



Impact Assessment 2009/2010

Type of Involvement	What has happened? <i>The Outputs</i>	Value for Money <i>Resources & Costs</i>	So What? <i>Outcomes & Impact</i>	Evaluation <i>Inc Recommendations</i>
<p>Challenge Group</p> <p><i>What it is?</i> A small group of residents which give focused, qualitative feedback</p> <p><i>Its Aim</i> To achieve an active form of involvement or consultation on specific issues and policies</p>	<p>6 Meetings</p> <p>9 key topics covered</p> <p>Issues Consulted on:-</p> <ul style="list-style-type: none"> • Complaints, Comments and Compliments procedure • Contractor Service Standards • Rent & Improvements Policy • Resident Census • New Look of Rent Statements • Incentives for well maintained homes • ASB Policy • Expenses Policy • Sustaining Tenancy Policy 	<p>Total £ 6837.63</p> <p>Breakdown</p> <p>Expenses & Food £ 1074.58</p> <p>Incentives £ 860.00</p> <p>Staff Time at meetings = 82.5 hrs = £ 1843.05</p> <p>Staff Time preparing £ 1680 (14 hrs of work before each mtg)</p> <p>Resident time 138 hrs at £10 ph = £1380</p> <p> Ok Value for Money</p>	<p>June</p> <ul style="list-style-type: none"> • Complaints procedure agreed and how this would be communicated to residents • Contractor Service Standards set <p>July</p> <ul style="list-style-type: none"> • Eligibility criteria changed for Rent & Improvements Policy (RIP) • Name of RIP changed so clearer to residents what policy about <p>Sept & Dec meetings</p> <ul style="list-style-type: none"> • no outcomes – information only <p>Jan</p> <ul style="list-style-type: none"> • Changes made to ASB Policy & Procedure – increased support for victims of ASB where perpetrator not RFHA tenant • Improvement plan updated to include CG recommendations <p>March</p> <ul style="list-style-type: none"> • Improved support & advice for new & vulnerable tenants e.g energy advice <p> High Level Impact</p>	<p>62% - that meetings achieved its objective/aim</p> <p>56% - of meetings resulted in positive enhancement to the attendees</p> <p>Recommendation; Training for Residents</p>



Low Level Impact



Medium Level Impact



High Level Impact



Good VFM





OK VFM



Bad VFM



Don't Know

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<p>Repairs Improvement Group</p> <p><i>What is it?</i> A small group of residents focused on discussing maintenance issues</p> <p><i>Its Aim</i> To represent the thoughts of our residents with regards to repairs, contractors and options</p>	<p>4 Meetings</p> <p>7 Key Subjects Covered</p> <p>Issues Consulted on:-</p> <ul style="list-style-type: none"> • Kitchen contractors performance • Progression of bathroom, fencing and door contractor • The selection of new kitchen, gas servicing and survey company • Specification for all major programmes to accommodate resident feedback • Review of all contractors performance • Budget allocation for 2010-2011 • Review of RFHA's maintenance teams performance 	<p>Total £ 1802.19</p> <p>Breakdown</p> <p>Expenses & Food £ 286.03</p> <p>Incentives £ 260.00</p> <p>Staff Time at meeting = 24hrs £ 536.16</p> <p>Staff Time preparing £ 400 (5 hrs before each meeting)</p> <p>Resident Time 32 hrs = £320</p> <p> Good Value for Money</p>	<p>Residents fired a Kitchen contractor and appointed a new one</p> <p>The Group choose what work is being completed in the major programmes and the materials used.</p> <p>Changed gas specification to create 4hr time slots and make the system to be more user friendly.</p> <p>Budget proportions was amended in line with the feed back from the group</p> <p>All contractors' performance was reviewed resulting some receiving warnings, suspension or removal from approved list.</p> <p> High Level Impact</p>	<p>72% of Meetings achieved the aim</p> <p>73% of attendees felt that they personally gained from the meeting</p>



