

## Action Plan

|                                                          | Timescale |       |       | Action                                                                                                                                             | Output                                                                                                                                                | Key Player(s)                                              | Actual Date |
|----------------------------------------------------------|-----------|-------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|-------------|
|                                                          | 04/05     | 05/06 | 06/07 |                                                                                                                                                    |                                                                                                                                                       |                                                            |             |
| Introduce the Residents Partnership                      | X         |       |       | <ul style="list-style-type: none"> <li>Establish Group</li> <li>Selection of Chair</li> <li>Raise regular agenda item on T/C Board</li> </ul>      | <ul style="list-style-type: none"> <li>Input to Tai Cymdogaeth Board</li> <li>4 Meetings Per Year</li> <li>Wider circulation of key points</li> </ul> | Tenant Liaison Officer, Community Initiatives Co-ordinator | April 2004  |
| Provide development support to The Residents Partnership | X         | X     | X     | <ul style="list-style-type: none"> <li>Develop series of information presentations.</li> <li>Provide access to WTF/TPAS conference</li> </ul>      | <ul style="list-style-type: none"> <li>Training events publicised</li> <li>Number attended</li> </ul>                                                 | Tenant Liaison Officer, Training Section                   | ongoing     |
| Review Resident Volunteer (Key Tenant) Scheme            | X         | X     | X     | <ul style="list-style-type: none"> <li>Review by staff, residents and Key Tenants</li> </ul>                                                       | <ul style="list-style-type: none"> <li>BVSR report</li> <li>Distribute findings</li> <li>Implementation of Recommendations</li> </ul>                 | BVSR Team                                                  | Dec 2005    |
| Introduce Resident Training Package                      | X         | X     | X     | <ul style="list-style-type: none"> <li>Develop links with WCVA and local training providers</li> <li>Introduce menu of training options</li> </ul> | <ul style="list-style-type: none"> <li>Increased participation</li> <li>Greater capacity of those involved</li> </ul>                                 | Training Section, Tenant Liaison Officer,                  | ongoing     |
| Staff Training                                           | X         | X     | X     | <ul style="list-style-type: none"> <li>Develop training package for TP</li> <li>Wider use of focus groups</li> </ul>                               | <ul style="list-style-type: none"> <li>Move from survey only consultation</li> <li>Focus group findings</li> <li>Increased participation</li> </ul>   | Training Section, Tenant Liaison Officer, Directors.       | ongoing     |

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| Consult with Residents on Tenant Participation and Community Development budgets. | X | X | X | <ul style="list-style-type: none"> <li>• Consultation with resident groups regarding resources</li> <li>• Community Chest Group</li> <li>• Staff Group</li> </ul>                      | <ul style="list-style-type: none"> <li>• Resident Participation agenda and minutes.</li> <li>• Raised Awareness</li> <li>• Meaningful budgets</li> <li>• Budgets set</li> <li>• Resource implications acknowledged</li> </ul> | Community Initiatives Co-ordinator, Finance Dept. | Annual – 2005 & 2006 |
| Produce a performance monitoring framework to reflect priorities                  |   |   | X | <ul style="list-style-type: none"> <li>• TEG evaluation of Resident Partnership</li> </ul>                                                                                             | <ul style="list-style-type: none"> <li>• Minutes</li> <li>• Survey Results</li> <li>• Continual Development of Resident Participation</li> </ul>                                                                              | Tenant Liaison Officer,                           |                      |
| Develop Areas of Interest Database                                                | X | X | X | <ul style="list-style-type: none"> <li>• Market Scheme</li> <li>• Information at lettings</li> <li>• Publicise internally</li> </ul>                                                   | <ul style="list-style-type: none"> <li>• Increased Numbers</li> <li>• Meaningful Focus Groups</li> <li>• Findings</li> </ul>                                                                                                  | Tenant Liaison Officer, New Home Team,            | 2004 and ongoing     |
| Implement methods of increasing involving from BME groups                         | X | X | X | <ul style="list-style-type: none"> <li>• Implement recommendations of MVH report.</li> <li>• Enroll BME Resident Volunteer</li> </ul>                                                  | <ul style="list-style-type: none"> <li>• Improved access to services</li> <li>• Services reflect needs of BME</li> </ul>                                                                                                      | Community Development Team                        | ongoing              |
| Disseminate feedback from consultations to residents                              | X | X | X | <ul style="list-style-type: none"> <li>• Better use of News &amp; Views</li> <li>• Use of Resident Partnership</li> <li>• Increased use of web-site</li> <li>• BVSR reports</li> </ul> | <ul style="list-style-type: none"> <li>• Raised awareness</li> <li>• Better informed participants</li> </ul>                                                                                                                  | Tai Cymdogaeth –Drive programme                   | ongoing              |
| Introduce regular tenant satisfaction surveys                                     | X | X | X | <ul style="list-style-type: none"> <li>• Development of survey questionnaire</li> </ul>                                                                                                | <ul style="list-style-type: none"> <li>• Changing issues highlighted</li> <li>• Survey results</li> <li>• Group involvement</li> </ul>                                                                                        | Tai Cymdogaeth, Tenant Liaison Officer            | ongoing              |
| Facilitate IT Access                                                              | X | X |   | <ul style="list-style-type: none"> <li>• Installation of IT for public access in area offices</li> </ul>                                                                               | <ul style="list-style-type: none"> <li>• Increased use of web-site</li> <li>• Increased Involvement</li> </ul>                                                                                                                | IT Support, Tai Cymdogaeth                        | 2005                 |

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| Widen consultation base                     | X | X | X | <ul style="list-style-type: none"> <li>• Introduction of methods to consult with young people -KidZone</li> <li>• Work closer with Residents of Sheltered Housing</li> <li>•</li> </ul> | <ul style="list-style-type: none"> <li>• Increased awareness of youth/ sheltered housing issues</li> <li>• Sheltered housing/youth perceptions fed into future actions</li> </ul> | Communications Team, Tenant Liaison Officer, Co-ordinator Older People, Wardens | ongoing  |
| Introduce Customer Service Inspector Scheme |   |   | X | <ul style="list-style-type: none"> <li>• Recruit and Train</li> <li>• Provide ongoing admin support</li> </ul>                                                                          | <ul style="list-style-type: none"> <li>• Improved quality and frequency of feedback standards of service</li> </ul>                                                               | Community Liaison Worker, Tai Cymdogaeth                                        | May 2006 |
| Review Strategy & Action Plan               |   |   | X | <ul style="list-style-type: none"> <li>• Consultation with Resident Partnership, Resident Volunteers Community Initiatives Section</li> </ul>                                           | <ul style="list-style-type: none"> <li>• Provision of relevant strategy</li> </ul>                                                                                                | Community Initiatives Section.                                                  |          |