

	Area of work	Recommendations	Who	From when
1	Area Panels	Merge the Area Panels into one Citywide Panel for a trial period <i>The four Area Panels remain and continue to be reviewed until March 2018</i> (with) more time for discussion, less time on reports. Issues and reports will be based upon a wider range of engagement activities. Increase to five a year in line with the Housing & New Homes Committee. NB Words struck out and those in italics reflect the amendment made at the Special Area Panel on 25 th May 2017.	BHCC	September 2017
2	Resident Only meetings	Continue the four Resident only meetings, with Resource Centre support for a year in the first instance. Residents can share their one, two and three star items and plan how they will share their success stories at the Citywide Panel. Five meetings to be held a year, in line with the Citywide Panel.	Residents	September 2017
3	Residents' action plans / Three star blue pages	Use three star items from Tenant / Resident Only meeting and customer feedback to develop residents' action plans (monitored) by the four Service Improvement Groups (SIGs) and the EDB Panel at quarterly meetings. Some of the three star items may lead to a service review and agenda time at the citywide meeting.	Relevant Managers / residents	Sept 2017
4	One and two star blue pages	Enquiries about repairs and planned works etc will be decided at the Resident Only meetings and may be sent to P&IEnquiries@brighton-hove.gov.uk A list of numbers useful for making enquiries and councillor contact details has been circulated with these papers. Two star association issues that occur following an enquiry will be responded to as soon as the item is received and a response sent to the association and Chair of the Tenant / Resident Only meeting. The emails above and phone numbers will be circulated to the associations. If necessary a quick response meeting can be organised.	Housing	May 2017
5	Housing &NH Committee reports	SIG and Citywide Interest Group feedback to be included in relevant Housing & New Homes Committee (H&NHC) reports.	Authors of reports	From May 2017
6	Service Improvement	Republish the 'Everyone Counts' leaflet and send to every tenant, and make copies available in all information points and customer service centres.	Resident Involvement	July 2017

	Groups recruitment		Team (RIT)	
7	Citywide Conference	Align with other housing providers and hold one conference a year, use time for events on estates.	Sub group/ RIT	July 2017
8	Broadening involvement	Have Housing led events on estates so residents can let us know what they think about where they live and the landlord service.	RIT	From July 2017
9	Broadening involvement	'You said we did' messages on website, social media, in housing offices and in Homing In. Give information when improvements cannot be made and the reasons why.	Housing Services	From April 2017
10	Broadening involvement	Use feedback from tenants and Tenants and Residents Associations (TRAs) by email, phone and one off consultation exercises giving regular opportunities to let the council know what they think about landlord services and service development.	Housing Services	From October 2017
11	Scrutiny	Replace the Tenant & Resident Scrutiny Panel with service reviews. Where an issue comes up that requires challenge or a deep review, one of the SIGs or a sub group of one, or another tenant group to undertake a review of that aspect of the service and make recommendations for improvement.	SIGs	June 2017
12	Support for reps	Bus tickets and taxi vouchers continue, reps requested to use the bus or share taxis where feasible. Neighbouring reps to share phone numbers to enable more taxi / car sharing. Petrol costs covered where cheaper than public transport.	RIT / reps	April 2017
13	Support for reps	Pay volunteer travel expenses at the same rate as council staff expenses. In addition to this childcare and carers expenses available at the living wage rate for non-family members.	RIT	On a needs must basis
14	Support for reps	The RIT to investigate where the use of paper and paperwork at meetings can be reduced.	RIT	From April 2017
15	Homing In	To ensure that it has a wide appeal to all residents and that there is an opportunity for residents to actively input into the magazine.	Performance Team	Ongoing
16	Homing In	Moving our current Customer Online Service customers (2,000 residents) who interact with us online to the online version of Homing In with the option to opt into a paper copy if they choose.	Performance Team	Sept 2017
17	Homing In Editorial Board	To expand the remit of the Editorial Board to have a broader media role.	Editorial Board	Sept 2017

