

Resident Involvement Impact Assessment 2008
Russet Homes

How Residents Were Involved	Outcomes (what happens)	Impact (how this affects people, the area or our services)	Date	Main themes	Numbers of Residents Involved	Equality of Access	Value For Money issues	Sustainable Communities Criteria*
Russet Homes Board	Tenants involved in strategy development, financial planning and performance management	Engagement of tenants in governance of the organisation	The board meet 6 times a year	Governance scrutiny	Four tenants hold board membership this equates to one third of members	Board membership is by open application and members reflect resident population	Tenants involved in financial planning ensure resident's priorities are met and VFM remains integral	2, 3
Sub committees -Arrears and tenancy compliance panel - Complaints panel - Member Appointments Panel	Tenants involved in policy reviews, operational issues and good practice initiatives	The panels hear the voices of residents which has an impact on the delivery of services	Arrears and tenancy compliance panel meets monthly, other panels meet on an adhoc basis	To ensure that all issues concerned with the running of the organisation have input from residents, this includes maintenance, arrears, ASB,VFM	Four tenant board members share the membership of the various committees and panels	Membership of the committees and panel is open to tenant boards members	Resident have a direct input into service delivery and VFM issues through this forum	2, 3
RASP (Resident and Service Users Panel)	Tenants involved in group wide consultations	Russet's residents are represented and views heard	Meetings are held 4 times a year	RASP members are concerned with the governance of the group and to scrutinize policies and strategies	Two tenants from Russet sit on RASP	RASP membership is by open application	Resident have a direct input into service delivery and VFM issues through this forum	1,2,3,4
FORUM	Tenants and leaseholders consulted on any changes to or introduction of services	Feedback and suggestions from the meetings are incorporated into service reviews or introduction	FORUM meets 6 times a year	To give resident representatives an opportunity to raise concerns and discuss issues with staff as well as comment on proposed changes and introduction of new services. Has a budget to support local community initiatives.	There are 18 FORUM members and often the meetings are attended by interested observers.	FORUM's constitution allows for any resident to become a member although there are restrictions on how many can represent a certain area	Resident have a direct input into service delivery and VFM issues through the budget processes	1,2 3,4.

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Residents Associations (Higham and Longmead)	Build community spirit, supported by local people	Local people gain wider knowledge of Russet's services and services provided by other agencies such as the Council, police, buses and community wardens. Local schools actively involved in the care of estate	Range of meetings through year	Higham – review of local bus service, sponsored school poster competition Longmead – social activities such as quizzes. Involved in Community fun days.	Varies – 10 – 15 people at each meeting. Competition involved over 100 young people Varies on meeting/event 15 – 20 people, Quizzes 30, community day over 100 residents,	All residents made aware of meetings via the RA's own newsletters and Russet's Newsletters, meetings held in sheltered schemes which are accessible to all.	Longmead RA deliver Russet's newsletter, Russet contribute to their funds making a considerable saving on postage, envelopes and staff time ensuring value for money.	1,2,3,4.
Resident meetings held in response to Anti-Social Behaviour and other issues (Priory, and Hopbine areas)	Residents meet with officers (NHO's and Community Compliance Officer) to discuss local issues with Police and PCSO's	Residents feel more confident in the work of the agencies to deal with these problems and have knowledge about how to jointly resolve the issues. Gives a sense of community and working together.	Priory meet every 3 months. Hopbine meet on a monthly basis	To ensure that residents have the opportunity to discuss local matters with the relevant agencies and to promote joint working through the Community Safety Partnership	Priory approx 20 at each meeting. Hopbine approx 10 at each meeting	Meetings are open to all residents in the area.	Staff time is saved as residents use the meetings to collectively discuss the issues rather than dealing with them individually. PCSO's hand deliver the notices of meetings saving on postage etc. offering VFM	1,2,3,4

