

Resident Involvement Impact report 2008/2009

Welcome to DCHA's impact report for resident involvement. This coincides with the release of our new resident involvement strategy, our involvement statement written by residents and the results from our recent customer involvement review. It also highlights some of the new resident involvement initiatives that we will be developing more fully in 2010.

Why measure the impact of resident involvement?

It is important to DCHA and our residents to ensure we:

- are accountable
- build strong and safe communities
- continuously improve our services.

Reporting on the impact resident involvement has on the organisation ensures we check that we are:

- listening and reacting to the ideas and opinions of residents and that this is leading to improved housing services
- empowering residents to have the confidence and skills to fully participate
- promoting equality and diversity and social inclusion and encouraging involvement from all our residents
- providing good value for money and committing finance and staff and resident time wisely.

Measuring impact

To help us assess and value the influence residents have on decision making, improving services and community wellbeing we have introduced a traffic light measurement code.

Traffic lights	Impact value	Value for money
Red	Residents have little scope for influencing decision – making or improving community well being	Poor value for money taking into consideration staff and resident time, money spent and outcomes achieved
Amber	Residents have some influence and scope to improve community well being	Reasonable value for money with some scope for improved effectiveness and better value for money to achieve agreed goals
Green	Residents are empowered, have a decision making role that has led to improvements in the way services are delivered and/or have improved community well being and residents quality of life	Good value for money, effective and environmentally sensitive use of resources, sensible level of resident and staff time, added value provided by involvement of community partners

Resources

This report has tried to capture the financial costs along side the staff and resident time spent on resident involvement. This provides an interesting picture where an activity might be inexpensive in direct financial terms but the input of staff and residents' is great. By giving the value of £10 per hour for residents' time spent attending consultative and governance meetings we can also begin to put a cost against residents' voluntary contribution. (Government departments and organisations like the National Lottery suggest £10 per hour is used to calculate the financial value of volunteers.)

Residents' time contribution came in at: **£30,240** and their hours spent were significantly underestimated.

Staff time came to **£108,168** and **budget expenditure: £93,923. Total value: £232,331.**

This is just an annual snapshot that hovered around the 12 month period It probably would not pass detailed financial scrutiny, but it does provide a thought provoking and valuable picture that will help us assess value for money compared to influence and meaningfulness for residents of these activities. (To agree staff costs we looked at the gross employment costs for each post, took a mid point then subdivided it to get an hourly rate.)

Challenges and opportunities

- **Meaningful decision-making.** Significant senior staff time is spent on preparing reports and attending meetings so that decision making can be shared with residents and community partners. A challenge to DCHA is to ensure that this time is well spent and that meaningful decision making opportunities are made available – otherwise we risk wasting residents' and staff time and the association's money.
- **Recording residents' impact.** With the installation of the new housing management software system we will be able to improve the way we record resident involvement data. At present we rely on encouraging involvement through the distribution of the newsletter and by post and we know from the customer involvement review and resident profiling that this is only partially successful. In future we need to communicate with residents in ways that suit their lifestyle
- **Widening representation and participation.** We have under-representation from ethnic minority residents, shared owners and leaseholders, young people and those living in supported housing. This is both a challenge and an opportunity for 2010.
- **Value for money.** More work needs to be done with residents to fully understand what resident involvement good value for money looks like. Hopefully this report will encourage and inform this discussion.

What happens next?

The information in this report will be used as a springboard for further discussion and improvement measures.

Contents:

