






SUMMARY INVOLVEMENT IMPACT ASSESSMENT 07/08

1. Housing Solutions Group is committed to working in partnership with our residents in everything we do

Improve accountability to residents	
Build better relationships between MDHA and the local community, responding to local issues in partnership.	
Ensure that there is a structured approach to resident involvement which is embedded across the organisation and sets challenging aims for the future.	

2. We believe that our residents have a fundamental right to be involved in all issues that affect their homes, neighbourhoods and the housing service they receive.

Determine what our residents' viewpoint is with regards to specific services that they receive, so that they can be improved accordingly.	
Involve residents in issues that affect them at a local level, to ensure that we are delivering services to a high standard, meeting their needs.	

To resolve local issues highlighted by residents through a multi-agency approach, to ensure value for money and effective partnership working.



Encourage involvement of communities in fostering good relationships with neighbours, building links with MDHA and other agencies and providing feedback.



3. We will provide all our residents with the greatest possible range of opportunities to get involved and have their say at what ever level they want

Increase involvement across all service areas and geographic areas, maximising the involvement in shaping services.



4. We will provide the support, resources and structures required to allow resident involvement to flourish and be a meaningful and integral part of the work of all our staff

Ensure that resident involvement is a key priority within the business, by resourcing it adequately.



Carry on ensuring resident involvement is embedded within the Group and staff are aware of the importance and benefits of involving residents when improving their services.



Work in partnership with MDHA RA EC to develop their role, their membership and improve the relationship between MDHA and the group.



Increase the capacity of involved residents and those within the community.



5. We will encourage and value the input of all our residents and use their involvement to continuously shape and improve the services they receive – maximising customer satisfaction and value for money

Increase input of residents in shaping and improving services



Understand our residents priorities for service improvement




Learn from complaints received from residents to improve our services




DETAILED INVOLVEMENT IMPACT ASSESSMENT 07/08


1. Housing Solutions Group is committed to working in partnership with our residents in everything we do

Aim/Outcome	
Improve accountability to residents	
Action	Who was involved
Agreeing the Service Level Agreement with MDHA RA	JB/DD/ MDHA RA EC
What we achieved	What we didn't achieve
The SLA was agreed and signed at the AGM in October 2007	N/A
What impact/difference has it made	Cost/value for money
There is a clear agreement between MDHA RA and Housing Solutions Group setting out responsibilities and behaviours of both parties	£190 printing £300 consultancy support. MDHA RA Executive Committee and the Group feel that the consultancy fee paid may have been too high. However, there are now clear guidelines on responsibilities of both parties which have resulted in a more effective relationship.
Equality and Diversity impact	Future plans
Agreement sets out expectations in regards to ensuring that MDHA RA Exec Committee is representative of the resident population, respects diversity and treats everyone fairly.	SLA will need to be reviewed on a yearly bases to ensure that it is still relevant and aligned to good practice
	Traffic light
	


1. Housing Solutions Group is committed to working in partnership with our residents in everything we do

Aim/Outcome	
Build better relationships between MDHA and the local community, responding to local issues in partnership.	
Action	Who was involved
Continue to offer support to local community action groups	JB/Area Housing Officers
What we achieved	What we didn't achieve
By supporting local community groups MDHA has helped to tackle and improve any local concerns residents may have.	N/A
What impact/difference has it made	Cost/value for money
Built better relationships between MDHA and local residents and other agencies. Resident satisfaction has improved as we have helped to solve several local issues to meet the aspirations of local communities. For example: Arborfield – No cold calling zone launched following resident feedback re: cold callers. A follow-up survey of more than 300 residents has revealed that 90 per cent felt safer as a result of the introduction of the No Cold Calling Zone and that 95 per cent would recommend the scheme to others.	Staff time £500 paid to Pinkneys Green Community Forum for a replacement minibus for their community activities £250 donated towards the 'No Cold Calling Zone' signs in Arborfield The costs associated with the support are minimal with high level impact and satisfaction achieved.
Equality and Diversity impact	Future plans
In Arborfield vulnerable residents now feel safer in their homes. Pinkneys Green minibus increases opportunities for those residents who may not normally be able to attend events e.g. elderly, disabled etc	Providing support to residents in other areas to widen the spread of Community Action Groups to tackle local issues.
	Traffic light
	


