

## Homes 4 Us. Notes from Action Planning, 28 Feb 2011

No	Details	Priority
1.	Update the current presentation as it is now out of date Use this to increase publicity	
2.	Carry out an evaluation at the end of each meeting to look at progress against actions – this will keep group focussed	
3.	Use “know-how” of group to train others, – H4U have an awareness of issues faced by disabled people (and carers)	
4.	Devise a booklet showing adaptations in a property- this will help people to order repairs Also could be used to show people what sort of adaptations they may be entitled to (link to social enterprise)	
5.	Change process when adaptation are carried out to ensure that photos are taken when complete User this information for training staff Link the photos to the computer system to make repair diagnostics and ordering easier for customer (this also means that the employee at the end of the phone knows what the customer is reporting)	
6.	Ensure that disabled customers have a voice within NCH This includes younger tenants and carers	
7.	Campaign groups - fight for services Bring issues to the attention of the wider customer base when needed	
8.	Design a booklet for NCH customers – designed to share information (ie. what services are available what expectations are, signposting)	
9.	Work towards forming a SOCIAL ENTERPRISE Need training Take step changes to get there – these need to be identified and planned	
10.	Individual budget allowances (new govmt initiative) Perhaps become a “vetting agency”, ensure good service by recommending people/companies, use resources (and knowledge) within forum to best advantage	
11.	Get a baseline of customers – know the extent of the issue Tailor communication methods to each of them, Send relevant information to customers (i.e on latest scam, computer virus as well as positive news about entitlements etc)	
12.	Set up a help line – link to trading standards (NB- may link to social enterprise)	
13.	Act as a consultative body to assist NCH in replying to government (and other) consultation on issues that affect disabled people, carers etc Would also mean that need regular updates and briefings on proposed changes at national, regional and local level	
14.	Control the information flow	

	<p>Outwards</p> <ul style="list-style-type: none"> <li>• Myth busting</li> <li>• Giving reliable information</li> <li>• Page in NCH newsletter</li> <li>• Give help, advice, assistance (and signpost)</li> </ul> <p>Inwards</p> <ul style="list-style-type: none"> <li>• Training</li> <li>• Guest speakers</li> <li>• Sell training to others</li> </ul>	
15.	Look for alternative funding streams	
16.	Use train the trainer effectively (link to 14)	
17.	<p>Link to NCC disability portfolio holder</p> <p>Link to NCC equality forum</p> <p>Link to Nottingham NCVS</p>	
18.	Link to other agencies I.e. NHS positive campaigns	
19.	Link to external training (poss on <i>quid pro quo</i> basis)	
20.	<p>Scrutiny of NCH</p> <ul style="list-style-type: none"> <li>• What information is needed, in what format <ul style="list-style-type: none"> <li>○ Allocations</li> <li>○ Contractors</li> <li>○ Aids and adaptations</li> <li>○ Helping hands</li> </ul> </li> <li>• What is the impact of having work done in your home</li> <li>• Contractors not responding to individual needs</li> <li>• Individuals not being respected</li> <li>• Look at current aids and adaptations process (challenge)</li> <li>• Scrutinise Helping Hands</li> <li>• Look at Decent Homes work – how is this tailored to needs for disabled people</li> </ul>	