

Impact Assessment of Resident Involvement activities - April 2013 to March 2014

<b>Annual Report Group</b>	<b>Service Area:</b> Corporate				
<b>What is it</b>	<b>What happened (outputs)</b>	<b>What was achieved (outcomes)</b>	<b>Cost including VFM Assessment</b>	<b>How has this made a difference (impact)</b>	
A group of residents who convene specially to prepare and scrutinise the Annual Report to residents. Input from the Group helps to ensure that the content is both meaningful and useful for residents, and that the Report is well laid out and in a design format which is easy to understand.	<p>One Group meeting took place to determine the style and agree the key themes to be covered in the 2012/13 Report. For the remainder of the residents input, this was captured via email and over the phone</p> <p>As established for the first time in the previous year, residents also contributed an introduction to the report which appeared with the introduction from the Hexagon Chair.</p>	<p>A 20pp Report was produced which was made available electronically on the website (with a small batch of the Report to be distributed on request). An 8pp Summary version of the Report was printed and sent to every resident with the Home News mail out.</p> <p>The style and content of the Report was directly influenced by residents</p> <p>The full version of the Report was given to the new Hexagon residents at Mountacre pre-transfer to introduce them to the range of services and achievements at Hexagon</p>	<p><i>Total activity cost: £6,755</i></p> <p><i>Total staff cost: £1,159</i></p> <p><i>Total cost: £7,914</i></p> <p><b>VFM:</b> - there was less officer input than in previous years as much of the residents input was captured electronically. The high activity cost is nearly all a result of the contract costs for the design, artwork and printing of the full and summary versions of the Report</p>	<p>Strong resident guidance was provided on the style, content and layout of the 2012/13 Annual Report which was produced and made available to all residents on the website. The summary sent to all residents directed readers to check the full Report available on the website.</p> <p>The Report is a reflection of what residents consider to be important to cover with particular focus on welfare reform, residents scrutiny and the work of the Hexagon Academy.</p> <p>As in recent years, some 200 copies of the report were printed to be made available on request. Given that no requests were received for the printed version, it is recommended that for this year's Report a minimal amount is printed to be made available in the Reception area.</p>	

Impact Assessment of Resident Involvement activities - April 2013 to March 2014

Care & Support residents meetings		Service Area: Care & Support		
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)
<p>1) weekly meetings in each of the 3 homes to discuss issues related to that particular home</p> <p>2) bi-monthly Feedback Forum for residents of all 3 homes together to consult on service-wide issues</p> <p>Both activities enable residents to be actively involved in discussions about care-related issues. The Feedback Sessions are also used to consult residents on their views on the service, including any proposed changes, as well as influencing how the service works.</p> <p>Residents meetings at Havil St have been established on a quarterly basis to allow residents to regularly feedback their impressions of the service</p>	<p>Combined, the 3 homes have held 102 house meetings. These are attended by the majority of the residents from each home</p> <p>There were 5 Feedback Sessions held where responses from managers to issues earlier raised by residents around outstanding repairs and health issues was communicated back to residents.</p> <p>Residents also reviewed the Respect Agreement and discussed group activities and made suggestions for the summer event.</p>	<p>Residents at Newstead Rd took the decision to change the cycle of their house meetings from weekly to monthly which was agreed.</p> <p>Residents at Woodcote Rd were involved in choosing furniture for the communal area and made colour choices on the decorating scheme.</p> <p>A service user rep was appointed who assisted residents to complete the satisfaction survey.</p> <p>The Feedback Forum helps build the social capital of the residents because it provides a chance for interaction with residents from other homes at the same time as building confidence about articulating their views on the service.</p> <p>The main findings from the satisfaction survey were that residents have a good supply of information on their mental health needs, but some weight needs to be given to providing information on resident's physical health.</p> <p>Residents at Havil St were fully consulted at the meetings on the specifications for the new stair lift.</p>	<p><i>Total activity cost:</i> £510</p> <p><i>Total staff cost:</i> £2,912</p> <p><i>Total cost:</i> £3,422</p> <p><b>VFM:-</b> a very low activity cost considering the numbers of residents which take part in the meetings. All of these costs relate to refreshments provided for 102 house meetings</p> <p>The staff costs in the main relate to the input of 2 support officers to the house meetings.</p>	<p>At the suggestion of residents at the house meetings, Wii's have been set up in the communal areas of 2 homes. This will help motivate residents to take part in group fitness games and thereby improve physical fitness.</p> <p>The Feedback Forum has helped to improve the accountability of service managers. The progress of repairs in the homes is discussed at the Forum and subsequently actioned by managers. Following recommendations at the Forum, a practitioner is being arranged to discuss alternative therapies and well-being at a group session.</p> <p>A long standing resident dissatisfaction with the repair of the stair lift at Havil St, which had spilled over onto the Hexagon Facebook page, was finally resolved at the residents meeting.</p>

