

Resident Involvement Impact Assessment - 2010/11

SUMMARY

All of the involvement activities that have been captured in this report are from meetings, events and forums led by the Consultation & Communications Team in Neighbourhood Services, during April 2010 to March 2011. There has been a range of activities taking place, the impact assessment shows what impact residents input has made and the outputs achieved. It also shows where possible whether the activity has been good value for money.

In April 2010, the Leasehold Forum and Freehold Form were passed to Circle Living; this activity is therefore not reported in this impact assessment.

In producing this summary there have been difficulties with some activities as some of the information has not been captured, i.e. ethnicity, age, disability and there has been issues with full costing being available.

Since April 2011, following the transition to Orchard (Housing Management System) we now have access to Circle's TP tracker, this is a useful software that records, measures and benchmarks resident involvement activities and feedback. This programme will help to overcome some of the difficulties faced producing this impact assessment manually. As Merton Priory Homes (MPH) completes its restructure it is intended that recording resident involvement will cover the entire organisation and not just one team as it currently is. Also in the development of our programme of activities to gauge the success of each activity, we will be working with staff and residents to set specific targets or outcomes so we can gauge the success of each activity.

The following key has been used to show the impact an activity has and whether the activity was good value for money:

Value for money

Good 😊

Fair 😐

Poor ☹️

Impact level

High ✓✓✓

Medium ✓✓

Low ✓

Type of involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money
<p>Date of activity: March 2010 – April 2011 (11 meetings)</p> <p>Name of Activity: Residents Forum</p> <p>Type of Activity: Resident monthly meetings</p> <p>Number of residents involved: Average 22 residents per meeting</p> <p>Other agencies involved: Fire Service Osborne (Maintenance Contractor) Circle Housing</p> <p>Purpose of the activity:</p> <ul style="list-style-type: none"> To act as the principal representative body for the purpose of consultation with residents by MPH, in relation to decisions made concerning the improvement of service delivery, performance and reviewing progress against the resident involvement strategy. Support, represent and promote the interest of all Merton Priory Homes residents, and provide a residents' perspective on policy reviews. 	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project)</p> <p>The selection process for Residents and User Panel Group (RASP)</p> <p>The election process for resident Board Members</p> <p>Decent Homes Programme</p> <p>Life Chances Plan</p> <p>Resident Involvement Framework & Scrutiny Panel</p> <p>Contributing to the Annual Review</p> <p>Agreed the Terms of Reference and Code of conduct</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>New Resident Involvement Leaflet/Statement produced</p> <p>Resident Annual Review</p> <p>Planning and organising the Residents Conference</p> <p>Review of resident involvement framework</p> <p>How did you feedback to the residents about the outcomes/ impact of their involvement?</p> <p>At Meetings Home Matters</p>	<p>Budget:</p> <p>Residents Travel: £326</p> <p>Refreshments: £777</p> <p>Total: £1,103</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>We believe overall VFM to be: Good 😊</p> </div>

<ul style="list-style-type: none"> • Be able to receive and request reports, which will be used to monitor and review service performance on: <p>Equality Monitoring Information:</p> <p>None provided</p>	<p>Election of Chair and Vice Chair</p> <p>Input into the Tenant Handbook</p> <p>The wording and design options for the Resident Involvement Statement/Leaflet</p> <p>Planning the Annual Residents Conference</p> <p>Consulting on Local Offers</p> <p>Who was consulted? Residents</p> <p>How were they consulted? Meetings</p>	<table border="1"> <tr> <td data-bbox="1375 229 1547 304">✓✓✓</td> <td data-bbox="1547 229 1724 304">High level impact</td> </tr> </table>	✓✓✓	High level impact	
✓✓✓	High level impact				

