



RESIDENT INVOLVEMENT IMPACT REPORT >



> RESIDENT INVOLVEMENT

This is a brief summary of what has been achieved through residents getting involved. If you want to read the full version please contact us and ask for a copy.

Last year many of you chose to get involved. We would like to thank you for that. We had thousands of responses to consultations and satisfaction surveys. Over 400 of you attended events and meetings. Some 148 of you got actively involved in improving services and 18 of you attended training courses and attained qualifications through our training centre.

We want to make sure that all our residents have the opportunity to get involved. This helps us to improve services and get value for money; helps us be more open and responsible for our actions and work and it promotes and enables social inclusion, community development and regeneration.



Aims of this Impact assessment

- To inform you of the contributions you have made and the impact they have made on services and our objectives
- To illustrate good examples of working together
- To help us evaluate the benefits of Resident Involvement
- To show how we have influenced our communities.

The table here shows just how many residents got involved last year, and how you were able to help.

ANALYSIS OF RI AGAINST ACTIVITY TYPE

ACTIVITY	NUMBER OF RESIDENTS	TOTAL COST	COST PER HEAD
Surveys	6016	£38,237	£6
Residents day	65	£15,000	£230
Estate inspectors	29	£2,9000	£100
Local meetings	341	£1395	£5
SQIGs	27	£500	£18
RCC	9	£7,500	£833
RLSR group	18	£300	£17
Email panel	52	£0	n/a
Topic groups	13	£860	£66
Training courses	18	£13,106	£728
Home visits	341	£26,968	£80



> LEASEHOLD MANAGEMENT

Ongoing consultation with residents over the last three years has identified this service area as a major area of concern, linked to declining resident satisfaction.

Although residents have been satisfied with the sales process, the follow up and ongoing management needed to improve.

This resulted in three service reviews taking place last year: defects, estate services and service charges, as well as a corporate restructure to integrate Leasehold Management with Housing Services. In addition a Customer Liaison Officer was employed to support residents during their moving in process. This has resulted in increased satisfaction with the sales process.

We used resident involvement last year to inform and support the service reviews and the integration of leasehold management into the housing Directorate, as well as to explore dissatisfaction in more detail. Actions are to be taken to address value for money, the setting and administration of service charges, the role of management companies, and the quality of services provided. These will be implemented this year and their impacts on resident satisfaction measured after 12 months.



Where involvement has made things better

- A new leaflet was produced for leaseholders on payment options and money advice
- The revised leaseholder handbook was agreed by residents
- An explanatory leaflet on services was sent out with the estimated service charge for 2009/10, this has resulted in a reduction in customer contact following receipt of the estimates.

LEASEHOLD MANAGEMENT

INVOLVEMENT	NOS	COST	FEEDBACK	OUTCOME	IMPACT
After-sales home visits	341	£26,968	<p>Most residents are happy with the sales process (85% satisfaction).</p> <p>60% of residents have reported defects, and inaccurate information about rents and service charges. Improvement is necessary in the handover process to provide better information in welcome packs for residents.</p>	<p>Review of defects to be carried out 2008/09 .</p> <p>Review of handover pack.</p>	<p>Action plan 2009/10.</p> <p>Handover pack has been improved providing more accurate information and resulting in more satisfied customers at this stage.</p>
Residents' day	14	£2,678	<p>Service charge information needs to be clearer.</p> <p>Better management of contractors.</p> <p>More information on money advice.</p>	<p>Review of service charges carried out 2009/10,</p> <p>Review of estate services carried out 2009/10,</p> <p>Leaflet produced giving information on payment methods and financial advice.</p>	<p>Improved information for shared owners.</p>
Local meetings and consultation progress	125	£400	<p>Common issues covered in 24 scheme meetings were dissatisfaction with cyclical decorations, service charges, gardening and cleaning contractors, communication and parking.</p>	<p>Each resident was sent a copy of the minutes relating to their scheme meeting.</p> <p>Leasehold officers completed individual action plans for their schemes. All action points were collated onto a spreadsheet, to be monitored and updated.</p>	<p>Leaseholders are more satisfied with communication after the meetings.</p> <p>Impact not yet reviewed.</p>

> TENANCY AND ESTATE MANAGEMENT

Anti-social behaviour (ASB), cleaning and gardening services are priorities for our residents.

Ongoing monthly surveys are sent to all residents who receive estate services over a 12 month period to assess satisfaction. Residents using the ASB service are surveyed at the close of their case.

