

Training of new RF members	Existing RF members to determine training needed for new members	After the new members join & on going mentoring and training	New members fully inducted and confident in their new role as a RF member – this is delivered by the Residents Forum officers	Venue, if necessary
Agree consultation proposals in conjunction with the Service Review Plan RF members being aware of the six new service standards	We will see an increase of staff attending the residents forum with an outline of proposals for discussion and input by the RF, and in particular how they have involved residents in the consultation and decision making process. The results of the resident involvement and what changes have/will be made to the services that have been influenced by resident involvement.	Ongoing -	Feedback to RF on results and consultation and Service Reviews. Question the amount of residents involvement. Invite WHO to give feedback. Compare to other housing associations See proposals before they are implemented.	Staff to recognise resident input before at the start of the process Residents Forum to have a detailed Service Review programme Training needed on Service Reviews to get a better understanding. Need to know how Westlea do their standards.
Monitor and promote the spending of the Community Investment Fund	Resident Forum members to Review the application process & impact assessment for 2009/10 and look to make improvements Review the application forms	Ongoing	Budget spend of £6,000.00 and ensure appropriate monitoring and feedback on projects Looking at the end project. More feedback to see how the money has been spent. Agree at RF meeting volunteers to	Budget spreadsheet of actual spend to be provided for Residents Forum Meetings

			have a look at CIF projects that have been approved.(costs of transport can not be claimed)	
Monitor Residents Budget £6,000 – for Transport, Resident Involvement activities and Training	Regular updates in Home Mag & local newsletters Visits/inspections. Carry on keeping eye on the budget Receive regular budget updates from Westlea	Ongoing		Need to assess, monitor and review. Evaluate training Information / training through RF members Budget updates
Residents Business Plan	Review the Residents Business Plan 2010/11	At RF Meetings Quarterly Balance Score Card June 2010 October 2010 January 2011	Check that progress has been made Residents Forum to feedback concerns back to the head of services when ?	Review feedback and information from Westlea Heads of Services Dept.
Customer & Community Involvement Strategy 2010- 2013	Receive quarterly updates from the Neighbourhood Involvement Team	June 2010 October 2010 January 2011	Check progress has been made in year 1 of the action plan and feedback to the Neighbourhood Involvement Team when ?	Feedback from Westlea. Involvement in Walkabouts (costs can not be claimed by RF members)
Residents Communication Action Plan	Monitor the residents communication action plan	At RF meeting Ongoing	Check progress has been made in year 1 against year 1	RF to get a copy of

				Action plan.
Constitution and Code of Conduct	Update if necessary & advertise amendments in HOME. Before RF AGM in April 10	March 2011 Review annually	At least 21 days before the next AGM Residents Forum to review impact of Constitution 2010	
Review Residents Forum plan and performance	Develop a new training programme that meets the needs of the residents group in line with the outcomes of the BOM & DF away in 2009 Induction / orientation for new RF members	If the RF have less meetings in line with the BOM more training and away days can be developed	Increase skills and knowledge for all residents on the forum in governance, service reviews in line with the TSA standards	Training and support in our roles – budget.
2 RF members attending the TPAS Annual Conference	Goes to RF forum for vote. Officers that have not been before get first priority.	July 23-25 2010 TPAS confirmed	By feedback from RF members. Attendees must report back at the next meeting	Transport arrangements
Give ideas and monitor Westlearn	Attending training. Identify areas for training. Residents training reports	Reports June Oct Jan	Members showing off their skills learned – feedback from members sharing skills. Receive quarterly report budgets	Budget training courses
Pilot links with Area Boards	Send a Rep		Feedback from Reps	Train and build confidence of residents to influence Area Boards.