Type of Involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money		
<p>Date of activity: 13 November 2010</p> <p>Name of Activity: Residents Conference</p> <p>Type of Activity: Community Event</p> <p>Number of residents taking part: 132</p> <p>Other agencies involved: None</p> <p>Purpose of the activity:</p> <ul style="list-style-type: none"> To communicate what MPH has achieved since its launch, in March 2010. To provide information on the direction of the organisation. To seek residents' views and their perceptions through interactive workshops on 3 topics - Resident Involvement, Driving Customer Loyalty, Access to Customer Services. 	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project) Who was consulted?</p> <p>How were they consulted? Community Event</p> <p>Equality Monitoring Information: 12% (16) indicated that they have a disability, 43% (57) were male and 57% (75) were female.</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>An improvement plan was drafted to review residents which will be reviewed and monitored.</p> <p>How did you feedback to the residents about the outcomes/ impact of their involvement?</p> <p>Homes Matters Residents Meetings</p> <table border="1" data-bbox="1518 1157 1877 1273"> <tr> <td>✓✓</td> <td>Medium level impact</td> </tr> </table>	✓✓	Medium level impact	<p>Budget: £25,000</p> <p>Venue Hire/lunch £13,765 Coach Hire: £790 Goodie Bags & Prizes : £2,217 Publicity: £875 Guest Speaker: £3,000 Interactive Quiz: £4,298.88</p> <p><u>Total:</u> <u>£24,945.88</u></p> <p>We believe overall VFM to be: Poor ☹</p>
✓✓	Medium level impact				

Type of Involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money		
<p>Date of activity: 11 September 2010</p> <p>Name of Activity: Taster Training Day</p> <p>Type of Activity: Community Event</p> <p>Number of residents taking part: 22</p> <p>Other agencies involved: None</p> <p>Purpose of activity:</p> <p>To give residents the opportunity to sample training activities with a view to roll out a full programme later in the next financial year.</p>	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project)</p> <p>To input into the resident training programme</p> <p>Who was consulted? Residents</p> <p>How were they consulted? Meeting</p> <p>Equality Monitoring Information: None provided</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>The event had a very low turnout, and this made up reconsider the way we engage with residents to plan a training programme.</p> <table border="1" data-bbox="1518 823 1877 900"> <tr> <td data-bbox="1518 823 1697 900">✓</td> <td data-bbox="1697 823 1877 900">Low level impact</td> </tr> </table>	✓	Low level impact	<p>Refreshments: £537.60</p> <p>Postage: No cost provided</p> <p>We believe overall VFM to be: Poor ☹️</p>
✓	Low level impact				

Type of Involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money		
<p>Date of activity: April 2010 – March 2011 (5 meetings)</p> <p>Name of Activity: Youth Forum</p> <p>Type of Activity:</p> <p>Number of residents involved: Average of 4 young people per meeting</p> <p>Other agencies involved:</p> <p>Uptown UK Acacia Adventure Playground LBM Phipps Bridge Youth Club LBM We Make a Change Ltd South London African Women’s Organization London Fire Service</p> <p>Purpose of the activity:</p> <p>To represent the views and aspirations of young people and help to determine the award of a £20K Youth Fund.</p>	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project)</p> <p>Developed process to award funding for young people initiatives</p> <p>Agreed terms of reference Elected young person as Chair & Vice Chair</p> <p>Who was consulted? Young people</p> <p>How were they consulted? Term time meetings</p> <p>Equality Monitoring Information: None provided</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>Five projects have been funded totalling £12,906 – these will be monitored and applicants will be required to evaluate their project once completed.</p> <p>How did you feedback to the residents about the outcomes/ impact of their involvement?</p> <p>Letters sent to young people with outcome of funding panel. Home Matters</p> <table border="1" data-bbox="1518 1118 1877 1228"> <tr> <td data-bbox="1518 1118 1697 1228">✓✓✓</td> <td data-bbox="1697 1118 1877 1228">High Level impact</td> </tr> </table>	✓✓✓	High Level impact	<p>£ Full cost not provided</p> <p>VFM: Not known</p>
✓✓✓	High Level impact				