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Portfolio Holders	Involve residents in the day to day operation of services, each portfolio holder has a key area of responsibility	Residents have more say in how services are designed and delivered.	Various meetings	Portfolio holders have received training and have shadowed staff in order to fulfil their role	Currently 3 portfolio holders covering response maintenance, equality and diversity, and IT and communications	These voluntary positions are advertised in our corporate magazine.	Portfolio holders have a direct input into service delivery and VFM issues through this forum	1,2,3,4
TRUG (Tenant Repair User Group)	Involves residents in the monitoring and performance of contractors, and considering policies and strategies for the group	Residents have been instrumental in the choice of suppliers and the choice of fire doors available to tenants.	Meetings are held every 6 – 8 weeks and as and when necessary with contractors	To ensure that residents were involved in the choice of products on behalf of all tenants	There are 9 tenants and one leaseholder on TRUG's contact list	Members of TRUG are from FORUM, the consumer panel and can be anyone interested in maintenance issues.	Residents involved on TRUG have VFM as one of their priorities and remains integral to all that they do	2,3
Consumer Panel	Consultations and surveys of interested residents on a variety of subjects including service standards, delivery of services and continual improvements	The results of these surveys and consultations are fed into any service reviews and changes made to reflect the needs of the residents	Surveys are carried out throughout the year.	Surveys have covered the following subjects: repairs, gender equality, contacting us and debt counselling	There are 308 residents on the consumer panel, but not all panellists take part in each survey	Any resident is welcomed on the panel and we particularly target those from minority groups, every new tenant has the opportunity to join the panel.	Continually improving services for residents leads to a reduction in complaints saving staff time and offering more VFM and productivity	1,2,3,4
Parish Contacts	These local contacts keep us updated on the standard of work of our grounds maintenance contractors	There is a pride in the local area	Throughout the year	To monitor and report back to us on the work of the contractors	There are 34 parish contacts	Mainly operated by the older population who are recipients of the service	Ensures that the contract detail is adhered to and that Russet gets the service it pays for.	2,3,4

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Money Matters Events	Residents came to events to see how they could improve their budgeting skills, learn from other agencies re benefits etc	Residents empowered to enhance their financial status	February 2008	To let residents know where they could access help and support and to practice their budgeting skills and awareness of income maximisation	During the events 20 residents attended	The events are open to all residents and advertised in the corporate magazine as well as the local newsletters	This event linked into financial inclusion for our residents and led to income maximisation and stability demonstrating VFM	1,2,3,4
Sheltered Schemes x 12	Each sheltered scheme holds regular coffee mornings, scheme meetings and lunch clubs	Residents able to influence running of their scheme, its activities and to access other services and organisations from the comfort and protection of their schemes communal facilities	Frequency varies according to scheme Coffee mornings- some are weekly some daily. Scheme meetings are held per month or 1/4 Lunch clubs -weekly	Scheme activities, social events, service provision. Residents have the opportunity to meet and discuss issues with staff, other agencies are invited to schemes to discuss their services	At each scheme an average of 12 people attend each session	Every scheme resident is invited to attend the coffee mornings and at some local residents also attend. Lunch clubs and scheme meetings are open to all residents of the scheme.	Resident have a direct input into service delivery and VFM issues through this forum	2,3,4
KASRIA (Kent and Sussex Resident Involvement Alliance)	Residents meet with tenant representatives from other local housing providers, joint training initiative to provide resident training	Residents gain valuable insight into how other organisations operate and learn about best practices and receive training in life skills, to improve job opportunities and relevant to running residents associations.	KASRIA meets 4 times a year	Good practice. Networking with other tenant reps	Two FORUM members attend each meeting	Open to FORUM members	Learning from others is cost effective and ensures Value for Money.	1,2,3,4

