

Redland Housing Association

Resident Involvement Statement 2009

1. *Introduction*

- 1.0** This statement reports how Redland involved residents in decisions affecting their homes and neighbourhoods this year, how residents were involved in improving the services they receive from Redland, and how they were supported in improving the communities in which they live.
- 1.1** Firstly, the report will describe how involving residents has made a difference to Redland's services and then will lay out the priorities and action plan for the coming year.

2. *Highlights*

- 2.2** Highlights this year included the beginning of resident-led inspection at Redland with the mystery shopping project in May 2008 where residents tested the customer services of the organisation against our published standards and fed back their findings to residents, staff and the management team. The Housing Management Service Review also took place. Residents were involved throughout the review and a survey of the residents' panel was a key part in the outcomes. One of the most significant was the recommendation that we review how responsive we are to what's needed on our estates and the estate management focus group will concentrate this year on this. The annual tenants' day was also a great success and grew again in size and ambition offering tenants an opportunity to directly influence Redland's business strategy by voting for their priorities.
- 2.3** With the aim of taking resident involvement to still a deeper level, Redland has valued the challenge of applying for Landlord Accreditation for Resident Involvement with TPAS (Tenant Participation Advisory Service). This process measured Redland against 29 sets of criteria for involving residents effectively by desk top review, and by interviewing staff, residents and board members and observing resident involvement activities. On the 1st April 2009 we heard that Redland had passed the accreditation, which makes Redland, with Somer Community Housing Trust, the first housing association to gain the accreditation in the South West. We await the final report from TPAS at the end of April and plan to include recommendations in the Redland Residents' Committee action plan as appropriate.
- 2.4** In September, an internal audit of the effectiveness of resident involvement initiatives at Redland by Mazars praised Redland for enabling effective involvement of residents through operating clear policies and procedures.

'...we were pleased to find a high proportion of residents heavily involved in shaping policy, consultation processes and driving service improvements.'

The audit made only one recommendation to reinstate the Board member mentoring scheme, which has now been incorporated into the training programme for resident board members.

3. Impact of involvement

3.0 The Redland Residents' reviewed their action plan in January 2009 and identified successes and areas for development.

- Developing the Partnership Agreement
- Benchmarking Redland's resident involvement against other organisations
- Producing Redletter
- Organising Tenants' Day
- Selecting Resident Board members
- Increasing Neighbourhood Voices
- Maintaining and developing focus groups
- Running Redland Residents' Committee elections
- Training
- Involving underrepresented groups
- Promoting financial inclusion
- Resident Inspectors
- Community development – estate meetings
- Housing management best value review
- Business plan
- Updating the handbook and information leaflet series
- Empowering staff to involve residents

3.1 Developing the Partnership Agreement

3.1.1 The Partnership Agreement was developed in 2007 by residents, staff and the board, and in 2008, we have been turning this commitment into action and improvements for residents.

3.1.2 Focus groups have been setting and reviewing service standards this year, taking into account feedback from residents through satisfaction surveys and complaint monitoring. The standards are now published on Redland's website and in the twice yearly tenants' newsletter, Redletter. This process aims to make the organisation more transparent and empower tenants to challenge the organisation by informing what they can expect from us.

3.2 Benchmarking Redland's resident involvement against other organisations

3.2.1 Membership of the Somerset County Tenants Forum has brought positive benefits to the Redland Residents' Committee in enabling them to get a picture of what's going on in the social housing sector. RRC representatives attending the meetings have brought back reports of what other housing associations are doing to involve residents and have also been able to compare aspects of service provision.

Martin Loveridge, RRC member said of the forum *"by talking to the other members of the different housing associations, we can compare our standards with theirs, and in most cases, our standards are easier to understand, and in most instances, are by far better."*

3.2.2 Four RRC representatives attended the annual TPAS conference in August with the Head of Customer Service, David Clarke, and came back with ideas for new ways to involve people. They were also able to compare an involvement activity showcased by another social landlord to Redland's own annual tenants' day in terms of cost and benefit to residents. The RRC were pleased to find the Redland annual event to be much better value.

3.2.3 In the coming year, Redland will be exploring the options of joining a benchmarking group such as Housemark, which will enable Redland to compare in more detail their performance with that of other organisations, particularly with regard to value for money.

3.3 Producing Redletter

3.3.1 The newsletter provides information about how residents can be involved and the different things that residents are doing in their communities. All articles go to an editorial group of residents who also generate articles.

3.3.2 The editorial group was supported by the Communications team to carry out a satisfaction survey of all residents to find out how wide the readership of Redletter is and whether it is what residents want.

