



Metropolitan Housing Partnership

Resident Involvement Impact Assessment 2008/09

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Introduction

This is Metropolitan Housing Partnership's central services resident involvement impact assessment for 2008 / 2009. Each of the registered member organisations, Clapham Park Homes, MHT London, Metropolitan Support Trust, Granta and Spiritra, have produced their own local versions which can be viewed on the resident involvement intranet page at <http://intranet.mht.co.uk/default.aspx?page=8372>. You can also be sent a copy by contacting the Resident Involvement Strategy Manager (francis.brazil@mhp-online.co.uk 0208 976 1088).

What an Impact Assessment achieves

The impact assessment is an easy way to look at what we set out to do in resident involvement at the beginning of the year and seeing what was actually achieved at the end of it (01 April to 31 March). MHP, centrally, agreed four key objectives and a number of aims with our resident involvement groups and signed off by the Housing Operations Group at the start of this year. These are detailed in the Resident Involvement Strategy 2008/11 and are used to write up this impact assessment. In this way we should see the objectives being achieved and monitored over the next three years.

What the impact assessment shows

We have broken down how we report our successes in this assessment into four distinct areas:

1. Involvement activity
2. What are the outputs?
3. What was the impact for resident influence? and
4. Value for money.

In this way we can clearly indicate what took place in relation to the objective agreed with our customers (residents, tenants, service users, leaseholders etc), what was achieved by it e.g. what was set up or took place because of it, what changed because customers were involved and finally whether we achieved good value for money, which will help us spend money in the most effective way.



Some of the NRG members receiving achievement certificates for completing Year 1 of their development programme

Why is it important for us to produce this?

MHP strives to include all of our customers in both our day to day and strategic decision making processes and at a level they would like to be involved. We want to show our customers, staff and peers what we have achieved by involving our customers and advertise this in numerous ways including publishing this document. The Tenant Services Authority has also made it clear that resident involvement in the day to day and strategic decision making processes of the landlord will be key to their new regulatory approach. This is backed up by the Government's approach overall to get stakeholders involved in this activity. The assessment will help us evaluate how we are doing with our plans for resident involvement and help improve on an annual basis.

Agreeing the Impact Assessment and who it is for

The National resident Group have been kept informed throughout the year on the progress of the objectives and aims and the writing of the impact assessment. The Quality and Accountability Committee looked at and agreed the assessment at the end of the year and the MHP Board will see the final document. Our key stakeholders in this assessment are:

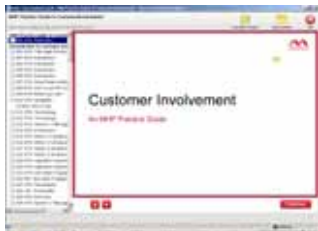
- For our residents – it shows them that their involvement does make a difference and what we have achieved working in partnership together;
- For MHP – It evaluates value for money and helps us target areas where our achievements have the greatest impact;
- For the Tenant Services Authority – It is a statutory document which the Audit Commission will look for during short notice inspections;
- For other stakeholders – it shows how well we work with our residents and the achievements of partnership working.

Highlights from the member organisations Impact Assessments


- Clapham Park Homes – *to follow*
- MHT London – Set up a Customer Feedback Group to give resident views on the services provided.
- Metropolitan support Trust – Facilitated service users to set up a website run and for service user of MST. This was funded cross partnership from an award by the National Resident Group.
- Granta – Provided a training programme for residents to build confidence to be involved.
- Spirita – Re-established their road shows, bringing the service directly to customers, holding 12 events around estates in the latter part of the year. A new customer services group was set up to shape and monitor the service on the new call centre. And 10 residents gained CIH Level 2 qualification funded by the central resident involvement team in MHP.

Objective 1 – Our communications become more effective

Conversion of the Resident Involvement Manual to E-learning


Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
Develop the resident involvement manual into e-learning modules accessible by staff and residents.	Two modules have been completed and a further three to be done in 2009/10. 	<ul style="list-style-type: none"> The National Residents Group have been asked throughout the development stage to comment on content and to make suggestions; When the modules are completed and launched the NRG and other residents will have access to the training and to help them when starting up a Tenant and Resident Association or other groups; It will give knowledge to residents on what to expect from us when they are being involved with us. 	We have paid the design consultant £8,921. The Resident Involvement Strategy Manager is the only staff member working on it continuously. We believe we are getting very good value for money as the modules will supplement our training and will be accessible to all staff and residents. This will mean that an unlimited amount of people can use them for training and guidance.

