

Resident Involvement Impact Assessment _ 2010/11



1. Background

In 2008 Wherry launched a brand new Resident Involvement Strategy, which aimed to put residents at the heart of everything we do. Since then, significant progress and innovation has been made to ensure residents are involved in all parts of our organisation.

At the beginning of 2011 we launched our new Resident Involvement strategy, which aims to take Resident Involvement to the next level. Over the last 12 months we have set up a range of opportunities to get involved, and seek to continually look for new ways that suit the needs and lifestyles of our residents. The last year has seen Wherry use a variety of new initiatives to engage with residents and create a 'menu' of involvement opportunities: Fun Days on estates; Resident Inspectors; Facebook site; YELL, our Youth Forum; our Resident Scrutiny Group- WISP, in addition to the more commonly used methods such as Mystery Shoppers, Readers Panel and Focus Groups.

Central to our Resident Involvement Strategy is our landlord wide resident body, Way Ahead with Wherry (WAWW). WAWW membership is made up of Patch Panels members, Resident Representatives and Residents Associations. The WAWW Executive (a smaller group made up of Patch Panel and SHAP nominees), has worked particularly hard over the last 12 months to provide a voice for Wherry residents and we have supported them to do so. Without their dedication and input then we would not be in such a strong position today.

To enable WAWW to maintain their position as overall resident involvement and scrutiny body, we have made sure that they are central to our Resident Involvement structure, receiving feedback and overseeing other resident forums and groups. Moreover, throughout the year they have exchanged information and minutes with Wherry Board, ensuring their status is recognised at a governance level within Wherry.

2. What is an Impact Assessment?

Every year we produce an Impact Assessment. This document aims to provide an overview of what has happened over the last 12 months and, more importantly to assess what sort of impact it's had.

3. What does it all mean?

We have spoken to residents at various forums and groups, including a Resident Involvement Review Day on 23rd May 2011, to get their feedback on how they've been involved and what impact they think they've had. The information collected at this and other events has helped us to put together this report. The assessment will help us to identify what areas we need to look at improving and what are the most cost effective. Therefore we will be able to prioritise resources next year in the most resident focussed way that achieves the most value for money.




4. The Resident Involvement Impact Assessment table

The table below sets out the various projects, forums and groups that we have used to involve residents over the last 12 months. Each section describes the project, then goes on to describe what the project has done including particular activities. We've also summarised some of the outcomes from the project and included some information about who was involved.

We have included information about the time commitment for individual residents for each project, as well as an Impact and Value for Money rating for each project.

4.1. Measuring Value for Money




We have added a rating system to indicate whether or not we believe that the project described provided value for money.

-  Value for money was achieved
-  Value for money was Ok
-  Project wasn't Value for Money

All costs exclude staff costs. We have selected the rating based upon the number of outcomes and residents involved, and particularly from feedback received from residents at our Resident Involvement Review Day on 23rd May 11.

4.2. Measuring Impact

We came up with a scoring system to show the levels of impact on the service.

-  Has resulted in significant change in services, policy delivery or strategic direction that has had a positive impact on all residents
-  Significant effect on whole neighbourhood or area/has resulted in some change to services or policy that affect everyone
-  Significant effect one person or small area/insignificant impact on service or policy affecting everyone

5. Key statistics

Over last 12 months, from April 2010 to March 2011 we have involved **649 individuals** in various forums, groups and activities. For the purposes of simplicity, we narrowed some profiling fields down by collating some groups together.

Age groups of our involved residents

Age Group	No of residents involved
16- 24	26
25- 34	92
35- 44	137
45- 54	114
55- 64	87
65- 74	86
75- 84	66
85+	22

Ethnicity of our involved residents

Ethnicity	No of residents involved
White British	550
Other ethnic groups	76
Ethnicity unknown	23

Gender of our involved residents

Gender	No of residents involved
Male	252
Female	394

Religion of involved residents

Religion	No of residents involved
Christian	384
Other religions	48
None	160
Not known	57

5.1. What does this tells us?

Overall, these figures suggest that the profile of our involved residents largely matches that of our wider residents' population. The main exceptions to this are younger residents, who are under represented in our involvement networks overall. Further analysis tells us that some activities appeal to younger residents e.g. Mystery Shopping and fun days.

