

Resident Involvement Impact Assessment **April 2010 – March 2011**

Introduction

Welcome to Three Valleys Housing's Resident Involvement Impact Assessment report 2011.

This report shows the real impact of resident involvement over the past year (April 2010 to March 2011).

In addition, it considers the difference made to services by involving residents and focuses on the outcomes of activities – what has changed as a direct result of resident involvement, how have the involved residents increased their skills and knowledge and demonstrated empowerment and have we shown value for money.

The report is in two parts.

The first part assesses the actual impact of resident involvement activities undertaken during the last year and considers the level of impact in the areas of:

- Accountability
- Empowerment
- Service improvement.
- Value for money

The second part briefly assesses progress against the Key Objectives outlined in the 2010 Resident Involvement Statement.

Who is this report for?

- For residents – it tells what has changed because of their involvement.
- For Three Valleys – it helps identify areas that have benefited from resident involvement
- For the Customer Council - it shows that we have complied with regulations and met good practice guidelines

Resident - led self – regulation (RLSR), a new approach at Three Valleys

A report published in March 2010 commissioned by the Tenant Services Authority (TSA) and written by the Chartered Institute of Housing (CIH), takes a detailed look at the use of this new approach to tenant involvement and performance management, which gives tenants the power to challenge their housing organisation and drive up performance.

The report claims that this new approach, entitled resident-led self-regulation (RLSR), has the potential to change social housing for the better and give real power to a group of customers who have little consumer choice. It could also cut down on the need for external intervention.

The Tenant Services Authority (TSA) set out a new approach for housing from April 2010 that reflected the views of tenants following a nationwide consultation.

TVH wanted to support this approach landlords working with tenants on service delivery and so Board members, Managers and involved residents have worked together to develop the Customer Council who deliver RLSR.

The Impact of Resident Involvement.

Accountability, empowerment and service improvements are interlinked and demonstrate our community development approach to resident involvement. For Three Valleys resident involvement plays a crucial part in supporting sustainable communities. This benefits both TVH residents and the wider community.

Measuring impact

The ticks below show the level of impact made.

0	No impact
√	Low level impact
√√	Medium level impact
√√√	High level impact
?	Don't know

Overall scores

Overall scores are calculated as follows:

6-9 ticks	Good VfM
3 – 5 ticks	OK VfM
1 - 2 ticks	Poor VfM

Value for money

Value for Money (VfM) means achieving the best result from the resources available, taking into consideration both time and costs. This doesn't mean that we always choose the cheapest option, but one that achieves the best result from reasonable costs.

The symbols below represent the value for money achieved.

☺	Good Value for Money
☹	OK Value for Money
☹	Poor Value for Money
?	Don't know

Resident Involvement Activity

The Customer Council - Resident Led Self Regulation

Type of involvement	What has happened (outputs)	So what? (outcomes and impact)	Value for Money
<p>What is it? A strategic level resident committee independently constituted with RLSR function (scrutiny).</p> <p>Purpose and Aims To improve services provided by Three Valleys Housing and their contractors To scrutinize all areas of Three Valleys business</p>	<p>2 get together events with Board members and Management team members to agree working relationships.</p> <p>Governance documents developed.</p> <p>Members attended December Board meeting.</p> <p>Scrutinised complaints process & produced a report.</p> <p>Most members have received training from recognised professional housing bodies.</p>	<p>Accountability √√√ Members hold TVH staff to account and have communication directly to the Board.</p> <p>Empowerment √√√ Independently constituted, self governing group. Write own agenda.</p> <p>Service Improvement √√√ Mechanism for learning from complaints has been agreed.</p> <p>Representatives influence the adoption of group wide policies with our future partners</p>	<p>Budget No specific budget, costs met from general resident activity budget.</p> <p>Inputs Officer time</p> <div style="border: 3px double black; padding: 5px; margin-top: 20px;"> <p>We believe overall VfM to be: Good 😊</p> </div>