National Residents Group –Website

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
Build the NRG's website so that it contains a variety of information and has a resident's forum to discuss issues of the day. 	The website is now fully working along with a resident's forum. All residents can access it and give information on resident involvement with links to other key sites.	<ul style="list-style-type: none"> The website gives an overview of the NRG, who they are, contact details and key documents on their rules and foundations; The website is populated with latest news on housing issues; There is a library of important documents including all the resident involvement policies and procedures; There are links to important sources in the housing world and within MHP; The forum gives the opportunities to discuss resident views on key resident involvement issues 	The site was initially sourced from an external provider and cost (Nildram) £307. Now the site is part of the MHP suite of websites and the cost is absorbed here. Development and upkeep are all done by internal MHP staff.

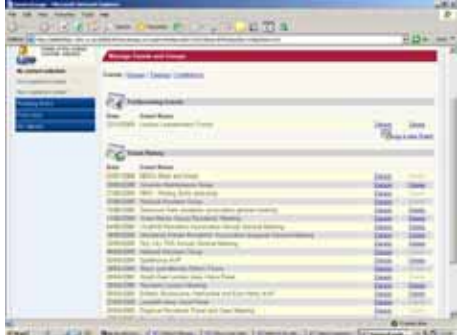
			 <p>www.mhp-nrg.org</p>
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MHP's Readers Panel

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
<p>Set up a group of residents, who are not involved in content, to scrutinise new or revised information leaflets, indicating their understanding of it and its aesthetics.</p> 	<p>A group of 9 residents from all parts of MHP was set up in October 2008. It has done a number of leaflets e.g. reviewed and tested our new energy & money matters leaflet.</p>	<ul style="list-style-type: none"> • The group is an opportunity for non-involved residents to get involved at a level they want; • Feedback on leaflets from these residents has meant that we are ensuring input at another key level; • An example of this is the energy and money matters leaflet where the feedback and testing of understanding was essential in making final amendments to the leaflet; <ul style="list-style-type: none"> ○ We not only got resident panel approval, but subsequently energy saving trust approval; ○ It is a more readable and easy to understand leaflet; ○ The feedback saved us over 60% on printing costs, with additional savings on mailing cost; ○ We know one resident saved 17% on her bills by ringing the homeheat helpline number; ○ CLG, HCA and other associations have all expressed that they are impressed with the leaflet and are keen to copy; ○ Associations have expressed interest in buying the image/art work for use in their 	<p>An initial meeting and training for the group cost £2,123. There are plans to hold networking meeting and further training on a bi-annual basis. As a thank you to members for their work they will receive £50 in vouchers a year.</p> <p>Members of the group have also become more aware of what involvement activities that are available throughout the partnership. Some have begun to build up confidence sufficiently to have looked at joining other groups.</p>

		<ul style="list-style-type: none"> leaflets/fuel poverty work; o Any funding would be ring fenced for further fuel poverty work. 	
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Resident Involvement Database

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
Amalgamate all resident lists from throughout MHP to one place and track resident involvement activities.	The resident involvement database tracks both resident and resident group activities. There are nearly 4,000 residents with their activity and membership of groups tracked. It keeps track of objectives and outcomes and continues to be developed to requirements for improving both our plans and reactions to involvement.	<ul style="list-style-type: none"> • The NRG have guided how the database should be used throughout its development; • Residents can notify us what their interests are and we can use the database to match them against activities; • Reports on outcomes, satisfaction levels and frequency is reported to residents and they can judge whether this matches their expectations; • Benchmarking reports on activities and satisfaction levels is disseminated throughout the partnership. 	<p>The development costs and testing were carried out by ITS and the resident involvement staff and there were no outside costs.</p> <p>An alternative off the shelf version would cost several thousand of pounds a year in licence fees.</p> 


Objective 2 – We create a programme of excellent training

National Residents Group – Development Programme

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
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 <p>The NRG as a group have never had a formal programme of development. To right this, create a programme so that the group understands social housing, resident involvement and MHP's objectives in this.</p>	<p>The NRG have finished their first year of a development programme. Analysis of their knowledge shows that they have gained significantly in the entire key learning objectives. The results can be seen in the 2009 1-2-1 report.</p>	<ul style="list-style-type: none"> • The NRG had training on Working together, effective working, effective governance, resident involvement, the wider world and 'who else is out there?'; • It has helped build their confidence when dealing with staff from MHP; • One of the members felt that the training had given them the confidence to become vice chair of their community board and they will apply for the Chair position this year; • The programme will develop and build on its successes in 2009/10. 	<p>On average 10 NRG members attended each of the six three hour sessions. We paid £6,498 for Engage Associates to write up and facilitate the programme. This paid for 180 training hours when each individual's time is counted, that equates to £36.10 per hour. In comparison to main stream providers this was very good value for money.</p> <p>We have created a bespoke development programme, owned by MHP that can be used over and over again. It has a broad social housing remit, however also concentrates on what MHP does giving our residents a key insight into our social values.</p>
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Resident Inspectors