1. Housing Solutions Group is committed to working in partnership with our residents in everything we do

Aim/Outcome	
Ensure that there is a structured approach to resident involvement which is embedded across the organisation and sets challenging aims for the future.	
Action	Who was involved
Write the Resident Involvement Strategy in conjunction with MDHA RA	JB/DD/ MDHA RA
What we achieved	What we didn't achieve
Strategy sets clear vision on how the Group is going to embed and improve resident involvement in its work. It also shows how the Group is going to work together with residents to achieve shared aims. Resident priorities were picked up through community events and the STATUS survey. TPAS Resident involvement matrix was used to assess our current service and areas for improvement. MDHA RA EC members helped to develop the strategy using this information.	N/A
What impact/difference has it made	Cost/value for money
The strategy sets our clear aims and targets for resident involvement over the next 3 years.	Staff time The strategy sets out a clear structure for involvement for the next 3 years, truly based on residents' priorities and those of the Group. This will ensure that resources are being targeted effectively.
Equality and Diversity impact	Future plans
Sets out key aims regarding equality of opportunity in relation to involvement	The strategy will need to be reviewed on a yearly bases to ensure that it is still relevant and aligned to good practice
	Traffic light
	


2. We believe that our residents have a fundamental right to be involved in all issues that affect their homes, neighbourhoods and the housing service they receive.

Aim/Outcome	
Determine what our residents viewpoint is with regards to specific services that they receive, so that they can be improved accordingly.	
Action	Who was involved
Hold focus groups/interviews where resident feedback needed in order to shape specific services to meet their needs	JB/Team Leaders
What we achieved	What we didn't achieve
Several focus groups/interviews were held 07/08.	Feedback on focus groups to wider resident body
What impact/difference has it made	Cost/value for money
Residents have fed their views into specific projects, resulting in improvements to the design of the resident census, extension of customer contact centre opening hours & freephone number, feedback triggering a voids best value review, development of gender & disability equality schemes.	<p>Staff time £265 Lettings focus group (9 attendees) £375 Customer contact centre opening hours & freephone number (15 attendees) £300 Resident census (12 attendees) £475 Gender equality (19 attendees) £10 Disability equality (39 attendees/interviewees) £67 other costs e.g. refreshments</p> <p>The focus groups have shaped and improved services, initial feedback shows that residents are satisfied with the results of this. However it is felt that the incentive should be reviewed.</p>
Equality and Diversity impact	Future plans
Extension of customer contact centre opening hours meets the needs of residents in employment. The resident census will enable the Group to tailor their services to individuals needs. The impact of the focus group relating to voids cannot be measured yet, as the BVR has not completed.	<p>Adequate project planning is needed to ensure that focus groups are advertised far enough in advance and allow for a diverse range of attendees. Incentive needs to be reviewed with residents.</p>
	Traffic light
	


2. We believe that our residents have a fundamental right to be involved in all issues that affect their homes, neighbourhoods and the housing service they receive.

Aim/Outcome	
Involve residents in issues that affect them at a local level, to ensure that we are delivering services to a high standard, meeting their needs.	
Action	Who was involved
Grounds maintenance service review. Neighbourhood walkabouts.	NA/NW/ Members from MDHA RA
What we achieved	What we didn't achieve
Residents were involved in setting the service standards for the grounds maintenance service, which fed into the tender. Residents were involved on the decision panel. Residents suggested that the service for elderly and disabled should be brought in-house, to improve the service. Several Neighbourhood walkabouts took place.	Limited resident and partner involvement in Neighbourhood walkabouts.
What impact/difference has it made	Cost/value for money
Contract has only recently been agreed therefore, no evidence of improved satisfaction with residents as a result of their involvement. Limited impact of neighbourhood walkabouts.	Staff time £40 grounds maintenance review £0 Neighbourhood walkabouts (6 events) The Neighbourhood walkabouts have had limited impact and no cost. This area needs to be improved. The grounds maintenance review has ensured that the service is providing value for money. It is too early to measure satisfaction with this at this time.
Equality and Diversity impact	Future plans
The service for disabled and elderly residents has been brought in-house following resident feedback as they felt this would give vulnerable residents more trust in the service if delivered by uniformed MDHA staff. The service has also been improved following their feedback to include composting of grass cuttings. Neighbourhood walkabouts provide an opportunity for residents who are unable to access the office to raise issues.	In future encourage involvement from more residents to ensure that the service reflects the views of a diverse range of residents. Increase involvement of residents and partners in walkabouts, utilising the mobile office.
	Traffic light
	