Contractor Selection Panel		Service Area: Responsive Repairs		
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)
Residents work alongside the manager & director to interview and undertake site visits of contractors tendering for the new responsive repairs contract.	<p>Three residents formed the panel along with the Director, the Manager and a consultant.</p> <p>Residents received training on the tendering process and interviewing techniques.</p> <p>Residents were fully involved in interviewing 8 shortlisted contractors over 2 full days. Then undertook full week of onsite visits of shortlisted contractors &amp; their current clients to assess examples of maintenance work.</p> <p>Residents had equal contribution to the scoring process which was used to select the successful contractor</p>	<p>The 5 year contract was awarded to the contractor who it turns out was the contractor which best met the residents aspirations and expectations for the repairs service</p> <p>Following discussions with residents, the repairs contract now allows for a wider appointment day from 8am – 8pm and Saturday morning to accommodate the needs of residents who will be at work during the day.</p>	<p><i>Total activity cost:</i> £1,800</p> <p><i>Total staff cost:</i> £1,526</p> <p><i>Total cost:</i> £3,326</p> <p><b>VFM:</b>- an intensive process over 2 weeks which is reflected in the activity costs which includes refreshment and transport costs for site visits. Although only 3 residents were involved, they were brought into the heart of the procurement process and as a result this shows very good value for money.</p>	<p>Residents brought a non-judgemental viewpoint to the process, and this helped the panel to have the residents general priorities uppermost when framing interview questions.</p> <p>The new contract began on 1<sup>st</sup> April, and at the time of writing of this Assessment it is too soon to identify the difference that the residents input has made. Early anecdotal evidence suggests that residents welcome the move away from am/pm to 2hrs appointment slots. Next year's Assessment will report on the level of residents satisfaction with the repairs service and whether the 2hr appointment slots have made any difference to the delivery of the service</p>

Co-op Seminar		Service Area: Agency managed stock			
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment		How has this made a difference (impact)
The 5 <sup>th</sup> successive annual Seminar, this is an event for agency-managed residents to come together to discuss policy related issues of relevance to residents who are co-op members. The Seminar also affords an opportunity for residents to put their viewpoints across directly to Hexagon staff and share ideas.	<p>Directors delivered presentations on <i>The Challenge of Universal Credit and Green &amp; Sustainable Homes</i>. One of the co-ops also provided a presentation entitled <i>Understanding Rent Arrears</i> in the context of the introduction of Universal Credit</p> <p>The Seminar was attended by 22 residents which is a drop on the previous year's attendance of 26.</p>	<p>Taking forward contributions from the floor of the Seminar, it was agreed Hexagon would support the co-ops by providing information in the run-up to the introduction of Universal Credit. This will take the form of a newsletter briefing to all co-ops</p> <p>There was also a commitment to review the allowances, and this forms part of the RI work plan for 2014/15.</p> <p>Two co-ops have taken up the offer to work with Hexagon on promoting energy efficiency awareness among co-op members</p>	<p><i>Total activity cost:</i> £637</p> <p><i>Total staff cost:</i> £721</p> <p><i>Total cost:</i> £1,358</p> <p><b>VFM:-</b> as an event in itself this is a moderate-cost activity for an annual event which is open to all co-op residents. However, attendance equates to just under £62 per resident which would then reassess this as being a high-cost activity</p>		<p>Because of the delays in implementing Universal Credit, the provision of regular information will not start until the 2014/15 year and will take the form of a briefing broadsheet to all co-ops. This will inform co-ops on the advice to give to residents affected by UC and prepare the co-ops to minimise the levels of likely rent arrears that could follow UC introduction</p> <p>The interest in energy efficiency is likely to increase due to 2 co-op residents becoming Green Champions. Their role will be to promote energy awareness in the home which they will do by attending and advising at the general meetings of other co-ops</p>

Estate Champions		Service Area: Estate Services		
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)
Residents who volunteer to inspect the communal areas of where they live and report any problems to Customer Services as and when these arise and need attention.  This is one of the longest standing involvement activities in Hexagon	Five residents were recruited as new Estate Champions (ECs) to bring the number of EC's to 24 up from 21 last year.  All EC's submit a report every month detailing the estate issues identified and when reported. This information is used to monitor the orders which have been raised and to chase any that are overdue.  The recent Estate Services Review surveyed most of the ECs and found that most ECs are very positive about their role and that "it is clear that there are a lot of very good, committed, community spirited people working as Estate Champions"	Based on the reports submitted by the ECs, over 213 orders have been raised covering issues such as defective lights, door entry systems, dumped rubbish, dumped cars, bin sheds, intercoms, rodents, dumped furniture, fencing, crumbling plaster, graffiti, lifts and blocked drains.  Many EC's also monitor communal cleaning and report instances of unsatisfactory cleaning to the Housing Officer  Estate signage (eg, "no dumping") has also been put up at the request of ECs	<p><i>Total activity cost:</i> £4,560</p> <p><i>Total staff cost:</i> £1,531</p> <p><b>Total cost: £6,091</b></p> <p><b>VFM:-</b> the total costs represents good VFM as the work of EC's captures estate issues/disrepair which would otherwise likely go undetected until the next occasion of the Housing Officer estate inspection.</p>	The work of the ECs directly contributes to the appearance and upkeep of the estates by identifying issues which need to be addressed.  The Estate Services Review identified improvements needed in the scheme, namely that EC carry out weekly checks and for Housing Officers to make monthly contacts with the EC. The Review also recommended giving ECs a list of communal repairs that are completed and outstanding each month, and this will further help enhance their role as "champions" for their blocks/estates