Satisfaction levels with grounds maintenance and cleaning are variable. There are marked differences in feedback from residents on different contractors, in different geographical areas and on different tenures. This has resulted in a service review of estate services taking place this year. In addition an action plan is under development with residents following a partnering workshop to improve services from Quadron Services in the short term. Further actions to improve services from all contractors will be implemented 2009/10 when the results of the service review are reported.

Scheme boosts site services

The resident estate inspectors scheme has resulted in a 50 per cent increase in residents involved, with a further 40 residents interested in joining in 2009/10. The scheme has a direct impact on improving services on site as well as empowering residents to shape and improve communication with TVH and our contractors.



Feedback from surveys, local meetings and workshops has always placed tailored local delivery of services high on residents agenda, and is therefore a key factor in assumptions about value for money for the services residents receive, and pay for.

We are consulting residents about local estate services and standards

- Swordsman Road Fleet: Following consultation with the three residents they have taken on the delivery of cleaning and grounds maintenance on their scheme themselves. This has provided them with a significant reduction in their service charge.
- Central Walk Epsom: Following consultation with the 16 residents they have opted out of TVH providing their services and have joined the local resident management company who provide the services at a reduced cost.
- Complaints about service delivery at Caradon Court Twickenham and Vine Court Hersham resulted in specification changes to reduce service charges and provide additional services at no extra cost.

TENANCY AND ESTATE MANAGEMENT

INVOLVEMENT	NOS	COST	FEEDBACK	OUTCOME	IMPACT
Ongoing surveys	1,064 252 414 10	£5,000 £2,000	74% satisfaction with Quadron cleaning service. 70.5 % satisfaction with Quadron gardening service. 51% satisfaction with cleaning by non-Quadron contractor. 49% satisfaction with gardening by non-Quadron contractor. 90% satisfaction with NHS management arrangement. 70% satisfaction with management of ASB cases.	Trends and reasons for dissatisfaction monitored by partnering groups. Review of Estate Services carried out 2008/09. Response rates are low for questionnaires.	Satisfaction levels continue to rise. Action plan for 2009/10. Alternative methods to be considered for getting customer feedback.
One-off surveys	147	£2,000	29% satisfaction overall with services provided by management companies.		Review of management company arrangements to be carried out 2009/10.
Estate inspectors scheme	29	£2,900	Weekly inspections by residents of contractors work, assessed against specifications.	Review estate inspections scheme. Provide training and support for residents involved in the scheme. Improve contractor communication.	Improved standards on sites where resident inspectors are located. 40 more residents are interested in joining the scheme. Additional planning awarded to the schemes.
Topic group – Estate Services	4	£70	Tailored specifications, site maps and better complaint handling.	Recommendations into action plan.	Being delivered through partnering groups.
Swordsmen Road Fleet	3		Complaints about quality and costs of estates.	Right to manage.	Lower costs for residents and improved satisfaction.

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TENANCY AND ESTATE MANAGEMENT

INVOLVEMENT	NOS	COST	FEEDBACK	OUTCOME	IMPACT
Central Walk, Epsom	16		Complaints about quality and costs.	Opt out to resident management company.	Lower cost and improved satisfaction.
Caradon Court	18		Complaints about window cleaning.	Amendment of specification.	Reduced service charges.
Manor Gate PEP	2		Estate walkabout to discuss issues of concern including lighting, wall lowering, and security. Residents help to identify problem areas on the estate.	Residents' views taken into account when planning improvements.	Steering group established for further consultation on PEP works.

> STOCK INVESTMENT AND ASSET MANAGEMENT

Overall resident satisfaction with the responsive repairs service is high at 91%, which is upper quartile performance within our peer group benchmarking group.

This performance indicator is derived mainly from tenant feedback on internal repairs which form the majority of repairs carried out. Feedback from shared owners through site meetings and other leaseholder surveys indicate low levels of satisfaction with communal repairs. This area has therefore been targeted for review in 2009/10.

We have also organised a residents' repair group to meet this year to contribute to an improvement plan for repairs in general. Satisfaction levels with planned and cyclical maintenance vary depending on the tenure and survey method, and more work is to be undertaken to assess the best method of getting customer feedback. Local consultations with leaseholders have resulted in schemes being deferred from the cyclical decorations programme until the following year to allow more time for residents to save for costs.