Type of Involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money
<p>Date of activity: 29 April 2010</p> <p>Name of Activity: Residents Launch Event</p> <p>Type of Activity: Community Event</p> <p>Number of Stakeholders involved: 69</p> <p>Other agencies involved:</p> <p>Purpose of the activity: To celebrate the launch of Merton Priory Homes & thank the residents who helped during the transfer process.</p>	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project)</p> <p>The vision for MPH in its first year</p> <p>Who was consulted? Residents</p> <p>How were they consulted? Community Event</p> <p>Equality Monitoring Information: None provided</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>How did you feedback to the residents about the outcomes/ impact of their involvement?</p> <div data-bbox="1518 935 1877 1011" style="border: 1px solid black; background-color: #92d050; padding: 2px;"> ✓ Low level impact </div>	<p>Budget: £5,000 Catering: £3,428 Entertainment: £1,000 Travel: £275 Publicity: £60 Crèche: £250</p> <p>£5,013</p> <p>We believe overall VFM to be: Average 😊</p>

Type of Involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money
<p>Date of activity: April 2010 – March 2011 (6 meetings)</p> <p>Name of Activity: Street Properties & Small Blocks Forum</p> <p>Type of Activity: Resident meetings</p> <p>Number of residents involved: an average of 15 residents attended each meeting</p> <p>Other agencies involved: Merton Voluntary Service Council</p> <p>Purpose of the activity:</p> <ul style="list-style-type: none"> To act as the representative body for the purpose of consulting with residents in street properties and small blocks by Merton Priory Homes in relation to the improvements to their properties and blocks. To set up a criteria and an awarding panel for spending the £50k budget. To monitor the transfer promises set for this targeted resident group. 	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project)</p> <p>Transfer promises for Street Properties & Small Blocks Resident Involvement Framework & Scrutiny Panel £50k Budget Decent Homes Programme</p> <p>Who was consulted? Residents</p> <p>How were they consulted? Meetings</p> <p>Equality Monitoring Information: None provided</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>Budget Criteria set</p> <p>Working Group/Assessment Panel Set up</p> <p>How did you feedback to the residents about the outcomes/ impact of their involvement?</p> <p>Meetings Home Matters</p> <div data-bbox="1518 1082 1877 1197" style="border: 1px solid black; background-color: #92d050; padding: 5px;"> ✓✓✓ High Level impact </div>	<p>Postage £6,918 Travel: £36 Refreshments: £156</p> <p>Total: £7,110</p> <p>We believe overall VFM to be: Average 😊</p> <p>The high cost of postage is attributed to communicating with a large resident base regularly; as the forum has progressed we no longer do this.</p>

Type of Involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money
<p>Date of activity: April – May 2010</p> <p>Name of Activity: Environmental Improvement Road Shows</p> <p>Type of Activity: Consultation Meetings</p> <p>Number of residents involved: 277</p> <p>Other agencies involved:</p> <p>Purpose of the activity:</p> <ul style="list-style-type: none"> • To update residents on progress following the launch of MPH. • To raise awareness on the new Resident Involvement Strategy. • Consultation with residents to identify their priorities for local estate improvements that will be funded from the £1.25m budget over the first two years. 	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project)</p> <p>Set the environmental improvement priorities for 22 large estates</p> <p>Who was consulted? residents</p> <p>How were they consulted? Meetings</p> <p>Equality Monitoring Information: None was provided</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>Environmental improvements works programme was set to spend £1.25m</p> <p>How did you feedback to the residents about the outcomes/ impact of their involvement?</p> <p>Surveys Letters Resident Association Meetings</p> <div data-bbox="1579 1070 1933 1185" style="border: 1px solid black; background-color: #92d050; padding: 5px; display: flex; align-items: center;"> ✓✓✓ High Level impact </div>	<p>£ Full cost not provided</p> <p>VFM: Not known</p>