3.3.3 The survey had a 5% response rate from all tenants and shared owners. Significantly, when asked whether residents thought Redletter came out too often or not often enough, the majority of respondents chose to keep two issues per year. The most frequent criticism was a perception that articles did not relate to readers' geographical area, and also to the perception that the budget for Redletter could be spent elsewhere in the organisation. However, the question asking respondents directly whether they thought Redletter is good value for money, 84% said it was either good or very good value.

3.3.4 The editorial group will continue to process the feedback from the survey and incorporate a number of suggestions for new features and

articles, including short 'sound bite' style articles on useful information for tenants.

3.4 Organising Tenants' Day

3.4.1 This year tenants' day aimed to

- Get 70 residents to attend
- Carry out a consultation with tenants to find out their priorities for Redland's service direction
- Capture views of tenants' children on their housing aspirations
- To have fun
- To recruit more tenants to be involved

3.4.2 We achieved a turnout of 76 residents (including children) with 98 tickets issued. The social committee, made up of six residents made a conscious decision to hold the event in North Somerset rather than in Bristol to try and encourage tenants from outside of Bristol to attend. We did manage to attract more tenants from outside Bristol, but lost some of the people from Bristol who had attended previously.

3.4.3 One of the learning points from tenants' day 2007 was to use the opportunity of having face to face contact with residents and staff to find out about tenants' priorities and what they want Redland to invest in. The consultation on the day asked residents to choose options for further developing services, the results of which fed into the Board strategy day where board members discussed, reviewed and agreed business priorities.

3.4.4 The social committee were given a budget of £4,000 to deliver tenants day and spent £3,237.37, which is a cost of £42.60 per head. Of the 27 attendees who completed a feedback sheet, 74% said they were satisfied with tenants' day. The social committee reflected on their objectives for the day and noted that four more residents were recruited to help put together next year's event, one resident volunteered to take up a Neighbourhood Voice role, and RRC members reported a number of enquiries from uninvolved residents about the RRC and the focus groups.

3.5 Selecting Resident board members

3.5.1 This year we were successful in recruiting a new resident board member, tenant from Yatton, Brian Patch. Brian was appointed at the February Board meeting, following the selection process, including an interview with RRC representatives and the Managing Director and observation of one board meeting. Shortly after the appointment of our third resident board member, one of the existing board members resigned, creating another vacancy.

3.5.2 In 2009 we are rethinking the way we recruit board members, and will focus on generating more openness between the board and the RRC. We aim to create more interest in the resident board member roles, so

that increasingly we will have more people willing and able to apply for the positions as and when they arise. The board has issued an open invitation to RRC members to come and observe board meetings, and the RRC have issued the same invitation to board members.

3.6 Increasing Neighbourhood Voices

3.6.1 Four new Neighbourhood Voices were elected by their neighbours this year; with another volunteer awaiting the results of an election. The current number of Neighbourhood Voices is 14.

3.6.2 The complaints survey carried out this year by the Customer Care focus group highlighted the importance of the role in providing information to residents and revealed their potential to empower residents to make sure they get the best service from Redland. The survey revealed that Neighbourhood Voices would be the first port of call for ... respondents wanting to make a complaint.

3.6.3 As a result of this realisation, the Neighbourhood Voice panel in October devoted part of their meeting to making sure that they knew about Redland's complaints procedure and policy, so that they will be better able to help their neighbours who might come to them with a complaint. They talked about the boundaries and limits to their responsibilities and were also furnished with the complaints leaflet and a list of useful phone numbers.

3.7 Overseeing Focus groups

3.7.1 Focus groups are central to Redland's approach to improving services. Firstly, focus group set service standards with their lead officer; secondly, they monitor these standards using a number of different techniques; and thirdly, they measure the satisfaction of residents with that particular service to find out where improvements need to be made, and whether the standards are relevant for the wider resident body.

3.7.2 Annex 1 shows a list of the different focus groups and the impact they have had this year.

3.7.3 One of the objectives this year was to relaunch the Equality and Diversity Action group. This group is now led by the Managing Director and consists of one board member, three staff members and two residents. It takes responsibility to oversee the organisation's commitment to creating equality of access to services, recognising the diversity of Redland's tenants. The group will make sure that impacts on equality and diversity are appropriately assessed and that the benefits of service improvements can be realised by all residents.

3.8 Running Redland Residents' Committee elections

3.8.1 Following the decision in 2008 to include formal representation of owners, the RRC has struggled to attract enough candidates to fill the 15 places available. Due to the lack of candidates, a full election could

not go ahead, and instead the candidates were introduced to all residents by letter and residents were invited to raise any concerns if they did not want to support a candidate.