STOCK INVESTMENT AND ASSET MANAGEMENT TABLE

INVOLVEMENT	NOS	COST	FEEDBACK	OUTCOME	IMPACT
Ongoing surveys	2,177 177 167	£2,000	91.2% Satisfaction with responsive repairs overall (all residents), 76% satisfaction with repairs (all residents), 80% satisfaction with new properties at the end of defects liability period, 45% satisfaction with the way defects were dealt.	Trends and reason for dissatisfaction are being monitored by partnering groups.	Satisfaction is still high, although no improvement on last year.
Large scale multi-topic survey	960		28% satisfaction with communal repairs (shared owners)		Review of communal repairs process to be carried out in 2009/10.
Email panel	9		Various suggestions for new planned and cyclical repair maintenance leaflets.	All suggestions have been included in the final leaflets.	Improved information to residents prior to works being carried out, resulting in very good initial feedback from the residents.
Topic group (Repairs)	3	£60	Missed appointments, dealing with repairs and free phone line were topics raised.	Recommendations have been put into an action plan.	This is being delivered through partnering groups.
Customer access SQIG	6 5	£150 £100	Various recommendations put forward regarding website services for residents. Various recommendations put forward regarding dealing with complaints and freephone hotline.	Recommendation included in specification for new website. Recommendations have been included in the review.	New website is being developed. New complaints leaflet is being drafted.

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STOCK INVESTMENT AND ASSET MANAGEMENT TABLE

INVOLVEMENT	NOS	COST	FEEDBACK	OUTCOME	IMPACT
Customer access Ongoing surveys	53		Low level satisfaction with complaints process and outcomes – communication during complaints process cited as main reason for dissatisfaction.	The complaints process has been reviewed and a complaints coordinator has been employed.	New system will be live from November 2008. No information on satisfaction as yet.
Housing income management SQIQ	10	£200	Various recommendations for TVH financial inclusion strategy.	Recommendations will be included in the final strategy.	The strategy has been approved and will be delivered in 2009/10.
Allocation and lettings ongoing surveys	108	None	90% satisfaction with the sign-up process. 94% satisfaction with the information given.	Issues were dealt with as they arose.	Satisfaction levels continue to rise.
Resident involvement resident day	36		Residents were interested in taking part, but would also like incentives and other support to encourage them.	Individual residents have been contacted.	More residents are to be recruited to take part in resident involvement activities.

> ACCOUNTABILITY

This year a review of the formal accountability structures of TVH was carried out and a new structure agreed to take account of regulatory expectations.

Two new accountable resident groups have been developed:

- A group to deliver service improvements and provide a scrutiny role that will involve residents auditing service areas. This follows the principles of resident led self regulation an approach developed by the Chartered Institute of Housing and the Tenant Participation Authority Services. The TVH group is currently called the Thames Valley Resident Auditors.
- A policy group that will work in partnership with staff to develop new and review existing policies.



We have recruited 18 new residents to the Thames Valley Resident Auditors team, agreed terms of reference and held training sessions to introduce the regulatory role. They have undertaken training assessments, had an initial look at prioritising TVH services and are carrying out a workplan for 2009/10 which includes three service reviews.

We have begun to recruit members for the policy group and have agreed a list of policies for 2009/10 to be reviewed.

We have facilitated TVH residents to contribute to the national and local conversations set up by the TSA by completing surveys and attending local meetings organised with other registered social landlords.

ACCOUNTABILITY TABLE

INVOLVEMENT	NOS	COST	FEEDBACK	OUTCOME	IMPACT
Resident led self regulation Thames Valley Resident Auditors	18		Feedback from residents regarding this group and the type of in-depth involvement is very positive.	The service priorities that have been chosen are repairs, service charges, and ASB.	Three service reviews will be completed by 31 March 2010.
Email panel	10		Feedback on corporate plan objectives.	Feedback summary to be included in the Board Report.	Residents should be involved prior to the objectives being agreed.
One-off surveys – Tenants Survey Authority (TSA)	35		Standards expected in social housing.	Feedback submitted to TSA.	TVH residents providing information into national standards on social housing.

> SOCIAL INCLUSION AND COMMUNITY REGENERATION – KEY ACHIEVEMENTS

A Community Investment strategy has been agreed this year, 2009/10, which builds on, and brings into focus the work that TVH already carries out.

Resident training

This year has seen the launch of the TVH resident training strategy. This strategy promotes and provides training for residents to enhance or improve their skills and employability. Specialist staff have been recruited to deliver the strategy and promote the training centre facility for interested residents.