Type of Involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money		
<p>Date of activity: April 2010- March 2011 (4 meetings)</p> <p>Name of Activity: Service Improvement Group - ASB</p> <p>Type of Activity: Resident meetings</p> <p>Number of residents involved: Average of 8 residents per meeting</p> <p>Other agencies involved:</p> <p>Purpose of the activity: To review the services provided by the Community Safety team to improve service delivery.</p>	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project)</p> <p>The community safety strategy Setting local standards The Community safety strategy action plan ASB information leaflets</p> <p>Who was consulted? Residents</p> <p>How were they consulted? Meetings</p> <p>Equality Monitoring Information:</p> <p>No information Provided</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>Community Safety Strategy</p> <p>New ASB information leaflets</p> <p>How did you feedback to the residents about the outcomes/ impact of their involvement?</p> <table border="1" data-bbox="1518 935 1877 1050"> <tr> <td data-bbox="1518 935 1697 1050">✓✓</td> <td data-bbox="1697 935 1877 1050">Medium level impact</td> </tr> </table>	✓✓	Medium level impact	<p>£ Full cost not provided</p> <p>VFM: Not known</p>
✓✓	Medium level impact				

Type of Involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money		
<p>Date of activity:</p> <p>Name of Activity: Service Improvement Group – Affordable Warmth</p> <p>Type of Activity: Resident meetings</p> <p>Number of residents involved:</p> <p>Other agencies involved: Wandle Low Carbon Project Green Doctors</p> <p>Purpose of the activity:</p> <p>To review energy efficiency in dwellings and discuss Circle’s vision for green issues.</p>	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project)</p> <p>Reviewing energy efficiencies for their homes Monitor MPH affordable warmth target Circle’s vision for green issues</p> <p>Who was consulted? Residents</p> <p>How were they consulted? Meetings</p> <p>Equality Monitoring Information: No information Provided</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>Drafted an affordable warmth action plan</p> <p>How did you feedback to the residents about the outcomes/ impact of their involvement?</p> <p>Meetings</p> <table border="1" data-bbox="1518 896 1877 1011"> <tr> <td data-bbox="1518 896 1697 1011">✓✓</td> <td data-bbox="1697 896 1877 1011">Medium Level impact</td> </tr> </table>	✓✓	Medium Level impact	<p>£ Full cost not provided</p> <p>VFM: Not known</p>
✓✓	Medium Level impact				

Type of Involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money
<p>Date of activity: April 2010 – March 2011 (2 meetings)</p> <p>Name of Activity: Service Improvement Group – Estate Services</p> <p>Type of Activity: Resident meetings</p> <p>Number of residents involved: Average of 8 residents per meeting</p> <p>Other agencies involved:</p> <p>Purpose of the activity:</p>	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project)</p> <p>Review the services within Estate Services</p> <p>Agree new service standards</p> <p>Who was consulted?</p> <p>How were they consulted?</p> <p>Equality Monitoring Information: No information Provided</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>How did you feedback to the residents about the outcomes/ impact of their involvement?</p> <p>A new group – too early to determine impact level</p>	<p>Refreshments: £52.50</p> <p>We believe overall VFM to be: Average 😊</p>

Type of Involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money
<p>Date of activity: April 2010 – Mar 2011 (3 meetings)</p> <p>Name of Activity: Service Improvement Group – Resident Inspectors</p> <p>Type of Activity: Resident Meeting</p> <p>Number of residents involved: Average of 8 residents per meeting</p> <p>Other agencies involved: TPAS</p> <p>Purpose of the activity:</p> <p>To train volunteer residents to take on the role of residents inspectors, to review the customer experience when reporting a repair. Training will be provided for the role.</p>	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project)</p> <p>Resident Inspector Programme Resident Inspector training Programme</p> <p>Who was consulted? Residents</p> <p>How were they consulted? Training Session Meeting</p> <p>Equality Monitoring Information: No information Provided</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>Draft Resident Inspector Policy & Procedure in place</p> <p>How did you feedback to the residents about the outcomes/ impact of their involvement?</p> <p>No information provided</p> <div data-bbox="1518 1043 1877 1123" style="border: 1px solid black; background-color: #92d050; padding: 5px; display: flex; align-items: center;"> ✓✓✓ High level impact </div>	<p>Refreshments: £134</p> <p>We believe overall VFM to be: Good 😊</p>