Impact Assessment of Resident Involvement activities - April 2013 to March 2014

Estate Grading Group		Service Area: Estate Services		
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)
Working in teams of two or three, residents inspect the communal areas of estates/blocks and assess conditions against the Estate Service Standards but from the residents eye view.	<p>This activity was reviewed with Housing Services which resulted in a simplified scoring process, a reduction in the amount of paperwork residents were asked to complete and the dropping of the "diamond" category to now just leave "gold, silver or bronze"</p> <p>Six residents working in two teams carried out on-site grading to 11 estates/blocks in the Deptford, Forest Hill and Croydon areas.</p> <p>All 6 residents were given onsite training prior to undertaking the grading exercise</p>	<p>All 6 residents were new recruits to this activity because the emphasis was put on residents grading estates in their own locality (but not their own estate) and none of the existing Graders were from the Deptford or Croydon areas.</p> <p>Based on the Graders assessments 7 estates were graded as Gold and 4 as Silver. There were no Bronze ratings</p> <p>The main issues identified by the Graders were lack of fire exit signs on fire doors, notice board information being incomplete, the general wear and tear of internal and external decoration of blocks, and rubbish / fly tipping.</p>	<p><i>Total activity cost:</i> £1,250</p> <p><i>Total staff cost:</i> £1,390</p> <p><b>Total cost: £2,640</b></p> <p><b>VFM:-</b> most of the staff costs are due to time spent preparing the paperwork for the grading (grading forms, cleaning schedules, etc) and carrying out onsite training</p>	<p>The reports from the Estate Graders give Housing Services a greater understanding of the residents perspective of conditions on the estate.</p> <p>The Graders findings resulted in an action plan produced and delivered on by Housing Services. This has included writing to all residents on an estate about proper use of the bin area, removal of dumped furniture, and bringing forward the internal decorations of particular blocks.</p>

Estate Meetings/Events		Service Area: Estate management and stock transfer		
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)
Estate based meetings or events arranged by Hexagon (sometimes with partners) which are open to all residents to attend and participate in	<p>Three open estate-based activities took place, each with differing objectives:</p> <ul style="list-style-type: none"> <li>1) Redriff Estate open day for all residents of the multi-landlord estate</li> <li>2) Parkspring Ct open meeting called to set up a TRA for the block</li> <li>3) Mountacre Close open meeting for the then tenants of Housing Partnerships to meet and find out about Hexagon at the pre-transfer stage</li> </ul>	<p>1) organised in partnership with Amicus Horizon, the event saw around 25 Hexagon residents take part (plus estate residents from other landlords). As well as publicising RI activities, we also actioned 3 outstanding repairs that were reported to us, provided financial inclusion advice to one resident and recruited a new Estate Champion for the blocks</p> <p>2) because of the low turnout, there was no TRA set up. However a number of estate management issues (grounds maintenance, lighting and communal repairs) were identified and fed back to Housing Services for action</p> <p>3) Managers and Directors explained the Hexagon service and answered all questions and concerns raised from the floor of the meeting</p>	<p><i>Total activity cost:</i> £500</p> <p><i>Total staff cost:</i> £1,056</p> <p><i>Total cost:</i> £1,556</p> <p><b>VFM:-</b> The activity costs relate to venue hire apart from the Redriff open day which was a contribution towards the organising of the event.</p> <p>Most of the staff costs relate to the attendance of directors and managers to the Mountacre residents meeting</p>	<p>The Redriff event gave a good impression of Hexagon to all local residents and many Hexagon tenants took the opportunity to liaise directly with their Housing Officer who was in attendance.</p> <p>The Parkspring meeting occurred because the previous incarnation of the TRA covered both Atrium Ct &amp; Parkspring Ct. However, the TRA re-constituted themselves to cover Atrium Ct only, and we felt obliged to give Parkspring residents the opportunity to set up their TRA</p> <p>The Mountacre meeting was unique, and the anecdotal feedback from residents at the end of the meeting was very favourable towards their new landlord</p>

Impact Assessment of Resident Involvement activities - April 2013 to March 2014

Performance Review Group		Service Area: Organisation wide			
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)	
The PRG scrutinise performance indicators in order to assess where they consider performance is good and where it can be improved. Any downward trends in the repairs PI's are referred to the Repairs Group for further scrutiny into that particular service area	<p>Four meetings of the PRG have taken place along with one training session.</p> <p>Two recommendations were made to the Board concerning, falling levels of resident's satisfaction with the repairs service and reviewing the target for resident's satisfaction with the repairs service. A total of three scrutiny concerns were raised with service managers.</p> <p>The PRG also sought (and were given) extra assurance, once it was announced that MHS would be getting out of the repairs business at the end of the contract, as to what steps Hexagon were putting in place to avoid any drastic fall in performance for the remainder of the contract</p> <p>The PRG reviewed the 6 Local Offers and revised the total number of commitments from 50 down to 20.</p>	<p>The PRG have reviewed all commitments under each of the 6 Local Offers, and from there identified the key preferences to arrive at a streamlined set of commitments. This has made the process of reporting on, and the monitoring of, the Local Offers a more straight forward and less time-consuming process.</p> <p>The PRG made a recommendation to the Board for it to consider ways of further exploring the falling levels of dissatisfaction in both Overall Satisfaction and in the Repairs Service.</p> <p>Scrutiny concerns were raised over Supported Housing Rent Collection and the MHS performance leading up to end of the contract</p> <p>The PRG made recommendations on reviewing targets for Overall Satisfaction and Satisfaction with Repairs.</p> <p>Following observations made at the PRG, the online complaints form was revised to make this less confusing for residents to use.</p>	<p><i>Total activity cost:</i> £1,050</p> <p><i>Total staff cost:</i> £805</p> <p><i>Total cost:</i> £1,855</p> <p><b>VFM:</b>- a medium cost activity, but one which represents good value for money as the PRG is the scrutiny panel for Hexagon, and one which has given residents the opportunity to raise concerns over the service directly with the Board</p>	<p>The PRG has maintained its key role of scrutinising performance across a range of service areas although this year did see it devolving the scrutiny of the repairs service to the Repairs Group which acts as a sub-group of the PRG.</p> <p>Residents do not rely on their own experiences to assess the service performance, but instead make their judgements against an objective process of trends and targets</p> <p>The input from the PRG has helped to raise performance standards both as a result of the review of delivery on Local Offer commitments and in the raising of scrutiny concerns with managers.</p> <p>The PRG gives residents an enhanced role in scrutinising the Hexagon performance which is in line with expectations under the co-regulatory framework.</p>	

