

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

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

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