

Ref.	Recommendation	Soha's Response	Responsible	Timescale
RI1	Prepare Tenant and Resident policy as Soha's commitment given in the Tenant Involvement Statement, as in the Housing Corporations mandatory requirement.	We agree this needs to be consistent. We are updating the TI statement, following a review by the T Forum and this will not refer to a RI policy (as the direction is set by a strategy). We will follow HC Resident Involvement policy and best practice.	Lisa Morris	Feb 08
RI2	All department policies and procedures to be updated to include RI aims, incorporating the RI sections of the Soha Housing Compact.	Agree. All policy reviews will now include RI section.	Catherine Little	From Dec 07, ongoing
RI3	Develop measurable monitoring procedures.	Agree that targets need to be as SMART as possible. Considering how best to work with managers to improve this. HR to consider how best to monitor.	Richard Peacock Katie Legg	Feb 08 Apr 08
RI4	Devise better methods for feedback both to and from staff.	Agree. We will discuss possibilities with the Staff Consultative Committee – ideas include internal newsletter, intranet. RI training at team meetings will also help here.	Lisa Morris	Mar 08
RI5	To gather more quality information on tenants who express an interest in being involved, so as to target them better, and allowing them to keep within their comfort zone.	Agreed. This is being done through the data capture. Following this, we will review the RI menu to check how representative involvement is and alter as necessary.	Lisa Morris	May 08 Jul 08
RI6	Review the amount and content of the documents issued in relation to RI to avoid repetition and confusion.	Agreed. This can be done as part of review of literature (with tenants' help). The structure is also better set out in the new RI training manual.	Lisa Morris	2008
RI7	Provide continuous RI follow up training to staff.	Agreed. We have started a programme of training staff at team meetings. Managers have also had a briefing and we have started a programme of visits to other organisations to see best practice RI in different	Lisa Morris	Started. Ongoing programme

		departments.		
RI8	Continuous monitoring of the progress of the Resident Involvement action plan will be required.	Agreed. This is monitored regularly by LM with at least 3 reports a year going to the Forum. Is there more needed?	Lisa Morris	Ongoing
RI9	Staff Resident Involvement Objectives document needs to be clearer, less repetitive and continuously monitored.	Soha will review how it collates and presents the staff RI objectives with the aim of making them clear for all staff to be aware of what we are doing. This will also help with RI4. Talking to HR about better monitoring (as RI3)	Lisa Morris Richard Peacock Katie Legg	Apr 08
RI10	Consider involving a customer Service Advisor in the sign up of new tenants to introduce themselves and their service.	To be considered. CS team is already quite stretched and we need to discuss the value for money of attending signups, as these take a considerable time.	Richard Peacock Carol Hall David Churchyard	Jan 08
RI11	Explore methods to involve younger families in RI activities.	Agreed. Started work on this and it is now a staff objective.	Jackie Silver	Started. Ongoing.
RI12	Provide guidance to clearly define difference between Involvement and Consultation.	Agree. This had already been done as part of initial staff training. However, we will revisit. It has also now been raised as part of the Forum Away Day.	Lisa Morris Richard Peacock	Started.
RI13	Shared owners and Leaseholders should be included in RI and a method of reaching them on a more regular basis must be developed i.e. include in distribution of Home Talk & Tenants' Times.	Agree. Newsletters should go to shared owners and leaseholders and we will make sure this is always the case. Some success of shared owners getting involved – e.g. mystery shopping.	Lisa Morris	Ongoing. Monitor as part of RI5
RI14	Tenant Forum Members should seek to acquaint themselves with staff and their job roles in Soha's various departments.	Soha will be happy to help with this and we'll consider the best way to do this, eg. Job shadowing month for TF members? Departments holding 'away day' session for members? It also fits in well with initial needs analysis for TF training plan in 2008-09.	Lisa Morris Richard Peacock Catherine Little	2008

Richard Peacock	Chief Executive
Lisa Morris	Resident Involvement and Marketing Manager
Catherine Little	Policy and Initiatives Manager
Katie Legg	Personnel
Carol Hall	Director of Customer Services
David Churchyard	Customer Services Manager
Jackie Silver	Resident Involvement Officer