Readers Panel		Service Area: Communication		
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)
A regular panel of residents who review each issue of <i>Home News</i> . The main objective of the Panel is to ensure that the magazine is jargon free, easy to understand and of interest to the general readership  As well as reviewing each issue of <i>Home News</i> , the Panel also make recommendations for topics or features to be covered in future issues	Four Panel meetings took place where residents took an active part in: <ul style="list-style-type: none"><li>• providing feedback on each edition of <i>Home News</i></li><li>• recommending new features to be included in the magazine</li><li>• discussing themes and ideas for the magazine</li><li>• contributing items for inclusion in the next edition of the magazine</li><li>• redesigning the cover page masthead to give the magazine a refreshed identity</li></ul>	At the Panel's request the Money Matters articles is now a regular feature in the magazine  The Panel suggested new features, "Meet The Residents" and "Tenants Tips", which are now regular features  At the suggestion of the Panel, "Undercover Boss" was discontinued as a regular feature  The Panel's suggestions for articles on home ownership options and ways to pay the rent were published  The Panel considered a range of masthead design options before arriving at their preferred one, which is now the regular design for the cover	<p><i>Total activity cost:</i> £530</p> <p><i>Total staff cost:</i> £439</p> <p><i>Total cost:</i> £969</p> <p><b>VFM:-</b> a low cost activity but one which provides good VFM because residents have a direct influence on the principal means of communication with residents generally</p>	The Readers Panel are pleased with the overall content and style of <i>Home News</i> and their feedback is that the magazine shows continuing improvement. However, we will want to test this feedback with a wider audience, and we will be exploring ways to getting reader feedback on the magazine. Previous readers surveys have generated a low response, and therefore we will consider other options such as sample surveys, phone surveys or staff seeking feedback whenever they have contact with residents  The Panels redesign of the masthead has given the magazine cover a complete makeover and freshened up the look and immediate impact of the magazine  The Panel has given a steer for the articles to be written in an accessible and readable style by identifying instances of clumsily-constructed sentences or where an issue has not been adequately explained in the text.

Impact Assessment of Resident Involvement activities - April 2013 to March 2014

<b>Reality Checking</b>		<b>Service Area:</b> Organisation wide			
<b>What is it</b>	<b>What happened (outputs)</b>	<b>What was achieved (outcomes)</b>	<b>Cost including VFM Assessment</b>		<b>How has this made a difference (impact)</b>
A large group of residents who provide reports on their experiences for each occasion after they've contacted Hexagon over the phone.  This is a new activity which grew out of the limitations encountered by the Mystery Shopping activity following the introduction of Contact Manager	The activity was launched by targeting residents who contact us frequently on any aspect of the service. Some 50 residents agreed to take part at the outset. Throughout the year 26 residents submitted 60 reports recording their opinion on whether their enquiry was addressed, whether they were informed as to what would be happening as a result of their phone call and finally what impression they got of Hexagon as a result of the phone call.	The service area which was the subject of phone calls was responsive repairs. The enquiries concerning this area were far in excess of the next popular service area which was estate cleaning/ grounds maintenance.  On the whole Reality Checkers report a very positive experience of the occasions of when they have had to contact Hexagon. In the vast majority of instances they found the staff member helpful and able to deal with the enquiry. Similarly, in the vast majority of instances, Reality Checkers were left with a positive impression of their dealing with Hexagon.	<i>Total activity cost:</i> £650	<i>Total staff cost:</i> £418	From the initial interest, the actual numbers involved has seen a drastic drop, but this may be due to residents having no need to make a phone enquiry. However those residents who have submitted reports have given us valuable real-time information on their experience at the point of contact. This information has resulted in the delivery of CSC training into the beginning, middle part and closure phases when dealing with phone enquiries.

<b>Repairs Group</b>		<b>Service Area:</b> Responsive Repairs			
<b>What is it</b>	<b>What happened (outputs)</b>	<b>What was achieved (outcomes)</b>	<b>Cost including VFM Assessment</b>		<b>How has this made a difference (impact)</b>
A sub-group of the PRG but which includes non-PRG residents sitting on it. The Group assess	Three meetings held where the Group met with managers from BSW.  The Group also undertook a	The Group identified that BSW's performance had dropped and were therefore concerned about the service they were delivering. Issues highlighted were around a decline in	<i>Total activity cost:</i> £811	<i>Total staff cost:</i> £825	A new and innovative scrutiny activity which was set up at the beginning of the year. Residents have responded well by raising

Impact Assessment of Resident Involvement activities - April 2013 to March 2014

<p>how well the responsive repairs services are working to the expected standards and make recommendations on instances of service failure. The Group meets with the contractors and the service Manager to review performance and discuss identified areas of concern</p>	<p>site visit to the BSW offices to get a better understanding of the processes by which the contractor provides the service for heating and hot water repairs. During the visit the Group discussed areas of concern with BSW managers</p> <p>Unfortunately, the Group did not have a chance to engage with MHS because by the time it came to invite MHS to the meeting, the contractor had announced that they were withdrawing from the repairs business.</p> <p>The Group put forward 3 of its members to be part of the procurement panel to appoint the responsive repairs contractor from April 2014</p>	<p>resident's satisfaction, appointments not kept and work completed within timescales.</p> <p>However the Group were satisfied that the actions proposed and implemented by the contractor to improve performance focussed on the right areas and were assured that the contractor would not be repeating the same instances of service failure. The Group have undertaken to monitor these areas again in 12 months time</p> <p>At the site visit, the Group discussed with contract managers issues around improving communication to residents (before attending to do a job), responding to increased demand due to spells of bad weather and equality &amp; diversity policies and procedures of the contractor</p>	<p><b>Total cost:</b> £1,636</p> <p><b>VFM:-</b> a new group who have made considerable impact in reviewing the performance of BSW. Given that the Group has identified areas for contractor improvement, and given that this service area is the main driver for residents satisfaction, the financial outlay for this activity represents very good value for money.</p>	<p>scrutiny concerns with contract managers.</p> <p>Holding the contractor to account and putting pressure on performance by highlighting service failure has helped BSW to focus on areas requiring improvement such as job completion and customer care.</p> <p>By engaging in the procurement process, Group members helped ensure that residents priorities were a prime consideration for shortlisted contractors to address.</p>
--	--	---	--	--

