

Impact Assessment of Resident Involvement activities Year 2 - April 2017 to March 2018

The Residents Involvement Impact Assessment is carried out over a 3 year schedule with an update of all Residents Involvement activities being reviewed in the fourth year.

The schedule for the Impact Assessment is shown as

Area	Year 1	Year 2	Year 3	Year 4
Scrutiny	PRG	PRG	PRG	All activities
	Repairs Group	Repairs Group	Repairs Group	All activities
		Res Inspection		All activities
Estates	Estate Champions	Estate Grading	TRAs	All activities
Communication	Readers Panel	Ann Report Group & Home News	Social Media	All activities
Co-ops			Seminar	All activities
Sustainability		Energy Champions		All activities
Policy/strategy	Residents Forum	Residents Forum	Residents Forum	All activities
	Disability Focus Group			
Other	Residents Day & res training	Res Design Panel & RBM recruitment	Residents Surveys and Care & Support and Neighbourhood Events	All activities

This Assessment presents the activities listed under Year 2 of the schedule

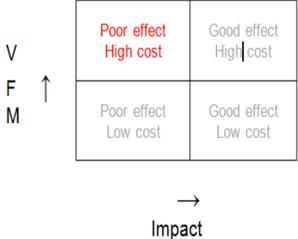
Annual Report Group	Service Area: Communications
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What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment			How has this made a difference (impact)						
			Total activity cost:	Total RI staff cost:	Total other staff cost:							
<p>A group of residents who convene specially to determine the content and help shape the Annual Report to residents. The Group gives direction on the format, design and content of the Report and assists with the proof reading of drafts. The input from the Group helps to ensure that the Annual Report is well written, has an engaging layout and is meaningful to residents.</p>	<p>The Group held 3 meetings: the first which considered articles and themes; the second to consider a range of concepts and to prioritise the articles for inclusion; and the third to review the 1st proof and agree the wording of the resident’s introduction to the Report.</p> <p>In addition to the above, the Group also helped determine the style and agreed the key theme of the Report “Stronger Together”.</p> <p>The Report went through 9 different proofs with Group members submitting suggestions by email at each proofing stage to help further shape the Report</p>	<p>The 16-page Report was produced and sent out with the autumn edition of <i>Home News</i>. The report was also published on the Hexagon website in time for Hexagon to meet its regulatory requirements.</p> <p>The residents actively engaged with the whole process and their views and aspirations dynamically shaped the end product of the report.</p> <p>The final Report was jargon free with good use of images and graphics. This was a reflection of the Group’s desire that the Report should not be too text heavy. Residents helped shape the tone of the Report and they challenged us when they felt that the text was too celebratory. Also residents were keen for the report to show how Hexagon had helped residents and again this was a feature of the final Report.</p>	<p>Total activity cost:</p> <p>£265</p>	<p>Total RI staff cost:</p> <p>£1,754</p>	<p>Total other staff cost:</p> <p>£361</p>	<p>The work of the Group helps Hexagon to improve its accountability by involving residents in the development and shaping of the annual report. We provided a more transparent appraisal of the service due to the input of residents</p> <p>As well as determining the format, layout and style of the Report, residents gave their suggestions as to what they wanted to see covered in the Report. This included a clear steer that the report should focus on how the service relates to the needs and interests of residents. The Group also requested a key inclusion of forecasting and aspirations for the service</p> <p>The Group also requested that the Report avoid a “back-slapping” approach and this helped for the production of an honest review of the services in the Report.</p>						
			<p>Total cost: £2,380</p> <p>VFM:- a low-cost activity whereby residents directly shape a publication which were are required to publish. Whilst we do not capture residents feedback on the Report itself, the Group more than achieves its objectives and on this basis must be seen as having good effect</p> <div style="text-align: center;"> <table border="1"> <tr> <td rowspan="2" style="vertical-align: middle;">V F M</td> <td rowspan="2" style="vertical-align: middle;">↑</td> <td>Poor effect High cost</td> <td>Good effect High cost</td> </tr> <tr> <td>Poor effect Low cost</td> <td>Good effect Low cost</td> </tr> <tr> <td colspan="2"></td> <td colspan="2" style="text-align: center;">→ Impact</td> </tr> </table> </div> <p>What’s next – explore ways of capturing residents feedback on the Report</p>				V F M	↑	Poor effect High cost	Good effect High cost	Poor effect Low cost	Good effect Low cost
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		Poor effect Low cost	Good effect Low cost									
		→ Impact										