- 3.8.2 Three new candidates came forward, and to existing members stood for the role for one further year. All the candidates were accepted. The RRC plans to address the issue of having too few candidates this year, particularly as two more members come to the end of their term.

3.9 Training

- 3.9.1 All tenants continue to receive a bulletin of training available to them through Redland once every quarter. These are training courses provided by Tenant Participation Advisory Service (TPAS), Bristol City Council, InSTEP and by Redland jointly with the Bristol Housing Partnership.
- 3.9.2 Bristol Housing Partnership has undergone a review of training events for tenants, which included officers from participating landlords meeting with residents who volunteered to help us and evaluating the options open for the events. The review was sparked by a dwindling attendance at the events in the last year.
- 3.9.3 The working group came up with ideas and made decisions about how frequent the events should be and where they should be held (the review included a tour of popular training venues in Bristol, and using a comparison tool to decide which will be most appropriate and best value venue for the BHP for tenants).
- 3.9.4 Training for resident inspectors began this year with the mystery shopping project of spring and summer 2008. Four residents were trained up as mystery shoppers and will receive refresher training in the spring of 2009. The next cohort of mystery shoppers will begin their training at the same time as the existing mystery shoppers have their refresher and we aim to strengthen the team.
- 3.9.5 A Silver Surfers project was piloted this year at Maple Leaf Court run in partnership with Norton Radstock College. Residents at Maple Leaf Court received two computers set up in the communal lounge to use, and a course of 12 lessons offered to residents by Norton Radstock College at a cost of £1 a lesson. Take up for the courses was very low and feedback was that the residents either struggled to participate because of severe sensory impairment or because they preferred to spend their time in other ways. For another project like this to go ahead, we would need to know that residents really want it.
- 3.9.6 Take-up of training is monitored and equality and diversity targets set ensure that every resident that wants to be involved in some way, whether locally or centrally, can feel equipped to do so. This information is provided in annex 2. We will also start setting targets for the geographical location of people taking up training, which has

traditionally been Bristol based. We want to make sure that residents in rural locations also have easy access to training if they want it.

3.10 Involving underrepresented groups

- 3.10.1 People under the age of 60, and new tenants have historically been underrepresented in the formal involvement structure at Redland. A number of involvement activities and actions aimed to address this balance; mystery shopping; involving new tenants strategy; and tenants' day.
- 3.10.2 The recruitment process for mystery shopping required that people not already involved at Redland and those people least likely to be recognised by their voice be selected. We therefore invited to apply those people that had been tenants of Redland for less than a year. Annex 3 shows the demographic make up of mystery shopping team.
- 3.10.3 The involving new tenants strategy is about setting off on the right foot with residents, and making sure right from the beginning of the tenancy, that the tenant knows they will be listened to and that their feedback is essential for the continual improvement of services for tenants.
- 3.10.4 The strategy requires input from Housing Officers, Housing Assistants and the Resident Involvement Officer; the first step being that the Housing Officer spends time at their follow up visit exploring with tenant which of the different ways of getting involved might suit them. This information is recorded on a questionnaire completed by the tenant and processed by the Housing Assistant, who alerts the resident Involvement Officer if a tenant has identified themselves as a potential volunteer. Every six months, the Resident Involvement Officer follows up this contact, giving time for the residents to settle in.
- 3.10.5 The Resident Involvement Officer also undertakes to hold a drop in session at newly developed sites, where residents can pop in to talk to someone from their landlord, raise concerns, and at the same time find out how they can get involved and have more of an influence over their landlord.
- 3.10.6 Finally, tenants' day sought to involve the children of tenants and capture their views on their homes and aspirations for homes in the future. They spent time with the children's team led by two members of Redland staff making collages and drawing pictures of what their ideal home would be like. With six children in attendance, all under the age of 11, we would like to build on this for next year at tenants' day. It was difficult to know how to use the data we had collected from the children, and so want to find a way to feed it in to the organisation, recognising that these young people may be tenants one day.

3.11 Promoting Financial inclusion

- 3.11.1 The Money Matters event in April 2008 was a good quality event, and those tenants that attended said it was very useful and helpful to have organisations there who could give them on the spot advice. However, we were disappointed with the numbers that came, given that tenants in Bristol from seven social landlords were invited.
- 3.11.2 At tenants' day we tried again to run a workshop that would be informative and helpful to residents, and this time with nearly 80 residents, the impact was much higher. The workshop was billed as a quiz, and broached the subject of debt from the angle of revealing to tenants how much they already know about dealing with debt, and managing finances well. Feedback about this session was very positive, it being cited as the most successful part of the day by 5 residents.

