Community Involvement Strategy & Action Plan

2011-14

Supporting You, Building Communities

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Foreword

At Apex Housing Association we are committed to working in partnership with you, our tenants living in our general needs accommodation and our residents living in our Supported Living Schemes, (our tenants and residents), by providing a range of opportunities for you to become involved in your community and the decisions that affect you.

At March 2011, we provided services to almost 3,500 tenants and residents living in a range of settings across Northern Ireland. While approximately 2,300 of you live in 'general needs' accommodation, more than 1,000 reside in our Supported Living Schemes. Our Community Involvement Strategy & Action Plan seeks to provide a range of involvement options and maximise the opportunities for all of you to become involved.

In endeavouring to maximise involvement opportunities and the benefits it can bring, we have sought to ensure compliance with the regulations, standards and best practice relating to involvement. Since implementation of our last Strategy 2008-2011, new guidance and best practice has been published by various bodies, including the Regulation & Quality Improvement Authority (RQIA) and Supporting People (Northern Ireland Housing Executive). In developing our new Strategy & Action Plan, we have sought to ensure compliance with this guidance and best practice to ensure you are provided with relevant information, consulted and given the opportunity to be involved.

We are committed to sharing information, consulting you about decisions that affect you, and developing and promoting opportunities for you to become involved. This Strategy & Action Plan tells you how and why we do this and how you can become involved.

Through implementation of this Strategy & Action Plan we want to empower our communities, make them sustainable, ensure equality of opportunity and improve the services we deliver to you.

Development of this Community Involvement Strategy has taken account of regulatory standards, best practice, and consultation with 'interested parties', including our tenants and residents, our staff, our regulators, funders and those with expertise in the area of community involvement and tenant participation. I would like to thank all of you who helped to develop the Strategy & Action Plan.

We look forward to working in partnership with all of you during the next 3 years to ensure effective involvement and to continue to improve the quality of the services we deliver.

Mr Gerald E Kelly
Chief Executive
Apex

General Information

- This document is available in alternative formats on request.

- When we refer to tenants and residents we mean tenants of Apex who live in general needs accommodation and Apex residents living in Supported Living schemes.

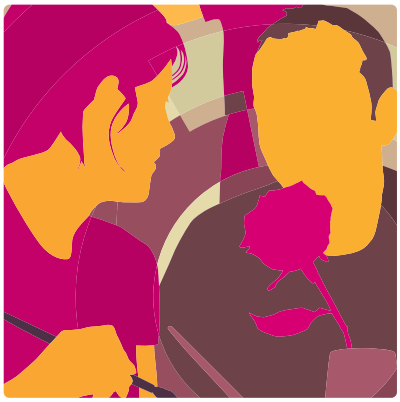
- Should you require further information on Community Involvement or if you are interested in becoming more involved, please contact:

  The Tenant Participation Officer
  Apex Housing Association
  10 Butcher Street
  Londonderry
  BT48 6HL

  Tel: 028 7130 4800
  Fax: 028 7130 4801
  E-mail: info@apexhousing.org

  You can also log onto our website at: **www.apexhousing.org** for further information.

- Development and implementation of this Strategy & Action Plan seeks to promote equality of opportunity. We will promote equal access to services by responding to the different needs and service requirements of people regardless of sex, race, colour, disability, age, marital status, ethnic origin, religion or belief, sexual orientation or gender.



i. Welcome

This is the fourth Strategy & Action Plan developed by Apex, in consultation with interested parties. The Strategy & Action Plan reflects our commitment to improve the quality of our housing and related services through partnership working.

The Strategy & Action Plan puts our tenants and residents at the centre of what we do and how we do it. We are inviting people to become involved, offer an opinion, comment on our services and challenge us to improve. We are offering opportunities for people to be involved at a level which they choose.

As we launch our Strategy & Action Plan for 2011 - 2014, our challenge is to continue to ensure effective involvement, meeting the new standards and best practice principles introduced since development of our last Strategy & Action Plan in 2008.

This Strategy & Action Plan:

- Tells you the standards, best practice and consultation outcomes we have considered when developing this Strategy & Action Plan.
- Sets out our aims and objectives for involvement in the next 3 years.
- Outlines what has been achieved to date by working in partnership with our communities.
- Defines the standards our tenants and residents can expect in regard to information, consultation and involvement.
- Details the resources we will put in place in order to provide tenants with effective involvement.
- Outlines the ways in which our tenants and residents can become involved.
- Tells you how we will monitor, evaluate and report to you on implementation of the Strategy & Action Plan.
- Sets out what we will deliver in the next 3 years.

Apex is firmly committed to working in partnership with our communities to achieve this.

ii. Standards, Best Practice & Consultation

Apex is committed to:

- Providing the highest quality services;
- Ensuring compliance with legislative and regulatory requirements;
- Implementing best practice; and
- The effective involvement of our tenants, residents and the wider community.

Our new Strategy & Action Plan has taken account of:

1. Regulatory Requirements and Minimum Standards:

a. The Tenants Guarantee (Department for Social Development);
b. Regulatory Framework (Department for Social Development);
c. Housing Association Guide (Department for Social Development);
d. The Nursing Homes Minimum Standards, Residential Care Homes Minimum Standards and Domiciliary Care Agencies Minimum Standards (Department of Health Social Services and Public Safety);
e. The Quality Assessment Framework (QAF 2) (Supporting People).

