

flagship



Resident Involvement Impact Assessment 2008/09



service right - first time

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This Resident Involvement Impact Assessment records activities, including cost and outcomes for the communities we serve. We held a number of key events during the year, including a Groupwide review of customer engagement carried out by Consult CIH. The review has resulted in a comprehensive action plan for us to strengthen involvement across all levels of the organisation.

We participated in the first round of the Tenant Services Authority National Conversation. Our customers see this as a real opportunity to influence at a national level.

More locally, we have had some real successes within the communities we serve. For example, at Riverside Road in Ipswich, by hosting a community day that has led to the set up of a more formal resident group and launching a local consultation exercise in Thetford to improve parking and redevelop some outdated garage blocks.

Our 2009/10 Resident Involvement Impact Assessment will give us the opportunity to make headway with the Consult CIH action plan. Our formal customer groups at Flagship Kings' Forest, Flagship Peddars Way and Flagship Suffolk Heritage have agreed their priorities:

- To engage more with young people.
- Succession planning for their own customer groups.
- To develop each strand of the Customer Club.
- To ensure our involvement profile is synonymous with our customer base.

Activity	Objectives	Cost	Outputs	Outcomes
Customer Consultation Group (PWHA)	To scrutinise performance, influence development of services and operational policies at Flagship Peddars Way (FPW). Nominate Tenant Board Members.	£1722.40	7-13 attendees. Bi-monthly full committee meetings. Disability Advice Group. Customer Satisfaction Team.	Regular scrutiny of Flagship Peddars Way housing management performance. Gave feedback regarding the Disability Equality Scheme. Overall Satisfaction Rate: 7.4 Action to be taken by MD.
Tenant Assembly (FKF)	To scrutinise performance, influence development of services and operational policies at Flagship Kings' Forest (FKF).	£4072.00	15-30 attendees. Bi-monthly full committee meetings. Disability Advice Group. Customer Satisfaction Team.	Regular scrutiny of Flagship Kings' Forest housing management performance. Gave feedback regarding the Disability Equality Scheme. Overall Satisfaction Rate: 7.4 Action to be taken by MD.
Tenants Committee (FSH)	To scrutinise performance, influence development of services and operational policies at Flagship Suffolk Heritage (FSH). Nominate Tenant Board Members.	£1377.44	7-12 attendees. Bi-monthly committee meetings Disability Advice Group.	Regular scrutiny of Suffolk Heritage housing management performance. Influenced the Disability Equality Scheme.

Activity	Objectives	Cost	Outputs	Outcomes
Tenants Committee (FSH) (cont'd)			Customer Satisfaction Team.	Overall Satisfaction Rate: 7.9 Action to be taken to improve satisfaction ratings.
Flagship Diversity Group	To develop and introduce disability and gender equality schemes and to monitor progress following implementation.	£1960.00	15 attendees. Introduced the Flagship Disability Equality Scheme. Introduced the Flagship Gender Equality Scheme.	Framework to monitor equality. Improved organisational behaviour around equality.
Group Tenant Forum	To scrutinise performance, influence development of services and operational and strategic policies, and customer involvement.	£3371.57	15 attendees. Reviewed customer involvement within the organisation.	Identified the need for a full review. CIH commissioned to undertake consultancy work to review.
Value Management Seminars	To engage existing customers in our new development schemes to influence design and process.	Cost Included in contract	4 customers attended. Regular meetings to discuss.	Influence over design brief. Identified customer interest in environmental road shows run by the Flagship's 'green team'.
Tenant Census	To obtain customer profiling information.	£2389.00	10% response rate received.	Established Group wide action plan to obtain remaining profiling information.
Tenant Participation Consultation Review	To review effectiveness of its current strategies, policies, action plans and methods for customer involvement across operations and structures.	£16660.00	Report received from Consult CIH with a series of recommendations.	Review commenced in line with recommendations.

Activity	Objectives	Cost	Outputs	Outcomes
Asset Management Consultation	To agree an approach for digital TV/communal aerials.	£932.00	2-6 attendees Meetings held.	Further review required.
National Conversation Consultation	To provide feedback on the Tenant Services Authority (TSA) national consultation.	£200.00	11 attendees from FSH/FPW. TSA questionnaire completed.	Discussed and completed TSA questionnaire.
Tenant Board Involvement	To ensure that all tenant board members have electronic access to systems and information.	£1500.00	9 Tenant Board Members. IT equipment and installation of broadband connections.	Improved communication with tenant board members. Improved access for board members.
Riverside Road Customers' Open Day	To meet staff and establish resident group if required.	£90.00	20 attendees Design and repair issues identified. Consultation on establishing resident group.	Resident group established that now identifies and deals with local issues. Improved relationship with staff.
Riverside Road Resident Group	To identify local issues and represent residents living in the area.	£700.00	4-6 residents on committee.	Elected committee with a formal constitution. Adoption of road and play area completed. Notice served against local business for nuisance. Estate clean-up.