Residents Day		Service Area: Organisation wide		
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)
An annual event which is open to all residents to attend, Residents Day is an opportunity	The sixth annual resident's event saw a drop in attendance to 69 residents (a decrease of 58% on the	Feedback from the event showed an 85% satisfaction rating, which is an increase on the previous years 80%.	<p><b>Total activity cost:</b> £9,540</p> <p><b>Total staff cost:</b> £1,602</p>	Over 130 residents registered for the event, however turnout was adversely affected by the weather on the day, with less

**Impact Assessment of Resident Involvement activities - April 2013 to March 2014**

<p>to inform residents about the future direction of the housing service and to find out what residents think about the service provided.</p> <p>Residents are involved in planning the programme and activities for younger residents which gives the feel that it is a resident-led event.</p> <p>Residents attending the event are able to engage directly with senior managers and other staff</p>	<p>previous year's attendance). This was seen to be the result of the rainy weather on the day of the event</p> <p>Workshops were held on welfare reform &amp; budgeting, Customer Services and Ideas Into Action (delivering community based projects). The DIY practical workshop did not take place because of the non-attendance on the day of the contractor running it.</p> <p>The workshop on welfare reform scored a 96% satisfaction rating from those who attended it, one of the highest satisfaction ratings for a workshop in the history of the event</p>	<p>The choice of venue received the lowest satisfaction in the history of the event with only 62% of attendee's saying that they liked the venue.</p> <p>Both the Question Time and Closing Address received the highest satisfaction ever received for these item with 91% and 95% respectively</p> <p>A total of 5 donations (worth a combined total of £900) was received from contractors. Four of the donations were passed onto residents at the prize draw. The winner of the remaining prize was not a Hexagon tenant, and therefore the prize was withdrawn.</p>	<p><b>Total cost:</b> £11,142</p> <p><b>VFM:-</b> the increased costs this year were due to the extra staff involved in planning the event and on the day, plus the awards for the Celebration of Achievement and the provision of extra freebees.</p> <p>The total cost is equivalent to £161 per resident attending which is over double the increase on last year's £77 per resident attending. This reverses a downward trend in cost per resident, and efforts will be re-doubled to bring this cost down again next year</p>	<p>than half that number attending. Much of the event was planned to be outdoor, but because of the rain the inflatables had to be cancelled and the fall-back option of moving catering and the stalls indoors had to be employed. The effect was to give the event a cramped almost disordered feel as activities were relocated in order to accommodate everyone being moved indoors. However, this did not detract from the value which residents gained from attending which is reflected in the high satisfaction ratings.</p> <p>Residents were able to feed back their experience of phoning Hexagon which was used to review the CSC phone system</p>
--	---	---	--	--

**Residents Design Focus Group**

**Service Area: Development**

What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)
Plans for new development schemes are reviewed by residents who are	Six design groups held for new developments at <ul style="list-style-type: none"> <li>▪ Whitehorse Lane</li> </ul>	Where internal bin stores were part of the design, residents suggested providing a lobby to act as a buffer to prevent smells from the bin store drifting	<p><b>Total activity cost:</b></p>	The key areas for modifying plans based on resident input have been around security and minimising refuse smells from bin

**Impact Assessment of Resident Involvement activities - April 2013 to March 2014**

<p>recruited because they live in a recently built home. Using their experiences of living in a new-build scheme, residents make suggestions to ensure that the living accommodation and communal areas are suitable from a residents perspective</p>	<ul style="list-style-type: none"> <li>▪ Virgo Fidelis</li> <li>▪ Mitcham Rd</li> <li>▪ Davidson Rd</li> <li>▪ Purley Way</li> <li>▪ Park View</li> </ul> <p>All developments are based in Croydon, apart from Park View which is in Bexley. Taken all together, the developments comprise a total of 109 units.</p>	<p>into the entrance area. This recommendation was adopted in a number of schemes</p> <p>Residents recommendation to provide maximum ventilation to the bin store areas in 2 of the schemes were agreed</p> <p>Residents raised concerns over providing bicycle stores in front of buildings as this presents a security issue whereby intruders can use the stores to gain access to first floor balconies. This led to the relocation of the stores</p> <p>In one scheme, in order to reduce the distress caused by flooding from the flat above, residents recommended that vinyl flooring in bathroom to flats above 1<sup>st</sup> floor should curve up the wall. This was agreed</p>	<p><b>£740</b></p> <p><b>£712</b></p> <p><i>Total cost:</i> £1,452</p> <p><b>VFM:-</b> even though membership of the Design Group was expanded this year, overall this remains a low cost activity. The benefits arising from this activity impact on residents who are new to Hexagon</p>	<p>store areas. These have been reflected in the plans which have been submitted for approval.</p> <p>We've heeded the importance which the Group have placed on sound insulation by ensuring that we exceed the requirements of the Building Regulations</p> <p>Following disapproval made at the Design Group, we are now phasing out open plan kitchen/living room layouts. Residents have repeatedly told us that these are not suitable where children are part of the household and also residents feel that open plan layouts detract from the household living experience</p>
---	--	---	--	---