2. Best Practice:

a. New Regulatory Framework for Social Housing in England (Tenant Services Authority);
b. Tenant Involvement: Assessing Landlords' Progress (Audit Commission/Tenant Services Authority);
c. Effective Resident Involvement and Consultation in Sheltered Housing (Communities and Local Government);
d. Perth and Kinross Council Tenant Participation Strategy 2010 - 2013;
e. The City of Edinburgh Council Tenant Participation Strategy 2008 - 2011.

3. Consultation and Feedback:

a. Apex Tenant, Resident and Stakeholder Satisfaction Surveys undertaken between 2008 and 2010;
b. Activities Benchmarking Audit (Supported Living) 2010;
c. Annual Review of Tenant Participation 2010;
d. Families Forum Feedback 2010;
e. Feedback from the Regulation and Quality Improvement Authority and Supporting People;
f. Consultation with Tenants Forum 2010;
g. Consultation with our regulators;
h. Consultation with Supporting Communities (NI);
i. Consultation with staff.

iii. Our Aims & Objectives for 2011 - 2014

Aims & Objectives:

As set out in our Mission Statement, Apex is:

'Working to build communities by providing quality and affordable accommodation, care and support'

And doing this in a setting where….

- *We are always person-centred*
- *We are accountable for everything we do*
- *We make best use of resources*
- *Diversity is valued*
- *Commitment is cherished*
- *We take a pride in our work and in our housing association*

Implementation of our new Strategy & Action Plan will seek to achieve this by:

- Providing **information** that is accurate, relevant, timely, accessible and meets legal and best practice requirements;
- **Consulting** on proposals that affect you and advising you of the outcome;
- **Empowering** tenants and residents to become involved in policy decisions, performance monitoring and community development activities that affect them and at a level that suits them;
- Developing **neighbourhoods** and building community spirit and involvement through the development of **activities**;
- **Measuring** the **impact** of our Community Involvement Strategy & Action Plan by reviewing progress, monitoring outcomes and seeking continuous improvement.

The Action Plan at Appendix 1 sets out how we will achieve this.

iv. What We Have Achieved

Since 1999 much has been achieved and real and effective involvement is evident at all levels within Apex. Our key achievements include:

- Ongoing implementation of a Strategy & Action Plan to ensure effective involvement for tenants and residents;
- The development and implementation of policies and procedures for the delivery of community involvement;
- Staff resources that include a dedicated Tenant Participation Officer and 2 Essential Skills Co-ordinators, as well as dedicated time from staff working with tenants and residents;
- The development and ongoing support of the Tenants Forum;
- The development and ongoing support of the Families Forum;
- The appointment of the Chair of the Tenants Forum and the Supported Living Representative to the Apex Board of Management;
- The delivery of ongoing training for staff and tenants;
- The provision of 2 community units;
- The provision of an annual budget of £81k for tenant participation;
- The Tenants Forum Grants Scheme;
- Community Involvement Projects including: 'More than a Home' and 'Rough Water, Well Water';
- External funding of £705,000 to take forward community involvement initiatives;
- Fund raising of £163,000 for our African communities;
- Production of our newsletter, the 'Apex Observer' twice a year;
- Involvement of tenants in monitoring our performance through initiatives, including 'Satisfaction Surveys', 'Mystery Shopper' and 'Tenant Led Inspections'.

v. Apex Involvement Standards

To facilitate maximum participation we will:

- Implement minimum standards relating to information, consultation and involvement that comply with the requirements set out at Section ii;
- Provide a menu of options for involvement as set out at Section vii;
- Maximise the potential for involvement by promoting involvement through a range of media, including: Tenants Handbook/Residents Guide; pre and post-tenancy meetings; the Apex Observer; the Apex website; tenant and resident events;
- Provide relevant information in a range of formats and through a range of media, ensuring the needs of our diverse client groups are met;
- Provide resources to facilitate implementation of the Strategy & Action Plan as set out at vi. Resources;
- Provide a range of support to staff, tenants, residents and interested parties to develop effective involvement including sharing information, consultation, staff and tenant training, funding and other resources;
- Consult on key areas of policy that affect tenants and residents including policies relating to housing management, repairs and maintenance, charging, consultation and involvement;
- Work in partnership to develop and deliver activities programmes that promote community involvement.

vi. Resources

Apex, through its Board of Management, Chief Executive and Directors is committed to the effective implementation of community involvement. To ensure this, the following resources are currently in place and will be reviewed annually to ensure implementation of this Strategy & Action Plan.

1. The employment of a Tenant Participation Officer, specifically dedicated to co-ordinate implementation of the Strategy & Action Plan.
2. The employment of 2 Essential Skills Co-ordinators to deliver training, education and activities programmes.
3. Dedicated time from staff to promote and participate in community involvement.
4. Support from key staff through attendance at meetings including: Tenants Forum, Families Forum, local area meetings, residents meetings, etc.
5. A budget for initiatives that promote community involvement including the Tenants Forum, attendance at training, etc.
6. Funding for a Tenants Forum Grants Scheme to assist with the funding of community events.
7. Access to training for staff, tenants and residents.
8. Financial support/expenses to assist tenants and residents to become involved.
9. Guidance and support for tenant representative/community champions and residents groups.
10. Community units in a number of areas and access to facilities to hold meetings.
11. Access to information in a range of formats, through a range of media and on a range of subjects.
12. Publication of the 'Observer' twice a year with opportunities to include articles for publication.
13. Involvement in consultation exercises on key areas of policy and performance monitoring.
14. Development and implementation of activities.