- 18 residents have completed training
- 7 residents achieved Chartered Institute of Housing level 2 qualification
- 1 resident achieved an NVQ qualification.



SOCIAL INCLUSION AND COMMUNITY REGENERATION – KEY ACHIEVEMENTS

INVOLVEMENT	NOS	COST	FEEDBACK	OUTCOME	IMPACT
Local meeting/ event Plough Lane Merton	50		Residents met with local service providers from council, safer neighbourhoods team and education. They were interested in forming a residents group and building community cohesion.	Assessment of need for local services and resident input in an estate newsletter.	More work is needed with residents and developers to provide suitable play spaces and a better management of scheme.
Local meeting/ event Printing House Square	22	£280	Residents are not satisfied with various issues of this new development.	A meeting with TVH revenues and development. Further consultation over signage.	Refunds for services are not provided, New signage and bike racks repositioned.
Local meeting/ event The Hamptons	19	£55	Residents are unhappy about negative publicity, ASB and poor local services.	Ongoing work is being undertaken with residents to form a Residents Association that can affiliate with RA on the private site. Use social activities and work with neighbourhood officer to establish community connections and connect with borough providers to establish play group in area.	Work still ongoing.
Local meeting/ event Manor Gate (PEP)	30	£80	41% of residents feel unsafe. 77% want parts of estate fenced off, 36% think rubbish collection is poor. There were also issues with parking, ASB and security.	Estate walkabout with residents. Programme of estate improvements. Working with LA on youth issues. Local newsletter. Further consultation on parking, bins and community involvement.	Play group starts April 2009.

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SOCIAL INCLUSION AND COMMUNITY REGENERATION – KEY ACHIEVEMENTS

INVOLVEMENT	NOS	COST	FEEDBACK	OUTCOME	IMPACT
Local meeting/ event Moray Drive (PEP)	37		Residents had issues with unused land.	Future events planned to build community and connect with local services.	Better communication and information provided to estate. Formation of steering group, Year 2 estate improvements to be delivered.
Local meeting/ event Earls Court Road (PEP)	30		Residents highlighted security and lighting issues.	Improvements planned with residents. Garden designed with residents.	Improved garden space created, better security, more gardening events planned.
Local meeting/ event High point Hayes	6		Local interest in community project.	Future events planned to build community and establish contacts with local services.	Successful community event held at which residents met their neighbours.
Local meeting/ event Harris Close	3		Security and lighting issues raised.	Ongoing with residents and contractors to resolve the issues.	Discussions taking place
Resident training courses	18	£13,016	To increase resident involvement by developing resident knowledge and skill base.	8 residents 1 day painting course 4 residents CIH level 2 4 residents CIH level 3 2 residents NVQ level 2 1 resident NVQ level 3	1 resident achieved NVQ 7 residents achieved CIH level 2
Resident topic groups	10	£800	To develop resident knowledge by improving skills and confidence.	Three information sessions for residents on Building Standards, Secure by Design and Code for Sustainable Homes, plus site visits arranged to TVH schemes.	Residents now want to formalise groups and develop terms of reference.
Community investment resident day SQIG	3	£100	Various recommendations on how the strategy should be implemented were presented, aiming to develop residents interested in monitoring strategy.	Recommendations to be considered when community investment strategy is delivered.	

> COMMUNITY CHEST FUND

We have successfully promoted the fund in some of our areas of operation and received a number of bids for funding from local and community groups.

- We have established a community chest panel with a residents' representative to assess bids.
- £24,627 was awarded to 15 different projects .
- All the projects will benefit Thames Valley residents.
- Residents have expressed interest in becoming involved in the ongoing monitoring of projects we have funded.



LOCAL MEETINGS

The new resident involvement officer (local initiatives) post was filled this year. She has been working with the leasehold and neighbourhood teams and groups of residents, to improve local involvement opportunities, address areas of concern and establish and develop community relationships and local networking.

Some initial impacts

- Three new local residents' associations have been formed.
- Communication and involvement with residents on the Priority Estates has been improved. Residents have made significant contributions to how improvements are being delivered and will be delivered in year two.
- Site specific newsletters have been produced giving residents up-to-date information on what is happening on their estate and what we have done about their suggestions. We have received very positive feedback about the format and content of these newsletters.
- Targeted work on new developments such as Plough Lane and Hayes Station has improved links with local service providers to establish community services and identify community needs. Projects to address these will be worked on next year.