3.12 Resident Inspectors

- 3.12.1 Redland has taken on the challenge of facilitating resident – led regulation as a way of driving up standards and maintaining them. The mystery shopping project which ran from December 2007 to July 2008, identified strengths and weaknesses of customer service at Redland (following whole staff customer service training in November 2007) and recommended actions to address them. The results and recommendations were presented to Redland's management team, to staff and to residents, and a timetable for actions produced. A full report was produced and is available on Redland's website, a summary of results printed in Redletter.
- 3.12.2 One of the recommendations was to have a second round of mystery shopping, which will happen in the spring of 2009, followed by real time mystery shopping in future as part of the tool kit of a team of Resident Inspectors.
- 3.12.3 The first phase of mystery shopping including training for Redland mystery shoppers cost the organisation £1529.61.

3.13 Community Development – estate meetings

- 3.13.1 The Priority Estates Tool was developed this year to help Redland decide how to distribute resources for improvements between estates fairly. The tool scores estates under six different indicators enabling Redland officers to judge which estates are in most need of estate improvements. It also enables residents to see more easily how Redland arrived at those decisions. The tool also paves the way for Redland to be more proactive in asking residents what they would like to see improved in the neighbourhoods.
- 3.13.2 While the Priority Estate Tool was being developed we decided to delay holding estate meetings, recognising that the meetings are

resource intense and require a co-ordinated and planned approach. These will resume in 2009.

3.14 Housing Management best value review

3.14.1 Residents were involved in many aspects of the housing management service review. A review panel and working group were convened and residents were involved with both of these. Feedback from Neighbourhood Voices fed back through the Redland Residents' Committee also contributed to the review, as did a satisfaction survey for estate management for all residents asking people about their expectations and experiences of the housing management service.

3.14.2 The findings of the housing management review have now been presented to Redland's board and the full report is available on request from Redland's offices. Recommendations for overhauling the estate inspection process are now being taken forward by the estate management focus group, and significant changes will be reported to residents through the RRC.

3.15 Business Plan

3.15.1 Tenants priorities for investing in services were discussed at tenants' day in September, and attendees voted for their priorities by spending their personal budget represented by plastic money issued at the beginning of the day.

3.15.2 The priorities were presented at the Board strategy day the following week and taken into consideration as the board reviewed the business plan for the coming years.

3.16 Updating the handbook and information leaflet series

3.16.1 The Communications group met in July 2008 to start the review of the tenants' handbook and the review is still in progress as each section is distributed to staff and residents to amend.

3.16.2 The main outcome of the review was the decision to match the content of the handbook with that of the leaflet series. Whereas Redland has previously paid separately for each leaflet to be edited by the Plain English Campaign, only one editing fee will be charged making a saving of £650.

3.17 Empowering staff to involve residents

3.17.1 Two of the four new members of staff that started at Redland after April 2008 have had their resident involvement induction which involved meeting with the Chair of the RRC for half an hour and talking through the importance of involving residents, what Redland aims to achieve through involving residents and how it has benefitted the organisation and residents.

3.17.2 Making sure that all staff understand the purpose and benefits of, and the barriers to, involving residents, remains a priority and the remaining new staff will have their induction by May 2009. Further to this, resident involvement will be included as part of the series of quick training sessions for staff arising from the mystery shopping project.

2.17.3 Nine staff members have responsibility for leading focus groups, and these officers were offered training in leading groups in January 2009. In feedback from the session, staff said that the training gave them more confidence to lead their group, and that there were techniques that they will use in their focus group in future to make it more effective.

4. Resources

4.1 The Redland Residents' Committee oversaw spending of a budget of £15,000 this year and were presented with a summary of accounts once a quarter. Expenditure came to a total of £12511.95, which included Tenants' day, attendance at conferences and forums by committee members, travel costs of residents attending focus groups/RRC/Neighbourhood Voice Panel, admin and printing costs for RRC and NVs, catering and room hire for focus groups and NV panel, Redletter competition prizes, and membership of national and regional tenant groups. A break down of this expenditure will be available on request once the end of year accounts have been presented to the RRC on 6th May 09.

4.2 A further £18,823.08 was spent on involvement activities including two phases of mystery shopping, TPAS consultancy for gaining TPAS accreditation for resident involvement, involvement training for staff and residents, Redletter and the home owners' newsletter, Community Action Grant awards and other community development activities.

4.3 The table in annex 1 shows the impact focus groups have had over the year and shows the number of residents that have had an influence over important aspects of Redland's service provision through the groups. The costs of staff and volunteer time are recorded as well as costs incurred to facilitate their involvement. These figures help us to make a value judgement about involvement activities. Cost savings made as a result of resident involvement are recorded in the Impact column of the table.