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FORUM community donations	Local organisations and community projects approach FORUM who hold a budget to use on community based projects	FORUM has responsibility to decide which projects should be funded that will have the best impact of tenants and their families	FORUM meets 6 times a year	Approval of requests for funding from local community projects Bench for youth club Kit for youth football team Scouts hall refurbishment Bridge Trust homeless charity Borough Green nursery equipment Banner for Trench/Longmea community days	6 requests for funding were supported and funding totalling £1819 was approved	All residents are made aware of available funding via the corporate magazine.	VFM is always considered by FORUM	1,2,3,4.
Tenant Suggestion Scheme	FORUM run the tenant suggestion scheme and make awards to approved suggestions	Suggestions that are approved by FORUM are adopted by the HA and any suggested changes to services are implemented	FORUM meets 6 times a year	FORUM discuss the tenant's suggestions at their meetings	4 suggestions were received and 1 was given an award	Residents are made aware of the Tenant Suggestion Scheme via the Russet News, the website and the special leaflets and boxes in each of our reception areas	Adopting tenants' suggestions ensures that their priorities are met.	2,4
Russet News and Newsletters	Provision of information on the services we offer, changes to these services, local information, staff news. We have tenant editors for both publications.	Residents have the opportunity to make themselves aware of services, events, and local issues. Communication channel is kept open via these.	Quarterly	To ensure that residents are kept well informed of our services and the services of other agencies, as well as local events and issues.	100% of tenants receive these publications	All residents are written to, translations, audio, large print and braille are offered.	Cost effective way of keeping residents involved in the organisation and the processes.	1,2,3,4

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Tenant Repair + Gas Service Receipts	Enables direct feedback on these priority services to customers and issues raised can be addressed with contractors	Residents concerns are addressed	Slip issued to every resident reporting a repair or having a gas service or repair	To ensure that residents are satisfied with the quality or repairs and that any issues are resolved.	4549 responses were received. Responses are recorded on the IT system and a report ran off for managers to discuss	Every recipient of a repair/gas service receives a satisfaction slip	Cost effective way of monitoring contractors performance	3,4
Visits to Weald and Downland Open Air Museum and Milestones at Basingstoke	Allows interaction between residents and staff whilst enjoying a visit and learning about the history of housing	Residents met staff including those not normally on the 'frontline', and to meet neighbours thus strengthening community links	Annually	The main theme of the event was the history of housing.	180 people went on the trips	All invited via Russet News or their local newsletters. Free travel to the venue and entry was funded by FORUM	Full consideration of the annual event is made by FORUM to ensure Value for money	1,2,3,4
Estate Inspections	To check external repairs, defects, grassed areas, garage areas, paving, cleanliness, signs of Anti-social behaviour or areas that can be improved for residents benefits	Residents concerns are raised and addressed, the outcome of the inspections are reported back via the quarterly newsletters	Quarterly	To identify any issues with ground maintenance, estate maintenance, parking and ASB hotspots	Varies from estate to estate	All invited via the Russet News or local newsletter. Partners are also invited to attend.	Prompt identification of any issues prevents them becoming more costly to address. Ensures that residents priorities are met and easily identified.	1,2,3,4
Garden Competition	To encourage tenants to enter their garden and to get children involved in gardening, healthy eating and exercise	Residents take a pride in their garden which enhances the area as a whole and encourages others to keep their gardens tidy. Children learn gardening skills	Annually	FORUM sponsor and judge this competition and hold a presentation evening.	37 residents entered their gardens and 6 children entered the plant a container competition	All residents are invited to enter via Russet News, the local newsletters and their Neighbourhood Housing Officers	The staff run and judge this event with 2 residents who all ensure VFM throughout the process	1,2,4

