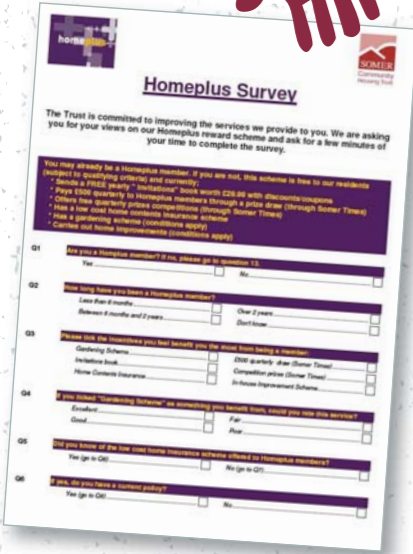


Viewpoint

Viewpoint is our 140 strong panel through which residents take part in reviewing services and responding to questionnaires without having to attend meetings. We have also telephoned a selection of Viewpoint members to ask their opinions on a wide range of services that we provide.



homeplus Survey

In 2009 the Viewpoint Panel were asked to give their views on the homeplus reward scheme which issues invitation booklets to each member. 66% of the panel completed and sent back their questionnaire. The evidence from the results of the survey then helped the Trust Board to come to the decision to end this scheme, which costs £25,000 per year and to plan future schemes which would help to improve whole communities

Training Sub-group

Seven residents meet quarterly to agree a training programme for residents over the year. 19 training sessions were held and 173 residents attended. This included over 50 residents who had not attended any training before.

Maureen Traynor, member of the training sub-group said "As a member of the group I have had the opportunity to shape and influence the training for the benefit of our residents and I find this an excellent way of being involved with the Trust".



Be Part of It

How you can make your community a better place to live

I would like to get involved in the following ways: (please tick)

Please return to:
Somerset Community
Housing Trust
FREEPOST SWB 10574

The Maltings,
River Place,
Lower Bristol Road,
Bath BA2 1BF.

Focus groups	<input type="checkbox"/>	Mystery Shopping	<input type="checkbox"/>
Area Panel	<input type="checkbox"/>	Trust Board	<input type="checkbox"/>
Working Groups	<input type="checkbox"/>	Community Projects	<input type="checkbox"/>
SRC	<input type="checkbox"/>	Training Sub-group	<input type="checkbox"/>
Viewpoint	<input type="checkbox"/>	Resident Homeowners' Group	<input type="checkbox"/>
Neighbourhood Inspector	<input type="checkbox"/>	Sustainability Forum Group	<input type="checkbox"/>
Surname:		Forename:	
Address:			
		Postcode:	
Telephone:			
Email:			



We will put residents at the heart of everything we do

Introduction

This annual review shows you how our tenants, shared owners and leaseholders have become involved and made a difference to the Trust over the last year. We are delighted to report that more residents have got involved during the year and we are really proud of what they have achieved and the changes that have been made as a result.

We have a whole range of working and focus groups which are resident led and inform and guide our services. These include an editorial group, responsive repairs group, development focus group, homeowners' forum, affordable warmth action group and a Black and Minority Ethnic working group.

Tenant Services Authority (TSA) National Conversation

The TSA is the organisation responsible for regulating housing associations and co-operatives and during 2009 they conducted 2 phases of "national conversations" about the framework of standards they should adopt in 2010. A number of our residents attended and they reported a wide range of issues being particularly important to them which included repairs and maintenance, health and safety, security in the neighbourhood and being treated fairly.



Alison Kilgallon (pictured) who chairs the Keynsham and Villages Area panel was chosen to join the tenant panel considering the TSA's findings at a national level. Alison said "The meetings are held in Manchester every other month and the work involves taking forward views coming back from the national conversation and is firmly resident led".

Mystery Shopping

Our mystery shopping programme forms a very important part of the process of informing the Trust of our residents experience when contacting us to access services and support. It helps us to know whether or not we are actually providing excellent services to our residents.

All our mystery shoppers are residents' who remain anonymous and all have attended an intensive two day training and induction programme, which included agreeing a code of conduct of how the mystery shops would be undertaken and how they would act out their roles. The results of the mystery shops are reported to both Somerset Residents' Committee and the Board and managers also pass on the findings to their staff.

One shopper commented "it is really great that our landlord wants us to help them understand what it is like to be a tenant, and to improve it, and I am really happy to be able to help them in this project".



Community Initiatives Grant gets a makeover

The Trust operates a small grant scheme awarding funding of up to £500 for local community projects across our area. A group of residents and staff have reviewed the grant scheme and are now giving the scheme a clearer focus. It has been agreed to prioritise grants in those neighbourhoods that have already been highlighted through the Better Places initiative. In addition, smaller groups will be targeted, there will be no grants for individuals, the maximum grant awarded will be £500 and a smaller less detailed application has been created for those groups seeking £200 or less.

Foxhill Fishing Club received a grant for angling and fishing activities



Sustainability Forum

The Trust's Sustainability Forum has 27 active residents who are involved in a whole host of environmental projects. The Forum identified food growing as a priority and the group conceived and planned "Project Grow". Residents have also planned and attended a whole range of events, roadshows and meetings.

Project Grow is a campaign by residents and staff aimed at reducing food miles and carbon emissions by creating opportunities and providing support for residents to grow their own fruit and vegetables. Over 70 households are growing fruit and veg on their balconies, 36 households are engaged in community growing projects and 50 growing starter kits were handed out. The group also designed and produced a variety of publicity materials.



"how to" guide for edible gardening Leaflet.



Children and Young People

The Trust leases 21 play sites across Bath & North East Somerset and has a dedicated member of staff leading on play and play policy. We have a history of creating well loved play areas in partnership with residents.

Roundhill Park hit the headlines late in 2008 for all the wrong reasons in that it was experiencing anti social behaviour and the play area was in need of improvement. Roundhill REC is sited on a long oval green surrounded by houses. After detailed consultation with children and young people there was overwhelming support to transform the play area and create a space for football. Through partnership working and funding from the Play Path Finder scheme, £25,000 was secured with the Trust also promising £25,000. With regular communication and the support of the community we have now delivered a new park which everyone is proud of.

The new Roundhill Park



"Area panels produce really positive results for residents"

Mike James

Area Panels

The Trust has 5 area panels which are set up across our area to represent Trust residents in all our communities. Area panels usually consist of between 8 and 20 residents and they meet bi-monthly to look at issues affecting their local areas. The Chair of each area panel has a seat on our Somer Residents' Committee (SRC).

Mike James, Chair of Midsomer Norton and Villages Area panel said "Area panels produce really positive results for residents".



Area Panel and SRC members