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<p>Tenant2Tenant Project</p> <p><i>What is it?</i> A number of our Challenge Group running their own consultation project</p> <p><i>Its Aim</i> To communicate with tenants that we currently do not have regular contact from</p>	<p>Challenge Group members outreach project to other residents</p> <p>Resident only led meetings to plan and execute the plan</p> <p>Leaflet produced to communicate to residents</p> <p>Appointments booked</p>	<p>Total £1043.00</p> <p>Breakdown Expenses £ 103</p> <p>Incentives £ 600</p> <p>Resident Time 14 hrs = £140</p> <p>Staff Time 10hrs = £200</p> <p> Ok Value for Money</p>	<p>Five interviews conducted</p> <p>4 Challenge Group members recruited</p> <p>Challenge Group completed and executed the event with no staff control</p> <p> Medium Impact</p>	<p>Really enjoyable project for the group</p> <p>Successful recruitment drive for the Challenge Group</p>
<p>EMTPF Membership</p> <p><i>What is it?</i> East Midlands Tenant Participation Forum</p> <p><i>Its Aim</i> To allow our residents access to the services they offer & forum access for information and connection sharing</p>	<p>Residents attended regional seminar</p> <p>Able to gain information and knowledge swapping from a pool of housing associations</p> <p>Networking opportunities for TP workers</p>	<p>Total £810.00</p> <p>Breakdown Membership £ 350</p> <p>Seminar Places £100</p> <p>Staff Time 10hrs = £200</p> <p>Resident Time 16hrs = £160</p> <p> Bad Value For Money</p>	<p>Two residents attended the seminar and reported back key findings</p> <p>Able to gain access to answers of specific questions from a large number of associations</p> <p>Attended regional TP networking events</p> <p> Medium Impact</p>	<p>RFHA find this a useful tool and could infact utilise it more.</p> <p>The Challenge Group think we need to make this better Value for Money</p>



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<p>Tenant Talkback</p> <p><i>What is it?</i> Annual meeting of tenants and management</p> <p><i>Its Aim</i> Informal, partnership event to bring everyone together to develop connections and share views</p>	<p>A BBQ evening at RFHA</p> <p>Partners and Challenge Group had stalls to promote their work and networking</p> <p>Food and refreshments free to all attended</p> <p>Relaxed, social atmosphere</p> <p>RFHA got to open its doors for a different purpose to just work</p> <p>Open to all residents</p> <p>A chance to showcase the organisation</p>	<p>Total £ 6387.20</p> <p>Breakdown Divided between numerous budgets</p> <table border="0"> <tr><td>BBQ</td><td>1860.00</td></tr> <tr><td>MagicZone</td><td>175.00</td></tr> <tr><td>Marquee</td><td>2438.00</td></tr> <tr><td>Other refreshments</td><td>475.00</td></tr> <tr><td>Jazz Band</td><td>300.00</td></tr> <tr><td>Prizes</td><td>175.00</td></tr> <tr><td>AGM Odds</td><td>963.63</td></tr> </table> <p> Ok Value For Money</p>	BBQ	1860.00	MagicZone	175.00	Marquee	2438.00	Other refreshments	475.00	Jazz Band	300.00	Prizes	175.00	AGM Odds	963.63	<p>Residents got to meet RFHA staff that they don't know</p> <p>Residents got to see all of the partnerships that RFHA has carefully chosen to work with</p> <p>A low level of consultation was completed</p> <p>Celebrate and promote key achievements – Freedom Friday, Sports Week</p> <p> Medium Impact</p>	<p>Residents like being able to view their involvement in the photo library.</p> <p>Staff benefited from the informal interaction with residents</p> <p>High success rating</p> <p>Recommendation – consult with residents before to make sure we achieve better value</p>
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<p>Resident Groups</p> <p><i>What is it?</i> Residents' groups comprise local people who want to improve the area in which they live</p> <p><i>Its Aim</i> To bring together like minded people or geographically separated people so discuss and plan events that matter to them</p>	<p>6 Highground Tenants Association meetings</p> <p>HIP – Weekly coffee shop for local social housing tenants</p>	<p>Total £438.71</p> <p>Breakdown</p> <table border="0"> <tr><td>Enable Conference</td><td>£15.00</td></tr> <tr><td>Highground Raffle</td><td>£150.00</td></tr> <tr><td>ABI Trafford Rd</td><td>£15.00</td></tr> <tr><td>ASB gifts</td><td>£18.71</td></tr> <tr><td>Staff Time 24 hrs</td><td>= £240</td></tr> </table> <p> Good Value For Money</p>	Enable Conference	£15.00	Highground Raffle	£150.00	ABI Trafford Rd	£15.00	ASB gifts	£18.71	Staff Time 24 hrs	= £240	<p>Housing Officers have a community presence</p> <p>Residents can sort out any issues with out going out of their way</p> <p>It shows RFHA is committed to supporting its local community</p> <p>It is a networking opportunity for all who attend</p> <p> Medium Impact</p>	<p>Highly appreciated by the residents that RFHA is committed to attending these meetings</p>				
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Other Publicity	<p>Produced a Resident Involvement booklet</p> <p>This is a regulatory requirement to publish, but this is the first time we have showcased it in such a glossy format</p> <p>It was part written by our residents and they were a key feature in it.</p>	<p>Total £2950.00</p> <p> Bad Value For Money</p>	<p>A resident focused information point about involvement activities that included notes from our resident panels</p> <p>Was circulated to all residents and used as a promotional tool for recruiting new members as well as to other associations to showcase our RI activities.</p> <p> Don't Know</p>	<p>Need to be able to gauge its impact, this is too expensive not to be able to know its impact.</p>



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