6. What's new for 2010/ 2011?

6.1. Resident Led Scrutiny

Towards the end of 2009 we set up a new Panel called the Residents Scrutiny Group. The panel have spent considerable time looking into the group's aims, objectives and how they should go about conducting a scrutiny. They've also spent time reviewing how they fit into the overall structure for Resident Involvement, to ensure that they are capturing issues that are important to residents. Early investigations have led to changes in the way that ASB Satisfaction surveys

are handled and some Customer Journey Mapping with residents who made formal complaints.

We were lucky to welcome some new members to the Panel this year, which has allowed the panel to develop themselves as a group, but also given them the opportunity to make more detailed investigations, which have included conducting meetings with residents to gather feedback as well as staff.

Finally, the group also decided to change its name this year. The name **WISP (Wherry Independent Scrutiny Panel)** aims to reflect the group's autonomy and independence from Wherry.

6.2. Estate Inspectors

We were pleased to be able to introduce this new venture following the procurement of a new Grounds Maintenance Contractors. Residents have received training, enabling them to undertake inspections of their local estates. This has proved to be a popular way for residents to get involved, as it

enables them to make a difference on their estates without a huge amount of time commitment.

6.3. Training

Training for our involved residents continues to be critical in enabling residents to challenge us. We have devised a full time table of training on services on offer. In addition, we have also ensured that training on softer skills is available, by working with organisations such as Adult Education and TPAS. This year for the first time we were able to offer e-learning, as an alternative, for those residents unable to attend classroom based training.

6.4. Online

Our Facebook site has continued to grow from strength to strength over the last 12 months, not only increasing in the number of fans joining the site, but also receiving national recognition by NHF. The site has proved to be a low cost way

of sharing information with residents, as well as giving us the ability to capture some quick feedback from residents on a variety of subjects.

6.5. Added Value

We have added an **Added Value** section to the matrix this year. This is to reflect any addition outcomes from a project, not originally intended from the project outset. Often these are softer, less tangible outcomes but nevertheless significant.



Case Study

In January this year we were pleased to be able to nominate Gordon Ginger of Peterborough for a TPAS Tenant of the Year Award. Gordon was nominated for his involvement in his local community. The area in which Gordon lives sits within a larger area of deprivation with a poor reputation. Wherry Housing lease the 51 flats which are situated within a shopping complex.

Gordon is actively trying to engage other residents in community activities to help reduce the social isolation they may face. He has started a darts club in the community area and successfully bid for a small pot of money from Wherry's NICE (small grants) scheme for notice boards. Gordon positively welcomes new residents to the scheme and highlights the benefits of living there such as security, lift access, a communal heating system and proximity to local facilities.

Last year there was a chain of incidents at the flats whereby a resident repeatedly set off fire alarms with serious consequences on the building and other residents. The person found to be responsible suffers with a mental health problem but Gordon assisted staff in trying to deter them from doing it again. In a multi agency meeting with the tenant Wherry invited Gordon to attend. He was able to support and reassure to the tenant whilst still reinforcing the seriousness of the situation. The outcome is that to date no further alarms have been set off ensuring a more peaceful neighbourhood for all.

Gordon was a finalist in the TPAS Tenant of the Year, Midlands region.




Commenting on the award Gordon said, "I am delighted to have been nominated for my involvement in the community. I get involved because I want to help offer benefits for residents and staff to ensure a better environment for the community. It's so nice to know that it's appreciated. "



Some feedback on RI activities from the last 12 months.



“Thank you very much for the very informative training session. I now have a much better understanding of the complex process of allocations and lettings.”
Mavis Opperan, Old Catton.



“Many thanks for the brilliant conference on Monday, probably a best ever in respect of organisation and delegate involvement.”
Brian Rix, Drayton



Katherine Shuttelworth
(talking about Facebook)
“It’s great that I can use this to contact you for free through my mobile phone. I don’t have a landline so this saves me a fortune.”



