



**Resident Involvement Impact Assessment
Key Achievements 2008 / 2009**



Cosmopolitan Housing Association – Impact Assessment

Key Achievements 2008/2009

Background

Resident involvement is an integral part of our business. It is about residents working in partnership with Cosmopolitan so that they may take part in and influence decision-making about housing policies and services.

The Associations Resident Involvement Strategy ensures that our customers have a range of options to get involved at whatever level suits them. These activities and processes ensure that the benefits of involvement include:

Improved services to residents
Higher satisfaction levels

Services which reflect residents needs
Increased accountability of the Association

Impact Assessment

To comply with Tenant Services Authority regulations, every Registered Provider of Social Housing has to produce an annual resident involvement impact assessment. The measurement of resident involvement is a complicated issue. However, this report documents the key resident involvement achievements and activities in 2008-09. It provides a review of how the Association has performed over the year and outlines the ways that the involvement of residents has made a difference.

This report sets out the results of the exercise to evaluate the impact of resident involvement throughout Cosmopolitan. An impact assessment has to look both backwards and forwards and comparisons for the previous year have been made for each initiative. A traffic light rating against each of the activities has been agreed.

Green = Project or activity working satisfactory.

Amber = Project or activity is worthwhile, but must be improved to achieve greater impact.

Red = Project or activity in need of serious review.

INVOLVEMENT ACTIVITY	OBJECTIVE / AIM	OUTCOME / IMPACT	VALUE FOR MONEY	LAST YEAR'S RATING	THIS YEAR'S RATING
Cosmopolitan's Tenants Forum	<ul style="list-style-type: none"> • Continue to improve services for residents • Opportunities to influence the consultation process for residents • Performance monitoring and review • Production of specific Forum newsletter 	<ul style="list-style-type: none"> • Significant resident involvement in the development of processes and procedure • Increased awareness and understanding of resident views, aspirations and needs • Decisions made for funding and investment in community initiatives through 'Porter Awards.' 	<p>Budget of £10,300.</p> <p>This activity is very good value for money. The level of knowledge and understanding assists the Association staff in face-to-face meetings.</p> <p>Decisions taken by the Forum to reduce the cost of producing their own publicity. Newsletters will only be produced when they believe it is necessary.</p> <p>Costs for scrutiny training were thoroughly explored. The option to have specific training delivered by TPAS with the Forum was agreed upon</p>		
Service Area Monitoring Database	<ul style="list-style-type: none"> • Formal recording process to track and monitor resident involvement 	<ul style="list-style-type: none"> • All Housing Department service areas record resident involvement activities • Strengths, achievements, criticisms and outcomes recorded 	<p>This activity represents very good value for money as the Service Area Monitoring Database will allow staff to measure outcomes against expenditure</p>	N/A	

INVOLVEMENT ACTIVITY	OBJECTIVE / AIM	OUTCOME / IMPACT	VALUE FOR MONEY	LAST YEAR'S RATING	THIS YEAR'S RATING
Repairs Review Team	<ul style="list-style-type: none"> • Opportunities to discuss, explore and agree how repairs are delivered • Performance monitoring and review • Review policies, procedures and make recommendations 	<ul style="list-style-type: none"> • Significant resident involvement in the development of processes and procedure • Open communication between residents, staff and contractors • Improved service provision 	<p>This activity is an excellent example of value for money.</p> <p>Minimal – medium staff costs against improved service delivery and efficiency saving initiatives.</p>		
Tenancy Management Review Group	<ul style="list-style-type: none"> • Opportunities to discuss, explore and agree how anti-social behaviour is tackled • Performance monitoring and review • Review policies, procedures and make recommendations 	<ul style="list-style-type: none"> • Two meetings have taken place during 2008/2009 involving residents. 	<p>This activity is very good value for money. There are opportunities for residents to share and discuss their knowledge and understanding of issues and to discuss and agree service improvement issues</p>	N/A	

INVOLVEMENT ACTIVITY	OBJECTIVE / AIM	OUTCOME / IMPACT	VALUE FOR MONEY	LAST YEAR'S RATING	THIS YEAR'S RATING
Resident Involvement in Development and Regeneration	<ul style="list-style-type: none"> Promote and increase resident involvement in the Development & Regeneration areas of the Association. Develop knowledge and understanding for residents in the development process 	<ul style="list-style-type: none"> An average of 4 residents attending each meeting Joint study visits with residents to development sites 	This activity represents good value for money. For minimal staff time and costs there is the potential for excellent development of residents knowledge	N/A	
Resident Board Members	<ul style="list-style-type: none"> Resident views incorporated into governance issues Improved service provision 	<ul style="list-style-type: none"> Two residents represented with governance matters Board making decisions with focus on resident needs 	This activity is very good value for money. Residents directly contributing to the governance of the Association	N/A	
Resident Involvement Statement	<ul style="list-style-type: none"> Raise awareness of the Association's commitment to involve all residents 	<ul style="list-style-type: none"> Resident focussed statement reviewed, planned and produced with involved residents Update of resident involvement aims for year 	N/A	N/A	