5. Next year

5.1 Annex 4 shows the Redland Residents' Committee action plan for 2009/10 so far. The plan is under discussion at the moment with the committee but shows the main objectives for the year. The TPAS landlord accreditation process has also highlighted areas for development and their priority on the plan will be agreed by the RRC once the TPAS final report is submitted at the end of April 09.

5.2 As the structure of involvement in strategic decision making in all aspects of Redland's services goes from strength from to strength, we

recognise that it is equally important that residents have an influence over the way their own estate is managed. In accordance with Redland's Community Development policy, we will resume the programme of estate meetings, working proactively with residents to address issues that threaten the sustainability of tenancies and communities.

- 5.4 With a similar aim of making sure that residents have increased choice and control over who provides services on their estates and what they do, Redland will continue to promote the concept of resident led services, and work with individuals and groups of residents to put the concept in to practice.
- 5.3 Redland would like to thank all of the residents who were involved in 2008/09 and recognise that a great many people have given up a lot of time to make sure that residents have an influence of decision making at Redland. It is a tribute to all staff at Redland to be awarded the TPAS accreditation for Resident Involvement and an encouragement to keep residents at the heart of everything we do. The coming year provides many challenges and more than ever will require Redland's and residents' commitment to working in partnership.

Annex 1 – Impact of focus groups
Annex 2 – Tenants training record
Annex 3 – mystery shopper profile
Annex 4 – RRC action plan
Annex 5 - Photo gallery

Report by: Philippa Barton
1st draft submitted to RRC: 11.3.09
Final draft submitted to RRC: 6.5.09

Annex 1 - Impact of focus groups 2008/09

Focus Group name	Number of resident members	Stand -ards last reviewed	General Remit	Impact as a result of meeting/ involvement of residents	Cost for the year
Editorial group	7	n/a	Produce two newsletters / year containing a balance of useful information for tenants	Survey feedback recommended keep 2 issues per year; collect more local stories, shorter soundbites of useful info; 2 residents register interest in resident led services as a result of article in Redletter	Time of staff and residents - 40. Cost of catering, room hire and travel - £105.60
Estate Management	5	May 08	Review estate management policy; agree and monitor service stds and review on annual basis	Taking forward the recommendations from Housing Management service review in 2008 - actions around reviewing estate inspection and involvement of residents.	Time of staff and residents 39 hrs. Cost of catering, room hire, and travel £110.40
Social Committee	9	n/a	Deliver tenants day and christmas social	Consultation results at tenants' day fed in to board strategy and business planning to be reported at RRC on 12.11.08. Social event at Christmas facilitated satisfaction survey for involved residents, which provided feedback on what support residents want to be involved.	Time of staff and residents - 100 hrs. Cost of catering, room hire, and travel and expenditure on actual event £4055.55
Nuisance and ASB	4	Mar-07	Agree and monitor service stds and review on annual basis; measure Redland against Respect std	Group will review standards at May meeting, and have opportunity to influence information re ASB provided in tenants' handbook.	No meetings took place this year
Communications	2	Jul-08	Monitor programme of leaflet reviews; agree and monitor std for communication with residents; review handbooks and residents' leaflets	Decision to combine content of handbook and leaflet series which reduces editing costs, saving £650	Time of staff and residents 11. No room hire or travel costs incurred (as residents live very close to Holly House)
Equality and Diversity	2		Keep abreast of all e and d actions across the organisation and make sure e and d is recognised throughout organisation	Gathering picture of what needs to be done and aiming to gather feedback from underrepresented groups to steer way forward.	Time of staff, board members and residents 22.5 hrs. Cost of travel £9.40