Involvement at all levels in preferred partner selection			
Type of involvement	What has happened (outputs)	So what? (outcomes and impact)	Value for Money
<p>What is it? Opportunity for residents to influence the selection of preferred partner.</p> <p>Consultation with residents to discover views about prospective partners.</p> <p>Purpose and aims To involve residents in the new partnership selection process.</p> <p>Identify preferences.</p> <p>Present information and answer questions.</p> <p>Gather views.</p>	<p>Resident Board members involved in short-listing.</p> <p>Visits to other landlords.</p> <p>Written feedback following visits.</p> <p>Hosted visits by other landlords.</p> <p>A meeting for resident representatives, Board members and senior managers.</p> <p>18 joint presentations (TVH & EMHG) across the Borough.</p> <p>Questions and answers opportunities.</p> <p>Formal feedback has been sent to every resident.</p>	<p>Accountability √√ Residents included in meeting with the Board and managers.</p> <p>Residents' feedback from the visits given equal weight to that of staff and Board members.</p> <p>Empowerment √√√ 3 Resident Board members jointly responsible for decision.</p> <p>Residents free to speak directly with prospective partners and give their views at debrief meetings.</p> <p>Service Improvement ? Not yet known, but promising.</p>	<p>Budget Most of the cost met by Chief Execs budget. Part of the cost met by resident activity budget.</p> <p>Inputs Officers time</p> <div style="border: 2px solid black; padding: 5px; margin-top: 20px;"> <p>We believe overall VfM to be: OK 😊</p> </div>

Local Offers Consultation			
Type of involvement	What has happened (outputs)	So what? (outcomes and impact)	Value for Money
<p>What is it? This is required by TSA Tenant involvement and empowerment standard</p> <p>Purpose and aims To identify tweaks to local service delivery to suit the residents in local areas.</p>	<p>This consultation started at a resident association, continued with an interactive session at the Residents Conference, was followed by local meetings with residents across our neighbourhoods and finished with a postal survey to every resident in September.</p> <p>Local offers have been identified and agreed with residents</p> <p>Involved resident champions have been recruited to work with lead officers for each service area.</p> <p>Performance recording has been changed to reflect the new service standard headings and local offers included where appropriate</p>	<p>Accountability √√√ Delivery is monitored by the Customer Council. Non delivery will trigger the scrutiny process.</p> <p>Empowerment √√√ Residents identify tweaks to local service delivery to suit their areas. Every Three Valleys resident has had the opportunity to influence how our services are delivered locally.</p> <p>Service Improvement √√√ Services are delivered according to residents' wishes. An action plan showing all work has been developed.</p>	<p>Budget Part of the cost met by resident activity budget and part by the residents conference budget</p> <p>Inputs Officer time</p> <div style="border: 2px solid black; padding: 5px; margin-top: 20px;"> <p>We believe overall VfM to be: Good 😊</p> </div>

Service Standards & Local Offers Champions			
Type of involvement	What has happened (outputs)	So what? (outcomes and impact)	Value for Money
<p>What is it? A resident champion from the Customer council for each of the TSA service areas</p> <p>Purpose and Aims To involve residents in developing the new service standards and local offers action plans.</p> <p>To provide a robust method for monitoring service delivery and dealing with any shortcomings.</p>	<p>Several group meetings with TVH lead officer</p> <p>Individual service meetings / communication between resident Champion and TVH lead officer have not been consistent or regular</p> <p>Feedback methods and sanctions agreed with Customer Council</p>	<p>Accountability ✓ A named resident Champion for each of the TSA service standards has been identified to work with the TVH lead officer for their service. However, this has not been followed up consistently.</p> <p>Empowerment ✓✓ Feedback methods and sanctions agreed with Customer Council</p> <p>Service Improvement? Too soon to measure.</p>	<p>Budget No direct cost</p> <p>Inputs TVH lead officer time.</p> <div style="border: 2px solid black; padding: 5px; margin-top: 20px;"> <p>We believe overall VfM to be: OK 😊</p> </div>

