strengthened our use of estate notice boards. • Latest 'You said, we did' was published in June 2010.
			Who?	
		Importance !!	Impact	✓✓

Key - High Importance !!! Medium Importance !! Low Importance ! High Impact ✓✓✓ Medium Impact ✓✓ Low Impact ✓ 7

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Strengthen Resident Involvement

**Capacity and skills of residents – in particular:
Resident’s ability to influence strategic decision making.**



Objective	How we did it	Benefits (outcomes and impact)		When?	Evidence & Progress
Residents to chair all resident meetings. (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> We are providing support and training to residents who chair / want to chair meetings. 😊 ★ Introduced a resident chairs training programme. 😊 	<ul style="list-style-type: none"> Meetings will be resident led, not officer by September 2010. Increase the confidence of residents to lead and fully participate in discussions and decision making. 	April 2010	<ul style="list-style-type: none"> Agreed with tenants to chair meetings from Sept 10 Launched training to increase capacity and confidence of tenants to chair meetings – January 2010 Status: On hold till Sept 2010	
			Who?		Community Investment Manager
			Importance		!!!
Produce and publish a Resident consultation calendar. (Audit Commission – Recommendation 3)	<ul style="list-style-type: none"> Drafted, agreed and published resident consultation calendar. ★ 😊 Produced a 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. 😊 	March 2010	<ul style="list-style-type: none"> 4 consultation plans and summary of events have been agreed & published on OHG website in July 2010. Consultation calendar posted on OHG website May 2010. Status: Completed	
			Who?		Community Investment Manager
			Importance		!!
Update the Resident training programme. (Audit Commission – Recommendation 3) Survey result:-Target training at performance / financial management, and building confidence.	<ul style="list-style-type: none"> Recruit residents who want to chair meetings and who have previous experience. Revised training programme to incorporate results of the telephone survey. 😊 Conducted number of joint training between staff and residents. ★ 😊 	<ul style="list-style-type: none"> Increase residents’ skills in areas of performance and financial management. 102 tenants have received the training and found it useful. 😊 Increase the confidence of residents to lead and fully participate in discussions and decision making. 😊 	March 2010	<ul style="list-style-type: none"> The 2010 / 2011 resident training programme has been revised and launched. We now have identified a group of tenants who want to chair meetings and feel confident to do so. Status: Completed	
			Who?		Community Investment Manager
			Importance		!!

Key - High Importance !!! Medium Importance !! Low Importance ! High Impact ✓✓✓ Medium Impact ✓✓ Low Impact ✓ 8

Short Notice Inspection Final Progress Report - Resident Involvement

😊 Resident suggestion from a consultation event

★ Included in the 2009 / 2010 Service Improvement Plan

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	How we did it	Benefits (outcomes and impact)	When?	Evidence & Progress	
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"> • Completed full DDA assessments of all buildings. ★ • All buildings, with the exception of Chalk Farm (see progress column) are fully accessible. 😊 ★ 	<ul style="list-style-type: none"> • Every resident will be able to access any building (with exception of Chalk Farm Road) to attend meetings and visit staff and other residents. This was achieved by April 2010. 😊 ★ • Chalk Farm Road is subject to a further option appraisal to determine its immediate use and whether we will continue to operate from this office – a final decision will be taken in August 2010. • An Equality Impact Assessment of all offices will be complete by September 2010. 	June 2010	<ul style="list-style-type: none"> • Chalk Farm – A full options appraisal will be considered by the Executive in August. The appraisal will consider a range of issues including accessibility issues for residents and staff, capacity requirements of this office and others and the image this office conveys as a head office. • In April 2010 we did secure planning permission to install a lift from street level into the office and make other improvements internally. Internally this work was carried out, however the external work was conditional (a request of OHG's landlord) on us taking out a 10 year lease extension, hence the option appraisal paper. <p>Status – In progress</p>	
			Who?		Assistant Director of Human Resources and Facilities Management.
			Importance		!!!

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

Short Notice Inspection Final Progress Report - Resident Involvement

😊 Resident suggestion from a consultation event

★ Included in the 2009 / 2010 Service Improvement Plan

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	How we did it	Benefits (outcomes and impact)	When?	Evidence & Progress
Improve the monitoring of services against OHG's 7 diversity strands ; improving performance and addressing service barriers where needed. (Audit Commission – Recommendation 1)	<ul style="list-style-type: none"> • Created a new E&D special interest group, which will incorporate the work of the existing Quality of Life Group; expanding its remit and widening membership. • Delivered the E&D action plan and report on progress to residents through One magazine, website and through the E&D special interest group. • Completed a customer profiling exercise (see section below). ★ • Benchmarked our E&D data against other organisations. ★ • Produced and published Equality Assessments (against the 7 diversity strands) of the resident involvement service. ★ 	<ul style="list-style-type: none"> • Tailored services to better meet the needs of all residents, improving access where needed. 😊 ★. Examples include: Created a range of Community Investment E&D projects which are overseen by the E&D special interest group, introduced community champion accredited programme with Chartered Institute of Housing and TPAS, and established new Neighbourhood management plans. • Strengthened decision making through the improvement in data, knowledge and expertise. 	April 2010	<ul style="list-style-type: none"> • Equality and Diversity Strategy has been approved by the Board in July 2010. • E&D action plan is publicised on our website • Equality impact assessment (EIA) action plan has been put in place – 20 EIA screenings have been complete. Target to do 20 full EIA's in 2010/11. • 1st and 2nd phase of our customer profiling has been complete. The final phase is currently underway. • E&D special interest group meeting has taken place at the end of June 2010.
			Who?	
		Importance	Impact	Status: Completed ✓✓