2. We believe that our residents have a fundamental right to be involved in all issues that affect their homes, neighbourhoods and the housing service they receive.

Aim/Outcome	
To resolve local issues highlighted by residents through a multi-agency approach, to ensure value for money and effective partnership working.	
Action	Who was involved
Attend Neighbourhood Action Groups (NAGS) run by the Police	Area Housing Officers
What we achieved	What we didn't achieve
NAGs are a new initiative run by the Police as part of their neighbourhood policing programme. Local residents attended initial meeting setting 3 priorities they would like the NAG group to deal with. The priorities have been a wide range of issue including speeding and anti-social behaviour. MDHA attends regular NAG meetings and offers support and help to solving the local issues set by residents.	N/A
What impact/difference has it made	Cost/value for money
By working closely together with other agencies this ensures that problems can be looked at more efficiently and it also enables us to tackle wider community issues that affect our residents.	Staff time NAG's are relatively new, however they provide a value for money resolution through tackling resident priorities via a multi-agency approach. Initial feedback has been positive.
Equality and Diversity impact	Future plans
Impact unknown at this stage	Continue multi-agency approach to tackling issues. Investigate NAG's in other areas where we have stock.
	Traffic light
	


2. We believe that our residents have a fundamental right to be involved in all issues that affect their homes, neighbourhoods and the housing service they receive.

Aim/Outcome	
Encourage involvement of communities in fostering good relationships with neighbours, building links with MDHA and other agencies and providing feedback.	
Action	Who was involved
Arrange local community events	JB/ All departments
What we achieved	What we didn't achieve
Various activities have been arranged 07/08. This has resulted in better community spirit and the events have given the Group an opportunity to gain feedback from residents who would not attend formal sessions as service forums. Feedback from residents attending the events was very good.	Limited involvement of residents in determining what community events should take place. Events not actively used by departments to gain feedback and advertise their services.
What impact/difference has it made	Cost/value for money
The events have had a positive impact on the local communities. Many events have contributed towards better neighbourly relations.	£1697 total cost of all events (8 events) Feedback about community events has been very positive and a multi-agency approach has been used to save costs.
Equality and Diversity impact	Future plans
Fostered better relationships within local communities, breaking down barriers.	Increase involvement of residents in determining priorities and taking ownership of events. Raise awareness with staff of benefits of gaining feedback and advertising services at events. Continue to take a multi-agency approach to improve value for money. Look to attract funding for events.
	Traffic light
	


3. We will provide all our residents with the greatest possible range of opportunities to get involved and have their say at what ever level they want

Aim/Outcome	
Increase involvement across all service areas and geographic areas, maximising the involvement in shaping services.	
Action	Who was involved
Implement the new resident involvement structure	JB/DD
What we achieved	What we didn't achieve
Service Forums have been launched with Neighbourhood housing, Customer Care, Sheltered Housing, Asset Management, Leasehold, High Wycombe & Arborfield forums taking place	Basingstoke Service Forum had to be cancelled due to no attendees confirming interest. Area based forums have not covered such high level topics as the specific service forums. Varying levels of influence have been achieved. Supported Housing & Slough Service Forums have not taken place.
What impact/difference has it made	Cost/value for money
Residents more actively involved in shaping services. There has been a wider range of residents involved. Staff have taken on more ownership of involvement triggering further involvement activities within departments. Changes include: New repairs priorities, restorative justice training, Compost bins for residents, future plans for the development of a buddy scheme for ASB victims, Changes to the reception facilities.	£243 Asset Management, £38 Customer Care, £62 High Wycombe, £120 Arborfield, £200 Neighbourhood housing, £0 Sheltered housing, £30 Leasehold Costs have varied dramatically and lessons have been learnt with regards to publicity methods and catering. Where meaningful decisions have been made the forums have provided good value for money. Resident feedback has also reflected this.
Equality and Diversity impact	Future plans
Allow wider involvement of residents across a range of topics and geographic areas, making involvement more accessible.	Planned approach with dates advertised in advance. Increase staff awareness of the benefits and approach to ensure meaningful involvement. Review geographic forum approach to remove barriers and ensure that influence is at a high level.
	Traffic light
	