Community Associations			
Type of involvement	What has happened (outputs)	So what? (outcomes and impact)	Value for Money
<p>What are they? Community Associations comprise local people who want to improve the area where they live. TVH recognises:</p> <ul style="list-style-type: none"> • Critchley Street Community Association • The Young Pensioners Club • Cleveland Evergreens • Orchard Close Community Association • Three Trees <p>Purpose and aims Working with TVH staff and other service providers, they identify and work to address local issues.</p>	<p>Critchley Street has established a relationship with local police and the Safer Neighbourhood Team. They have worked with TVH staff to improve security and to reduce anti social behaviour. They have successfully bid for funding to provide a community notice board.</p> <p>The Young Pensioners Club has secured external funding for social inclusion projects for a second year. They have refurbished the community room at Monyash Close.</p> <p>Cleveland Evergreens made a successful bid to Connaught's One in a Million fund and have a new fence surrounding the allotment area.</p>	<p>Accountability √√√ Residents invite TVH officers and other to their meetings to address specific issues.</p> <p>Empowerment √√√ Members develop skills that empower them to engage in partnership working with other agencies to improve communities. Local police, neighbourhood watch and councillors have contributed. Community spirit is improved.</p> <p>Service Improvement √√√ Local improvements include:</p> <ul style="list-style-type: none"> • Dealing with antisocial behaviour • Environmental improvements • Contributing to Local Offers • Social inclusion work • Communal areas are improved • Better community spirit 	<p>Budget None Independently constituted Community Associations are able to attract external funding</p> <p>Inputs Officer time</p> <div style="border: 3px double black; padding: 5px; margin-top: 20px;"> <p>We believe overall VfM to be: Good 😊</p> </div>

Three Valleys Residents' Conference- Residents are doing it for themselves			
Type of involvement	What has happened (outputs)	So what? (outcomes and impact)	Value for Money
<p>What is it? Resident led residents' conference</p> <p>Purpose and Aims To engage further with customers and communities to improve neighbourhoods by demonstrating greater interaction with an increasing number of customers.</p>	<p>Conference that:</p> <ul style="list-style-type: none"> - reflected residents' wishes -gave relevant information -contributed to Local Offers -provided networking opportunity for resident associations -provided fundraising opportunity for resident associations 	<p>Accountability √√ Residents were able to talk directly to staff. Q&A times included in the programme. Feedback forms gave views.</p> <p>Empowerment √√√ A resident led Residents' Conference demonstrates empowerment, decision making and influencing services. Financial understanding is capacity building and good for future resident involvement activity.</p> <p>Service Improvement √√√ Influenced local offers. Considered diversity. Workers and young families are our hardest to reach residents. Running the programme twice allowed those who work or have children in school to hear the speakers.</p>	<p>Budget £4,000, Actual spend £2.700</p> <p>Inputs Officers time Volunteers time</p> <div style="border: 2px solid black; padding: 5px; margin-top: 10px;"> <p>We believe overall VFM to be: Good 😊</p> </div>

Resident Training – NHC Annual Resident Involvement Conference – New Regulatory Framework			
Type of involvement	What has happened (outputs)	So what? (outcomes and impact)	Value for Money
<p>What is it? The Northern Housing Consortium delivered: "Making Resident Involvement a Success in the New Regulatory Framework" at their Resident Involvement Conference</p> <p>Purpose and aims To understand RLSR and Scrutiny.</p> <p>To learn about expectations from resident involvement in the new regulatory framework.</p> <p>To learn about best practice from other high achieving landlords.</p>	<p>Three residents attended.</p> <p>Report produced.</p> <p>RLSR introduced via Customer Council according to the recommendations from the conference.</p>	<p>Accountability √√√ Customer Council have RLSR (Scrutiny) function.</p> <p>Empowerment √√√ Residents learned about best practice in areas of work that helps Three Valleys improve services and deliver satisfactory outcomes in the new regulatory framework.</p> <p>Service Improvement √√√ Customer Council members are aware of best practice and understand how RLSR improves services. This has been put into practice and improvements are starting to be identified.</p>	<p>Budget: £1,200 plus travel expenses.</p> <p>Inputs Officer time</p> <div style="border: 2px solid black; padding: 5px; margin-top: 20px;"> <p>We believe overall VfM to be: Good 😊</p> </div>