Annex 1 - Impact of focus groups 2008/09

Customer Care	6	Jul-08	Set and monitor service standards and measure satisfaction; review customer care policy	Telephone survey carried out in July to find out how easy residents find it to make a complaint. Actions arising- training for NVs on complaints, update handbook to reflect current procedure, follow up residents who did not find it easy. Group changed one service standard - responding to written correspondence within 14 days to within 5 days.	Time of staff and residents - 22 hrs. Cost of catering and travel £54.40
Maintaining Homes	4	Nov-07	Agree and monitor service stds and review on annual basis; programme of planned works	Advised on consulting residents on major works programme - adding option to decline on form, and offering support to complete form or visit from a surveyor.	Time of staff and residents - 16 hrs. Cost travel £88.20
Home owners	8	Jul-08	Review the service charge statement format; discuss options for management of home ownership	Management charge review undertaken by sub group starting in Jan 09. Giving residents choice on how they are charged. Checking that charges are still appropriate, and ability to make a value for money judgement.	Time of staff and residents - 48hrs. Cost of catering and travel £54.63
Rents	4	Oct-08	Agree and monitor service stds and review on annual basis; review arrears policy	Service standards still to be reviewed; proposal to introduce freephone line; proposal to produce 'saving money' leaflet for tenants; Proposal for Redland to make foraml agreement with CAB.	Time of staff and residents - 27 hrs. Costs of catering, room hire, and travel £163.89
Lettings	4	Jul-08	Agree and monitor service stds and review on annual basis, review re-let standard	Agreed a new re-let standard comparing that of other organisations. Technical Officer also attended. Reviewed sign up pack and recommended that an information sheet be included giving details like utilities supplier/ location of stop cock and meters and copy of the latest Redletter. Info like nearest scholls, bus station, helath centre etc	Time of staff and residents - 31 hrs. Costs of catering, room hire, and travel £139.92
Housing with Support	8	Feb-09	Agree and monitor service stds and review on annual basis; approve aids and adaptations policy	4 Service standards set, Aids and adaptations policy reviewed and agreed, vulnerable residents policy reviewed and agree. Prompt article in Redletter raising awareness of Police offer to visit propertis giving advice on security	Time of staff and residents - 35hrs. Cost of catering and travel £32.40
Occupancy agreements			Group not yet formed		
Caring for the environment			Group not yet formed		
Major repairs			Group not yet formed		

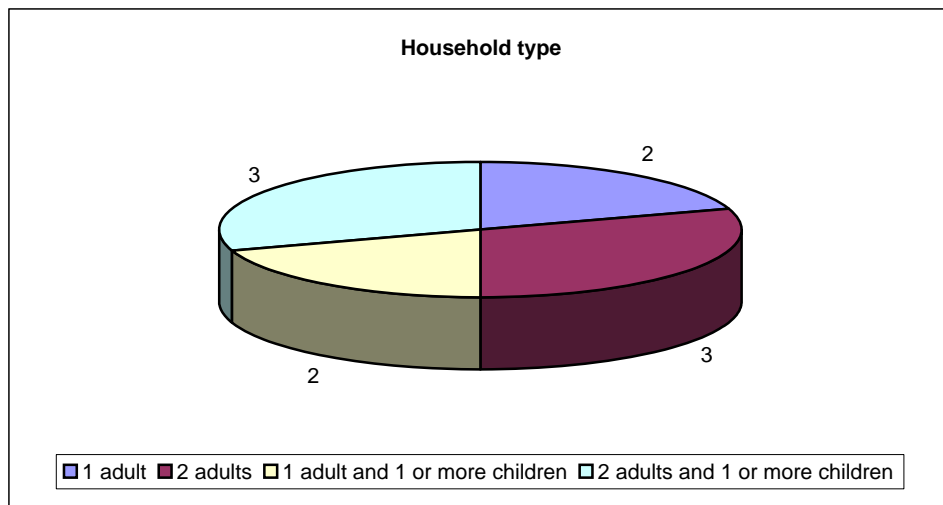
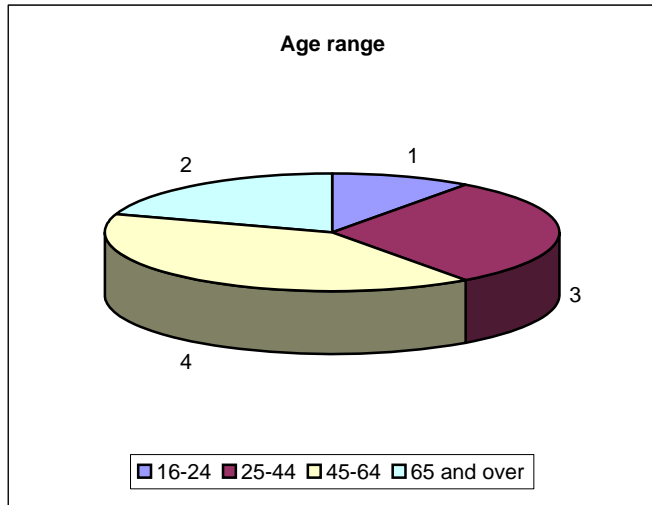
Annex 2 Training for tenants record