Way Ahead with Wherry	What's happened? (Outputs)	So What? (Outcomes and Impact)	Who took part?	Costs, Impact and value for money and added value
<p>What is it? Way Ahead with Wherry is our Landlord Wide Forum. Membership of WAWW is made up of Resident Representatives and an executive panel meet up monthly to review the activities of WAWW.</p> 	<p>WAWW have hosted a successful AGM, attended by 60 Wherry residents, at which they gathered information from their members on what the keys issues are for residents.</p> <p>WAWW receive feedback from other panels including Patch Panels, Property Partnership Board and Scrutiny panel</p>	<p>WAWW have highlighted at Board level issues around</p> <ul style="list-style-type: none"> - Promoting Affordable Warmth for residents, supporting ongoing development of - Highlighted concerns about gardening services, resulting in the procurement of a new providers for Wherry residents. - Met with Chloe Smith MP to highlight concerns over Coalition Government's social Housing and Welfare Reform 	<p>No. of Resident involved: 13</p> <p>Gender: Male : 7 Female: 6</p> <p>Age: 25-34: 1 35-44: 3 45-54: 2 55-64: 5 65-74: 1</p> <p>Disability: 10</p>	<p>Cost= £2,721</p>  <p>Resident Time= 3 hours per meeting/ 12 meetings a year</p> <p>Impact Rating</p> 



Patch Panels	What's happened? (Outputs)	So What? (Outcomes and Impact)	Who took part?	Costs, Impact and value for money and added value
<p>What is it?</p> <p>Neighbourhood Patch Panels are organised by your Neighbourhood Officer and involve residents from your local area. The Panels meet every 3 months discuss issues that relevant to your neighbourhood.</p>	<p>11 Patch Panels have each met 4 times over the last year. Summary reports from the Patch Panels have gone to WAWW, which in turn enable them to give WAWW an overall picture of what issues matter to Wherry residents.</p>	<p>Key outcomes have been</p> <ul style="list-style-type: none"> - Highlighted local estate issues, e.g. picking up outcomes from estate inspections which have not been addressed. - Increasing influence over Home Matters e.g. articles included as a result of Patch Panel influence include warning residents about bogus callers. - Overseen spending on estate improvements through the NICE scheme. - Challenged Wherry looking at local performance information. 	<p>No. of Resident involved: 85</p> <p>Gender: Male :46 Female: 39</p> <p>Age: 16-24:1 25-34:3 35-44:17 45-54:21 55-64:19 65-74:14 75-84:8</p> <p>Disability: 43</p>	<p>Cost= £1,758</p> <p></p> <p>Resident Time; 4 meetings a year for 3 hours.</p> <p>Impact Rating</p> <p></p>



Property Partnership Board	What's happened? (Outputs)	So What? (Outcomes and Impact)	Who took part?	Costs, Impact and value for money and added value
<p>What is it?</p> <p>The Property Partnership board was set up in response to residents telling us that the Repairs Service was the most important part of our service. The panel looks in detail at the Repairs services, including reviewing the performance of Wherry and our contractors.</p>	<p>The Panel have met at least bi-monthly and overseen the review of the Repairs Service Review. These entailed making recommendations on what the Service Review should focus on and how Wherry should capture feedback from residents.</p> <p>In addition, they have had input into key documents throughout the year including the Equality Impact Assessment and departmental delivery plan.</p>	<p>The Property Partnership Board</p> <ul style="list-style-type: none"> - overseen Repairs Service Review which lead to introduction of "Our 3 Promises to our Residents" - Commented upon and agreed and signed off the Property Teams Performance targets for the new year. - Commended upon and agreed and signed off the Property Team's Improvement plan for the new year. 	<p>No. of Resident involved: 7</p> <p>Gender: Male: 5 Female: 2</p> <p>Age: 16-24: 1 45-54: 1 55-64:2 65-74:2 85+:1</p> <p>Disability: 3</p>	<p>Cost= £110</p> <p></p> <p>Resident Time: 8 meetings a year for 3 hours.</p> <p>Impact Rating</p> <p></p>