Resident Training – CIH Level 2 – Quality Inspectors			
Type of involvement	What has happened (outputs)	So what? (outcomes and impact)	Value for Money
<p>What is it? A consortium of east midlands landlords arranged formal accredited training for residents CIH Level 2 (Quality Inspectors).</p> <p>Purpose and aims To equip involved residents with the skills needed for the new regulatory framework.</p>	<p>14 week formal training course.</p> <p>Inspections of:</p> <ul style="list-style-type: none"> • Website • Communal areas • Reception <p>3 Three Valleys residents gained the qualification.</p>	<p>Accountability √√√ Quality Inspectors provide reality checks and make recommendations for improvements. The Customer Council receive inspectors reports as part of RLSR</p> <p>Empowerment √√√ Quality Inspectors have access to all service areas.</p> <p>Residents have the skills needed for the new regulatory framework (RLSR / Scrutiny)</p> <p>Quality Inspectors have developed a network system across several midlands landlords.</p> <p>Service Improvement √√√ Skills learned have already impacted on service delivery improvements.</p>	<p>Budget: £7,000.</p> <p>The consortium resulted in reduced costs to individual landlords.</p> <p>The effects will last for several years.</p> <p>Inputs Venue</p> <div style="border: 3px double black; padding: 5px; margin-top: 10px;"> <p>We believe overall VfM to be: Good 😊</p> </div>

Resident Training - National Housing Federation - Scrutiny			
Type of involvement	What has happened (outputs)	So what? (outcomes and impact)	Value for Money
<p>What is it? Formal Scrutiny training from the National Housing Federation.</p> <p>Purpose and aims To equip involved residents with the skills needed for the new regulatory framework.</p>	<p>1 day formal training course.</p> <p>10 residents from TVH and 1 from EMHG attended.</p> <p>All will receive certificates of attendance.</p>	<p>Accountability √√√ Resident led Self Regulation is the most powerful resident involvement to date.</p> <p>Empowerment √√√ Residents have the skills needed for the new regulatory framework (RLSR / Scrutiny).</p> <p>Residents have decided to restructure the Customer Council to create better RLSR.</p> <p>Service Improvement √√√ Skills learned have already impacted on service delivery improvements.</p>	<p>Budget: £900</p> <p>Inputs Venue and lunch paid from Chief Executives budget.</p> <div style="border: 2px solid black; padding: 5px; margin-top: 20px;"> <p>We believe overall VfM to be: Good 😊</p> </div>

Mystery Shopping – Voids			
Type of involvement	What has happened (outputs)	So what? (outcomes and impact)	Value for Money
<p>What are they? A resident poses as a customer to collect information and measure quality of service.</p> <p>Purpose and aims Reality checks of Three Valleys Services.</p>	<p>We have mystery shopped the quality of our empty homes that are ready for letting. A qualified resident inspector visited 9 empty properties that were available to let. Photographs were taken and checklists completed at each property. The findings were presented at a meeting.</p>	<p>Accountability √√√ Mystery Shopper reported findings directly to managers with responsibility for preparing and re-letting</p> <p>Empowerment √√√ Mystery shopper devised the voids shop programme, took the photographs, completed the checklist and presented findings to the managers.</p> <p>Service Improvement √√√ Actions have been agreed. A follow up mystery shop will take place to check improvements have been implemented.</p>	<p>Budget No cost incurred</p> <div style="border: 2px solid black; padding: 5px; margin-top: 20px;"> <p>We believe overall VfM to be: Good 😊</p> </div>