Date	Subject	Take up	Speaker/s	Cost	Cost per head
26.4.08	Money Matters	7	Bristol Debt Advice Centre, SOFA project, Bristol Credit Union, EDF Energy Tryust	£ 91.84	£ 13.12
20.5.08	Simply the Best TPAS best practice in RI	4	Bernadette Fry (Audit Commission); Cheltenham Borough Homes; Bristol churches Worcester Community housing; East Midlands HA;	£ 325.00	£ 81.25
1-3.8.08	TPAS conference	4	various (conf over two days)	£2815 (includes one officer)	£ 563.00
13.9.08	House and Garden		cancelled due to low take up	£ -	
27.9.08	Money Matters at Tenants' Day	69	Tim Horsman, Citizens Advice Bureau	whole budget (£3297.75)	£ 47.79
16.10.08	We made a difference' SOHA conference;	1	SOHA residents; Dennis Rees, Tenant Advisor to Audit Commission; Helen Williams, NHF; Munir Ahmen, Ashiana. Spoke on Measuring value for money; Tenant inspectors; Residents annual report; Why is tenant involvement important; Tenant Involvement Commission; Should we be inclusive or exclusive in everything we do	£ 79.32	£ 79.32
20.2.09	Presentation for the petrified	2	BTRC - BCC workshop leader	£ 40.00	£ 20.00
24.2.09	Just a minute	1	BTRC - BCC workshop leader	£ 20.00	£ 20.00
26.3.09	Being a Committee secretary	1	InSTEP - Roger Saunders	£ 91.08	£ 91.08

VFM figure	Average cost per head for training	£ 114.45
	Average cost per head for training without TPAS conf	£ 50.37

Value for money has improved for training this year, in that training was cheaper per head. A larger number courses were taken up by residents, and we had a better average attendance. The TPAS conference was over three days and four residents attended with the Head of Customer Services. Delegates came back with ideas for Tenants' day and a better understanding of how Redland's resident involvement compares with other organisations. Training is advertised through a quarterly bulletin and this reflects an increase in the take up of courses by individuals. The aim next year is to continue to offer training courses for individuals, and make sure they complete the training application form which asks them to think about why they want to do the course and how they will use it. Form has been used, but not always completed before the training course happens. Aim to get the highest attendance appropriate for bespoke training courses to be as cost effective per head as possible.

Annex 3 - Mystery shopper profile 1st phase of project

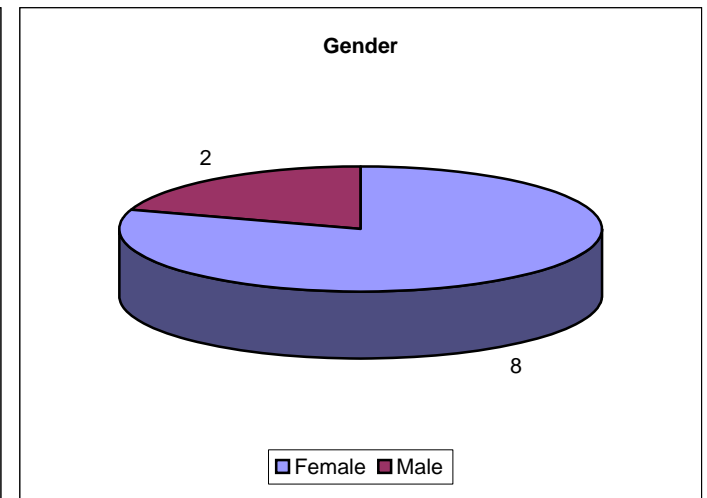
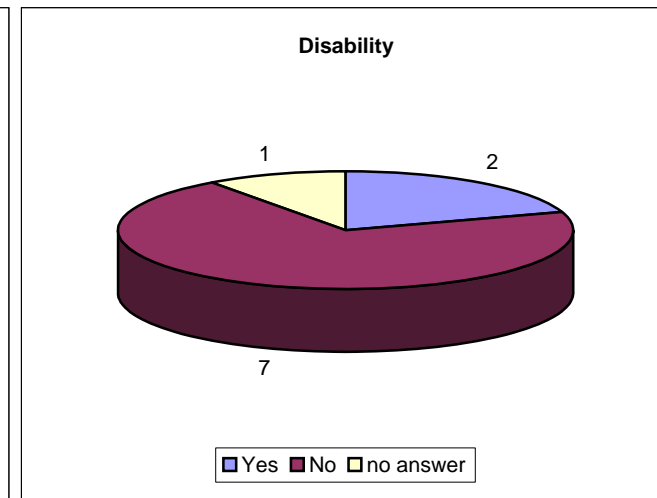
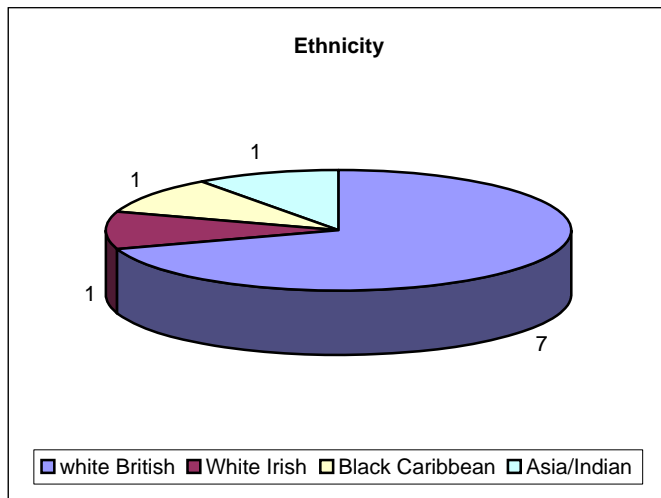