4. We will provide the support, resources and structures required to allow resident involvement to flourish and be a meaningful and integral part of the work of all our staff

Aim/Outcome	
Ensure that resident involvement is a key priority within the business, by resourcing it adequately.	
Action	Who was involved
Provide a yearly dedicated budget for resident involvement	MDHA
What we achieved	What we didn't achieve
Community Liaison department had a budget of £5950.00 and spend £2020.00 07/08. Staffing cost £27 000.00 and Community Liaison Assistant was employed at a cost of £18 200.00 in July 07 to increase the capacity of the department.	N/A
What impact/difference has it made	Cost/value for money
The budget enables the delivery of all community involvement activities. By recruiting a new staff member to support the Community Liaison Officer, it has enabled a wider range of activities to take place, increase links with agencies and raise awareness of the benefits of involvement.	£11240.00 total budget & £2020.00 total spend
Equality and Diversity impact	Future plans
Resources allow the team to focus on ensuring that involvement is representative, through building links with other agencies and communities. For example building links with the Gypsy Roma Traveller Education service and Windsor & Maidenhead Community Forum football tournament to breakdown barriers between different faith groups.	Look at attracting inward investment, to achieve better value for money. Continue to develop links with other agencies, take a planned approach to activities and involve staff across the organisation.
	Traffic light
	

4. We will provide the support, resources and structures required to allow resident involvement to flourish and be a meaningful and integral part of the work of all our staff


Aim/Outcome	
Carry on ensuring resident involvement is embedded within the Group and staff are aware of the importance and benefits of involving residents when improving their services.	
Action	Who was involved
Carry out a session on resident involvement at the induction training for new staff. Launch a resident involvement working group with staff. Develop a staff training course on resident involvement	JB
What we achieved	What we didn't achieve
Community Liaison Officer has attended all induction courses last year. The session has been based on the importance of resident involvement and to encourage new staff to include residents when they are improving the service we provide. Community Liaison Officer also regularly attends other team meetings. Resident involvement working group was launched.	Resident involvement working group was launched with an initial meeting. Since this date service improvement plans have been developed and the Community Liaison officer has ensured that involvement is reflected within these. However issues highlighted with regards to development of the Service forums need to be addressed. Another meeting is being planned. Staff training on involvement has not been developed.
What impact/difference has it made	Cost/value for money
New members of staff are more aware of the importance of RI, this will have a future impact as it becomes more embedded within the Group. Attendance of team meetings with other department has resulted in existing staff increasing their recognition of the benefits of involvement.	Staff time. Limited work has taken place in this area, however it has used internal staff expertise as a value for money solution.
Equality and Diversity impact	Future plans
No impact identified at this stage.	Staff training needs to be developed and the working group needs to be well established and active.
	Traffic light
	

4. We will provide the support, resources and structures required to allow resident involvement to flourish and be a meaningful and integral part of the work of all our staff