Decent Homes Inspectors			
Type of involvement	What has happened (outputs)	So what? (outcomes and impact)	Value for Money
<p>What is it? Inspection of completed works and procurement of contractors Fault finding by reviewing working processes</p> <p>Purpose and aims Customer satisfaction</p>	<p>Monthly meetings</p> <p>Inspection visits</p> <p>Reviewed data</p> <p>Contractors performance monitored</p>	<p>Accountability √√ Inspectors work directly with the Asset Manager and contribute to procuring contractors. Performance of contractors is monitored and evaluated.</p> <p>Empowerment √√ Residents assist with procurement activities. Accompanied residents inspect completed works and report findings.</p> <p>Service Improvement √√√ Areas of weakness identified and corrective actions put in place</p>	<p>Budget £864</p> <p>Inputs Officers time</p> <div style="border: 3px double black; padding: 5px; margin-top: 20px;"> <p>We believe overall VfM to be: Good 😊</p> </div>

Annual Report Feedback			
Type of involvement	What has happened (outputs)	So what? (outcomes and impact)	Value for Money
<p>What is it? Questionnaire</p> <p>Purpose and Aims To discover the views of the residents on the annual report.</p>	<p>Postal survey form included in 2010 Annual Report.</p>	<p>Accountability 0 n/a</p> <p>Empowerment 0 n/a</p> <p>Service Improvement? We discovered some resident views on the annual report that may lead to future changes.</p> <p>We discovered some residents who are interested in taking part in resident involvement activities. This may lead to future service improvements.</p>	<p>Budget No additional budget required as the questionnaire was included with another mail-out and residents paid for their own return postage.</p> <p>Inputs Officer time</p> <div style="border: 2px solid black; padding: 5px; margin-top: 20px;"> <p>We believe overall VfM to be: Don't know ?</p> </div>

Email Consultation Group			
Type of involvement	What has happened (outputs)	So what? (outcomes and impact)	Value for Money
<p>What is it? Consultation group</p> <p>Purpose and Aims To review documents and give feedback via email</p>	<p>Consultations and feedback about:</p> <ul style="list-style-type: none"> • Rent increase letters • DLA Consultation • 2010 Impact Assessment feedback • CC Governance docs • Draft annual report feedback • Draft promise document feedback • Draft Annual Report 	<p>Accountability √√ Residents feedback emails are forwarded directly to the appropriate manager</p> <p>Empowerment √√ Members are free to take part or not. Their views are completely their own.</p> <p>Service Improvement √ √ Good for yes/no situations. Clear outcome.</p>	<p>Budget None</p> <p>Inputs Minimal officer time</p>
			<p>We believe overall VfM to be: Good 😊</p>

Part 2 Key Objectives from the Resident Involvement Statement 2010

The outcomes of the key objectives as outlined in the 2010 resident involvement statement are:

Involve residents throughout our partnership selection process.

Evidence / Measure	Yes	No	Partly
TVH have consulted extensively about our proposed merger with East Midlands Housing Group. This has included the visits to potential partners which all involved residents were invited to take part.	√		

Ensure that resident involvement and community development is a priority for us and our future partners

Evidence / Measure	Yes	No	Partly
The RI&CD staff team has worked with East Midlands Housing Group (EMHG) on a variety of topics including strategic planning and training and development of involved residents. Members of the Customer Council have worked with EMHG to develop shared vision for policies that will affect us.	√		

Consult on the desirability and scope of services delivered locally

Evidence / Measure	Yes	No	Partly
We have consulted widely regarding local offers, giving all tenants the opportunity to comment in a way that suited them. This included 9 meetings in all our neighbourhood areas. We commenced the process with a local offers pilot consultation exercise in March, carried out jointly with one of our tenant and resident associations. We followed this with a local offers workshop at our annual conference. Each of the TSA standards has a resident champion as well as a lead officer. Our local offers are contained within our action plan and this plan is subject to scrutiny by the Customer Council.	√		

Agree how services can be monitored and scrutinised by residents

Evidence / Measure	Yes	No	Partly
<p>The Customer Council scrutinise performance at TVH. Members have requested that the local offers are subject to the same monitoring and performance arrangements as our other services. The Customer Council will review performance quarterly. Our service standards are available on our website, in leaflets and our Contact Magazine. Performance against service standards is reported to our Board, and to our Customer Council. Performance is also reported through our website, Contact magazine and in our reception.</p>	√		