WISP – Wherry independent Scrutiny Panel	What’s happened? (Outputs)	So What? (Outcomes and Impact)	Who took part?	Costs, Impact and value for money and added value
<p>What is it?</p> <p>The Scrutiny Panel was set up to look in more detail at particular aspects of Wherry’s services. The group will use feedback from WAWW and other resident groups to decide what services to scrutinise. The group will then gather information, by looking at statistics, speaking to staff and residents, and make recommendations on how the service can be improved.</p>	<p>Through the year the panel met to review their terms or reference, particularly focussing on what they want to achieve, and how they are related to other residents panels.</p> <p>The Panel conducted a Scrutiny Review of Complaints and the ASB services and also set out a work programme for the next 12 months.</p>	<p>Outcomes from the Panel are:</p> <ul style="list-style-type: none"> - Agreement on a set of Terms of Reference for the Panel. - Review of Complaints Service, leading to recommendation of conducting further Customer Journey Mapping with residents who have made a complaint. The outcome of this exercise was a reduction timescales to respond to complaints. - Review of ASB service resulted in Satisfaction surveys being conducted by external organisation. 	<p>No. of Resident involved: 7</p> <p>Gender: Male: 4 Female: 3</p> <p>Age: 25-34:1 35-44:2 45-54:1 55-64:1 75-84:1</p> <p>Disability: 5</p>	<p>Cost= £260</p> <p></p> <p>Resident Time: to be fully evaluated.</p> <p>Impact Rating</p> <p></p> <p>Added Value</p> <p>As a of training and scrutiny activity members have reported having a better understanding the organisation and how it operates.</p>



Fun Days	What's happened? (Outputs)	So What? (Outcomes and Impact)	Who took part?	Costs, Impact and value for money and added value
<p>What is it?</p> <p>We realise that not everyone wants to come along to meetings, so last year we held a number of events on our estates.</p>	<p>Over the course of 9 days staff visited 13 different estates. An estimated 850 residents attended the Fun Days and the events were used to:</p> <ul style="list-style-type: none"> - Promote Local Offers - Consult residents on the Repairs Services - Promotion of Resident Involvement, particularly Board membership. 	<p>As a result of</p> <ul style="list-style-type: none"> - Sign off of our Local Offers - Feedback on our Repairs Services, which fed into our Repairs Services Review (see Property Partnership Board above.) - Promotion of Resident Involvement and particularly recruitment of Mystery Shoppers 	<p>No. of Resident involved: 237</p> <p>Gender: Male: 71 Female: 166</p> <p>Age: 16-24:18 25-34:59 35-44:52 45-54:30 55-64:26 65-74:20 75-84:17 85+: 6 Not Known:9</p> <p>Disability: 57</p>	<p>Cost= £5,941/ £457 per event</p> <p></p> <p>Resident Time: 2 hours.</p> <p>Impact Rating</p> <p></p> <p>Added Value</p> <p>Feedback from residents who attended the events suggested that residents were pleased to see Wherry staff presence. Anecdotal feedback has reported an improved sense of community cohesion on estates visited.</p> <p>In addition, the events were an excellent Team Working opportunity, with staff from different teams working together to make the events happen.</p>



Residents' Associations and Resident Representatives	What's happened? (Outputs)	So What? (Outcomes and Impact)	Who took part?	Costs, Impact and value for money and added value
<p>What is it?</p> <p>We are keen to support residents to set up and develop Residents' Associations. A local residents association can be a really good way of bringing communities together and can also be a powerful voice for community issues.</p> <p>Residents' Associations can access funding from Wherry to support their group.</p>	<p>During the year we have five recognised Residents Associations. Another further three residents groups were in the early stages of development or met as a group, though opted not to adopt a formal constitution.</p> <p>At year end, our Residents Associations and Resident Representatives represented 12% of our wider resident population.</p>	<p>Our Residents Associations have</p> <ul style="list-style-type: none"> - Held Estate Fun Days - Successfully sought funding for Children's Play Equipment. - Overseen Estate Improvements as part of the Excellent Estates Programme. 	<p>No profiling information on Residents Association available.</p>	<p>Cost= £356</p> <p></p> <p>Resident Time: Varies</p> <p>Impact Rating</p> <p></p> <p>Added Value</p> <p>Our Resident Representatives have been one of our most active involved residents, and have helped to set up and establish our new Estate Inspector network.</p>