Aim/Outcome	
Work in partnership with MDHA RA EC to develop their role, their membership and improve the relationship between MDHA and the group.	
Action	Who was involved
Attend their meetings to offer support in developing the group. Organise training based on their needs. Provide a budget to enable them to meet their aims. Promote their role to increase membership- reflective of the residents served. (Streets Ahead, Promotion at events, AGM, Community website development)	JB/DD
What we achieved	What we didn't achieve
MDHA RA has better relationship with the Group's staff and are more active in strategic decision making. 8 members initially, recruited 10 members increasing diversity. A budget was provided to help meet their aims. PEP training was delivered to MDHA RA EC. Started to develop a community website to promote role & other activities	MDHA RA EC although diversity of membership has expanded, there is limited involvement of residents from BME groups and areas outside of Maidenhead and Leasehold. 4 new members have left the group. The community website has taken longer to launch than planned.
What impact/difference has it made	Cost/value for money
MDHA RA has better relationship with the Group's staff and are more active in strategic decision making. MDHA RA has recruited new residents as members working together with the Group's staff. This has made the RA more representative of the Group's residents.	£10 410.00 budget £5 680.00 spent (including resident training £1 300.00, £1 270.00 AGM) £0 Community website – payment in 08/09 financial year. Working at a strategic level, the Committee have delivered a value for money service.
Equality and Diversity impact	Future plans
MDHA RA EC now has a more diverse membership.	Increasing the diversity of MDHA RA to ensure it is representative. Launch the community website. Continue to work to improve relationships and promote their work to staff and residents.
	Traffic light
	

4. We will provide the support, resources and structures required to allow resident involvement to flourish and be a meaningful and integral part of the work of all our staff

Aim/Outcome	
Increase the capacity of involved residents and those within the community.	
Action	Who was involved
Develop resident training programme Investigate a resident training consortium	JB
What we achieved	What we didn't achieve
Training has been sourced and advertised to residents via Streets Ahead. Silver surfer training has been carried out with 4 residents. An initial meeting was held with PEP to determine whether they would be interested in supporting the development of a consortium. Other RSL's were invited to a meeting to determine interest levels in a consortium. Tick tock gardening club was launched, with 30 sheltered resident attendees. £6000 was gained in funding and was used for gardening skills training via Braywick Heath nurseries. DIY workshop training was delivered combined with a community event to increase attendance following learning from 06/07. 50-60 residents attended with positive feedback gained.	Resident interest in training has been limited. Attendees were unable to commit to the consortium at this time. However, links have been made and a further meeting has been held with Windsor housing to investigate joint training.
What impact/difference has it made	Cost/value for money
Limited evidence of impact at this stage, due to low response levels. Feedback gained from silver surfers has been positive. Links have been made which will be investigated further.	Staff time. £812 spent £6000 gained in funding. Minimal training has been delivered, although training that has been delivered has been at a low cost through partnership working e.g. partnering contractors delivering training at the DIY workshops.
Equality and Diversity impact	Future plans
Training has built the capacity of those members who attended, however attendance has been low.	Further promotion of training is needed. Skills gap analysis to be carried out with residents who have shown an interest in involvement/training. Further development of links with other RSL's to achieve VFM and share learning between residents. Develop links with training

	<p>agencies outside of Maidenhead. In house training using existing staff skills to ensure value for money. Linking with training that is offered to staff to ensure value for money and share learning between residents and staff.</p>
	<p>Traffic light</p> 

6. We will encourage and value the input of all our residents and use their involvement to continuously shape and improve the services they receive – maximising customer satisfaction and value for money


Aim/Outcome	
Increase input of residents in shaping and improving services	
Action	
Implement the new resident involvement structure by running service forums across all service and geographic areas quarterly	
What we achieved	
As covered above under point 3.	
	<p>Traffic light</p> 

5. We will encourage and value the input of all our residents and use their involvement to continuously shape and improve the services they receive – maximising customer satisfaction and value for money

Aim/Outcome	
Understand our residents priorities for service improvement	
Action	Who was involved
Carry out a STATUS tenant satisfaction survey across MDHA general needs, Bridgewater and Furnival housing during summer 2007	DD
What we achieved	What we didn't achieve
STATUS satisfaction survey carried out to a sample of 1,573 residents with a response rate of 56% Results have been published to staff via a briefing and residents via Streets Ahead.	N/A
What impact/difference has it made	Cost/value for money
An understanding of resident priorities has been gained, which has been fed into the development of a Resident Involvement Strategy and Service Improvement Plans.	£ 14,156 The survey was tendered to a sample of providers. NHF were used and provided a value for money cost and service.
Equality and Diversity impact	Future plans
Better understanding of resident profile, satisfaction levels and barriers which have then informed service delivery and improvement plans.	The survey highlighted areas for improvement that have been fed into improvement plans. It also highlighted the need for more regular satisfaction data collection. Quarterly surveys have now been introduced to a random sample of 500 people.
	Traffic light



