

**Penwith Housing Association**  
**RESIDENT INVOLVEMENT - IMPACT STATEMENT FOR 2007/08- 2008/09**

<b>1. To include and involve our customers enabling them to make positive contributions that influence the continuous improvement of PHA's services, it is important that our residents are fully represented.</b>					
<b>Ref.</b>	<b>Activity/Action</b>	<b>Involvement Methods</b>	<b>Outcomes</b>	<b>Impact</b>	<b>Document / Evidence links</b>
1.4	Service standards will be reviewed on a regular (yearly) basis	<p>Board Review Committee – looks at Key Performance Indicators 4 times per year</p> <p>PTC Customer Service Sub-Group looks at over-arching standards and PTC Technical partnership Sub-Group looks at repairs &amp; maintenance standards</p> <p>PTC receives performance information at each of its meetings. New standards are consulted via PTC</p> <p>Doing Things Better Group formed March 2009, as a continuous improvement vehicle</p>	<p>Investigate any slip in standards and/or performance</p> <p>To scrutinise the standards in terms of appropriateness and sets a suitable benchmark</p>	<p>Issues are addressed and performance levels maintained</p> <p>The review of performance and standards is achieved on a more rolling basis rather than a one-off yearly exercise, embedding continuous improvement into the processes and culture of the association</p>	Committee agenda papers and minutes of meetings
1.6	Grounds Maintenance monitors will be established/ developed	<p>Review Committee and Customer Service Sub-Group review and monitor grounds maintenance</p> <p>Ground Maintenance monitors have been established within</p>	<p>Grounds Maintenance is looked at 4 times per year by each group</p> <p>Individual areas of Ground Maintenance are not</p>	<p>General overview of Grounds Maintenance is held but more is needed – complaints levels are perceived as still too high</p> <p>More complaints – action not taken quickly enough to deal with</p>	<p>Committee agenda paper and minutes</p> <p>Complaints database and</p>

		neighbourhoods  Customer Service Tour coming up	checked regularly enough  The tour / inspection has not yet been arranged /undertaken	concerns being raised or complaints about the service	records. Lack of reports from Grounds Maintenance Monitors  Resident Audit reports
1.7	All the resident involvement activity will be underpinned by the guiding principles of equality and diversity, best value and efficiency	Accessible venues for meetings:- Disability access Location Time of Day of meetings  Proportional representation  Best value and efficiency. Holding meetings in most cost effective venues and sharing transportation	Disability access – usually accommodated but not always  Location meetings are not moved around the county enough  Time of Day – PTC in the evening  2/5 of tenants represented by 1/5 of PTC reps currently and have max of ¼ of PTC  Value For Money and efficiencies. Money saved	Attendance is difficult for those who have long distances to travel – results in poor attendance and lack of involvement from residents east and mid Cornwall  Tenants out of Penwith district have to travel long distances or are unable to attend. This results in a lower representation from other areas of Cornwall  Not encouraging representation from out of Penwith area as PTC meetings evening meetings make it too late for return travel for some residents outside of the Penwith  This imbalance of involvement may make the representation disproportionately weighted towards the west/Penwith  More money available for other activities and initiatives	Phone calls to PHA about changing venues  Minutes requesting change of venues  Low number of reps who regularly attend from out of Penwith district  Number of tenants in relation to the number of PTC reps

**2. To give residents every opportunity for their opinions to be heard through a variety of consultation, involvement and participation methods, when we are developing policies and services.**

Ref.	Activity/Action	Involvement Methods	Outcomes	Impact	Document / Evidence links
2.1	Feedback from customer surveys focus groups, walkabouts, tours and stakeholder panels will be converted to learning points and used to inform and improve services (as per 2008/09 statement)	<p>STATUS Survey Estate walkabouts Neighbourhood inspections</p> <p>Key Performance Indicators, Technical Partnership Sub-Group, Satisfaction Surveys for service specific areas (e.g. response repairs, lettings, ASB)</p> <p>Key themes and issues and learning points from complaints covered at customer Services Sub-Group</p>	<p>Increase in overall satisfaction. More informed residents</p> <p>Experience of service delivery is sometimes inconsistent with what is expected by residents and PTC representatives</p> <p>Customer satisfaction</p>	<p>Increased customer satisfaction with opportunity for involvement and in services being delivered</p> <p>More awareness and able to work and communicate with other agencies e.g. the Police, PCSO's</p> <p>Influence on new partnering contracts and in future improvements to service design and delivery (e.g. change to neighbourhood inspection routines)</p>	<p>STATUS survey (Independent) Neighbourhood inspection reports and follow up actions/ outputs</p> <p>Reports, minutes and contract documentation</p>
2.2	The Resident Auditors will monitor service delivery through mystery shopping, desktop review, survey analysis and observation	<p>Satisfaction surveys for various service areas (e.g. response repairs, planned &amp; cyclical maintenance, lettings and ASB)</p> <p>Mystery Shopping</p>	<p>To assess quality of and levels of satisfaction with work completed and services being provided</p> <p>Real-time monitoring of services</p>	<p>Increased efficiency with partners/contractors</p> <p>Continuous improvement opportunities</p> <p>Improved customer services</p>	<p>Agenda papers, minutes and associated documents from: Audit Team Reports</p> <p>Service Review Group PTC</p>