Estate Grading	Service Area: Estate Services
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What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment			How has this made a difference (impact)		
			Total activity cost:	Total RI staff cost:	Total other staff cost:			
<p>Estate Graders help us measure our estates performance against our Estate Services Standard. For each estate visited, residents agree their panel scores which form the basis for rating an estate as Gold, Silver or Bronze. The residents also highlight areas which require improvement. Each grading exercise leads to an action plan which we deliver on and which helps to raise the standard of the service we provide on the estates</p>	<p>A team of four residents carried out on-site grading to a total of 16 estates/blocks in the Southwark and Lewisham areas including 5 priority estates.</p> <p>In visiting each estate, residents assessed a number of key areas, based on the Estates Service Standard and the estate inspection criteria. Of the blocks graded, 6 were awarded gold and 10 were awarded silver. No estates were awarded bronze.</p> <p>The grading team made over 34 recommendations for improvement which were captured on an action plan. The action plan was delivered on by our Housing Services and Repairs teams</p> <p>Gold and Silver certificates were placed on the noticeboard of each graded estate and also published in Home News and on the Hexagon website</p>	<p>The main recommendations identified by the Graders concerned communal lighting, timely information on estate notice boards, communal doors, fly tipping, bulk refuse, communal windows, utility cupboards, standard of cleaning, dumped furniture, bin store areas, communal repairs and door entry systems</p> <p>The Graders also made recommendations for cyclical decoration in one estate</p> <p>Orders were raised against all of the Graders recommendations and the action plan was turned around and signed off in less than 6 weeks.</p> <p>For the priority estates, the grading exercise showed that it is not the estate conditions which give rise to the estate being classified as a "priority" estate.</p>	<p>Total activity cost:</p> <p>£912</p>	<p>Total RI staff cost:</p> <p>£1,323</p>	<p>Total other staff cost:</p> <p>£297</p>	<p>This is the third time in the history of the project that no estates were rated Bronze. This reinforces the fact that on the estates visited Hexagon is making a concerted effort to make improvements to creating a good environment for our residents to live in.</p> <p>As a result of the recommendations made by the Graders and the delivery of the action plans, residents living in 16 of our estates/blocks have benefitted from improved conditions on their estates which have been directly influenced by residents grading feedback.</p> <p>This is a scrutiny activity whereby residents are able to review and feedback on the conditions of the communal areas of our estates. It also provides an independent, on-the-spot assessment of how our estates live up to our commitments under our Estate Services Standards</p>		
			<p>Total cost: £2,532</p> <p>VFM:- a scrutiny activity which gives valuable feedback on the conditions of our estates and whose recommendations leads to improvements on those estates visited.</p> <div style="text-align: center;"> <table border="1"> <tr> <td rowspan="2" style="vertical-align: middle;">V F M</td> <td rowspan="2" style="vertical-align: middle;">↑</td> <td>Poor effect High cost</td> <td>Good effect High cost</td> </tr> <tr> <td>Poor effect Low cost</td> <td>Good effect Low cost</td> </tr> </table> <p style="text-align: center;">→ Impact</p> </div> <p>What's next – continue with this activity</p>				V F M	↑
V F M	↑	Poor effect High cost	Good effect High cost					
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Home News	Service Area: Communications
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What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment			How has this made a difference (impact)	
			Total activity cost:	Total RI staff cost:	Total other staff cost:		
<p>A quarterly magazine produced for residents and remains Hexagon's principle means of communication with residents.</p> <p>The 24-page magazine has a number of regular features and the content is structured to inform residents about Hexagon services and provide relevant and up-to-date Information. The magazine is also an opportunity to publicise community investment initiatives, resident involvement activities and options to get involved</p>	<p>Four editions produced over the year. The content of the magazine is determined by an Editorial Panel comprised of managers across the whole service. Managers also provide much of the text of the articles for the magazine.</p> <p>The print run for the magazine is 4,200 and is sent to nearly all residents by post with a very small number, 29 residents, having opted out of receiving the printed magazine and receiving it by email instead.</p> <p>The magazine newsletter is also available to view or download online and is also sent by eshot format to 1,700 residents with a link to the Hexagon website.</p> <p>A new post of Communications Officer was established in the team and which leads on the production of Home News.</p>	<p>Articles published on changes to Housing Officer teams, residents scrutiny, residents survey feedback, apprenticeship opportunities, care & support homes, new build schemes, the Asset Management Strategy, RBMs, and service performance</p> <p>In addition to the above, the magazine provided information and advice to residents on a range of housing related matters such as fire safety, ASB and UC.</p> <p>Each edition was reviewed by residents on the Readers Panel who gave quality input in shaping the content and look of Home News.</p>	<p>Total activity cost:</p> <p>£27,329</p>	<p>Total RI staff cost:</p> <p>£6,287</p>	<p>Total other staff cost:</p> <p>£1,657</p>	<p>Without readers feedback its difficult to quantify how effective the magazine has been. Those articles which have an appeal to contact Hexagon (such as Love London Working features) get an extremely low response when set in the context of a 4,200 print run.</p> <p>The magazine has an online presence and an eshot version is sent to approximately 1,700 residents for whom we hold email addresses for. In the light of this, some consideration will soon be given on whether, on the ending of the design contract, to continue with the printed format or to move wholly to a digital format. In order to address this, we will review how well Home News is valued by residents by carrying out an online reader's survey. We will then use the survey information to determine the future of the magazine in its printed form at the end of the contract</p>	
			<p>Total cost: £35,273</p> <p>VFM: - a high-cost initiative and one which attracts a low level of response to the appeals featured in the magazine. The low level of response would in turn call into question the effectiveness of the magazine</p>				
							
