

Newham Housing Services

Draft Resident Involvement Strategy

Indicative Action Plan

The below action plan presents the key milestones set out to establish and commence delivery of the Resident Involvement Strategy in Year 1.

Task	Oct-Dec 2025	Jan-Mar 2026	Apr-Jun 2026	Jul-Sep 2026
Combine two existing resident groups to form Housing Performance Accountability Group				
Establish first twelve-month programme of scrutiny for Housing Performance Accountability Group				
Establish Housing Area Network and hold kick-off meetings				
Introduce new reporting systems for performance by December 2025				
Data protection impact assessment approved for contacting all residents about resident involvement opportunities				
Programme of maintaining and reviewing noticeboard content to start, including adding HLO contact details				
RI team to put an interest log for residents in place so that residents are able to identify which issues they want to be sent information about				
Establish Housing Area Networks' terms of reference and internal governance				
Establish Housing Area Network communication channels				
Housing Area Networks set forward plans including identifying one-two areas for action days in next financial year				

Task	Oct-Dec 2025	Jan-Mar 2026	Apr-Jun 2026	Jul-Sep 2026
Housing Area Networks agree an approach to setting up resident groups in areas with no existing group				
Public launch of Housing Area Networks by March 2026				
RI team to create a central webpage for sharing of all information related to resident involvement and links to Co-Create pages				
Agree process for consistent sharing of notes, minutes and relevant documentation relating to resident group meeting to track progress and ensure transparency.				
First surgeries take place in locations around the Borough. These should then be evaluated, with a short report being shared with the Scrutiny Panel and Programme Director				
First round of action days take place across each of the four Housing Area Networks				
Housing Area Networks and RI team to establish new local resident groups				
Housing Area Networks produce communications plans				
First annual resident involvement celebration by September 2026				
Performance against this action plan reviewed at annual conference				
Housing Area Networks and RI team produce the first annual performance report by March 2027				
Rollout of new service request system				
Review of community spaces on estates				
RI team to put an interest log for residents in place so that residents are able to identify which issues they want to be sent information about				