					Customer Services Sub-Group  TPG  RAT Team
2.3	A Resident Suggestion Scheme will begin in early 2007 and will be piloted for twelve months	Customer feedback  Staff feedback  Scheme established and submission of suggestions	Select suitable suggestions via joint staff/residents panel	Increase efficiency  Provide innovation in service design and prioritisation.  Improve customer service  The suggestion scheme is now fully established and works in partnership with staff suggestions	PHA News with published results  Minutes from Customer services Sub-Group meetings and suggestion scheme panel  Awards given

**3. We will review the training opportunities of Resident Groups and Representatives in response to their needs and the requirements of the association.**

<b>Ref.</b>	<b>Activity/Action</b>	<b>Involvement Methods</b>	<b>Outcomes</b>	<b>Impact</b>	<b>Document / Evidence links</b>
3.1	The annual training programme will meet these training needs as appropriate	The vacant post of Resident Involvement Officer has impacted on our ability to provide a planned programme of resident training. The 2008-09 statement reviewed this action and	The post has now been filled and a review of training and development needs is being undertaken to coincide with the launch of ASPIRE (new commitment and comprehensive training and support programme for	Because there has been no Resident Involvement Officer or Community Development Officer in place, there has been reduced on ground support for resident associations, though neighbourhood management staff has provided some on-going support	Skills audit forms have been completed up to the end of March 2008 but not yet for this year

		now has targeted annual training.	residents)		A full review is underway and the chair of PTC has raised/recommended initial refresher training for PTC members
3.2	The joint training opportunities with other RSLs in Cornwall will be publicised to all residents and groups as they arise	Letter and phone calls were not publicised	Partial attendance	NVQ qualification at the end of the course completed level 4 of ASPIRE	Certificate of qualifications
3.3	External funding opportunities will be explored by the PHA Resident Involvement team and where appropriate, training and support will be given to help local groups access funds	The Treneere Together partnership has had support from other agencies and stakeholders  This is an activity which has not been progressed	External funding training	No real impact because no resources have been directed towards this activity and as such no external funding has been secured specifically for training (ALfR continues to be delivered with initial set up pilot funds, but requires additional emphasis in 2009)  Treeneere and Gwavas have had external funding in the past	AGM minutes from these Residents Associations

**4. To demonstrate our commitment that enables the developing relationships within the association, DCHT, PHA Board, PTC Resident Representatives, Residents' Groups, and other Partners.**

Ref.	Activity/Action	Involvement Methods	Outcomes	Impact	Document / Evidence links
4.3	Meetings will be held at accessible venues across Cornwall to make it easier for attendance by members	<p>Accessible venues for meetings:-                      Disability access                      Location                      Time of Day of meetings</p> <p>Group Resident Involvement Directive meetings, Resident Event Organising Group, Customer Service Group and Community Investment Fund meetings rotated in venues across Cornwall and Devon</p>	<p>Travel is shared                      - everyone travels a bit and not a few traveling a lot</p> <p>Venue costs are shared between the Group landlords</p>	<p>Tenants do not have long journeys unnecessarily and are better able to participate</p> <p>The venues and transport issues are considered at each group</p>	Papers from meetings
4.9	The Board/PTC tour of estates is an annual event	<p>Has not happened for two years, though individual mini-tours have been undertaken</p> <p>Neighbourhood walkabouts and Grounds Maintenance tours do happen. These are more specific and are covered in other points</p>	<p>Board / PTC not had a tour</p> <p>Need to define the purpose – overview of work of each year (annually)</p>	Lack of information	None
4.11	Develop links with local schools and youth involvement	Links with schools etc, has not happened	Lack of youth involvement	Low input from young people	No reports

	opportunities	Community Investment fund open to youth groups and individuals to apply  Item in newsletter, focus on youth issues	Young people and youth projects received funding	Youth empowered/enabled. Ambition and excellence achieved. Better lives and better communities	Applications, photo's, reports, feedback
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**5. To promote publicise and support the use of the local residents Resource Centre, offering training and support to enable more residents to have access and use of Information and Communication Technology.**

