



Resident Senate Strategies Project - twelve month review

A. Project purpose and extent to which this was met

A.1 The main aim of this project was to establish a system for resident input on new strategies which go to the Board for approval. The system is illustrated by the flowchart at appendix 1.

A.2 The purpose of the project has been successfully achieved and the system is working well, having been fully tested on three strategies with two further strategies currently at the early stages of the system.

B. What has worked well

Things that have worked well include:

1. Green Papers from Senate to the Board . these accompany each strategy which the Board is asked to approve and they provide the Senate's recommendations. The Green Paper ensures a resident viewpoint is considered by the Board before a new strategy is adopted;
2. Having a space for a management comment on the Green Paper . this helps the Board see quickly and clearly which areas are agreed upon and any areas of a divergence of opinion between Senate and Management;
3. Good links with Board including feedback from Board to Senate (either by Minutes being shared or specific feedback from Chair);
4. The process has become embedded quickly and so all customer-facing strategies which have gone to the Board so far have been through the process;
5. Where the Senate has been involved at an early stage of the strategy, this has allowed Senate to influence and shape the initial ideas and has worked better than commenting on an almost finalised draft.

C. Recommendations for future

1. Publish and share with the Senate a list of all strategies and key policies planned for review / drafting in the coming year to allow Senate to prioritise and plan its work;
2. Involve the Senate at the early ideas stages+of strategy planning where possible (eg if it is a brand new strategy);

3. Increase the links between Senate and wider resident groups to ensure a more balanced viewpoint (see Linkages Project review);
4. Senate to start monitoring the delivery and achievement of strategy outcomes (for example by half-yearly reports).

Appendix 1 – Flowchart showing system for new customer-facing strategies (taken from staff guide)