We will also seek external funding to deliver community involvement initiatives.

vii. How You Can Be Involved

Apex offers a range of ways to enable you to become involved at a time and in a way that best suits you. We welcome your involvement in helping us to improve the services we deliver to you.

You can do this in a number of ways:

Information

- Assist us to provide relevant information in a way that meets the needs of all our tenants, residents and interested parties; and make it available in a range of ways that meets the diverse needs of all.
- Assist us in sharing information.
- Contribute to the 'Observer' Newsletter.
- Attend meetings, fora and events where information is shared.

Consultation

- Provide feedback to us on key areas of service delivery via 'Satisfaction Surveys'.
- Become involved in consultation exercises that focus on key policies that affect tenants and residents.
- Make suggestions on how we could improve service delivery via the 'Suggestion Box'.
- Become involved in initiatives such as 'Customer Journey Mapping'.

Participation

- Help to shape services by completing 'Satisfaction Surveys' and providing feedback through the various consultation mechanisms.
- Help to shape services by being involved in estate visits, Mystery Shopper, Customer Journey Mapping, Tenant Led Inspections, etc.
- Participate in tenant/resident meetings.
- Attend Families Forum meetings (Supported Living).
- Become an Active Tenant/Community Champion.
- Become a member of your local tenants group/community association.
- Become a member of the Tenants Forum.
- Be appointed to the Board of Management as Chair of the Tenants Forum or the Supported Living representative.
- Take part in activities designed to encourage community involvement and participation.

viii. Monitoring & Review

To deliver on this Community Involvement Strategy, a number of key actions have been agreed for Apex to take forward in the next 3 years. These actions are included in the Action Plan set out at Appendix 1.

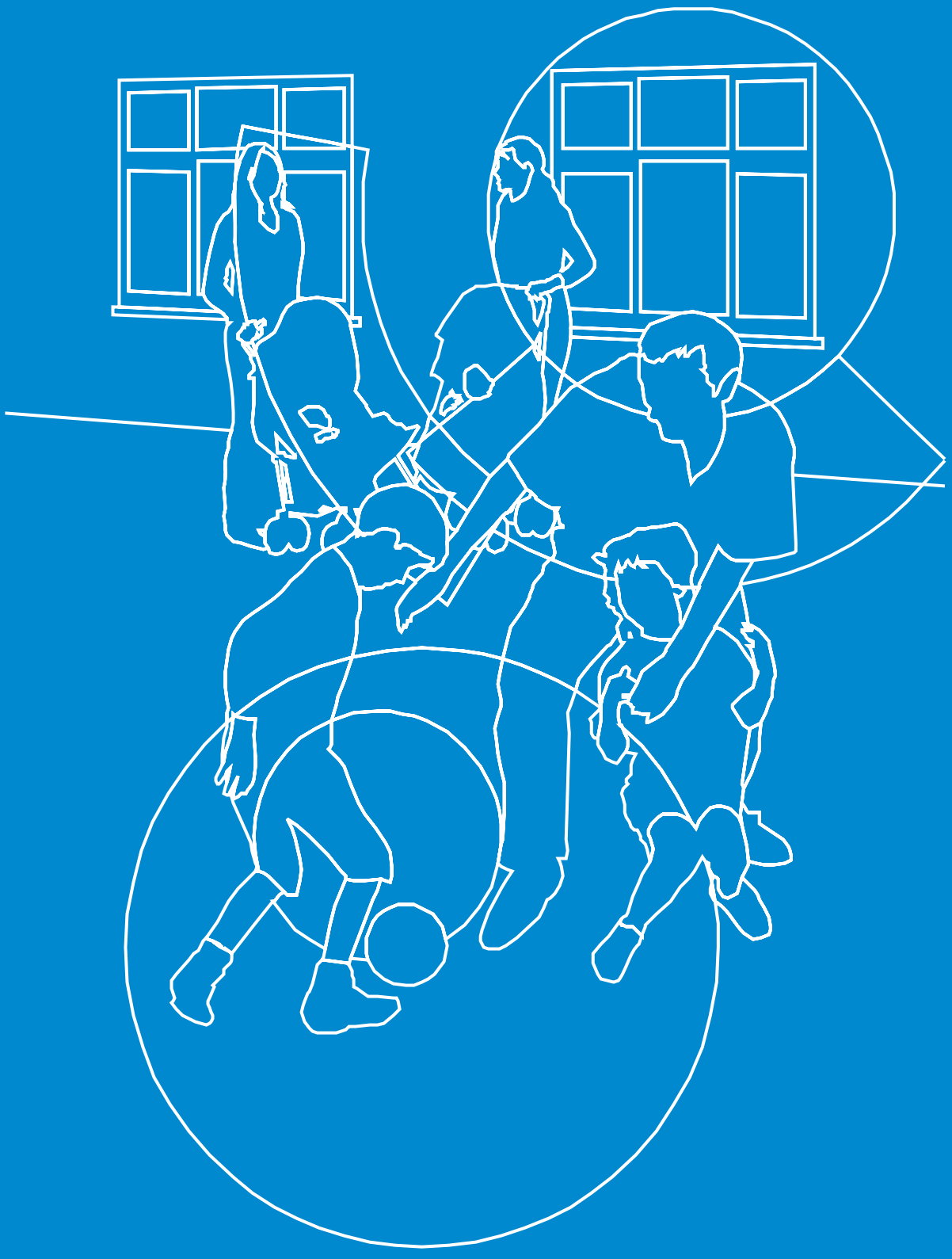
Implementation of the Action Plan will be monitored on an ongoing basis and a progress report will be published annually. This will tell you how we have performed.