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
<p>A Resident Inspection team of 11 residents was trained and set up to inspect our services using the Short Notice Inspection methodology.</p>	 <p>The team helps MHP with cross group learning and sharing best practice. The results of inspection are used to drive service improvements and inform our Customer Service</p>	<ul style="list-style-type: none"> • Resident Training - 3 stages to qualify as a resident inspector. The training develops transferable skills such as – interviewing techniques, report writing, understanding graphs and charts, computer skills e.g. PowerPoint – which could lead to paid work.; • Improved service for customers who use our services - Member organisation complete an action plan of improvements and this is monitored by the Quality and Accountability committee, National Resident Group and Policy and Performance • Examples of changes made by one member organisation:- <ul style="list-style-type: none"> ○ Customer Focus group set at senior level and is much more strategic ○ Some changes made at operational level following inspection: 	<p>Initial cost of training for this group and the mystery shoppers and start-up was £16,259. There is now an ongoing cost of travel, childcare, and hotel stays where necessary. The partnership used to pay over £30k to HQN to carry out similar work.</p> <p>We also hope that there will be a possibility that some of our inspectors will be able to gain better access to work opportunities from the skills that they have learned during this programme.</p>

	<p>Strategy. The ultimate outcome is the group helps us with preparation for Short Notice Inspection as well as MHP using the information obtained to improve our services to residents.</p>	<ul style="list-style-type: none"> ○ Department summary which includes names and role titles, changes to process or policy is updated and circulated regularly to all staff ○ Commenced transactional cost analysis ○ Commenced a customer access strategy ○ Complaints reviewed monthly by Housing Operations Director for content and customer focus ○ Requests to update computer programs are prioritised by the business dependent on the level of customer focus rather than from an information technology focus ○ Customer care group attendees now include staff and residents working together ○ Staff team meetings focus more on improving weaker areas to ensure continuous improvement 	
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Mystery Shoppers

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
<p>Mystery Shop team carry out reality checks of our frontline service</p>	<p>The outputs from the mystery shoppers feed into resident inspection and the results of mystery shops used to drive service improvements.</p>	<ul style="list-style-type: none"> ● Residents attend training to become a mystery shopper – residents develop organisation skills improve communication skills and develop interview techniques which builds confidence and could lead to paid work. ● Improvements made to our services following the results of the mystery shop; ● Member organisations complete an action plan which is monitored by P&P. ● Improved website access for residents from the findings of mystery shops 	<p>Cost was part of the resident inspector training.</p>

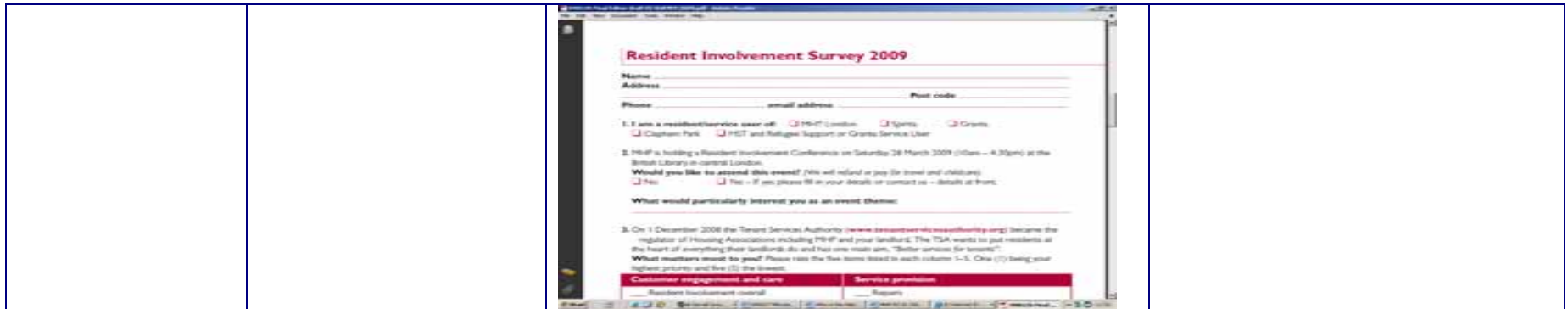
Corporate Resident and Service User Staff Training

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
All MHP staff learn what activities happen throughout the group on resident involvement as well as what the wider policy is. They will then develop their own role to meet the objectives within involvement.	Resident involvement is becoming more embedded in the organisation and individual staff realise that they have a direct responsibility and role within it.	<ul style="list-style-type: none"> • One NRG member attends each event to give a resident perspective on proceedings; • Resident satisfaction should improve as staff apply the knowledge gained to improve services to customers. 	This is part of the suite of training for the corporate induction programme and as such is absorbed by the L&D budget.