			<p>What's next – undertake readers survey to gain residents feedback</p>				

Performance Review Group	Service Area: Organisation wide
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What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment			How has this made a difference (impact)
			Total activity cost:	Total RI staff cost:	Total other staff cost:	
<p>A scrutiny panel which meets every quarter to review service performance and provide general feedback and recommendations.</p> <p>Resident's scrutiny is carried out by reviewing services with a positive and critical eye and assessing the performance against targets and benchmarks. In this way, the PRG provides an independent assessment and review of the services provided to residents</p>	<p>Four meetings of the PRG took place</p> <p>A training session entitled "Scrutiny & Asking the Right Questions" was held and attended with residents from the PRG and the Repairs Group.</p> <p>The PRG made two recommendations to service managers: one on reducing the turnaround time for supported housing voids, and the other on learning from complaints. There were no recommendations made to the Board.</p> <p>The PRG referred two items on repairs performance to the Repairs Group for more detailed resident's investigation.</p>	<p>Following the PRG's recommendation, the Board agreed that a target be set for abandoned calls.</p> <p>PRG suggestions have resulted in more comprehensive reporting of performance data to now include values as well as percentages. At their own request, the PRG now receives arrears information relating to the Bedroom Tax</p> <p>A representative from the PRG now attends the quarterly Core Group meeting with contractors</p> <p>The comments made by the PRG on the voids and arrears provided helpful residents insight into the performance, which in turn helped feed into the Housing Services restructure</p>	<p>Total activity cost:</p> <p>£918</p>	<p>Total RI staff cost:</p> <p>£2,168</p>	<p>Total other staff cost:</p> <p>£884</p>	<p>The PRG presents an opportunity for residents to be empowered and play an important role in bringing about positive change to the housing service.</p> <p>The PRG focused our attention on the fact that whilst we had a complaints system, it wasn't being kept to across the whole housing service. This prompted us to look again at complaints recording and how lessons can be shared across the service.</p> <p>The PRG have requested that we provide performance information on estate services so that residents can monitor the service and make an assessment on whether this is providing VFM. This is something that we are looking into.</p> <p>Going forward the PRG have agreed to have themed meetings where the manager for a particular service area is invited to discuss in more detail how well the service is provided.</p>
			<p><i>Total cost: £3,970</i></p> <p>VFM:- when set against the costs of all the RI activities, the PRG would be considered as a medium cost activity. But as a scrutiny activity it has had good effect particularly in housing services.</p>			
			<p><u>What's next</u> – assist the PRG to focus their scrutiny work on themed aspects of the housing service</p>			