Ref.	Activity/Action	Involvement Methods	Outcomes	Impact	Document / Evidence links
5.3	Training courses will be offered in consideration of trainee's needs at an appropriate level	Good Governance Equality & Diversity  The ASPIRE Scheme	More informed committee members  Addressing the individual training needs of active residents	Increased knowledge and documental evidence  Improved access for training for individuals	Certificates awarded  The ASPIRE Scheme documents (to be published)
5.4	Information about available opportunities will be promoted through publications, media and the Resident Involvement network	PHA News Website verbally	Information, IT. Training with other organisations. Placement on committees  Not all DCHA residents in Cornwall have had access to this resource due to lack of information and communication	More able to work with other organisations  DCHA residents in Cornwall have missed out on certain resource centre facilities but have had access to other resources and facilities. Improvements identified for publicity and communicating opportunities	PHA News feedback from any events
5.5	Use of community transport facilities will be explored to increase	To ensure everybody able to attend meetings/events, regardless of mobility	Everyone able to participate  This action has not been explored or developed over	Increased diversity skills base  We have been unable to take up some opportunities offered by	Membership list Minutes of meetings

	accessibility		the last 12 months	partners  Less support for the Resource Centre	PTC constitution
<b>6. To expand the opportunities and offer a choice of ways for residents to be involved in decision making within the association and our partners.</b>					
Ref.	Activity/Action	Involvement Methods	Outcomes	Impact	Document / Evidence links
6.1	A review of methods for participation will be done. This will include further consideration of incentives and rewards	<p>Newsletter Gardening Competition</p> <p>Resident Suggestion Scheme</p> <p>Residents Initiative Scheme</p> <p>Customer Services Road show and Chip pan scheme as a reward</p> <p>Christmas competition</p> <p>Resident Associations start up grant. This relates to 10.3.</p>	<p>Cup and prize vouchers</p> <p>New ideas taken on board and better value for money</p> <p>£500 and newsletter report local news</p> <p>New fryer to use instead of old chip pan</p>	<p>Better looking gardens and more involvement</p> <p>Taking on board ideas and implementing services improvement and changes</p> <p>Reduce house fires and risk of injury and damage</p>	<p>Newsletter and local press article and photo</p> <p>Resident Suggestion Scheme application forms (only)</p> <p>Vouchers issued to residents</p> <p>.</p>
6.2	The Resident Involvement Register will be updated and consideration will be given to integrating	<p>Resident Involvement Register updated with Grounds Maintenance monitors</p> <p>Integration of the Resident</p>	<p>Grounds Maintenance tour arranged but no Grounds Maintenance included</p> <p>More informed residents and</p>	<p>Value for money with the contractors, expect better looking estates and consistency with estates</p> <p>Greater resident involvement</p>	<p>Customer Services Group minutes</p> <p>Involvement Register,</p>

	the register across the DCH Group	Involvement Register across the group being considered through the group	consistency across the group		GRID reports
6.3	The Grounds Maintenance Monitors will oversee and promote Neighbourhood Tours to check the quality of services delivered	Tour is organised by the Customer Services Group	These people are also on the Grounds Maintenance list. Tour dates 11 /12 March To cover key sites throughout Cornwall	To improve the look of the neighbourhoods , the consistency of the neighbourhood tours and to improve service delivery and empower residents	Customer Services Group minutes

**7. We will promote Equality and Diversity to enable all residents to be active in Resident Involvement.**

Ref.	Activity/Action	Involvement Methods	Outcomes	Impact	Document / Evidence links
7.2	The times and locations of meetings will be reviewed, rearranged and publicised as appropriate	Accessible venues for meetings:- Disability access Location Time of Day of meetings Review at the PTC  Rearrange – only two group wide meetings are rearranged. No PTC have  Publicised – notice of meetings comes out by post with papers and emails. Letter sent if meeting is changed	Proposals to be taken to PTC at April 2009 meeting  We have empowered and enabled more residents to attend, though some are still unable to attend due to other reasons  All members have the same notice of meeting  The style and method of meetings will also be reviewed	Yet to be determined  Attendance is usually high  Lack of representation may result if attendance drops  Equal opportunity to attend  Lack of attendance may be due to lack of co-ordination or information  Reconsider the notification process when re-arranging meetings	Minutes and papers  Minutes  Papers – agendas  Attendance on minutes