Objective 3 – Our satisfaction levels improve

Resident Involvement Annual Survey

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
We ask on residents annually how they feel on a range of involvement activities.	Nearly 400 residents replied to the 2009 survey and we produced reports for each member organisation. We also produced an overall comparator report.	<ul style="list-style-type: none"> • The NRG helped to set the questions and where it will be sent to, in this case all of our residents as it went with the sustainability mail-out; • Residents were able to feed back on several areas and then local resident involvement staff were able to use the results to plan for activity in 2009/10; • Residents who are not normally involved with us were able to give us information about how they feel about the service we provide. 	As we shared the posting cost with the sustainability team our biggest expenditure was for printing. The overall external cost was £5,550 with the rest being absorbed in the resident involvement team budget.




TPAS Resident Involvement Accreditation

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
In order for MHP to increase its resident involvement activity and improve on what already exists, 4 of the member businesses are taking part in TPAS accreditation of their resident involvement.	Clapham Park Homes achieved accreditation early in the year and 3 of the organisations are continuing the process.	<ul style="list-style-type: none"> All of our businesses will have a set structure and way in resident involvement, therefore giving our residents a minimum standard for them to be involved; Residents will receive a better, more consistent service when they say they want to be involved with us. This includes having a corporate 'Getting involved with MHP...' (a menu of involvement) leaflet; Residents in each business and MHP-wide i.e. the NRG will get the opportunity to tell TPAS about their experiences of resident involvement within the group. 	TPAS have received an initial £6,512. There is approximately 30 staff days work for each member business. At the end of the process resident involvement at MHP will be at a much higher level and should benefit us during inspection.


Objective 4 – We increase involvement activities and attendance

Resident Involvement Annual Conference

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
Hold a Resident Involvement	100 residents and 20 staff, including the CEO,	<ul style="list-style-type: none"> Residents were able to access a number of senior staff directly, including the CEO, the MD of MHT 	The event was external and was held in central London for easy access from


<p>conference to showcase involvement activities throughout the partnership. Ensure there are high level guest speaks that residents would like to hear.</p>	<p>attended the event at the end of March this year. There were a number of speakers, Q&A panel and numerous stalls.</p>	<p>London and Director of P&P.</p>  <ul style="list-style-type: none"> Residents were able to feed into a number of consultation exercises at stalls including the layout of the rent statement and sustainability issues; Residents were able to ask questions throughout the day and take part in Q&A; The NRG were able to launch their Business Plan for 2009/10 to a wide audience of staff and residents. 	<p>throughout all our member organisations. The cost for this was £15,469. When this is divided by the number of attendees it works about at £140 per delegate which easily achieves value for money.</p>
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National Resident Group – Day to Day and Review

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
<p>The NRG remain a key resident group to whom we turn to for help in consultation and for top level resident access. They will also continue to feedback on government consultation on the TSA, NTV etc.</p> 	<p>The NRG has turned a corner in how it views itself and its place within MHP. There is much more confidence about being able to achieve meaningful outcomes in resident involvement and working with MHP staff. Individuals are much more assured about the changes they make and have transferred this into to the group working well together. Throughout MHP staff are much more willing to work with the NRG and are well aware of a difference in the level of knowledge and commitment. The group</p>	<ul style="list-style-type: none"> The NRG are involved in many parts of the decision making process within the organisation. This includes having regular meetings where a number of important consultation events take place and visits from senior managers; The NRG have a number of ‘themed’ roles which have influence on the organisations activities. This includes: <p>Voids</p> <p>Mike Barron was the NRG representative at an MHP Voids Review workshop of key MHP managers involved in the management of voids. Mike, along with other attendees contributed to the development of a Voids Service Improvement Plan we are tracking through P&P. Mike's contributions in terms of views included:</p> <ul style="list-style-type: none"> - the need for a common lettable standard across MHP - the existence of dedicated voids teams (within MHP's businesses) would improve performance in voids 	<p>The day to day running costs of the group are £32,134. In return for this MHP receive a huge amount of man hours in help with consultation. Almost every day at least one of the NRG members is involved in some meeting with the Partnership.</p>


