

Summary Impact Statement – 01.04.06 – 30.06.06

Community involvement Activity & Date	Aim of consultation	Outcomes agreed	Numbers attending	Time Allocation
07.04.06 FARRIA- monthly meeting	General Service Review	Start up grant £200	5	15 Hours
07.04.06 ASB Strategy Consultation & target Setting	Strategy & Targets reviewed by customers	Agreed Strategy and targets	6	15Hours
10.04.06 WHDRA Open Meeting	Consult on Local Compact and Action Plan	Both items endorsed	20+	10 Hours
12.04.06 Grounds Maintenance Panel	Monitoring performance of contractor & agreeing revised terms of reference	Terms of reference & format for monitoring agreed	5	10 Hours
18.04.06 Housing forum	Input on Community Cohesion Strategy and Compact	Both items and Tenant Training Programme approved and Chair appointed	10	12 Hours
19.04.06 Editorial Panel	Review of last Talk and agreeing content for next	Content agreed	6	20 Hours
04.05.06 Voids Inspection Training	Review of NPHA "lettable standard"	Basis for tenant inspection	8	7 Hours
04.05.06 Interim Housing Forum	To present KPI targets	KPI Targets agreed prior to presentation to NPHA Board	8	5 Hours
05.05.06 FARRIA – monthly meeting	General Service Review	Improved joint working with Ashiana, residents & police	6	5 Hours
05.05.06 Burnside Tenants Meeting	General Service Review	Further update meetings and possible formal tenants group	12	7 Hours
16.05.06 WHDRA committee mtg	Follow up to open meeting in April	Local newsletter and open meeting	5	5 Hours
25.05.06 Rents & Service Charges Forum	Ongoing consultation on rents Plan & Policy etc	Improved leaflets and letters on welfare rights and arrears issues, better understanding on rents & service charges issues	11	10Hours
01.06.06 Induction & Refresher Training	Reviewing the working of NPG from a shared customer & staff perspective	Improved staff/customer understanding and potential service improvement	6	6 Hours
06.06.06 Repairs & Asset Management Forum	Tenant input on maintenance/ asset management issues	Potential better targeting and prioritising of service Related training event in September – further meetings to be scheduled	5	9 Hours

08.06.06 FARRIA- monthly meeting	General Service Review	Consolidation of joint working with Ashiana, residents & police on neighbourhood concerns	9	3 Hours
13.06.06 WHDRA committee mtg	To get views on next open meeting, local newsletter and involvement in Cmmunity Centre management	Arrangements for local newsletter sorted, theme for next open meeting agreed and initial discussion about community centre management completed	5	5 Hours
14.06.06 Equality & Diversity Training		Better understanding of issues as they effect NPHA approach and work	3	6 Hours