Repairs Group	Service Area: Responsive Repairs
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What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment			How has this made a difference (impact)						
			Total activity cost:	Total RI staff cost:	Total other staff cost:							
<p>A sub-group of the PRG but which includes non-PRG residents as members. This is a scrutiny activity which assesses the delivery of the responsive repairs service and makes recommendations on instances of poor performance and service failure. The Group meets with the contractors and the service manager to review performance and discuss identified areas of concern and to suggest ideas for improvement. The Group provides a way for residents to genuinely influence and improve the repairs service</p>	<p>The Group did not hold their full complement of meetings having only met 3 times throughout the year. From May 2017 to February 2018 the Group did not hold a meeting due to the fact that we were unable to provide contractor performance information due to IT interface issues</p> <p>Because of the same IT interface issues, the Group have had no engagement with the major repair contractors. This is the first year in the Group's 5 year history that the Group have not had direct engagement with contractors</p> <p>Of the 8 members on the Group, 5 had served their full term all at the same time. We successfully recruited 5 new members to keep the Group at its maximum membership</p>	<p>The lack of quality performance data has been the defining event affecting the work of the Group. Without such information the Group are unable to carry out their scrutiny role. The Group have been pressing for Hexagon to resolve the ingoing IT interface issues. To date this matter still needs to be resolved.</p> <p>At their July meeting the Group took the decision not to meet again until performance data becomes available. This was not realised until the following February when some performance data was produced and although we were not fully confident in terms of its reliability, there was sufficient information available to convene a meeting of the Group. That meeting went on to provide valuable insight into the communal repairs service</p>	<p>Total activity cost:</p> <p>£449</p>	<p>Total RI staff cost:</p> <p>£1,905</p>	<p>Total other staff cost:</p> <p>£484</p>	<p>The last year has remained a frustrating one for resident's scrutiny and for the work of the Repairs Group. The absence of performance data has meant that the Group were not able to carry out their scrutiny role. In response, the predominantly new Group of members have taken the decision not to meet again until Hexagon next has the data information for the Group to review.</p> <p>In spite of this the last Group meeting in February provided useful feedback on the quality of the communal repairs service which in turn allowed us to take corrective action. The input from the Group provided an insight into areas where the service fell below standard in communal repairs and as a consequence we provided clearer instructions to Lakers and which are since being monitored at the contractors meetings</p>						
			<p>Total cost: £2,838</p> <p>VFM: - a low cost activity mainly because it has not had its full quota of meetings over the year. Consequently it has had a limited impact except in the area of communal repairs where the input into communal repairs led to direct improvement in that service</p> <div style="text-align: center;"> <table border="1"> <tr> <td rowspan="2" style="vertical-align: middle;">V F M</td> <td rowspan="2" style="vertical-align: middle;">↑</td> <td>Poor effect High cost</td> <td>Good effect High cost</td> </tr> <tr> <td>Poor effect Low cost</td> <td>Good effect Low cost</td> </tr> <tr> <td colspan="2"></td> <td colspan="2" style="text-align: center;">→ Impact</td> </tr> </table> </div> <p>What's next – ensure contractor performance data becomes available for the Group to carry out its scrutiny work</p>				V F M	↑	Poor effect High cost	Good effect High cost	Poor effect Low cost	Good effect Low cost
V F M	↑	Poor effect High cost	Good effect High cost									
		Poor effect Low cost	Good effect Low cost									
		→ Impact										