Appendix 1

Community Involvement Action Plan

2011-14

Community Involvement Structures for General Housing Neighbourhoods



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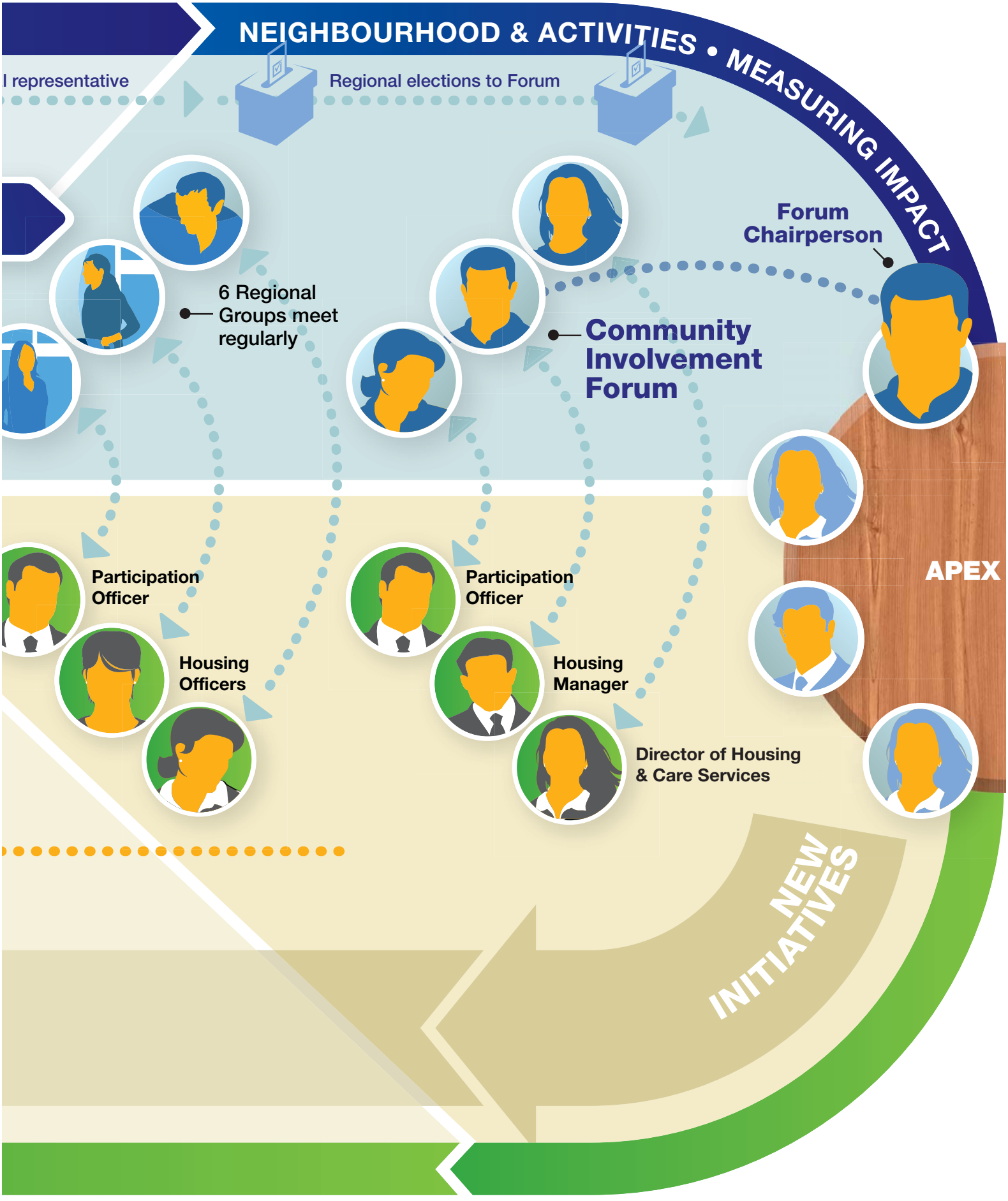
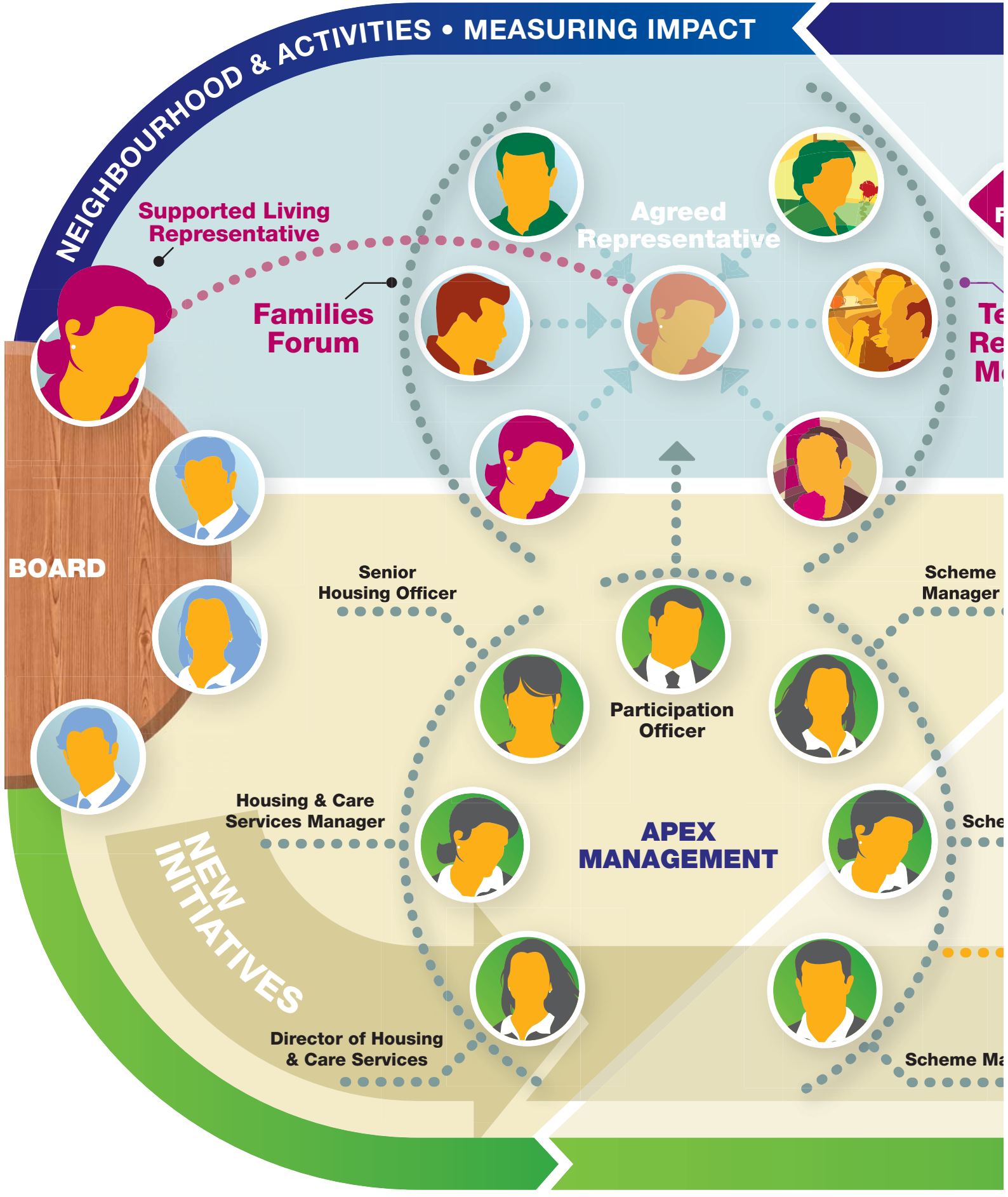
INFORMATION • CONSULTATION • EMPOWERMENT