Residents Focus Groups	Service Area: Policy and national consultation
------------------------	--

What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)
<p>One off meetings with residents to consult about a particular issue. Focus groups enable consultation to be concentrated on one topic or to engage</p>	<p>Three focus groups were convened:</p> <ul style="list-style-type: none"> <li>• Residents Day planning</li> <li>• Website redesign (adult residents)</li> </ul>	<p>Regarding Residents Day, residents had a direct input in determining the workshops and agreeing the agenda for the annual event. Residents were also able to give guidance on the type of other activities to provide which now becomes a part of the Residents Day</p>	<p><i>Total activity cost:</i> £485</p> <p><i>Total staff cost:</i> £262</p>	<p>The residents' suggestions for Residents Day helps to ensure that the annual event provides a programme which is of interest to residents. This is reflected in the 100% satisfaction given by those attending the event.</p>

Impact Assessment of Resident Involvement activities - April 2013 to March 2014

directly with a particular section of the resident base	<ul style="list-style-type: none"> <li>• Website redesign (young residents)</li> </ul>	<p>experience</p> <p>At the 2 focus groups on website redesign residents were able to put forward their suggestions on how they would like to see an interactive website develop, with young residents making recommendations on the various platforms which the revamped website could host.</p>	<p><b>Total cost:</b> £747</p> <p><b>VFM:-</b> a low-cost activity allowing direct resident input into a specific area.</p>	The impact of the website redesign groups will become apparent once the new website is launched this coming July, but residents who were part of the focus group have signed up to test the new website prior to it going live.
---	--	---	---	---

Residents Forum		Service Area: various			
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)	
The main consultative forum for reviewing policies and agreeing new initiatives with residents.	<p>The strategic items which were consulted at the Forum included:</p> <ul style="list-style-type: none"> <li>• Corporate Plan (2014/17)</li> <li>• Resident Involvement Policy</li> </ul> <p>The Forum also reviewed the work of the Financial Inclusion Officer and the delivery of the Residents Training Programme</p> <p>The Forum agreed how they intend to develop a relationship with the Board which involves the mutual sharing of minutes, consultation on strategy items which have a focus on the service to residents, and the Forum being able to raise an issue directly to the Board</p>	<p>The comments made by the Forum informed the Corporate Plan and the strategic direction for Hexagon's future.</p> <p>The consultation on the Res Involvement Policy strengthened the commitment to target younger residents when recruiting to involvement activities as well as developing resident engagement through digital communication. Both of these appear in the Policy</p> <p>The residents perspective helped to reaffirm the workplan of the new post of Financial Inclusion Officer</p>	<p><b>Total activity cost:</b> £2,886</p> <p><b>Total staff cost:</b> £626</p> <p><b>Total cost:</b> £3,512</p> <p><b>VFM:-</b> a high cost activity, much of which is due to residents expenses for one of our longest standing involvement activities</p>	<p>The prime objective of the Forum for the year has been to establish an effective working relationship with the Board. This was eventually agreed in September, and since then representatives from each body has attended the other's meeting. This will help pave the way for the Forum to have a future input on strategy areas involving service to residents.</p> <p>In consulting on the new Corporate Plan, the input from the Forum helped to ensure than residents interests are driving the Plan's key objectives of improvements in service delivery, development of new homes, and efficiency-driven improved services.</p>	

Residents Inspection		Service Area: Housing Services		
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)
A pool of residents who have been fully trained in how to carry out inspections into service areas and report back their findings. The objective is to scrutinize the service from residents' point of view to a) check compliance with our own policies & procedures and b) to suggest changes to the service	<p>A team of 5 residents carried out a full inspection of the Income Recovery service.</p> <p>Following a training/refresher session, the Housing Services Manager delivered a briefing session to the inspection team.</p> <p>Inspectors carried out a desk-top review of the Arrears Policy &amp; Procedure and the Income Recovery Service Standards before then undertaking an assessment of a random selection of case studies with two Housing Officers.</p> <p>Inspectors identified a series of questions and then carried out an interview with the Housing Service Manager</p> <p>The Inspectors put together their findings, identified their recommendations and gave an outline for the Inspection Report</p> <p>Inspectors presented the report and findings to the Housing Services Manager</p>	<p>The Resident Inspectors report contained some 16 recommendations. On the whole, the income recovery service is generally well regarded by the resident inspectors, and the main recommendations were that</p> <ul style="list-style-type: none"> <li>• that Hexagon could, where appropriate, be more 'tougher' on tenants in arrears than we currently are</li> <li>• review arrears letters and leaflets</li> <li>• include regular information on rents in <i>Home News</i></li> <li>• information to tenants on how to manage the changeover to Universal Credit</li> <li>• greater use of electronic communication</li> <li>• introduce dedicated arrears officer</li> </ul>	<p><i>Total activity cost:</i> £580</p> <p><i>Total staff cost:</i> £751</p> <p><i>Total cost:</i> £1,331</p> <p><b>VFM:-</b> an intensive activity which is carried out over a short period which helps to keep overall costs down. This represents very good VFM</p>	<p>This has been the third resident's inspection to be carried out and has resulted in a considered report from residents with a challenging set of recommendations. Of the 16 recommendations made by the inspectors, 8 were agreed, 5 will be reviewed at a later date (at the onset of Universal Credit), 2 led to alternative considerations and 1 was not agreed.</p> <p>As a result of the Residents Inspectors report, an action plan has been developed which will lead to various changes in the way we work including</p> <ul style="list-style-type: none"> <li>• clearer written communication</li> <li>• reviewing staffing structure, as we get closer to the implementation of Universal Credit</li> <li>• more regular articles in Home News</li> <li>• explore ways of separating Home News from rent statement mailout</li> </ul> <p>The inspection process continues to strengthen the partnership between Hexagon and its residents and demonstrates our commitment to working in an open and transparent manner with residents</p>