18	Tenants and Residents Associations (TRAs)	TRAs to consider their use of newsletters and Facebook, using the Resource Centre or RIT for support as needed.	RIT / Resource Centre	Requested agenda item for TRAs
19	TRAs	TRAs encouraged to set the dates of the general meetings for the year at the Annual General Meeting (AGM). TRAs to discuss their aims for the year at the AGM. An ongoing reference for the group's activities the basis of any end of year review and Chair's Report at the next AGM.	TRAs / RIT	At TRA AGMS
20	TRAs 'health' check list	The Involvement & Empowerment Service Improvement Group to develop a TRA "health" check list to include in the Handbook for TRAs being developed. Support to be offered to TRAs who need help for them meet their aspirations and obligations identified in the health check that will be sent out leading up to AGMs.	RIT / I&ESIG	Health Check by July 2017
21	Resource Centre	RIT to identify any TRAs who have not accessed training for some time and strongly recommend that they refresh their learning. The Working Together as a Group training will be promoted. Resource Centre to increase support for TRAs to be more independent and have more action focused meetings. Increase proportion of training aimed at publicity and outreach	RIT / Resource Centre	October 2017
22	Resource Centre	Resident Involvement Officers to meet residents at the Resource Centre, especially if they are newly involved.	RIT	From April 2017
23	Resource Centre	Maintain existing levels of funding, support the Tenant / Resident Only meetings to be self-sustaining and use the resources to deliver the work above.	Resource Centre	April 2017
24	Newsletters	RIT to carry out further promotion with TRAs to ensure they are aware of resources available to produce newsletters at the Resource Centre.	RIT	October 2017
25	Newsletters	Funding for newsletters provided based on the portion of HRA homes in the area.	RIT/Resource Centre	From July 2017
26	Training	Continue to support access to workshops provided by Trafford Hall, limiting individual access in order to promote to a wider range of tenants.	RIT	April 2017
27	Training	Training to be strongly recommended for new and existing reps. Accreditation is given to all participating in the workshops.	RIT	February 2018
28	Housing Academy	RIT and colleagues to develop a series of workshops focussed on raising both representatives and interested tenants knowledge of Housing services, and ability to engage productively with service improvement activities. Workshops to be delivered in-house, by external trainers, or with contributing residents as appropriate; and be highly interactive and designed with range of learning styles in	Housing Services	February 2018

		mind. Residents on the Panel and Service Improvement Groups will have increased ability to scrutinise performance.		
29	Community rooms	Management committees to work together to achieve the maximum community benefit from the rooms. Increase residents use of the rooms with RIT providing risk assessments where the low risk activities are covered by the council's public liability insurance.	Management Committees RIT	From May 2017
30	Community rooms	If possible community rooms to sign a lease to ensure responsibilities are agreed. Committees to take responsibility for breakdown maintenance/running repairs, as well as payment of rent and rates, and payment of utilities where possible. Committees need to become unincorporated organisations so they are not personally liable for any debts.	RIT / Management Committees	2 pilot leases developed by December
31	Community rooms	The council will provide support with utilities and maintenance costs where the income from the room cannot cover this as the room is only used by residents. Here room hire should not be charged to Housing or recognised TRAs who don't have a community room. Overall viability?	RIT / Management Committees	From May 2017
32	Community rooms	The council will provide regular health and safety checks, regular water safety checks, and an out of hour's service. A Management Committee Handbook will be created to ensure that all responsibilities of both the council and the committee are met.	RIT / Management Committees	April 2017
33	Measuring impact	Develop a tool to capture all of the resident involvement activities in Housing and keep a track of changes made as a result – what alters, what the cost is and the impact of changes made eg did it lead to the desired outcomes. The Involvement & Empowerment Group to monitor the progress of this action plan.	RIT	June 2017
34	STAR Survey	A task and finish group will analyse the findings of the STAR Survey and identify areas where service improvements can be made.	Residents Officers	June 2017