Type of Involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money		
<p>Date of activity: 25 October 2010</p> <p>Name of Activity: Tenant Services Standard (TSA) Setting</p> <p>Type of Activity: Focus Group</p> <p>Number of residents involved: 3</p> <p>Other agencies involved: None</p> <p>Purpose of the activity: To review and prioritise the service standards set by the TSA.</p>	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project)</p> <p>TSA Standards</p> <p>Who was consulted? Residents</p> <p>How were they consulted? Focus Group</p> <p>Equality Monitoring Information: No information provided</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>The TSA standards were prioritised by residents and adopted by MPH</p> <p>How did you feedback to the residents about the outcomes/ impact of their involvement?</p> <table border="1" data-bbox="1520 1046 1877 1161"> <tr> <td data-bbox="1520 1046 1697 1161">✓✓✓</td> <td data-bbox="1697 1046 1877 1161">High Level impact</td> </tr> </table>	✓✓✓	High Level impact	<p>No cost involved</p> <p>We believe overall VFM to be: Good 😊</p>
✓✓✓	High Level impact				

Type of Involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money
<p>Date of activity: 22 November 2010</p> <p>Name of Activity: Overcrowding and under-occupied tenancies</p> <p>Type of Activity: Focus Group</p> <p>Number of residents involved: 3</p> <p>Other agencies involved:</p> <p>Purpose of the activity:</p> <p>To discuss residents views on overcrowding and under occupancy and how MPH can meet the needs of residents.</p>	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project)</p> <p>Review Overcrowding and under-occupied changes to service</p> <p>Who was consulted? Residents</p> <p>How were they consulted? Focus Group</p> <p>Equality Monitoring Information: None was provided</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>Input into the review on overcrowding and under occupancy for residents</p> <p>How did you feedback to the residents about the outcomes/ impact of their involvement?</p> <div data-bbox="1518 1118 1877 1233" style="border: 1px solid black; background-color: #92d050; padding: 5px; display: flex; align-items: center;"> ✓✓ Medium level impact </div>	<p>No cost involved</p> <p>We believe overall VFM to be: Good 😊</p>

Type of Involvement	What has happened (outputs)	So what (outcomes and impact)	Value for money
<p>Date of activity: April 2010 – March 2011 (3 meetings)</p> <p>Name of Activity: Service Improvement Group – Repairs</p> <p>Type of Activity: Resident Meeting</p> <p>Number of residents involved: Average of 10 residents per meeting</p> <p>Other agencies involved: TPAS</p> <p>Purpose of the activity: To review the repairs service and produce a customer care charter.</p>	<p>What was consulted on? (E.g. Policies/ Changes in Service/ Community Project)</p> <p>Produce a new customer care charter</p> <p>Set up the Residents Inspectors sub group</p> <p>Who was consulted? Residents</p> <p>How were they consulted? Meeting</p> <p>Equality Monitoring Information: No information Provided</p>	<p>Please summarise the impact of the activity: (E.g. Policy change, new document produced)</p> <p>Draft document produced, to be monitored and evaluated by the group bi-annually</p> <p>How did you feedback to the residents about the outcomes/ impact of their involvement?</p> <p>No information provided</p> <div data-bbox="1518 1082 1877 1197" style="border: 1px solid black; padding: 5px; display: flex; align-items: center;"> ✓✓✓ <div style="border-left: 1px solid black; padding-left: 5px;"> <p>High Level impact</p> </div> </div>	<p>Refreshments: £90</p> <p>We believe overall VFM to be: Good 😊</p>