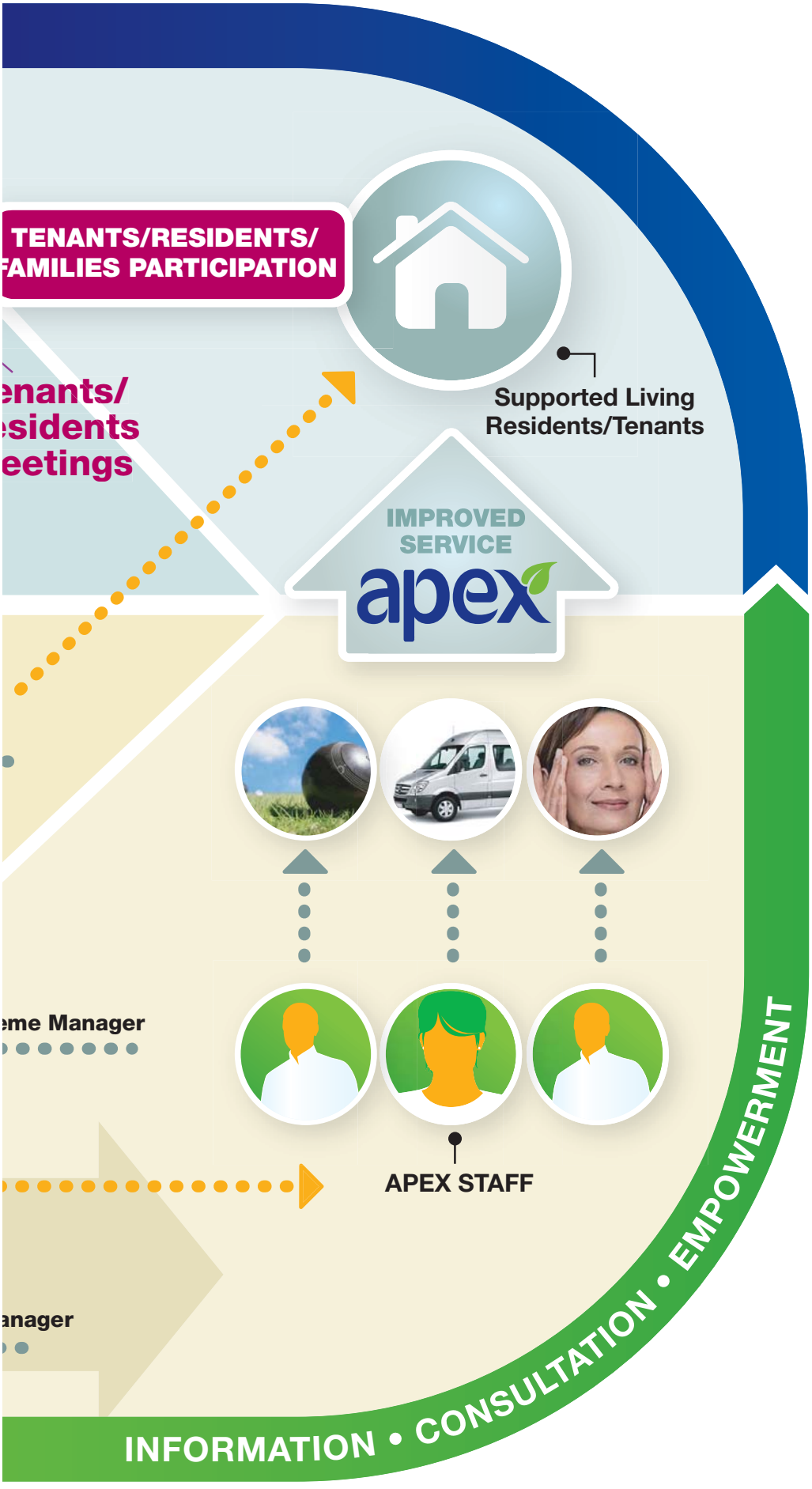
Structures for General Housing Neighbourhoods