Impact Assessment of Resident Involvement activities - April 2013 to March 2014

Residents Training		Service Area: general			
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment		How has this made a difference (impact)
Short courses which are designed to build on the skills of residents, improve their knowledge and equip them to play a full role in resident involvement activities. Most of the courses were provided as part of an annual Residents Training Programme but in addition training is provided at the outset to some of the involvement activities	<p>Following the suggestion of the Residents Forum, the Training Programme was reintroduced this year. The programme delivered on a wide range of subjects including Chairing Skills, Minute Taking, Setting Up a Group, Small Grant Applications, Team Building and Understanding Social Housing</p> <p>A signed certificate of attendance is issued to all attendees.</p> <p>Scrutiny training delivered to the PRG, performance monitoring provided to the Repairs Group and training in contract tendering and interview techniques was provided to the Procurement Group.</p>	<p>A total of 35 residents attended 8 sessions under the Training Programme. Of this number 22 (65% of attendees) had not been previously involved with Hexagon.</p> <p>Officers provided support to 8 residents following the training course on grant applications and setting up a community group.</p> <p>The general feedback from residents who attended the courses on the Training Programme was very promising with 95% satisfaction with the training with many recording that they gained something from attending the course.</p> <p>Two new involvement activities were launched with dedicated training sessions, which were the Repairs Group and the Procurements Group. In each case the training provided the residents with the information and capability for developing the work of the group</p>	<p><i>Total activity cost:</i> £800</p> <p><i>Total staff cost:</i> £1,181</p> <p><i>Total cost:</i> £1,981</p> <p><b>VFM:-</b> most of the activity costs relate to refreshments for the Training Programme plus the sessions with the PRG, the Repairs Group and the Procurement Group</p> <p>The staff costs relate to officer time to prepare and deliver the training sessions</p> <p>This year saw an increase in the total cost in delivering training because of the re-introduction of the Residents Training Programme.</p>		<p>Training in recent years has been tied to a particular involvement activity. However, the objective this year was to offer training opportunities to the wider resident body and this was achieved through the sessions under the Resident Training Programme.</p> <p>Residents who have attended the training sessions have gone on to take part in other involvement activities such as the Repairs Group. Further, a number of residents who have attended sessions have now gone on to set up a Residents Training Forum which will be the lead group for determining future training programmes. The Training Forum is a constituted group and one of its objectives will be to apply for external funding to deliver tailored training courses to residents.</p> <p>The training for the Repairs Group and the Procurements Group helped ensure that residents on these new activities were able to engage with contractors on performance related and contract specific information</p>

Service Reviews		Service Area: various		
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)
Residents input into planned service reviews which are designed to increase efficiency and deliver an even better service to residents as a whole.  The residents input was obtained into two service reviews: Estate Services and the Home Improvement Systems Review.	<p>For Estate Services there were two areas on involvement:</p> <ul style="list-style-type: none"> <li>Estate Walkabouts which took place at around half of the estates where cleaning and/or gardening is provided. All residents living on those blocks/estates were invited – in total around 40 attended.</li> <li>Interviews with Estate Champions. All 24 EC's were contacted by phone – 18 of which took part in the interviews.</li> </ul> <p>The Home Improvement Systems Review took the form of an update meeting with residents involved in the earlier stages of the review and their subsequent attendance at the penultimate Gate Review.</p>	<p>For the Estate Services Review, the evening walkabouts were very well attended, which led the Review to recommend some piloting of evening Estate Inspections.</p> <p>The evening walkabouts have been built into the implementation of the Review as these will be repeated once the other recommendations have been implemented to review the success on the ground</p> <p>For the Home Improvement Systems Review there were more general outcomes in relation to the Review itself, but none as a result of input to the update meeting or the gate Review</p>	<p><i>Total activity cost:</i> £430</p> <p><i>Total staff cost:</i> £343</p> <p><i>Total cost: £773</i></p> <p><b>VFM:-</b> most of the activity costs were taken up by mailing out to all residents where the estates walkabout were planned.</p>	<p>The Estate Services surveys recorded low levels of satisfaction over recent years. The walkabouts were undertaken both as a “reality check” for the Project Team and also to allow residents to feedback directly on their experience of estate services as well as more general issues around estate management.</p> <p>The Estate Services review has led to a tightening up of the role of the Estate Champion scheme where we make the expectations about what they will do a little more explicit.</p> <p>For the Home Improvement Systems Review as a whole, this led to better information to residents on the timescale for works to be carried out, as well as providing concise information to residents where they phone CSC regarding enquiries on major works to their homes.</p>

