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GreenSquare Resident Involvement Oct 2010				
Mechanism	Stage of development - Westlea	Stage of development - OCHA	Progress to date	The way forward
Resident Inspectors	<p>The resident inspector project at Westlea is still at a learning and development stage. The membership has changed. Six inspectors carried out the first inspection. Two of the initial team have left and a further four have joined the group for this second inspection. There are currently 8 residents involved in the project. During this second inspection the group taken on more responsibility - have made the decisions about how the inspection should be carried out, written the surveys that went out and are writing the final report.</p>	<p>Like Westlea, OCHA's Inspectors are still at the learning and development stage.</p> <p>We have 7 trained Inspectors at present.</p> <p>They have completed 2 Inspections so far, Voids and Estate Walkabouts.</p> <p>They have written 1 report with recommendations and are writing their second at present.</p>	<p>Since forming the inspector group in April 2009, the Westlea team have completed one inspection of ready to let standards. They are currently writing their report which would complete their second inspection which was to investigate resident involvement in estate walkabouts.</p> <p>The two inspection teams have not compared progress during this second inspection. It is important that staff facilitate a group approach as logistically it would be difficult for residents to do this independently at this stage.</p>	<p>The inspector team at Westlea will take on a more independent role with staff supporting and advising rather than leading the way. They have asked whether they can choose the topic of their next inspection and I would propose that this discussion is carried out with the OCHA team.</p> <p>I recommend we ask both teams of resident inspectors how they would like to stay in contact during the inspections.</p> <p>It has also been recommended that staff stay in contact on a regular basis. This will help ensure that both teams are taking a similar approach and using consistent methodology.</p> <p>It is also recommended that a new strategic lead is put in place for this project to embed it more effectively into the RI & review structures.</p>
Mystery shoppers	<p>Two rounds of shops have been carried out since the Westlea mystery shopping team was created.</p> <p>We discussed issues raised at Westlea and concluded that there was no need for further training with existing Westlea mystery shoppers.</p>	<p>A decision was made by OMT in May to suspend mystery shopping of the Customer Service Centre and to concentrate on mystery shopping housing officers (to meet request by RSP and a mock inspection action point). In practice we have found that in order to include all the mystery shoppers we are</p>	<p>The OCHA mystery shopping of housing officers has just been completed, and the data is still to be analysed.</p> <p>Clare Leal is currently working with Westlea team leaders to develop realistic scenarios. The next round of shops will be October.</p> <p>A training day for new OCHA mystery</p>	<p>The housing officer mystery shopping was difficult to organise (as most calls are taken by the CSOs), and initial feedback from the shoppers suggests that they found it difficult to do. We will review the process and decide whether it is cost effective to continue to mystery shop housing officers.</p> <p>We will need to review the real-time mystery shopping pilot and decide whether to continue with it in the current format.</p>

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		<p>using a mixture of scenarios for housing officers and for CSOs.</p> <p>Real-time mystery shopping (branded Making your experience count) has been piloted. We have not been able to maintain a useful level of responses (but see Leasehold Services below).</p>	<p>shoppers, with contributions from existing mystery shoppers, is planned for 11 September. This will be followed by a round of mystery shopping.</p>	
	<p>Clare Leal has met with the Leasehold Services team to consider how they can make best use of mystery shopping.</p> <p>Clare Leal has met with the Asset management team regarding the possibility of mystery shopping asset management. We agreed not to as they have a range of customer feedback sources, and it would be difficult to construct repairs based scenarios.</p>			<p>The Leasehold Services team are planning to adapt real-time mystery shopping to use for feedback from their service users.</p>
Joint resident training	<p>The Residents Forum has approved the proposal of a Green Square RI Certificate. A steering group of residents will help set the scheme up, agree the modules and how the programme will be monitored.</p>	<p>Much like Westlea OCHA will set up a steering group of residents to look at how we set up and monitor our RI Certificate.</p>	<p>We have agreed to introduce a Green Square Resident Involvement Certificate as a way of having a training standard across the group.</p>	<p>We need to decide when we are going to introduce the Certificate and how we will market it.</p>
Scrutiny Panel	<p>RSP established 24th February 2009. August 2009 the CIH produced a baseline report that looked at TOR especially in relation to a call for action, areas of business activity, role of the panel in relation to other tenant engagement & relationships with the Board and communication. The Panel selected an independent Chair for the initial 12 months to support their development.</p> <p>The Panel has been supported by a training programme and individual members have taken on portfolios. Average turnout of</p>		<p>The RSP decided a list of 3 enquiries in the 1st year; electrical heating and affordable warmth, aids & adaptations and anti social behaviour. The 1st was completed in the year 09/10 & on the affordable warmth enquiry 4 out of 6 recommendations were accepted by the Board. This enquiry also prompted a review of how</p>	<p>There is a need to address fully the issues raised by the 2010 CIHConsult report including recruitment. As the Panel moves forward with a resident Chair then it will need ongoing training and support.</p>

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	<p>residents for meetings has been 91% but there has been recruitment problems with 3 residents leaving the Panel in the 1st year due mainly to health issues. 3 members were new to participation.</p> <p>A review report in 2010 by Consult CIH identified a number of issues :</p> <ul style="list-style-type: none"> • The appointment of the Chair • Membership • Overlap with Westlea's Resident Forum • Training and development needs • Communication with Boards, Committees & resident groups <p>It was agreed in March 2010 that the Panel become part of the Governance structure by the GreenSquare Board.</p>	<p>residents were involved in budgetary decisions and the Residents Business Plan process & concluded that there was a need "to achieve a greater level of transparency and accountability to residents" and to establish participatory budgeting.</p> <p>The aids & adaptations enquiry concluded a need to consider a more coordinated approach across the group.</p> <p>The Panel looked at the balanced scorecards and also agreed that any review from the Continuous Improvements Programme should be submitted to Panel Portfolio holders upon completion plus any review linked to a Panel enquiry would be submitted to the Panel for review.</p>	
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