WISE (Wherry Is Saving Energy)	What's happened? (Outputs)	So What? (Outcomes and Impact)	Who took part?	Costs, Impact and value for money and added value
<p>What is it?</p> <p>Following feedback from WAWW in 2009/10 that accessing Affordable Warmth was an important subject for residents, we created WISE. The WISE group is made up of residents and staff and aims to over see the implementation of the WISE Strategy, which aims to increase awareness of energy efficiency and save money, as well as save the environment.</p>	<p>The group have met bi-monthly to oversee the implementation of the WISE Implementation plan. This has entailed reviewing the implementation plan for the strategy.</p> <p>In addition, the group have had the opportunity to receive and consider reports from consultants on proposed activity to improve energy efficiency of homes.</p>	<p>Outcomes from the WISE group include:</p> <ul style="list-style-type: none"> - Launch events held to promote the WISE strategy were attended by 41 residents. Residents at the events had help to access websites with changing energy supplier. - Signed off the WISE strategy. 	<p>No. of Resident involved: 3</p> <p>Gender: Male: 3</p> <p>Age: 55-64:2 65-74:1</p> <p>Disability: 1</p>	<p>Cost= £150</p> <p></p> <p>Resident Time: 6 meetings a year for 3 hours.</p> <p>Impact Rating</p> <p></p> <p>Added Value</p> <p>Residents have told us that they are keen to help with the word on Energy Efficiency so we have made plans to offer training on Energy Saving to a group of Resident Energy Champions.</p>



Mystery Shoppers, Resident Inspectors and Estate Inspectors	What's happened? (Outputs)	So What? (Outcomes and Impact)	Who took part?	Costs, Impact and value for money and added value
<p>What is it?</p> <p>We involve residents in a variety of activities to check that our service meets our Service Standards i.e. the service that we state that we are providing. The Mystery Shoppers, Resident Inspectors and Estate Inspectors are asked to complete checks to assess this.</p>	<p>Throughout the course of the year we have conducted</p> <ul style="list-style-type: none"> - 3 rounds of Mystery Shopping - Introduction of Estate Inspectors - Ongoing inspections of Void properties and communal repairs. <p>In total, 93 residents have been involved in Mystery Shopping, Estate Inspections or Resident Inspectors.</p>	<p>As a result of Mystery Shopping and Resident Inspectors</p> <ul style="list-style-type: none"> - The customer services team will ensure they contact customers who report communal repairs to update them on progress. - We re-trained all staff who update our website to remind them of the importance of entering "key words" that will be picked up by the search facility - Operative were reminded about use of dust covers during their weekly tool box talks. 	<p>No of Resident involved: 84</p> <p>Gender:</p> <p>Male: 37</p> <p>Female: 47</p> <p>Age:</p> <p>16-24:2</p> <p>25-34:7</p> <p>35-44:21</p> <p>45-54:16</p> <p>55-64:21</p> <p>65-74:9</p> <p>75-84:5</p> <p>85+: 1</p> <p>Not Known:2</p> <p>Disability: 31</p>	<p>Cost= £1,004</p> <p></p> <p>Resident Time: Varies, on average 12 hours over year.</p> <p>Impact Rating</p> <p></p>