Resident Board Member recruitment	Service Area: Governance
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What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment			How has this made a difference (impact)							
<p>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. The RI team leads on the process of recruiting a new Resident Board Member each year</p>	<ul style="list-style-type: none"> • Chair's letter with job description and person specification was sent to all residents, including to individual joint tenants in a household • an information session was held for residents. Three residents attended and received a greater understanding of what is required from a Board member • Over 20 residents submitted applications. Of this number the shortlisting panel put forward 3 residents for election • Ballot forms containing details of the nominations sent to all residents • As well as publicity on our Facebook page and website, we undertook mass email and SMS campaigns encouraging residents to vote • arranged count of all returned ballot forms 	<p>One of the 3 residents who attended the Information Session submitted their application and subsequently went on to top the ballot</p> <p>A record number of applications were submitted for the RBM position.</p> <p>All leaseholders and shared owners along with each joint tenant and every sole tenant were invited to vote at ballot stage</p> <p>A total of 381 ballot papers were returned which was a 8% increase on the previous year's number and represents the highest number of returned ballots since records began in 2004</p> <p>The Board saw the recruitment of a new RBM who was elected on to the Board</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;"><i>Total activity cost:</i></td> <td style="width: 33%;"><i>Total RI staff cost:</i></td> <td style="width: 33%;"><i>Total other staff cost:</i></td> </tr> <tr> <td style="text-align: center;">£11,374</td> <td style="text-align: center;">£1,587</td> <td style="text-align: center;">£581</td> </tr> </table> <p><i>Total cost: £13,542</i></p> <p>VFM:- a high cost activity, but one which ensures that the Board remains at full capacity and that residents participate at the highest level in Hexagon. In that context it has good effect</p> <div style="text-align: center; margin: 10px 0;"> <table border="1" style="border-collapse: collapse;"> <tr> <td style="padding: 5px;">V F M</td> <td style="padding: 5px;">↑</td> <td style="padding: 5px;">→</td> </tr> </table> <p>Impact</p> </div> <p><u>What's next</u> – continue with this activity</p>	<i>Total activity cost:</i>	<i>Total RI staff cost:</i>	<i>Total other staff cost:</i>	£11,374	£1,587	£581	V F M	↑	→	<p>This year was the second year under the “selection & election” process and has continued to show a record number of applications/nominations along with the highest numbers of residents participating in the election process.</p> <p>The recruitment process helps to maintain the full complement of RBM on the Board and is a gateway for allowing residents to have significant influence on Board decisions. This ensures that residents continue to play an effective part in the strategic direction of Hexagon.</p> <p>RBM's play a full and active role on the Board by undertaking Lead Board Member responsibilities as well as sitting on each of the sub committees of the Board</p>
<i>Total activity cost:</i>	<i>Total RI staff cost:</i>	<i>Total other staff cost:</i>											
£11,374	£1,587	£581											
V F M	↑	→											

Residents Design Panel	Service Area: Development
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What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment			How has this made a difference (impact)									
			Total activity cost:	Total RI staff cost:	Total other staff cost										
Plans for proposed development schemes are reviewed by residents who bring their experiences of living in a new-build schemes to the table. Residents make suggestions to ensure that the living accommodation and communal areas are suitable from a residents perspective and that the design of the new scheme is beneficial for future residents	<p>Seven Design Groups held:</p> <ul style="list-style-type: none"> • 190 Rye Lane, Peckham • Old Kent Rd • Station Approach, Croydon • Watling St, Bexley • Rotherhithe Old St • Russell Hill, Croydon • Willett Rd, Croydon <p>In total, residents made comments and suggestions to planned developments for 139 units across all tenures including social rented, shared ownership, and units for outright sale</p>	<p>Residents have advised on fire safety, ventilation, bin store access, and drainage. For two schemes, residents request for emergency power to open fire doors in the event of an evacuation was included on the plans</p> <p>Residents have also made recommendations on fob access to bike stores, LED lighting to communal gardens, making entrance gates fob access, installing communal benches and windows being located in the kitchen area of open plan units rather than the living area in order to allow for natural ventilation during cooking</p> <p>In one scheme residents noted that the bedroom backs onto the communal entrance area which can be disruptive. Members suggested for future developments to consider locating living space near communal entrance areas.</p>	<p>Total activity cost:</p> <p>£285</p>	<p>Total RI staff cost:</p> <p>£1,206</p>	<p>Total other staff cost</p> <p>£627</p>	<p>In the aftermath of the tragedy at Grenfell Tower, fire safety was a particular concern expressed by residents when reviewing the plans. This has been taken on board in the design specifications for the fire doors in particular.</p> <p>Sound insulation has been a particular concern of the Panel in the past, and this has featured heavily in at least one scheme. The design was being looked at to accommodate the residents recommendations and going forward the Design Brief will be looked at with a view to changing the alignment of living space viz-a-viz communal entrances</p>									
			<p>Total cost: £2,118</p> <p>VFM:- a very low cost activity and one which captures residents aspirations for the design of our new build schemes</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td rowspan="2" style="vertical-align: middle;">V F M</td> <td rowspan="2" style="vertical-align: middle;">↑</td> <td>Poor effect High cost</td> <td>Good effect High cost</td> </tr> <tr> <td>Poor effect Low cost</td> <td>Good effect Low cost</td> </tr> <tr> <td colspan="2"></td> <td colspan="2" style="text-align: center;">→ Impact</td> </tr> </table> <p><u>What's next</u> – continue with this activity</p>			V F M	↑	Poor effect High cost	Good effect High cost	Poor effect Low cost	Good effect Low cost			→ Impact	
V F M	↑	Poor effect High cost	Good effect High cost												
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		→ Impact													