	<p>will work hard to continue this transformation.</p>	<p>- the need for MHP to improve our communication with residents about our voids performance.</p> <p>Neighbourhood Management Corporate Group</p> <p>Alan is a member of the Neighbourhood Management Corporate Group and has provided important contributions from a resident's perspective. This is vital, especially when MHP staff may miss taking a fully holistic approach, in developing our services and policies for managing properties and tackling anti-social behaviour.</p> <p>This includes clarification and input on policies including Residential CCTV, Domestic Violence, Housing Serious Offenders and our criteria and definition on Vulnerable Residents. Alan has also assisted with identifying training requirements for anti-social behaviour across the organisation and will work with MHT London's anti-social behaviour co-ordinator on training matters.</p> <p>Rents</p> <p>Mary has been involved with work on Direct Debits, and how we try to get payments from former tenants who owe us money after they've left.</p>	
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National Residents Group – ‘The Wider Community’

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
<p>Outside conferences and training</p> 	<p>The NRG attended 38 training and conference events outside MHP. They have been involved in numerous TSA events and the creation of the NTV.</p>	<ul style="list-style-type: none"> • The group has put forward and will support one of their rank for election to the council of the NTV because of their continuing exposure to the outside world; • The group has continued to achieve its key objective which is to ‘up its ante’ both internally and externally; • The members of the NRG continue to gain knowledge on a wide range of social housing policy and other key development area; 	<p>The group attended numerous events with the most costly TPAS when 9 members attended. The cost of £9,026 was well maintained and used wisely.</p>

		<ul style="list-style-type: none"> In the TPAS 2009 conference the group will host a stand to show other residents groups what can be achieved. 	
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MHP/NRG RI Awards 2008

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
<p>In order to build up a database of good practice in resident involvement MHP and the NRG</p>	<p>The following 5 schemes won £1,000 to buy a 'community benefit': CPH – Clapham Park Time Bank; MHT London – Golden Age Group and Nature garden; MST – Service User website; Granta – Fen Road project; Spirita – Walcote Drive</p> 	<ul style="list-style-type: none"> Time Bank Clapham Park – this project has been operating in Clapham Park for over 4 years. The group provides a service that reduces isolation, and promotes mental well being by having participants mutually exchange skills. The award helped the bank promote itself more widely in CPH; Golden Age Group and the Nature Garden MHT – The Golden Age Group is a social networking group where people of older age and cultures come together to do activities and learn together. The nature garden is in Brixton and wants to involve more local young people. The award helped to open up both activities to more residents; SU Website MST – A service use, J Luland, identified the need for service users to access the internet and become more involved in the electronic age. The grant helped to set up a specific site; Sensory Garden Granta – The residents at Fen Road have complex clinical needs and severe learning disabilities. They also have sensory and physical impairment and all residents are wheel chair users. The grant helped to develop a garden where service users can come directly into contact with nature by using plants that can be touched and have strong scents; Walcott Drive Spirita – The award was partly used to build a bench seat and arbour, this will have flowering plants growing through it, which all residents on the drive can use. The rest was used to pay for ongoing internet access to the associations computers. A volunteer teacher has taught 16 residents basic 	<p>For £5,000 we have been able to give residents what they want in their local area and the outcomes are considerable. From learning new skills and socialising to helping each other out whether a tenant or service user.</p> <p>The awards entered a new dimension to involvement for our NRG which helped set up the criteria and then pick the winners. All of these were awarded their award at the MHP Resident Involvement conference in March 09 showing other residents that there are fulfilling ways in which to be involved.</p>

		computing skills.	
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The Consumer ('Bills') Panel

Involvement activity	What are the outputs?	What was the impact for residents influence?	Value for Money
Write to all the 3,900 MHP-wide residents on the resident involvement database asking them to join a consumer panel asking questions on key service areas.	A group of 3,000 residents are surveyed regularly on what they think about services within MHP. The group will also be used to hold focus groups on particular areas for development.	<ul style="list-style-type: none"> • MHP will work with our repairs contractors to improve our repairs and maintenance services; • Establish a business-wide feedback mechanism for the panels comments about planned maintenance work; • Closely monitor our customer services; • Run discussion groups to understand concerns and priorities about our service delivery amongst customers of different age groups; and • Make our communications with you more effective. 	The cost of writing to the group and initial start-up was £1,498. A member of the P&P team draws up the survey and analysis the results.