Focus Groups	What's happened? (Outputs)	So What? (Outcomes and Impact)	Who took part?	Costs, Impact and value for money and added value
<p>What is it?</p> <p>Focus groups are one off events, used to gather feedback on services. The feedback is often used to feed into other consultations.</p>	<p>Focus Groups have been held on the following topic areas</p> <ul style="list-style-type: none"> - Review of Circle wide set of Service Standards - Review of Repairs Services - Review of ASB and Complaints services. 	<p>As a result of Focus Group consultations we have:</p> <ul style="list-style-type: none"> - Captured feedback on a new set of Circle wide Services Standards, and recommended a set of Performance standards to measure these Standards. - Consulted residents on the ASB, resulting in new processes to ensure effective communication. - Complaints service Focus Group resulted in internal controls being put in place to aim to respond to complaints more quickly. - Produced our "Repairs Charter" - see Property Partnership Board section of this report. 	<p>No. of resident involved: 44</p> <p>Gender:</p> <p>Male: 23</p> <p>Female: 21</p> <p>Age:</p> <p>25-34: 3</p> <p>35-44: 11</p> <p>45-54: 9</p> <p>55-64: 9</p> <p>65-74: 5</p> <p>75-84: 5</p> <p>85+: 1</p> <p>Not Known: 1</p> <p>Disability: 14</p>	<p>Cost= £665</p> <p></p> <p>Resident Time: 3 hours</p> <p>Impact Rating</p> <p></p>

Facebook online	and What's happened? (Outputs)	So What? (Outcomes and Impact)	Who took part?	Costs, Impact and value for money and added value
<p>What is it?</p> <p>Our Facebook site offers Wherry residents to feedback on services online. Fans of the site receive regular updates on what's going on locally, as well as changes to services.</p>	<p>Facebook fans have received updates on Wherry services up to five times a week.</p> <p>We have also used the forum to consult on what training to offer, plus ask for feedback on Community cohesion events, such as local Fun Days.</p>	<p>Following consultation, Facebook users can now report non urgent repairs using Facebook. This has allowed residents with weak mobile phone signal to still access Wherry services.</p>	<p>330 fans.</p> <p>No profiling data available.</p>	<p>£0</p> <p></p> <p>Resident Time: dependent on individuals</p> <p>.</p> <p>Impact Rating</p> <p></p> <p>Added Value</p> <p>Positive feedback from Facebook users suggest that residents are really pleased that they have another option for contacting Wherry, providing. Also, the site is easy and free way of residents accessing Wherry.</p>

Resident Involvement Training	What's happened? (Outputs)	So What? (Outcomes and Impact)	Who took part?	Costs, Impact and value for money and added value
<p>What is it?</p> <p>In order to enable our residents get involved, we need to offer appropriate training and support. Therefore, last year we conducted a Training Needs Analysis with individual residents and then used this information to put together a comprehensive training programme.</p>	<p>Training has been offered in a variety of topics including</p> <ul style="list-style-type: none"> - Making Meetings work - Tackling ASB - Chairing Skills - Complaints and Service Improvement. - Government and Regulators Expectations. - Allocating our homes. <p>We also appointed an external consultant to mentor and support members of WAWW Executive and Resident Scrutiny Panel.</p>	<p>As a result of Resident Involvement Training we have been able to:</p> <ul style="list-style-type: none"> - appoint a new chair to Patch Panels - Recruit residents to get involved in forums such as the Resident Scrutiny Panel. - With support, WAWW Executive held a meeting with Chloe Smith to challenge the Social Housing and Welfare reforms. - More effective management of meetings and better understanding of Wherry by involved residents. 	<p>No of resident involved: 49</p> <p>Gender:</p> <p>Male: 24</p> <p>Female: 25</p> <p>Age:</p> <p>25-34:2</p> <p>35-44:10</p> <p>45-54:12</p> <p>55-64:12</p> <p>65-74:6</p> <p>75-84:4</p> <p>85+: 1</p> <p>Not Known:2</p> <p>Disability: 8</p>	<p>Cost= £1,695</p> <p></p> <p>Resident Time: Average course length is 3 hours.</p> <p>Impact Rating</p> <p></p> <p>Added Value</p> <p>Satisfaction with Resident Training remains high. Our Skills Assessment, conducted with our involved residents annually suggest that overall the skills set of our involved residents as improved.</p>