		Some groups have already considered rearrangements of venues			
7.4	The formation of a 'Youth Forum' will be explored and encouraged	Through liaison with schools and youth groups  Article in forthcoming newsletter has been agreed	Youth Forum not formed or idea explored fully as yet although tentative contact with DCHA foyers to explore potential future joint approval	Low youth involvement and youth opinion is not heard or considered	See newsletter
7.5	Support for resident and community groups that are developed for specific vulnerabilities and individual needs will be explored and developed	Look into what groups are operating and make contact – has been done with both supported housing and youth forum	SHOPF have regular meetings. There is no youth forum as yet	Issues from SHOPF are dealt with	See minutes of officers meetings and newsletter

**8. To support, encourage and develop residents to maintain influential roles within the wider community and to develop and clarify links with other groups, organisations and partners.**

Ref.	Activity/Action	Involvement Methods	Outcomes	Impact	Document / Evidence links
8.2	A number of representatives will be nominated from PTC to participate in the activities of other groups, organisations and partners, as	Subgroups  Partnership consultation agreement  Group wide committees  A review by PTC of how	Discuss and make recommendations on all aspects of service  CN4C involvement  Actively promotes integration of community groups	Discuss and improve practices, and they have decision making powers  Smooth transition and maintain best practice	Minutes of meetings  Feedback to PTC

	appropriate	and where it nominates it's representatives to other agencies			
8.4	Sharing information to all tenants will take place through the newsletter and website	PHA News website PHA DVD Information film	Produced 3 times per year Website updated regularly  May be available to managed tenants in the future	Well informed residents Specialised articles Able to obtain up to date info.  Managed tenants are unable to access PHA News at present, though this id under review	PHA News  Decent Homes update.  Opinion Polls
8.5	To ensure representation with TSA, One Cornwall and other influential agencies	Social gatherings i.e. coffee mornings  One Cornwall  Organised events throughout Cornwall	To obtain info about Tenant Services Authority and selected services  Resident representatives have been invited to and attended conferences, seminars and the localism meeting	To enable all to discuss relevant issues  Enable feedback from our customers for use by the Tenant Services Authority	Website  Press releases  Feedback from events, reports  See website and local press, TV  Agendas, schedule of meetings etc
<b>9.To demonstrate our commitment to working with our Partners to deliver our Resident Involvement Strategy and Statement.</b>					
<b>Ref.</b>	<b>Activity/Action</b>	<b>Involvement Methods</b>	<b>Outcomes</b>	<b>Impact</b>	<b>Document / Evidence links</b>
9.1	The Resident Involvement	Focus groups, PTC meetings and the Doing	New Resident Involvement Statement for Cornwall	Better Resident Involvement monitoring	Focus group report and

	Strategy and Statement will undergo a process of review that has relevance across the DCH Group	Things Better Group		Service improvement and partnership working	PTC minutes
9.2	The Resident Involvement in Governance DCH Group project is continued and developed	Active residents were invited to the Good Governance Training Course	Residents could choose to attend	Increased knowledge of governance and a nationally recognised NVQ qualification	Qualification and Certificate at the end
9.3	Possibilities for video and tele-conferencing will be explored	Telephone conferencing is available through DCH Trust	Saves money and travel	Saves time in hours traveling  Number of participants is limited  Reduces opportunities to form networks with other residents	DCHT minutes and phone bill

**10. To work with all residents to identify and remove the obstacles and barriers to resident involvement.**

Ref.	Activity/Action	Involvement Methods	Outcomes	Impact	Document / Evidence links
10.1	There will be support given to all residents who are engaged in neighbourhood renewal projects	Financial and administrative support and empowerment of tenants involved in PHA, CN4C and Residents Associations  Management support for Treneere Together Partnership staff	CN4C and Residents Associations developed. RA's received funding. Has tailed off due to lack of opportunities and resources  Self sufficient and effective partnership	Development of Cornwall wide Tenant Forum  Residents are trained and empowered  Improvement to the estate and residents lives	Papers / minutes    Treneere newsletter  Minutes

10.3	Financial support will be given to recognised Residents' Associations and encouragement for start-up groups to develop their governance arrangements	Outreach work with Residents Association, other community groups and community leaders / representatives	Grant are payable to constituted Resident Associations and support is given to assist community groups to become recognized by the Association	Enables Residents Associations to function and work in the community and promotes the 'start up' of new groups and associations	Copy constitution. AGM Minutes as requested
10.5	Mentoring by active residents and PHA staff will be promoted to assist involvement	Some mentoring takes place through the work of active residents and resident board members	Better resident involvement through developing the skills, experience and confidence of residents representatives, with the Association and in the community	Representatives have been able to learn from the knowledge, skills and experience of current members of the board and tenants' committee  Mentoring has been limited and requires further support and formalisation	The ASPIRE Scheme to be launched in 2009 will formalise Mentoring and other methods of support, training and recognition. Documents to be published 2009