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VERA awards (Volunteer, effort reward and acknowledge)	<ul style="list-style-type: none"> Annual celebration of resident involvement in the Association Acknowledgement of the success and impact that resident volunteers make 	<ul style="list-style-type: none"> Attendance by over 80 residents Promote resident involvement Develop positive relationships between organisation and residents 	<p>Staff hours 1 x 12 hours to planning, organising and managing event Staff hours 1 x 8 hours providing administrative support Venue costs minimum</p> <p>Success of event based on activities of residents with the Association</p>		
Newsletters & publicity	<ul style="list-style-type: none"> Accountability & representation of the organisation in the provision of information Equality of access to information & learning to all residents 	<ul style="list-style-type: none"> Make information available to all residents Promote involvement opportunities Ensure residents have information provided appropriate to their needs 	<p>High staff costs in planning, co-ordinating and preparing information for publicity. Costs of publicity vary from £3,300-£4,000 for a professionally designed newsletter. This is a difficult area to effectively assess</p>		
Annual Garden Competition	<ul style="list-style-type: none"> Meeting aspirations and requirements of residents who participate in this event 	<ul style="list-style-type: none"> Customer focussed project Face-to-face involvement Satisfaction of residents increased in this social enhancement event 	<p>High staff resources</p> <p>Poor value for money assessment. Low numbers of residents engaged</p>		

INVOLVEMENT ACTIVITY	OBJECTIVE / AIM	OUTCOME / IMPACT	VALUE FOR MONEY	LAST YEAR'S RATING	THIS YEAR'S RATING
Roadshows & Halton Community Action Day	<ul style="list-style-type: none"> • Consultation and promotion of services with residents 	<ul style="list-style-type: none"> • Direct face-to-face engagement with residents • Surveys conducted with residents in West Lancashire, Sefton and Halton 	<p>Transport and material costs approx £1,000 Staff time 1 x 19 hours in planning, organising and carrying out roadshows Staff time 5 x 12 hours in participating in roadshow project</p> <p>Medium value for money assessment. Excellent opportunities to engage directly with residents, which are not being fully embraced.</p>	N/A	
Post Tenancy visits	<ul style="list-style-type: none"> • Satisfaction monitoring of allocation and letting process • Promotion of involvement options 	<ul style="list-style-type: none"> • Direct face-to-face engagement with residents • Opportunities for involvement promoted to all new residents • Feedback on 'moving in' and new tenancy process provided to Housing Services and Development department. 	<p>This activity represents excellent value for money with regard to new residents having resident involvement opportunities explained and promoted.</p>	N/A	

INVOLVEMENT ACTIVITY	OBJECTIVE / AIM	OUTCOME / IMPACT	VALUE FOR MONEY	LAST YEAR'S RATING	THIS YEAR'S RATING
Resident Training (CIH Level 2 course) (Partners in Participation) (Governance training – TPAS)	<ul style="list-style-type: none"> Develop and increase in residents' knowledge and understanding of housing related issues Opportunities for residents to gain recognised qualifications Increase employment chances 	<ul style="list-style-type: none"> Increase in level of understanding of housing environment Accredited qualification achieved Opportunities to further involve residents in work of the Association 	This activity is very good value for money. Partnership project between the organisation and three other housing associations. Costs of £8,000 shared.		
Youth project	<ul style="list-style-type: none"> To deliver a young persons' project / activity with the inclusion and involvement of parents 	<ul style="list-style-type: none"> A joint project which increased the experiences and skills of student placements A social enhancement activity which harnessed the energy of young people in a positive / diversionary event An activity for young people helping to defuse issues of ASB 	This activity represented excellent value for money. External funding of £500 was provided by JMU in this joint project	N/A	

INVOLVEMENT ACTIVITY	OBJECTIVE / AIM	OUTCOME / IMPACT	VALUE FOR MONEY	LAST YEAR'S RATING	THIS YEAR'S RATING
Residents Associations / Community Groups	<ul style="list-style-type: none"> • Residents able to provide direct feedback to staff on service provision • Establish and agree solutions to local issues • Develop and maintain communication between residents and staff 	<ul style="list-style-type: none"> • Staff awareness of resident satisfaction • Service improvement • Increased accountability • Information and learning opportunities 	<p>This activity represents good value for money.</p> <p>There are opportunities for residents comments directly to staff against the cost of staff time, refreshment costs (minimal venue costs)</p>		

Conclusion

Carrying out this assessment has helped the Association to evaluate our resident involvement activities and the impact that it has had on service delivery and on our residents. The key part of the process has been involving residents to assess each activity which has helped us to identify what the residents thought our key strengths are and which areas require improvements for next year.