Length of time as a resident

Somer	Redland
7 years	1 year
6 months	4 years
18 months	7 years
13 years	1 year
10 years	
not given	

Employment status

5 working either full or part time



Annex 3 - Mystery shopper profile 1st phase of project

Age range	
16-24	1
25-44	3
45-64	4
65 and over	2
Household type	
1 adult	2
2 adults	3
1 adult and 1 or more children	2
2 adults and 1 or more children	3
Ethnicity	
white British	7
White Irish	1
Black Caribbean	1
Asia/Indian	1
Disability	
Yes	2
No	7
no answer	1
Gender	
Female	8
Male	2

Annex 4 Redland Residents' Committee action plan 2009 / 2010

KEY ACTIONS	MILESTONES	TIMESCALE	RESPONSIBLE OFFICER / GROUP
Increasing and supporting representation of residents	RRC elections	July 09	RRC and RIO
	Promoting RRC to attract members	May 09	RRC and RIO
	Training for RRC	May 09	RRC and RIO
	Clarify roles in involvement structure (menu of involvement)	May 09	RRC and RIO
Selecting and supporting resident board members	Invite residents from RRC to observe board meetings	Ongoing and underway	Managing Director
	Resident board members to visit different sites	October 09	RIO and Head of Governance
	Review publicity about board member role and role information	July 09	RIO and Head of Governance
Increase local representation of residents/ supporting communities	Increase NVs	Dec 09	NVs and RIO
	Support NVs with training	July 09	NVs and RIO
	Increase RAs through Priority estates tool for estate improvements, and resident led services projects	Ongoing	Housing Manager and RIO
	Three estate meetings	March 2010	RIO
Service standards	All focus groups to meet and review service standards	March 2010	Focus groups
	Start focus groups for Environment Major repairs Tenancy management	May 09 September 09 November 09	Focus group leaders
	Develop housing management service review recommendations	Jan 2010	Estate management focus group with Housing Manager

Annex 4 Redland Residents' Committee action plan 2009 / 2010

KEY ACTIONS	MILESTONES	TIMESCALE	RESPONSIBLE OFFICER / GROUP
Benchmarking resident involvement service	Renew membership of Somerset County Tenants Forum	April 09	RRC and RIO
	Investigate pros and cons of Housemark with a view to recommending that Redland joins`	September 09	RRC, RIO and Head of Customer Services
Involve underrepresented groups	Monitor E & D characteristics of residents' panel	May 09	Equality and Diversity Action group (task – RIO)
	Monitor take up of training by underrepresented groups	May 09	E & D Action group (task – RIO)
	Target involvement of people under 30	March 2010	RRC and RIO
	New tenants strategy – open sessions for new developments	March 2010	RIO
Communication with and between residents	Redletter	April 09 October 09	Editorial group
	Handbook and leaflet series review	June 09	Communications focus group
	Redland's performance 07/08	June 09	Communications focus group
	Maintain up to date service standards performance information on website	Once a quarter	RIO
Tenants' Day	Plan and deliver tenants' day	August 09	Social Committee
Empowering residents to scrutinise services	Develop mystery shopping team into resident inspection team – trained and supported	December 09	Mystery shopping team
	Resident Inspection team available for use by focus groups for monitoring standards	March 2010	Mystery shopping team
Financial inclusion	Review actions of the last year and recommend further action to Redland	September 09	RRC and Rents focus group

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KEY ACTIONS	MILESTONES	TIMESCALE	RESPONSIBLE OFFICER / GROUP
Training	For involved residents on <ul style="list-style-type: none"> - history of social housing sector/ changes in legislation - skills training for involvement - focus group training - contract lettings training 	March 2010	RIO
	For non-involved residents <ul style="list-style-type: none"> - skills training - why get involved? 	March 2010	RIO
	Bristol Housing Partnership for Tenants to hold two events for tenants per year	April 09 October 09	RIO