Activity	Objectives	Cost	Outputs	Outcomes
Brickfield Close Residents Meeting	To ensure regular communication with residents following large fire in the block.	£100.00	Agreement for regular meetings to monitor progress with the loss adjustor.	Better informed residents.
Castle Street, Woodbridge Resident Meeting	To identify local issues and represent residents living in the area.	£50.00	1 resident attended. No issues raised.	No outcomes.
Melton and Ufford Residents Meeting	To improve accessibility of service and improve relationships between staff and local communities.	£55.00	10 attendees. Some individual repairs identified.	Improved relationship with staff.
Stonelands House Residents Meeting.	To improve accessibility of service and improve relationships between staff and local communities.	£300.00	5 attendees	Improved relationship with staff and customers.
Local Door Knocks	To improve accessibility of service and improve relationships between staff and local communities.	£800.00	Door knocks: Braintree (35 households) Black Notley (24 households) Felixstowe (600 households) Guildford Way, Thetford Ash Rise, Saxmundham	Improved access to services. Identification of landscaping work required as an estate improvement. Deign improvements agreed to eradicate ASB. Gathering data of fuel poverty and promoting forthcoming green road show.

Activity	Objectives	Cost	Outputs	Outcomes
Postal Surveys	To ascertain views on specific projects or suggested improvements.	£1190.00	Areas covered in Thetford: York Way/Winchester Way/ Salisbury Way/Gloucester Way/Prior Stephen Way/ Swain Close/Ash Close/Fir Road/Beech Close/ Lady's Estate/ Redcastle Estate/St Martins Way.	<p>Proposal about the installation of a metal gate at the entrance to the flats to stop ASB.</p> <p>Proposal for communal garden agreed.</p> <p>Proposal to erect a fence around flats in Gloucester Way.</p> <p>Improvements to car parking agreed.</p> <p>Views on redevelopment plans sought and established.</p> <p>Ongoing use and future of local community centre identified.</p> <p>Established specification for new door entry system.</p>
Local School Reading Club	To improve relationship between staff and the community	N/A	Regular liaison between residents and staff.	Improved relationship between staff and customers' young children.
Service Charge Meetings	To ensure that all residents understand their service charge statement.	£100.00	10 local meetings took place across the Group between staff and residents.	Residents more aware of their service charges.

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Gosford Heights, Beccles Residents Meeting	To establish a relationship with residents and between residents at this new scheme.	£65.00	11 residents attended. Some general issues raised about the scheme.	Residents have a better relationship with each other and staff.
Victoria Road, Oulton Broad, Residents Meeting	To discuss ASB and repair issues with residents.	£20.00	Attended by residents and local PCSO.	Fence repairs agreed and undertaken, improving the situation dramatically.
Felixstowe Forum	To improve accessibility of service and improve relationships between staff and local communities.	£1500.00	48 residents attended. General issues about repairs, boundaries and choice based lettings raised.	Customers have a better relationship with staff and other agencies. Customers signed up to monitor their electricity consumption.
Watson Watt Gardens Residents Meeting.	To discuss low level ASB and other community concerns.	£430.00	30 attendees and PCSO and Broadland Housing Association.	Agreed actions with other housing association and police to include improved children's games area.
Estate Clean-up	To engage the community with a spring clean and litter pick.	£900.00	Estate tidy carried out at Alan Meale Way (20 households) Ashfield Road, North Walsham; Beavans Court, Great Yarmouth (20 households), Neil Avenue, Holt (20 households).	Improved community ownership of their estate.

Activity	Objectives	Cost	Outputs	Outcomes
Teddy Bear Picnic at Howlett Close, North Walsham	To engage with the community through children's activity.	£40.00	10 children attended. No outputs.	Activity not as successful as hoped.
Fun Day with North Norfolk District Council	To engage with local communities.	£250.00	Multi-agency attendance including Flagship foyers, North Norfolk District Council, Safer Neighbourhoods Team.	Local resident committee established. Stronger links with agencies operating in the North Norfolk area.
Barnham Cross Action Group	To improve communities working together.	£520.00	4-20 attendees (a third of whom were Flagship Peddars Way tenants).	Constantly working towards improving community working.
Abbey Tenants and Residents Group	To improve communities working together.	£160.00	20 attendees.	Constantly working towards improving community working.
Redcastle Estate Residents Group	To improve communities working together.	£160.00	20 attendees.	Constantly working towards improving community working.