Community Involvement Structures for Residents/



Tenants in Supported Living



Community Involvement Structures for Residents/Tenants in Supported Living

1. Information

We will provide information that is accurate, relevant, timely, accessible and meets legal and best practice requirements.

We will provide:

What	When	Why	Target
Tenants Handbook / Residents Guide	When every new tenant or resident signs for their property	So that tenants and residents are aware of their rights and responsibilities and receive other relevant information that may be of assistance.	100% of new tenants and residents at sign up.
Tenants Guarantee	When every new tenant signs for their property	So that tenants are aware of the standard of service the Department for Social Development expects Apex to deliver to tenants.	100% of new tenants at sign up.
Pre-Tenancy Meeting	4 weeks prior to moving into a new development	To provide information and an opportunity to discuss any relevant issues.	100% of new developments containing 5 or more properties.
Post-Tenancy Meeting	4 weeks after tenancy begins	To ensure any tenancy issues arising are addressed.	100% of tenants 4 weeks after their tenancy begins.
Information Leaflets	At pre-tenancy meetings or upon request	To provide information on key areas of policy and services that may assist tenants and residents.	100% of new tenants. Existing tenants on request.
'Apex Observer' Newsletter	Twice a year	To update tenants and residents on key areas of operation and provide information on matters relevant to them.	Spring and autumn each year.
Website	Monthly	To update information so that tenants and residents can access information about Apex. www.apexhousing.org	Monthly.
Community Involvement Forum	Quarterly	To consult with, and obtain feedback from tenant representatives who are members of the Community Involvement Forum to improve service delivery and respond to matters arising.	4 meetings per year - 1 per quarter.

We will provide:

What	When	Why	Target
Families Forum	Annually at 3 geographical locations	To provide information and receive feedback from representatives of those living in Supported Living Schemes.	Annual meeting at 3 geographical locations - May/June.
Tenants Group Meetings	Quarterly	We will provide information and receive feedback from Tenants Groups so that we can continue to improve our services and respond to relevant issues.	4 meetings per year - 1 per quarter.
Residents Meetings	Quarterly	To provide information and receive feedback from residents to improve service delivery and respond to matters arising.	4 meetings per year - 1 per quarter.
Scheme Leaflet	Annually	To provide information on key areas of activity at each Supported Living Scheme so that residents and their families are kept informed.	1 per Scheme per year.
Activities Programmes (Supported Living)	Monthly	To inform residents about activities planned to help them maintain health and well-being.	Monthly.

Between 2011 - 2014 we will review:

Website	Annually	To ensure information on the website is up to date and relevant.	Annually.
Pre-tenancy and post-tenancy meetings	2011/12	To ensure appropriate information is provided to tenants.	31 March 2012.
Residents Guide (Supported Living)	Annually	To ensure information contained within the Guide is up to date.	30 June each year.
Tenants/Residents Meetings	2012/13	To ensure minimum standards and further develop the structures to encourage more effective consultation and participation at Tenants and Residents Meetings.	31 March 2013.

2. Consultation

We will consult tenants and residents on proposals that affect them and advise them of the outcome of such consultations.

We currently provide:

What	When	Why	Target
Tenant Satisfaction Survey (General Needs)	Every 3 years	To obtain feedback on satisfaction with the services we deliver and improve service delivery.	Survey 25% of tenants by 31 March 2014 and publish the results and action arising within 6 months of completion.
Resident Satisfaction Survey (Supported Living)	Annually	To obtain feedback on satisfaction with the services we deliver and improve service delivery.	Survey 25% of residents by 31 March each year and publish the results and action arising within 3 months of completion.
Stakeholder Survey	Annually	To obtain feedback on the services delivered within Supported Living Schemes and improve service delivery.	Survey 25% of stakeholders by 31 March each year and publish the results and action arising within 3 months of completion.
Telephone Survey	Annually	To obtain feedback on satisfaction with a specific service they have received.	Survey 25% of those who have received a specific service by 31 March each year and publish the results and action arising within 3 months of completion.
Development Survey	12 months after a new property is built.	To obtain feedback on the key attributes of the property and improve the design of future developments.	Survey every tenant 12 months after property is built.