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Tenant Election	All tenants vote to choose the 4 tenant board members	Tenants have the power to choose who will represent them.	Every 3 years	To elect tenant board members	2513 votes were received	Every tenant is sent a personal voting paper	Residents ensure have a direct say in membership of the board at no cost to them as all postage and process are run in house, incl additional staff time during the count ensuring VFM	1,2,3,4
PACT meetings (Partners And Communities Together) held at Ditton, Trench Meadow Lawn Larkfield, Barden South Tonbridge Borough Green, Wrotham and Platt	All residents invited on neighbourhood walkabout and then to follow up meeting to discuss the issues identified.	Residents decide the 3 top priorities for their own area and plan with the agencies the ways to resolve these issues. Residents learn how to make a difference to their community.	Meetings are held with residents as and when needed	To identify with residents their main concerns about their area	A total of 102 residents attended PACT meetings	PACT meetings are accessible to all residents, and are advertised via posters and flyers	Ensures residents priorities are met and identification of problems as early as possible prevents escalation which impacts on staff time.	1,2,3,4
East Malling Community Days	Residents attended the community days to meet each other, service providers and have fun and learn about healthy lifestyles by sampling fruits from all over the world	Fostered community spirit, local people gained knowledge of available services. Raised profile of Russet Homes. Many residents discovered fruits they liked	2 per year	To give information about local services, activities and promote healthy lifestyles	Over 300 residents attended.	All residents invited via posters, newsletters, flyers and word of mouth	For very little outlay residents were able to sample foods that normally they would not normally buy ensuring Value for money	1,2,3,,4
Block Champions	Tenants check the work of the cleaning contract in their block of flats	Residents take pride in their surroundings and feel responsible for overseeing work	Cleaning is done monthly	To monitor the cleaning contract	There are 34 residents who do this	All residents of flats were approached	Resident input ensures the contract is run to their satisfaction	2, 3, 4

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Y2 Crew, multi agency summer activity scheme for young people. The CDRP chose 4 areas where there was increased ASB Hadlow, E Malling, Snodland and N. Tonbridge	Young people attend scheme during summer holidays, have activities days, outings and projects such as making a music CD with rapping. A drama workshop considered the realities of leaving home, getting a job, going to college and the financial issues surrounding these decisions.	The young people learn different skills, the roles of other agencies, have fun and in the case of housing are made aware of many issues that may affect their decision to leave home or some of the issues they may face when they have their own accommodation. This year focussed on the costs of leaving home and considered the advantages and disadvantages. Some of the young people receive training to become youth leaders on the scheme.	Annually for the four weeks of August	Young people that may be at risk of causing ASB during the holidays are targeted to attend the summer scheme	50 young people attended the drama session organised by Russet, but over the whole 4 weeks over 170 young people attended	The scheme is open to all young people aged 11 – 16 and is widely advertised by TMBC, in libraries, youth groups, schools and newsletters.	The scheme is proven to reduce the incidents of ASB during this 4 week period which therefore saves staff time and the cost of repairs.	1,2
Winterfield Area Meeting	Residents were invited to a 'feel good' meeting. Meeting the agencies that had bought about proposed improvements to the area	Residents liaised with the various agencies giving suggestions for how to move forward.	Ad hoc	To ask residents what they could do to on their estate to improve their lot	21 residents attended	All residents invited via posters, newsletters, flyers and word of mouth	Residents were able to participate in decision making and ownership of all the positive events that occur in their community at no cost	1,2,3,4

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Winterfield Improvement consultation	Consultation with local residents and the community on what improvements they wanted carried out to their estate in respect of additional lighting, alleygating, safer crossings and pedestrian access, landscaping and parking facilities including demolition of garage blocks	Community advised of their group requirements and also their individual preferences. These fed directly into the planning application to ensure only works that the residents thought of benefit to be carried out	Throughout the year	Improvements to the lighting, footpaths access, parking, landscaping and alleygating	Over 300 residents have been continually consulted	All residents regardless of tenure in the locality have been consulted	The preferences of residents have led directly into the planning process of the improvements to the area ensuring that works required offer value for money and are what the residents want and need.	1,2,3,4
Trench Community Days	Residents attended the community day to meet each other, service providers and have fun and have fun and learn about healthy lifestyles by sampling fruits from all over the world. Residents were also asked to tell us what they liked and disliked about their area together with ideas for improvements on our 'ideas tree'	Fostered community spirit, local people gained knowledge of available services. Raised profile of Russet Homes. Many residents discovered fruits they liked Residents thought hard about this and acknowledged that on the whole liked where they lived	2 per year	To give information about local services, activities and promote healthy lifestyles	Over 140 residents attended	All residents invited via posters, newsletters, flyers and word of mouth	For very little outlay residents were able to sample foods that normally they would not normally buy as well as contributing their views on the area they lived	1,2,3,4