Area of involvement	Impact	VFM	Area of involvement	Impact	VFM
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2. Consultation – e-circle	G	G	11. Resident events – bi annual group event	A	R
3. Resident involvement register		G	12. Resident events - Crealy	G	G
4. Customer involvement review	G	G	13. Staff and contractor interviews	G	G
5. Complaints	G	G	14. Consultations	A	G
6. Community development	G	G	15. Mystery shopping/resident led scrutiny	G	G
7. Neighbourhoods Team (scheme walkabouts)	G	G	16. Residents' learning and training programme	G	A
8. Open Door editorial team	A	A	17 Regional Committees	A	A
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Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
1. Title: Active Community Tenants (Act) Network in 2009			
<p>Who are they? A network of 56 residents. 14 from North Devon, 18 from South Devon and 24 from Plymouth. Average attendance at meetings 8 residents 4 staff.</p> <p>How are they chosen? Any DCHA resident can join the network and receive updates and attend meetings.</p> <p>Purpose and aims To promote the interests and well being of Devon & Cornwall Housing Association Residents within Devon & Plymouth.</p> <p>How are they funded? Meetings and resident expenditure funded by DCHA</p> <p>How are they promoted? The meeting dates and consultation themes are advertised in Open Door and on the web site.</p>	<p>What have Act done? They have held one combined meeting in September to look at agreeing their constitution and three separate meetings in Plymouth and in Devon. The locations of meetings in Devon changes each time.</p> <p>Consultation Residents have been sent information and been invited to discuss and share ideas on:</p> <ul style="list-style-type: none"> • Act constitution • tenant improvements and compensation • anti-social behaviour and housing law • cyclical maintenance • replacement kitchens and front doors • energy efficiency and the DCHG environmental strategy • resident involvement 	<p>Social Capital: Act was the force behind managing the resident event and the residents involved are keen to promote the social side of resident involvement. They have recently agreed a combined constitution and committee in the hope to raise funds to promote community well being on our estates where there is no resident association.</p> <p>Accountability Involvement in Act has been a route to recruit regional committee and board members but membership has reduced significantly since the network began seven years ago. Travel distance to meetings is a real limiting factor especially for the Devon group and we have held some meetings where there are as many staff there as there are residents.</p>	<p>Budget: funding comes from main resident involvement budget. £23,800</p> <p>Cost of administrating committee: postage/paper 10 mail outs a year to 56 £140.</p> <p>Staff time: RI Coordinator 8 days = £644 CDWs x 10 = £375 Managers 22 attendances x 3 hours = £1,188 Total: £2,347</p> <p>Venue/food: Venue - £50 x 4 = £200 Tea & Coffee - £12 x 8 = £96 Total: £296</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
<p>Evidence of impact?</p> <p>Meetings are minuted and survey consultations are reported on.</p>	<p>statement</p> <ul style="list-style-type: none"> • domestic abuse • financial inclusion. 	<p>Consultation at meetings can be limited due to time constraints and number of items on the agenda.</p> <p>The most enjoyed consultation tends to be practical where the impact of decision making can be seen. For instance Act members choose a more durable and slightly more expensive finish for the kitchens and doors for cyclical repairs and maintenance than is being installed in our new build homes. The Act network do provide an excellent sounding board: for instance on reviewing the resident involvement statement they requested that we needed to start afresh – which we did as part of the customer involvement review.</p>	<p>Residents/committee travel, childcare</p> <p>Approx: £800</p> <p>Total £3,443</p> <p>Resident time: 67 attendances x 5 hours to include travel x £10 = £3,350</p>
<p>Impact Value:</p>	<p>Amber</p>	<p>Value for Money:</p>	<p>Amber</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
2. Title: E-circle – December 2008 to November 2009			
<p>What is it? E-Mail consultation on policy statements ahead of their finalisation. Responses summarised, made anonymous and answered in follow-up feedback</p> <p>How many residents? 79</p> <p>How residents are chosen: All those known to be interested in participation and have given their e-mail address to the Neighbourhood Team. Self selection for responses</p> <p>Purpose and aims Easy to use opportunity for customers to influence policy as it is made. Gives customer perspective on policies drafted by service provider not user.</p>	<p>What policies and housing service standards have they been consulted on?</p> <ul style="list-style-type: none"> • allocations, lettings and voids. • disability adaptations service • joint and sole tenancies • refuse disposal, litter and fly tipping, hoarders, vermin and pest control • overcrowding, • unauthorised occupiers, gardens let with association homes • play on association developments • lodgers and sub tenancies • running businesses from association homes • the management of garages, parking, and motor vehicles on association estates • keeping pets in 	<p>How have residents' responses influenced policies and procedures?</p> <p>Changes to the wording of policy statements and service standards to make them clearer. Some changes in emphasis to highlight residents' priorities. Inclusion of elements missed in the first draft.</p> <p>While consultation has been on the policies that set out our principles the feedback from customers has often been very detailed and has raised real issues that have then been taken into account in the procedures that underpin policy statements.</p>	<p>Budget: £0</p> <p>Cost of administrating £0</p> <p>Staff time: P&P Manager 48 hours a year £888</p> <p>Cost to residents: Time and internet access- difficult to quantify how much time is being spent but no travel involved.</p>