Surveys		Service Area: various		
What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment	How has this made a difference (impact)
A wide range of routine surveys using different methods (postal, telephone, text) to gather residents' opinions, feedback and satisfaction levels on the services.	<p>Two main surveys were carried out: STAR (general needs) and STAR (supported housing).</p> <p>A resident was involved in the interviewing and selection of the market research company.</p> <p>Approximately 1,500 residents were surveyed for:</p> <ul style="list-style-type: none"> <li>• STAR – General Needs</li> <li>• Gas Servicing</li> <li>• Estate Services</li> <li>• Cyclical Decorations</li> <li>• STAR Supported Housing (except Learning Disabilities &amp; high support Mental Health)</li> </ul> <p>For the latter, 29 face-to-face interviews were carried out with residents with profound mental health disabilities and learning disabilities using a pictorial questionnaire developed specifically for the purpose.</p>	<p>The information gathered from the surveys provided feedback on the service overall and on key areas of service delivery.</p> <p>The use of the pictorial questionnaire enabled Care &amp; Support residents with learning disabilities and profound mental health disabilities to be able to participate in the STAR survey.</p> <p>With the cyclical decorations surveys, the results will go into the planning of the 2014/15 programme and is likely to have a bearing on the contractors used</p>	<p><i>Total activity cost:</i> £170</p> <p><i>Total staff cost:</i> £5,669</p> <p><i>Total cost:</i> £5,839</p> <p><b>VFM:-</b> the majority of the staff costs relate to contractor selection, writing reports, designing questionnaires, and delivering presentations to team meetings on survey findings</p>	<p>The sample size for the STAR surveys each quarter is approximately 125 surveys. However this has shown us that if we are to continue to use STAR on a quarterly basis then the sample size would need to be increased as 125 surveys does not give high enough data reliability.</p> <p>Regarding the cyclical decorations surveys we are using alternative methods (eg, SMS) to try to get more immediate feedback and higher response rates.</p> <p>The C&amp;S STAR showed an increased level of overall resident satisfaction compared with the results of the last full survey. This service also showed a high satisfaction rating with the recent introduction of the floating handyperson service.</p>

Impact Assessment of Resident Involvement activities - April 2013 to March 2014

**Tenant Board Member recruitment**

**Service Area:** Governance

What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment		How has this made a difference (impact)
Board membership allows for residents to have a direct influence on decisions affecting the strategic direction of the housing service at the most senior level within the organisation.	<ul style="list-style-type: none"> <li>• information flyers sent to all residents asking for nominations</li> <li>• two information sessions held for residents. Two residents attended</li> <li>• nomination forms sent to all residents interested in standing</li> <li>• nine residents nominated and ballot forms containing details of the nominations sent to all residents</li> <li>• arranged count of all returned ballot forms</li> </ul>	A total of 11 tenants submitted nominations. Two of these were more than 6 weeks in rent arrears, and therefore could not go forward to the ballot stage. This left 9 tenants standing for election to the Board, which is the highest number of nominations received for 8 years  A total of 102 ballot papers were returned, representing a 45% drop on the previous years voting figures, and is also the lowest voting figure since 2004.	Total activity cost: £363	Total staff cost: £229	Usually, two Information sessions are run, one during the day and one in the evening. Because of the non take-up of the day-time slot, the session will now only be run in the evening.
			<b>Total cost:</b> £592  <b>VFM:</b> - a very low cost activity which will see further reductions in cost by reducing the Information Sessions from two to one next year.		At Board meetings, TBMs are able to provide an input from a residents perspective which helps to deliver a resident focussed service. TBMs help influence business planning, policy and the strategic direction of the organisation. TBMs also took on the role of lead Board member for Resident Involvement, IT, HR and Community Investment

**Tenants & Residents Associations**

**Service Area:** Estate services and general

What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment		How has this made a difference (impact)
Local residents groups which are recognised and supported by Hexagon but are	There are 4 recognised TRAs, which is the same number as last year. Since last year one TRA, Greenhaven Drive TRA, has dissolved and a new TRA at Turkish Oak has been set up.	Falcon Works TRA have seen considerable success with the resolution of some long standing estate issues.	Total activity cost: £350	Total staff cost: £1,843	This year has seen the campaigns from the TRA's secure improvements around long standing estate concerns. On Falcon Works estate, upgrading the estate lighting which

Impact Assessment of Resident Involvement activities - April 2013 to March 2014

<p>independently run by a residents' committee.</p> <p>Residents work together as a group to improve their neighbourhood and bring local people together.</p> <p>TRAs enable residents to engage in dialogue with managers and influence decisions that affect their neighbourhood</p>	<p>Falcon Works TRA have mainly focused on a range of longstanding estate disrepair/defects issues</p> <p>Stevenson Crescent TRA have been highlighting the issue of fly-tipping on the estate also have campaigned for setting up a play area. In addition the TRA has held a Summer B-B-Q and a community Christmas party.</p> <p>Atrium Ct TRA continues to meet quarterly and have held an international cuisine event where residents brought their cooking for everyone attending to enjoy.</p> <p>Even though a new group, Turkish Oak TRA have raised issues around grounds maintenance, estate lighting and suggested a review of how the parking bays are used.</p>	<p>These include window cleaning, estate lighting, re-surfacing and installing bin sanitizers. The TRA have also helped to resolve the parking issues on the estate.</p> <p>Stevenson Crescent TRA lobbied Hexagon for the removal of one of the 3 bin stores which had been attracting ongoing fly tipping. The bin store has been removed, although the fly tipping has been displaced to the other bin stores. The TRA also secured £27k funding from their local authority towards building of a new play area for the estate.</p>	<p><b>Total cost:</b> £2,193</p> <p><b>VFM:-</b> the Total activity costs refers to annual grants to 3 TRA's. The staff costs reflect ongoing development support to the TRAs.</p> <p>Given the achievements secured by the TRA's this year, the total financial costs represents very good value for money.</p>	<p>has been an issue for 4yrs will improve the health &amp; safety of residents. Similarly the sealing of loose stones will improve the appearance of that part of the estate.</p> <p>Stevenson Crescent TRA have campaigned successfully to replace a bin store with individual wheelie-bins in order to combat fly-tipping. The TRA will campaign to replace the remaining 2 bin stores with individual wheelie-bins so as to stamp out the problem of fly-tipping. These measures will totally transform conditions on the estate. The estate will be further enhanced with turning an empty strip of land into a play area, as a result of the TRA successfully fundraising fro the works to happen.</p> <p>The issues around estate defects, disrepair and fly tipping would remain as concerns for residents were it not for the campaigning zeal of 2 of our TRAs.</p>
--	---	--	--	---