



You said, We did 2009/10

Throughout 2009 we held seminars and conferences with residents, staff, board members and stakeholders. We discussed a diverse range of topics across the full range of services provided by the Associations.

We recorded the feedback we received at these events and have used it to inform the objectives we have set for 2010. In many cases the ideas, suggestions and improvements you gave us at these events have already been put in place. The information in this publication summarises some of the outcomes from these events.

We really hope to achieve the same excellent results at the seminars and conferences in 2010/11 and we look forward to seeing you there.

Jonathan Simmons -Policy & Customer Services Manager
Signpost Housing Association and Signpost Care Partnerships

Event	Date	You Said	We Did
Budgets Business Plan and Objectives 2009 Review	25 June 2009	<ul style="list-style-type: none"> • 'Stick to the knitting' focus on getting basic service delivery right. 	<ul style="list-style-type: none"> • We have limited the number of new initiatives in 2010, enabling staff to focus their efforts on delivering high quality front line services.
Performance Risk and Insurance 2009	8 July 2009	<ul style="list-style-type: none"> • Improve the void standard. • Develop more involvement activities outside of North Dorset. 	<ul style="list-style-type: none"> • We have committed to reviewing the void standard in 2010. • We have developed a Resident Panel in the West Area and a PARR (Planned and Responsive Repairs group).
What Our Residents Think Of Us 2009	13 October 2009	<ul style="list-style-type: none"> • Respond to all the comments made on survey forms. 	<ul style="list-style-type: none"> • We have updated our feedback procedure to ensure that all comments received are acknowledged and where necessary actions are taken to address issues.

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Continued..What Our Residents Think Of Us 2009	13 October 2009	<ul style="list-style-type: none"> <li data-bbox="831 134 1357 245">• Don't share the information we give you with other organisations unless it is absolutely necessary. <li data-bbox="831 293 1357 357">• Promote the role of the Housing Officer. <li data-bbox="831 405 1357 469">• Inform you when estate visits are taking place. <li data-bbox="831 517 1357 580">• Use the household information forms to inform service delivery <li data-bbox="831 756 1357 820">• Get more Signpost Care Partnerships (SCP) residents involved. <li data-bbox="831 948 1357 979">• Publish a who's who on our website. <li data-bbox="831 1107 1357 1171">• We want to see more of our housing officers. <li data-bbox="831 1331 1357 1394">• Make sure you deal with all our letters on time. 	<ul style="list-style-type: none"> <li data-bbox="1417 134 2119 245">• We have introduced a protocol for controlling sensitive data to ensure it is not misused. We have all been on data protection training. <li data-bbox="1417 293 2119 357">• We have published the latest Housing Officer areas in our resident magazine – Your Voice. <li data-bbox="1417 405 2119 469">• We have published a list of estate visits on our website <li data-bbox="1417 517 2119 708">• We are introducing a new housing management system called ActiveH. This new system will tell officers if you have asked for letters to be sent to you in large print or if you want repairs carried out 'outside of school run' times. <li data-bbox="1417 756 2119 900">• An SCP resident is now involved in our Service Action Team (SAT) meetings. This team review performance on a quarterly basis and report to Board with their views. <li data-bbox="1417 948 2119 1059">• We have published a list of who we are on our website and included structure charts to show which teams we work in and where we work. <li data-bbox="1417 1107 2119 1283">• Housing Officers now regularly attend resident meetings in independent living schemes and take part in estate walkabout visits with residents and members of the community. <li data-bbox="1417 1331 2119 1481">• With a new housing management system we will be able to track what happens to the letters we receive and we will be able to tell you how we are performing in responding to them on time.

Event	Date	You Said	We Did
Blandford Stakeholders Conference	15 October 2009	<ul style="list-style-type: none"> • Develop a clear approach to the increasing demand for solid fuel heating system. • Improve the condition of general needs stock. • Identify which properties are compliant with the Disability Discrimination Act (DDA). 	<ul style="list-style-type: none"> • We have started reviewing the costs and benefits of solid fuel heating systems. Findings will be presented to Residents later in the year. • We have worked hard towards achieving the Decent Homes Standard in all our properties. We are currently on target to comply with this legislation by December 2010. • We have already carried out DDA surveys on all communal areas and will be evaluating the results to present findings later in the year.
EDI, Health and Safety and Environmental Issues 2009	31 October 2009	<ul style="list-style-type: none"> • Engage more with younger residents • Get a more diverse range of people involved. • Work with schools to generate the views of the youngest residents • Review Health and Safety arrangements at Independent Living Schemes. • Simplify our approach to Health and Safety 	<ul style="list-style-type: none"> • We are setting up a Youth Form to represent young residents in the East and the West • We have established a disability consultation group which offers involvement opportunities to a more diverse range of residents. • We have worked with Young Enterprise to deliver training and advice on money matters and careers in North Dorset schools. • We have carried out fire and health and safety risk assessments at all schemes. • We have added Health and Safety to every meeting agenda and introduced a new simple process for escalating issues.

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Continued... EDI, Health and Safety and Environmental Issues 2009	31 October 2009	<ul style="list-style-type: none"> • Work with environmentally conscious partners, have a lights off policy at Signpost, provide water butts to help residents conserve water, introduce solar panels where possible. • Involve the police more frequently in community meetings. 	<ul style="list-style-type: none"> • We have committed ourselves to developing a Group-wide Environmental Policy in 2010 to address all these important issues. • Housing Officers liaise with the Police at Police and Communities Together (PACT) meetings and all PACT members have access in the Blandford area to the PACT vehicle for community events.
Exeter Stakeholders Conference	10 November 2009	<ul style="list-style-type: none"> • Improve consistency of communication. • Learn from the experience gained in building new developments. 	<ul style="list-style-type: none"> • We have developed a new website and have introduced new processes to ensure the information on our website is the same as what is in our procedures and on display in our offices. We are also updating all our leaflets in 2010. • We are going to organise a specific seminar in 2010 to address this feedback. The focus of the review will be on reviewing the feedback received on new developments.
Plymouth Stakeholders Conference	11 November 2009	<ul style="list-style-type: none"> • Work towards reducing prejudices to social housing, e.g. lobbying • Continue to provide updates on the mock inspection action plan. 	<ul style="list-style-type: none"> • We have taken part in 'Supporting Housing Month' in March 2010 and continue to work with our partners to effectively represent our residents in the community. • We have regularly updated residents, staff, board members and stakeholders throughout 2010 with our progress in delivering the plan. We have done this through presentations and reports to the Service Action Team (SAT), Residents Forum meetings and Board meetings.
Budgets, Business Plan and Value for Money 2010/11	26 November 2009	<ul style="list-style-type: none"> • Focus more on trying to achieve and demonstrate Value for Money 	<ul style="list-style-type: none"> • We have reviewed our Value for Money strategy and will hold a specific seminar to discuss our findings in 2010.