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<p>How has it been promoted to residents?</p> <p>Frequent mentions in the Open Door newsletter.</p>	<p>association homes</p> <ul style="list-style-type: none"> the abandonment or implied surrender of tenancies. 	<p>Accountability Mix of tenants tenures, ethnicity and ages has not been fully assessed. Only those with e-mail access are involved. However those who choose to respond have the opportunity to consider the issues in their own time and produce thought through responses.</p> <p>Learning outcomes – this is an incredibly cost effective and direct way to engage in dialogue with residents particularly those with families, who work and have busy lives.</p>	
<p>Impact Value:</p>	<p>Green</p>	<p>Value for Money:</p>	<p>Green</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
3. Title: Residents Involvement Register - 2009			
<p>What is this?: A register of 880 general needs, sheltered, supported residents and shared owners living in Devon and Cornwall who are interested in being involved in the work of the association (includes regional committee, board and Act members).</p> <p>Purpose and aims: to ensure we can consult and involve residents in ways that suit their interests and lifestyles and encourage a wide representation of views, influence and guide the association's work and housing service delivery.</p> <p>How were the names collected? From customer satisfaction surveys, focus groups, existing involvement networks, staff and the event we held at Crealy.</p>	<p>What have we done In November to find out what topics interest individuals and their preferred method of involvement (survey, event, focus group..) we sent residents in Devon the 'let's make a difference' leaflet and freepost sealed menu of opportunities card. Along with a residents expenses form and training programme.</p> <p>What we will be doing We are agreeing across the Group how to improve the way we manage our registers. DCHA is having a new computer software installed (April 2010) that will help us manage the data base and communicate much more successfully. For example send consultative emails and texts to groups of residents and monitor the results more centrally. We hope this will allow us to tailor involvement</p>	<p>Social Capital: it is interesting to note the register is made up of:</p> <ul style="list-style-type: none"> • 537 female, 343 male • First language, 2 Bengali, 1 Swahili, 1 Cornish and 2 French, 874 English. • 274 of the 880 (31%) have given email addresses as a method of communication • 73 only wanting to be contacted this way. • 243 prefer to be contacted by telephone • 290 prefer contact by letter. • 392 residents (44.5%) consider themselves to be vulnerable (disabled or have a health condition, including mental health issues or have poor literacy skills). <p>(Unfortunately the profiling data did not separate vulnerabilities with many residents having multiple vulnerabilities).</p>	<p>Lets make a difference leaflet 3000 copies print and design costs: £869 (3.4p each) Lets make a difference leaflet mailed out to Devon residents (excluding shared ownership) 188 in North and Mid Devon, 203 in South Devon and 231 in Plymouth total: 622 Postage costs: £184 622 leaflets at 3.4p = £211</p> <p>Staff time: 4 days administration: £322</p> <p>Total: £717</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
	<p>opportunities to meet individual resident interest and lifestyles.</p>	<p>Accountability: to meet the communication needs and provide the support to meaningfully involve residents on this register we need the new software. We acknowledge that we didn't make a good start by writing to residents who expressed a preference to be phoned or emailed.</p> <p>The leaflet had information in different languages based on the diversity information on the register and we sent out large print to those that requested it.</p> <p>Response rate: it is a bit early to say 20 postcards returned by 23/12/09 and we intend to follow this up with phone calls and emails.</p>	
Impact Value:	It is too early to say	Value for Money:	Green

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
4. Title: Customer involvement review - June 2009 to December 2009			
<p>Review of customer involvement with residents and staff. Eighteen residents took part in focus group discussions – most attended two sessions.</p> <p>How were they chosen? A 50/50% mix of customers already actively involved and those new to involvement.</p> <p>Purpose and aims of the review</p> <p>To review customer involvement and write the Customer Involvement Statement and Strategy for 2009-2011.</p>	<p>Two steering group meetings were held, surveys were sent to all staff teams to provide evidence of the impact of resident involvement on their service area and 9 focus groups with at least two customers and six staff in attendance to look at:</p> <ul style="list-style-type: none"> • communication and access to resident involvement • performance and standards of resident involvement • resident involvement in shared ownership • resident involvement in neighbourhoods and communities • resident Involvement in maintenance • resident Involvement in investment and regeneration • improving how we involve residents in service delivery, and setting service plans 	<p>Social Capital: the residents involved were from a mixture of tenures including, young people living in supported housing, older people living in sheltered accommodation, shared owners, families and individuals from rural and urban locations. We had very positive feedback from those involved particularly those who have been involved before who felt the focus group approach worked well.</p> <p>Accountability: through the focus groups residents agreed the content and direction of the new customer involvement strategy, action plan and resident involvement statement.</p> <p>Learning outcomes included:</p> <ul style="list-style-type: none"> • customers want to be involved in ways that meet their own lifestyle and preferred communication 	<p>Budget spent from central community development budget. Each focus group cost on average £125 for refreshments and room hire. Total: £1,125</p> <p>Staff time: Devon Housing Manager and Plymouth Neighbourhood Manager attended all focus group meetings between them. A designated staff member prepared and led each meeting. Administration time 17 days or 109 hours: £1,253 Staff hours attendance at meetings 6 x 5hrs x 9 meetings 270 hours = £5,670 Resident travel: in the region of £400 Total: £8,448</p> <p>Resident time- focus group meetings 18 residents attend 2 x 5 hour meetings 180 hours x £10 = £1800.</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
	<ul style="list-style-type: none"> • training and mentoring • Agreeing the resident involvement statement <p>How have we recorded it? Minutes were taken and produced by the Resident Involvement Co-ordinator and distributed to all customers involved.</p> <p>A draft Statement/Strategy plus report has been put together in readiness for management team and board approval before circulating to all customers.</p>	<p>method (email, text, telephone, web).</p> <ul style="list-style-type: none"> • customers require better feedback once they have been involved. • those involved in governance and strategic decision-making need more support (mentoring, training from staff or experienced residents). <p>Immediate action: following the Neighbourhood focus group the residents involved said they wanted to be able to report anti-social behaviour on the DCHA website. This facility was created immediately.</p> <p>Immediate action: residents are now part of the decision making executive group which agrees our new build development plans.</p>	
Impact Value:	Green	Value for Money:	Green