We currently provide:

What	When	Why	Target
Consult on Proposed New Developments	Prior to plans being submitted for planning approval	To inform and obtain views of stakeholders including: • existing tenants presently living on the site in question; • those living around, or in close proximity to the site who will be affected by design, traffic flow, construction activity, etc.	100% of new developments.
Suggestion Boxes	Ongoing	To obtain feedback on satisfaction with the services we deliver on an ongoing basis.	Provide facility at every office and scheme. Collect, respond to, and publish feedback in May and October each year.
Customer Journey Mapping	Annually	To obtain feedback on how 'user friendly' our policies and procedures are from the customer's viewpoint, to improve service delivery.	1 service area each year.
Care/Support Planning (Supported Living)	Ongoing	To ensure that resident's individual needs are met through the development and implementation of individual Care/Support Plans.	Develop for every new resident within 30 days. Review at least quarterly. Review within 7 days, upon request.
Service Reviews (Supported Living)	At least annually	To ensure that the service being delivered meets the required standard.	Housing & Care Services: bi-monthly Nursing & Residential. 6 monthly all other schemes. Finance: 6 monthly Supported Living; 12 monthly - Sheltered. Property Services: 12 monthly. Personnel & Training: 12 monthly. Catering & Cleaning: 6 monthly.

2. Consultation > *continued*

We currently provide:

What	When	Why	Target
Board Visits to Schemes	Every 2 years	To ensure that the service being delivered meets the required standard.	12 Scheme visits per year.
Community Involvement Strategy & Action Plan	Every 3 years	To ensure we provide effective information, we consult meaningfully, we provide opportunities to empower tenants and residents, we facilitate the provision of activities to develop neighbourhoods and build community spirit and involvement, and we measure the impact of our Strategy & Action Plan to ensure effective service delivery.	31 March 2014.

During 2011 - 2014 we will review:

Tenant Satisfaction Survey (Sheltered Housing)	2011/12	To ensure the areas we received feedback on are relevant and ensure improved service delivery.	31 March 2012.
Survey Outcomes	2011/12	To ensure tenants are informed of outcomes and improvements made as a result of feedback received.	31 March 2012.
The Service Reviews Process	2012/13	To ensure that outcomes are evaluated and improvements made as a result of findings.	31 March 2013.

During 2011 - 2014 we will develop:

Communication Strategy	2012/13	To ensure effective communication.	31 March 2013.
Consultation through provision of activities	2013/14	To obtain feedback from tenants and residents through the provision of activities to improve service delivery.	31 March 2014.

3. Empowerment

We will empower tenants and residents to become involved in policy development, performance monitoring and community development activities at a level that suits them.

We will provide:

What	When	Why	Target
Training for Tenants	2012/13	To enable tenants to participate effectively in the community involvement structures.	31 March 2013.
Training for Staff	2012/13	To ensure effective delivery of the Community Involvement Strategy & Action Plan.	31 March 2013.
Essential Skills Programmes	Annually	To improve the skills of residents.	By 31 March each year.
Community Involvement Forum	2011/14	We will implement the structures agreed for operation of the Community Involvement Forum and provide support to enable it to operate appropriately.	4 meetings per year - 1 per quarter.
Community Involvement Forum Board Member	Ongoing	To represent the views of tenants at Board level.	Ongoing.
Tenants Grant Fund	Annually	To facilitate the award of grants for community activities.	Annual Budget.
Families Forum	Annually at 3 geographical locations	To provide information and receive feedback from the 'next of kin' of Supported Living residents.	3 meetings once per year - May/June.
Supported Living Representative Board Member	Annually	To represent the views of residents living in Supported Living Schemes at Board level.	Ongoing.

We will provide:

What	When	Why	Target
Residents Meetings	Quarterly	To provide information and receive feedback from residents to improve service delivery and respond to matters arising.	4 meetings per year - 1 per quarter. We will provide a monthly activities programme.
Activities Programmes (Supported Living)	Monthly	To empower residents to participate in activities within their local community to help them maintain health and well-being.	Monthly 'Activities Programme'.
Comfort Fund	Ongoing	To raise funds and facilitate activities, outings, etc, to improve the quality of life of residents in Supported Living Schemes.	A minimum of £30 per resident per year.
Tenant Led Inspections	Annually	To ensure that a quality service is being delivered and measure performance in a specific area.	31 March each year.
Customer Journey Mapping	Annually	To review tenant experience of a particular service and improve service delivery.	31 March each year.
Mystery Shopper	Annually	To facilitate the testing of the quality of the services we deliver by tenants.	31 March each year.
Active Tenants	Ongoing	To provide a link between Apex and the community in each geographical area.	1 per area.

During 2011 - 2014 we will review:			
Training for Tenants	2011/12	To identify training needs and develop and deliver training to ensure effective involvement.	31 March 2012.
Training for Staff	2011/12	To identify training needs and develop and deliver training to ensure effective involvement.	31 March 2012.
Community Involvement Forum	2011/12	To ensure effective representation and involvement.	30 September 2012.
Residents Meetings	2012/13	To improve the effectiveness of meetings.	31 March 2013.
Active Tenants	2012/13	To ensure effective operation, recognise contribution and consider the development of Community Champions.	31 March 2013.
Community Involvement Forum Grant Fund	2012/13	To consider promotion of the scheme, awarding of grants and outcomes to ensure best value.	30 September 2012.

4. Neighbourhoods & Activities

We will seek to develop neighbourhoods and build community spirit and involvement through the development of activities.