YELL Group) (Youth	What's happened? (Outputs)	So What? (Outcomes and Impact)	Who took part?	Costs, Impact and value for money and added value
<p>What is it?</p> <p>YELL stands for Youth Engaging in Lives and Learning.</p> <p>Members are made up of young Wherry residents aged 19 years and under.</p> <p>The purpose of YELL is to provide young people with another interest and opportunities to make new friends, learn skills and understand a little more about Wherry.</p>	<p>YELL have met formally and informally over the last 12 months, involved in a variety of activities to give them a better understanding of the organisation and our services.</p>	<p>Our YELL group have</p> <ul style="list-style-type: none"> - Taken part in Estate Inspections - Helped Wherry celebrate our 21st Birthday, by helping out at a party at a Sheltered Scheme. - Compiled a short ASB guide for residents. The guide was produced for younger residents and explains what ASB is and what to do to report cases of ASB. 	<p>Gender</p>	<p>Cost= £1,695</p> <p></p> <p>Resident Time: Varies</p> <p>Impact Rating</p> <p></p> <p>Added Value</p> <p>As a result of getting involved in YELL, we were pleased to be able to support one member to join our Development team for two weeks on work experience.</p>

Readers Panel and Editorial Panel	What's happened? (Outputs)	So What? (Outcomes and Impact)	Who took part?	Costs, Impact and value for money and added value
<p>What is it?</p> <p>Our Readers Panel check all publications, including our Newsletter, before they are sent out to all residents. The panel meet quarterly and feedback is taken to the Home Matters editorial panel.</p> <p>All publications reviewed by the Readers Panel receive the Resident Checked logo.</p>	<p>Readers Panel received 22 documents, and given feedback, including our Resident Newsletter- Home Matters.</p> <p>Panel members have also been asked to review and feedback on changes to the website.</p> <p>Our Editorial Panel members have been involved in joint staff and residents meetings to inform the content of our Home Matters newsletter.</p>	<p>As a result of reviewing documents the Readers Panel have made 36 changes to publications before going out to the wider resident population.</p> <p>The Editorial Panel have helped to inform the content of Home Matters, particularly ensuring that there are more Community based stories e.g. "Aylsham in Bloom" and also focus on financial inclusion articles.</p> <div data-bbox="958 1027 1160 1118" style="border: 1px solid orange; padding: 2px; display: inline-block;"> Resident Checked ✓ </div>	<p>No of Resident involved: 28</p> <p>Gender: Male:11 Female:17</p> <p>Age: 25-34:2 35-44:9 45-54:3 55-64:8 65-74:3 75-84:2 85+: 1</p> <p>Disability: 13</p>	<p>£40</p> <p></p> <p>Resident Time: Dependent on individual residents however, up to 12 hours</p> <p>Impact Rating</p> <p></p>

7. Looking forward for 2011/12

We will continue to liaise with Way Ahead with Wherry and other groups on how we work with and involve residents in the future. We want to look for new and innovative ways of involving residents, whilst ensuring that our existing mechanisms are strong and adequately supported so that residents will have greater influence over Wherry. Feedback from our residents (captured in surveys received in April and at the Review Day in May) has highlighted a number of areas for development over the next 12 months.

- We will offer training in softer skills, including “Confidence Building.” In addition we will look at ways that we can offer training online, so that more residents can access it.
- We will make more use of technology to consult staff, such as telephone conferencing, texting and online discussion forums.

- We will look at new ways of rewarding residents who get involved.
- We will increase the opportunities to get involved from home, particularly with activities such as Estate Inspectors, Resident Inspectors and Mystery Shoppers.
- We will work with YELL, Wherry staff and WAWW to look at formalising the YELL forum to make its impact more effective.
- We will work with other housing associations to give residents the opportunity to share good practice and experiences with other residents. We’ll also use this as an opportunity to scrutinise our services against other landlords.
- We will update our Resident Involvement Agreement, setting out our service standards for Resident Involvement.

- We will update our publication 'How to have your voice heard'. The leaflet will clearly set out the different ways Wherry residents can get involved and what impact they can have
- We will be training a number of resident advisors, each of whom will act as a WiSE ambassador in their local community, raising awareness, signposting and providing low level Energy Efficiency Advice.
- We will work with our various resident forums and groups to agree what their aims and objectives should be and how we can support them to achieve these objectives.
- We will continue to look at ways of recruiting new residents to get involved.
- We will support residents to hold Resident Led Events in their local neighbourhood.