5. We will encourage and value the input of all our residents and use their involvement to continuously shape and improve the services they receive – maximising customer satisfaction and value for money

Aim/Outcome	
Learn from complaints received from residents to improve our services	
Action	Who was involved
Amend reporting to ensure that learning from complaints is maximised. Encourage the discussion of complaints and compliments at team meetings. Promote learning from complaints in Streets Ahead.	DD
What we achieved	What we didn't achieve
Complaints report format changed. Complaints and compliments now a standard item on team meeting agendas. Spring Streets Ahead had a complaints learning article. This is now a standard Streets Ahead item.	Learning from complaints is still not fully embedded within the organisation
What impact/difference has it made	Cost/value for money
Complaints have resulted in improvements to services for residents. For example – changes to wording on letters, sharing of access to diaries to avoid missed appointments due to staff absence.	Staff time £0 Satisfaction with the complaints handling service in 07/08 was disappointing. Areas for improvement have been fed into an action plan.
Equality and Diversity impact	Future plans
Not known at this time.	Carry out staff training on complaints handling. Amend the satisfaction survey to increase the learning gained from residents. Carry out the survey by telephone to increase response rates and encourage greater feedback. Amend the standard letters to ensure they are more customer focussed.
	Traffic light
	

MAIDENHEAD & DISTRICT HOUSING ASSOCIATION RESIDENTS' ASSOCIATION

- 1.0 The Group works with MDHA Residents' Association, formerly Tenants' Link, at a strategic level.
- 1.1 A service level agreement, setting out the roles and responsibilities of MDHA Residents' Association and the Group was signed and agreed at the Annual General Meeting in October 2007.
- 1.2 The relationship between the Executive Committee and the Group has developed, with an increase in staff members from different departments attending meetings to gain and provide feedback. The Executive Committee now has 14 members who are active in all aspects of the Groups' services. The Chair of Furnival Housing has joined the Committee. The membership is now more diverse.
- 1.3 A skills gap analysis has been carried out and training provided, through Priority Estates Project, to enable the Executive Committee to further their skills and work more effectively. As part of the training a business plan has been developed for the Executive Committee for 08/09.
- 1.4 The Executive Committee were allocated a budget of £10,410.00 in 07/08. They spent £5,680.00 (including resident training £1 300.00 and £1,270.00 AGM.)

2.0 The Executive Committee assessed the impact of their involvement in 07/08. The findings are set out below.

2.1 Aim/Outcome of Residents' Association in 07/08:

- The Executive Committee wanted to be more representative of the wider residents.
- They wanted to discuss issues that affected all residents.
- They wanted to take action on issues brought to the group.

2.2 What did the Executive Committee achieve?

- They reviewed several policies.
- They put forward the case for a 4 hour responsive repairs priority.
- They put forward the case for a disability register.
- Members were involved in the lettings best value review.
- Attended several focus groups and service forums.
- Were involved in the development design working group.
- Action was taken on issues that have been brought to them by individual residents to their satisfaction
- Relationship with MDHA and the Committee has improved

2.3 Activities carried out included:

- Sovereign Housing stock tour 20/08/2007
- Tenants Link AGM 24/10/2007
- PEP training
- Development of the Resident Involvement Strategy
- Development of the Community website – “neighbours and neighbourhoods”

2.4 What didn't the group achieve?

- Did not recruit full membership
- Too much talking and not enough action taken
- Not enough time spent out in the communities meeting residents
- Poor turn out for the AGM in October 2007

2.5 What impact/difference has the group made?

- Initial response from the contact centre has approved

2.6 Areas of improvement for the group:

- Getting out in the community more to gain feedback from the wider resident body.
- More training on disability and finance issues.
- Feeling within the group was that they are not sure if issues passed on to Middle management are passed up to Senior Management.

2.7 Cost/value for money:

- The Executive Committee felt that they have been good value for money as they helped to resolve issues that would not have been resolved without their input.
- The Executive Committee also felt that their efforts have increased accountability with MDHA and their views are now taken into account.