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Gypsy and Traveller History Month	Members of the Gypsy and Traveller community asked to contribute to displays	Members of the Gypsy and Traveller community aware that they are recognised	June 2008	To encourage more involvement from the gypsy and traveller community	All residents who passed through reception area saw the display	All known gypsy and travellers were contacted personally	Residents directly contributed to this event by providing photos and experiences at no cost	1,2,3,4
Tenant Working Groups on Handbook, Resident Involvement Statement and policies	Tenants involved in the revision of the handbook and the statement for 2009 as well as considering policies that are introduced or revised	Documents vetted/amended by residents	August – December 2008	To involve residents in the production of these documents	9 residents involved	Board, RASP and FORUM members and portfolio holders involved	Resident involvement ensures that documents are reviewed and residents undertake this at no cost providing VFM	1,2,3,4
Child Safety Foundation Education Books	Schools given project books covering social issues such as ASB, drugs, alcohol, bullying and consequences involved	Young people aware of the impact of this type of behaviour on their community	Sept 08	To enhance closer working relationship with schools and to forge awareness of how actions impact upon a community	4 schools/120 pupils involved	Worked with schools who were open to the project, 2 primary schools and 2 secondary schools	The provision of booklets outlining issues were provided to the schools in the area of high Anti-social behaviour and raising awareness of the problem at an early age ensures VFM if instances of asb reduce.	1,2,3
Schools Poster Competition	Children produced posters for their area promoting a clean and safe area. Winning posters were displayed on lamp posts	Children learned to respect area and encouraged others to do so	Jan – July 08	To enhance closer working relationship with schools and working with other agencies	2 schools	All pupils asked to do a poster	Resident have a direct input into service delivery and VFM issues through this forum	1,2, 3

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Walking Buses	Children and parents walk to school, instead of using cars	Healthier children, cleaner environment, less parking issues	2008	To promote healthier lifestyles and support the local children	4 schools	Scheme ran by external agency	Residents benefit from this scheme which ensures the safety of their children and offers VFM	1,2,3, 4
Shopping Scheme sponsorship	Residents able to continue to use the scheme run by the volunteer bureau	Residents feel more independent doing their own shopping	July 2008	To support the volunteer bureau working in the community	Many residents benefit from the scheme	Scheme ran by external agency	Resident are able to remain independent by completing their shopping with an element of support at a minimal cost	4
Wrotham School Family Room	Residents able to use room to access various agencies more locally	Residents empowered to find solutions to problems and seek advice	Sept 2008	To help isolated communities access information	Slow take up – early days but numbers increasing as scheme becomes established	Advertised at school	The use of the family room is at a minimal cost and has directly benefitted residents thereby offering VFM	1,2,3,4
Travellers Times	Members of the gypsy and traveller community are sent a free magazine on issues about their culture	Gypsies and travellers feel recognised and valued as a group and more willing to engage with us	Magazine is published 4 times per year	To give information and news to the gypsy and traveller community	55 magazines are sent each quarter, and a further 20 are distributed via receptions	Mainly gypsies and travellers but anyone can request a copy	The magazines are offered at no cost to residents and the information obtained within them offers VFM solutions to issues	1,2,4
Choice Based Lettings (CBL) Information Sessions	Transfer list applicants invited to regional offices to find out about CBL and to comment on the scheme	Applicants gained knowledge of the new system for allocating properties	January 2009	To give applicants information on the CBL process	550 applicants written to there were 27 responses	All transfer applicants were written to	Raising awareness early in the process ensure residents are well informed which will reduce queries on implementation	1,2,3,4

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