We currently provide:

What	When	Why	Target
Activities Benchmarking Audit Action Plan	2011/13	To implement the recommendations arising from the Activities Benchmarking Audit 2010 to ensure continuous improvement.	By 31 March 2013.
Activities Benchmarking Audit (Supported Living)	2012/13	To measure the effectiveness of our 'Activities Programmes' within Supported Living and ensure continuous improvement.	31 March 2013.
Good Neighbour Agreement	Ongoing	To promote good relations between neighbours and deal with issues arising.	75% of new tenants. 75% of tenants in 2 existing estates each year.
Support to Tenants Associations	Ongoing	To facilitate development of, and provide support to, tenants associations operating within our developments to maximise the participation of tenants.	Meet annually with each tenants association. Develop 2 new associations per year.
Community Involvement Forum Grant Fund	Annually	To award grants to facilitate community involvement activities.	Award 4 grants per year.
Support to Community Units	Ongoing	To facilitate the development and delivery of community involvement.	2 meetings per year - May and October.
Activities Programme (General Needs)	Annually	To provide a programme of activities for 'General Needs Housing' tenants to develop stable communities and enhance the quality of life of tenants.	30 June each year.
Essential Skills Programme	Annually	To improve the skills of residents.	31 March each year.
Comfort Fund	Ongoing	To raise funds and facilitate activities, outings, etc, to improve the quality of life of residents in Supported Living Schemes.	A minimum of £30 per resident per year.

We currently provide:

What	When	Why	Target
Funding Applications Programme	2011/14	To facilitate applications for funding to various bodies to enhance the provision of services, activities and events for tenants and residents.	Annual Programme.
Work in Partnership with Stakeholders	2011/14	To improve the opportunities available to develop community involvement activities and improve the quality of life of tenants and residents.	Meet annually with community stakeholders in each area.
Fundraising for Miwaleni	2011/14	To encourage staff, tenants and residents to fundraise for the provision of essential facilities for our community in Africa.	Annual Programme.

During 2011 - 2014 we will review:

Tenants Associations	2012/13	To ensure the support we provide is appropriate and ensure the continued effectiveness of Associations.	30 September 2012.
Activities Programmes	2011/12	To ensure community involvement in the decision making processes and effective communication of 'Activities Programmes'.	21 March 2013.
Fundraising Policy	2012/13	To ensure effective fundraising and best practice in the management funds.	31 March 2013.
Partnerships Working Arrangements	2013/14	To ensure potential benefits to our communities are maximised.	30 September 2013.

During 2011 - 2014 we will develop:

Activities Benchmarking Audit (General Needs)	2012/13	To enable us to measure the effectiveness of 'Activities Programmes' within General Needs.	30 September 2012.
Funding Applications Programme	2011/14	To enhance the development and delivery of community involvement initiatives.	31 March each year.

5. Measuring Impact

We will measure the impact of our Community Involvement Strategy & Action Plan by reviewing progress, monitoring outcomes and seeking continuous improvement.

We currently provide:

What	When	Why	Target
Evaluation of Events	Within 4 weeks of event	To measure key outcomes in the delivery of activities and ensure continuous improvement.	All events costing £250+.
Satisfaction Survey Outcomes Report & Action Plan	Within 12 weeks of completion of survey	To provide information on satisfaction levels and advise on action arising to ensure continuous improvement.	General Needs Survey - 6 months. Supported Living Surveys - 3 months.
Tenant Led Inspections	Annually	To facilitate a 'tenant led' inspection of the standards that we say we meet on a particular service area to ensure they are being met.	31 March each year.
Customer Journey Mapping	Annually	To obtain tenant and resident views on specific service areas.	31 March each year.
Mystery Shopper	Annually	To enable tenants to measure the impact of our service delivery against our published standards to ensure continuous improvement.	31 March each year.
Annual Review of Community Involvement Strategy & Action Plan	Annually	To measure implementation of the Strategy & Action Plan.	30 June each year.
Customer Satisfaction Strategy Annual Report	Annually	To report on customer satisfaction outcomes during the previous 12 months and advise on action arising to ensure continuous improvement.	30 June each year.
Activities Benchmarking Audit	Every 3 years	To enable us to measure the effectiveness of 'Activities Programmes' within General Needs and Supported Living, and ensure continuous improvement.	31 March 2013.

We currently provide:

What	When	Why	Target
Board Visits to Schemes	Every 2 years	To monitor the delivery of services to residents within Supported Living and ensure continuous improvement.	12 Scheme visits per year.
Report to the Housing Management Sub-Committee	Quarterly	To report on implementation of the Strategy & Action Plan.	Within 8 weeks of quarter end.
Report to Community Involvement Forum	Quarterly	To report on implementation of the Strategy & Action Plan.	Within 8 weeks of quarter end.
Report on Feedback Cards/ Suggestion Box Outcomes	Twice a year	To report on feedback received and our response to ensure continuous improvement.	May & October.

During 2011 - 2014 we will review:

Evaluation of Events	2012/13	To ensure the system of evaluation, outcomes measurement and implementation of improvements is effective and ensures continuous improvement.	30 September 2012.
How We Sharing Outcomes	2011/12	To ensure we provide adequate and relevant information.	31 March 2012.

During 2011 - 2014 we will develop:

Activities Benchmarking Audit (General Needs)	2012/13	To enable us to measure the effectiveness of 'Activities Programmes' within General Needs.	30 September 2012.
Community Involvement Measurement Tool	2012/13	To measure and report on the level of community involvement in each area of activity so resources can be effectively targeted at improving involvement.	31 March 2013.

The Apex Voluntary Housing Group comprises:
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Apex Homes (NI) Limited
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