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

Short Notice Inspection Final Progress Report - Resident Involvement

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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	How we did it	Benefits (outcomes and impact)	When?	Evidence & Progress	
Improve and update the information we hold about our customers. ★ (Audit Commission – Recommendation 1)	<ul style="list-style-type: none"> • Completed a customer profiling exercise. To date we have completed 74% new profiles, exceeding our 70% target. ★ • Analysed and reported profiling information against OHG's 7 diversity strands to residents via One magazine, the website and through the new E&D residents group • Report against performance targets and service standards by the 7 diversity strands. 😊 ★ 	<ul style="list-style-type: none"> • OHG currently holds customer profiles of 74% of residents. Our next target is 80% by September 2010. ★ • Ensure resident groups are representative of our customer profile. ★ • Developed a number of products that have tailored services to addressing local issues, delivering local services and improving local decision making. See evidence and progress column for examples. 	May 2010	<ul style="list-style-type: none"> • OHG currently hold customer profiles of 74% of residents. • This information has been used to tailor local services – examples include – 8 new Neighbourhood Management Plans and created special interest groups to express the opinions of under represented people ie Senior residents and the E&D group Status: Completed	
			Who?		Head of Service Improvement
			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"> • Completed Equality and Diversity training for all Board members and senior management. ★ • Delivered refresher equality and diversity training for all involved residents and staff. 	<ul style="list-style-type: none"> • Updated Equality and Diversity Strategy has been approved by the Board in July 2010. • Improved performance monitoring and scrutiny from all Board members. Board will receive E&D progress report in November 2010. • Increased awareness of E&D issues throughout the organisation and involved residents. ★ 	When?	<ul style="list-style-type: none"> • All Board Members have received full E&D Training • New E&D strategy approved by the Board in July 2010. • Updated E&D Action Plan • EIA programme – 20 will be complete by March 2011, currently 7 have been complete or are in progress. Status: Completed	
			Who?		March 2010
			Impact		Assistant Director of Business Management
		Importance	!!!	Impact	✓✓✓
		Importance	!!	Impact	✓✓

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

Short Notice Inspection Final Progress Report - Resident Involvement

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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	How we did it	Benefits (outcomes and impact)	When?	Progress	
Implement a Value for Money strategy and action plan. (Audit Commission – Recommendation 2)	<ul style="list-style-type: none"> • Agreed and published VFM strategy and action plan. ★ • Set up VFM work group (including residents) to ★ benchmark information and propose targets / Actions 😊 • VFM targets are embedded within business plans, 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 action plan has been issued to OHG Board in July for approval. • £1m VFM savings has been made as part of the Group Structure collapse. A 2.5% saving has been made to the 2010/11 annual budget and will be repeated over the next 4 years • Proposed that progress with VFM to be monitored by Michele Low from the TSA. Status: In progress	
			Who?		Group Finance Director
Baseline and benchmark our business costs and performance. (Audit Commission – Recommendation 2)	<ul style="list-style-type: none"> • Completed a HouseMark benchmarking exercise in March 2010. This is helping us to baseline our operating costs and drive efficiency savings. ★ 	<ul style="list-style-type: none"> • Benchmark information has been used to complete new VFM Action Plan – A savings target of 2.5% has been set for 10/11 and for each of the next 4 years. • Through the VFM work group engage residents in prioritisation work, setting efficiency targets and monitor the framework that assesses VFM of service. ★ 	When?	<ul style="list-style-type: none"> • Completed a HouseMark benchmarking exercise in March 2010. • Benchmarking information has been used to complete the new VFM Action Plan. Status: Completed	
			January 2010		Who?
		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	How we did it	Benefits (outcomes and impact)		When?	Who?	Progress
Produce and implement a new procurement strategy and action plan . (Audit Commission – Recommendation 2)	<ul style="list-style-type: none"> • Upon approval of the VFM Action Plan a new procurement strategy will be drafted and approved by the Board in September 2010. • The procurement strategy will be approved by the VFM work group. • Produced new set of VFM targets for the Resident Involvement service. • Increased awareness and focus on VFM issues by residents, staff and Board members. 	<ul style="list-style-type: none"> • Delivered more efficient services and reinvested those savings in other community projects. Examples of this work include: 2.5% saving on Resident Involvement services, working in partnership with SPHA to deliver OHG's employment and training initiative and a resident now provides food for events – saving £2k; this has been reinvested in the Community Champion training programme. 	May 2010	Group Finance Director	<ul style="list-style-type: none"> • Upon approval of the VFM Action Plan a new procurement strategy will be drafted and approved by the Board in September 2010. • Produced new set of VFM targets for the Resident Involvement service. Status: In progress	
						Importance
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. ★ 	March 2010	Assistant Director of Community Investment	<ul style="list-style-type: none"> • Produced new set of VFM targets for the Resident Involvement service. • Cost and value for money summaries will be published in the Annual Report in September 2010. Status: Complete	
						Importance

Key - High Importance !!! Medium Importance !! Low Importance ! High Impact ✓✓✓ Medium Impact ✓✓ Low Impact ✓ 13

Short Notice Inspection Action Plan - Glossary

Term	Definition
Action plan	A list of work to 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.
Housemark	An external body that assists social landlord in benchmarking their services
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.

Short Notice Inspection Action Plan - Glossary

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.
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 <i>Equality and Diversity</i> 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, Toynbee 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 cleaning, 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, ব্রেইলে (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 lazaadka 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

John Gregory
Group Housing Services Director
One Housing Group

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