Show how we listened when we change the way we do things

Evidence / Measure	Yes	No	Partly
<p>We held 18 public meetings in all of our neighbouring areas about our proposed merger with East Midlands Housing Group and have written formally to all of our residents updating them on the process in our December 2010 partnership update newsletter.</p>	√		

Tell you clearly and quickly what we have done

Evidence / Measure	Yes	No	Partly
<p>An extra publication has been delivered to all residents that explains the outcome of the partnership consultation including a list of answers to frequently asked questions.</p>	√		

Proactively recruit and provide appropriate ways of becoming involved for those who are under represented

Evidence / Measure	Yes	No	Partly
Proactive recruitment of Customer Council members has had positive results for engaging with those who are under represented. Of the 10 members, 3 are under 50 years old, 2 are from BME communities, 3 are in full time work, 3 are men, two have disabilities and one is a leaseholder.	√		

Provide equality and diversity training for resident representatives and committee members

Evidence / Measure	Yes	No	Partly
Five members attended training delivered in partnership with East Midlands Housing Group	√		

Consult with residents through focus groups as well as public meetings

Evidence / Measure	Yes	No	Partly
Focus groups for tenants and leaseholders have been established and consultation about service charges has begun. Added value is that the leaseholders wish to continue working with TVH to improve leaseholder services.	√		

Ensure continuing scrutiny from the tenants on all Board decisions

Evidence / Measure	Yes	No	Partly
The Customer Council provide the scrutiny function. The Customer Council was formally constituted in September 2010 and has been provided with the Board forward agenda. There have been three joint meetings in 2010 and the Council have produced one Board report so far. There is agreement from Board members, the Management Team and the Customer Council about commitment to the scrutiny process. The Customer Council have made recommendations for improving the recruitment of TVH residents to Board membership.	√		

Represent the Association at appropriate events

Evidence / Measure	Yes	No	Partly
Derbyshire Tenants Network Get Together East Midlands Housing Group training for residents Northern Housing Consortium RI Conference delegates Community Development Exchange delegate Resident Association events	√		

Engage further with customers and communities to improve neighbourhoods by demonstrating greater interaction with an increasing number of customers and evaluation of impact assessments

Evidence / Measure	Yes	No	Partly
Local Offers agreements Partnership consultation Residents' Conference	√		

Devise and carry through the best possible consultation process to facilitate our partnership

Evidence / Measure	Yes	No	Partly
Visits and tours Feedback meetings Questions prompts Joint presentations to residents across all neighbourhoods by TVH & EMHg Feedback and answers to frequently asked question	√		

Develop the Residents' Scrutiny Panel

Evidence / Measure	Yes	No	Partly
The Customer Council has been recruited and performs the scrutiny function. Specialist Scrutiny training has been provided by the National Housing Federation. Three members were sponsored to attend the Northern Housing Consortium Resident Involvement Conference to learn about best practice in scrutiny and the experiences of others as part of their pilot programmes.	√		

Provide training to people on the register of residents who are involved, and other residents

Evidence / Measure	Yes	No	Partly
Higher quality training has been delivered this year. <ul style="list-style-type: none"> • CIH level 2 Quality Inspectors Course • National Housing Federation – Scrutiny • In house training – Committee skills In addition, training has been provided for EMHG residents <ul style="list-style-type: none"> • Committee Skills • Running effective meetings 	√		

Benchmarking with our Peers

	<u>Three Valleys Housing</u>	<u>Amber Valley Housing Limited</u>	<u>Derwent Living</u>	<u>Rykneld Homes</u>	<u>Dales Housing</u>
Annual Resident Involvement Budget	£25,600	£70,500	57,500	58,500	£37,000
Community chest fund	£2,000	£30,000	N/A	£2,000	£10,000
Average spend per household	£4.80	£13.25	£5.25	£38	£12
Number of properties	5220	5318	11000	8300	3000
Number of Resident Involvement Staff	2	3.5	4	4	1