

NEIGHBOURHOOD MANAGER SCRUTINY REVIEW
MANAGEMENT RESPONSE AND ACTION PLAN

APPENDIX 1

Recommendation	Owner	Actions / Comments	Implementation Date	Review Date
<p>1. A training plan to be developed for Neighbourhood Managers to be able to help them promote Resident Involvement at all levels. This would be repeated at regular intervals to allow for staff turnover.</p> <p>BENEFIT: All NMs will be given consistent training and support relating to Resident Involvement.</p>	Resident Services	<p>Agreed. Will now form part of the work plan for 2016/17.</p> <p>Update</p> <p>Training developed and delivered to all Neighbourhood managers</p> <p>Evidence</p> <ul style="list-style-type: none"> • Training slides • Consultation guide 	June 2016	December 2016
<p>2. To improve the Resident Involvement section of the Residents' Handbook and the Peabody website, bringing the information within up to date.</p> <p>BENEFIT: Residents will be given relevant information on involvement opportunities.</p>	Resident Involvement team	<p>Agreed. All information to be updated to reflect the opportunities available.</p> <p>Update</p> <p>A new resident involvement handbook has been issued.</p> <p>Evidence</p> <ul style="list-style-type: none"> • Resident Involvement guide 	April 2016	October 2016
<p>3. Update and improve current Resident Involvement publicity.</p> <p>BENEFIT: Residents will be able to see what opportunities are available to them.</p>	Resident Involvement team	<p>Agreed. New Resident Involvement Guide is currently being designed and will reflect opportunities available, including an emphasis in digital involvement.</p> <p>Update</p> <p>A new resident involvement handbook has been issued.</p> <p>Evidence</p>	April 2016	October 2016

		<ul style="list-style-type: none"> • Resident Involvement guide 		
<p>4. To review how RI is promoted in general, taking into account the survey results from interviews with new residents.</p> <p>BENEFIT: Residents will be aware of the involvement service and will know how to get involved if they decide to.</p>	Resident Involvement team	<p>This will form part of the Resident Involvement team's implementation of the Residents Council and the digital involvement offer of the next few months.</p> <p>Update</p> <p>The approach to resident involvement has been reviewed – all of the new involvement options are included in the Resident Involvement guide. This includes the Service improvement groups, which is a digital platform for resident involvement. Resident involvement has also been promoted throughout the organisation through team talks.</p> <p>Evidence</p> <ul style="list-style-type: none"> • Resident Involvement guide • Service improvement groups – website link - www.serviceimprovement.org • Team talk presentation 	June 2016	December 2016
<p>5. Peabody to complete a cost/benefit analysis of estate offices. The Panel wanted to look at the feasibility of the option of reinstating estate offices to make the NMs more visible on estates and give residents the opportunity to speak with them face to face.</p> <p>BENEFIT: To ascertain whether or not reinstating any estate offices is feasible and/or beneficial.</p>	Resident Services	<p>This has not been agreed by Resident Services, however they are currently working with IT to provide NMs with effective ways of mobile working.</p> <p>It is intended that with better mobile working NMs will be able to spend more time out and about on estates, thus being more visible to residents. Hand held devices will give NMs real time access to information meaning they can deal with resident's issues on the spot instead of following up back at an office.</p>	September 2016	March 2017
6. Peabody to acknowledge and consider the	Resident	The Resident Involvement team will work with	May 2016	November 2016

<p>profile of incoming residents.</p> <p>BENEFITS: To be sure that the Resident Involvement service is targeted at the right audience in the right way.</p>	<p>Involvement team</p>	<p>Customer Insight to gather E&D information on current and incoming involved residents.</p> <ul style="list-style-type: none"> This information is collected for each incoming resident and monitored quarterly 		
<p>7. A more robust and structured way to be developed of monitoring and reviewing Neighbourhood Charters.</p> <p>BENEFIT: The benefit or failing of particular charters would be easily visible and changes could be made.</p>	<p>Resident Services / Resident Involvement team</p>	<p>Agreed. The success of a charter is set out in the relevant impact analysis. The current format will be reviewed during Q1 of 2016/17.</p> <p>UPDATE</p> <ul style="list-style-type: none"> Neighbourhood charters have been reviewed. 	<p>June 2016</p>	<p>December 2016</p>