Residents Forum	Service Area: Strategies and policies
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What is it	What happened (outputs)	What was achieved (outcomes)	Cost including VFM Assessment			How has this made a difference (impact)						
			Total activity cost:	Total RI staff cost:	Total other staff cost:							
<p>The main residents consultative forum for reviewing policies and agreeing new initiatives with residents. The Forum provides an independent residents voice on strategic and policy matters and is working towards contributing to policy development and influencing strategies which go to the Board</p>	<p>The Forum held 6 regular meetings and were consulted on the Development Strategy, the Asset Management Strategy, Residents Involvement Policy, Domestic Abuse Policy, the Sustainability Strategy, Harassment Policy and two separate consultations on the VFM Strategy.</p> <p>The Forum has maintained its relationship with the Board by agreeing 8 recommendations to the Board and sending observers to every meeting.</p> <p>The Forum undertook a recruitment campaign in April 2017 which attracted 11 expressions of interest and from which 2 residents joined the Forum. Not all places have been filled, and in February the Forum held a recruitment workshop to plan a further campaign which is still in progress at the time of writing.</p>	<p>Now restructured to a slimmed down committee of 12 places, the last year has seen the Forum contributing effectively to policies than has been the case in previous years.</p> <p>The input into the Domestic Abuse policy has resulted in the document being worded in a reader-friendly style.</p> <p>In order to help improve the effectiveness of the restructured Forum an action plan was devised by the Housing Services Director. This focused on areas around training, communication, timetabling strategies & policies and dialogue. The action plan is owned by the RI team and the Forum and its delivery has assisted the Forum to remain focused on inputting into the policy framework and improving channels of communication between the Forum and Hexagon.</p>	<p>Total activity cost:</p> <p>£1,682</p>	<p>Total RI staff cost:</p> <p>£6,254</p>	<p>Total other staff cost:</p> <p>£2,570</p>	<p>The restructured Forum has been in place since the beginning of the year and have been consulted on a wide range of policy and service provision issues. Understandably it has taken a couple of meetings for the Forum to get into its stride and this can be shown by the dearth of contribution on the VFM Strategy in May 2017 compared to the range of contributions on the VFM Strategy in Jan 2018. The end result is that the work of the Forum has given residents the scope to influence the policy framework.</p> <p>The delivery on the action plan showed good progress although the working relationship has been strained at times particularly with the late supply of minutes for Board dispatch and with agendas for Forum mailing. The Forum Officers appear to be actively seeking opportunities to challenge the Board, as evidenced in the recent discussion of amending the constitution. Despite expressions of positive intent in the action plan, it is disappointing that rather than focusing on influencing strategy the RF has frequently become distracted by</p>						
			<p>Total cost: £10,506</p> <p>VFM:- the costings do not reflect the considerable amount of Board and Senior Management time that has had to be invested in the Forum over the last year. In spite of this, the Forum showed limited impact in its input to strategies and policies</p> <div style="text-align: center;"> <table border="1"> <tr> <td rowspan="2" style="vertical-align: middle;">V F M</td> <td rowspan="2" style="vertical-align: middle;">↑</td> <td style="color: red;">Poor effect High cost</td> <td>Good effect High cost</td> </tr> <tr> <td>Poor effect Low cost</td> <td>Good effect Low cost</td> </tr> <tr> <td colspan="2"></td> <td colspan="2" style="text-align: center;">→ Impact</td> </tr> </table> </div> <p><u>What's next</u> – continue to support the Forum to put forward the members views</p>				V F M	↑	Poor effect High cost	Good effect High cost	Poor effect Low cost	Good effect Low cost
V F M	↑	Poor effect High cost	Good effect High cost									
		Poor effect Low cost	Good effect Low cost									
		→ Impact										

Impact Assessment of Resident Involvement activities Year 2 - April 2017 to March 2018

			<p>on strategy and policy matters</p>	<p>historic grievances.</p> <p>There is considerable concern over the development of the Forum, in particular in the way that meetings are being run. Since Q3 meetings have been characterized by the attendances by a former Board member who has been given the same rights to participate as Forum members and who has proven to be a disruptive presence. The disadvantage of allowing unrestricted input from observers is that it frequently blurs the distinction between Forum member and visitor. Giving observer's free reign to dominate meetings and influence discussions can only call into question to what extent that the Forum is faithfully representing the views of its members.</p>
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