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
5. Title: Complaints – January 2009 to December 2009			
<p>How are residents involved in the complaints process: Consultation in respect of complaint handling review. Plus involvement at stage three of the formal complaints procedure.</p> <p>What training or support has been given? The Company Secretary provides a written protocol to regional committee panel members for appeal hearings and prior to each hearing a pre-briefing is held, explaining the purpose and roles of those attending. Ombudsman training is programmed for February 2010.</p> <p>Equality and diversity – Regional committee panel hearing members are asked to ensure parity of approach and promote equality and fairness to conduct the appeal hearings as if the Ombudsman was</p>	<p>How are residents involved in the complaints process: Consultation in respect of complaint handling review. Plus involvement at stage three of the formal complaints procedure.</p> <p>What training or support has been given? The Company Secretary provides a written protocol to regional committee panel members for appeal hearings and prior to each hearing a pre-briefing is held, explaining the purpose and roles of those attending. Ombudsman training is programmed for February 2010.</p> <p>Equality and diversity – Regional committee panel hearing members are asked to ensure parity of approach and promote equality and fairness to conduct the appeal hearings as if the Ombudsman was</p>	<p>Social Capital Complainants feel that they are having a fair hearing from people like themselves. The resident regional committee and board panel members gain an understanding of residents' complaints and feel empowered and valued as they are fulfilling an important role for the association.</p> <p>Accountability – A number of recommendations have been made as part of the complaints review, which will be incorporated in the new process.</p> <p>Reports on any changes resulting from complaints are taken annually to board and regional committees; and reported in Open Door and on the website. Unusually, the two complaints reaching stage 3 in this period did not result in any recommendations for change.</p>	<p>Budget: Cost of administrating committee: postage/paper Venue/food: Approximately £100 each year Residents travel In the region of £100 each year Total £200</p> <p>Staff time: Staff Admin time :7 hours = £80.50 Head of Housing – 6 hours = £150 Company Secretary – 10 hours = £210 Administration of meetings – 6 hours = £69 Total = £509.50</p> <p>Total = £709.50</p> <p>Residents' time 2 x 6 hours x £10 = £120</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
present. Hearings are generally at a venue convenient to the complainant.	present. Hearings are generally at a venue convenient to the complainant.	Learning outcomes Recommendations take into account whether policies and procedures have been followed, or need revision as a result of the complaint.	
Impact Value:	Green	Value for Money:	Green

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
6. Title: Community Development – Plymouth and Devon – January 2009 to December 2009			
<p>Why community development? Community development is about working along side residents and community partners to improve the sense of well being and community ownership on our housing schemes.</p> <p>Staffing There are 3 Community Development Workers (2 are part time) covering Devon (including Torbay and Plymouth) and 2 in Cornwall managed by PHA.</p> <p>Additional community partnership involved: Police, Primary Care, FE Colleges, Youth Service, BTCV, Ground Work, CAB's, SWPound, Credit Unions.</p> <p>Resources; Community partnership directories, funding sources</p>	<p>Overview - taster of what has happened in 2009 residents, staff and community partners working together.</p> <ul style="list-style-type: none"> • Community mosaic created with young people and children at Ayres Close in N.Devon • Completion of parent and toddler community garden designed in consultation with residents at Furse Park in Plymouth • Computer skill training on housing estates in Exeter in partnership with Exeter College • Reminiscence events at sheltered schemes to remember end of WW11 – Redford Meadow, Whitleigh Court and Charnhill Close. • 6 residents from across the group visited Tilburg in the Netherlands for a cultural exchange with partner housing association. 	<p>Social Capital: building good relations between residents, community partners and DCHA is very beneficial to all concerned. Residents gain confidence and skills to take action to improve the well being of their own lives and the local area.</p> <p>Accountability: our responsibility for the management of our homes goes beyond bricks and mortar. Social inclusion and the ability for resident households to thrive involve the inclusion of many community partners.</p> <p>Learning outcomes When considering housing management, the better connected a community is the more likely any issues that arise will be dealt with quickly and successfully.</p>	<p>Budget: £23,800 this covers all resident events, the residents' learning and training programme and consultative forums and road shows.</p> <p>Administrative support provided by the Resident Involvement Coordinator</p> <p>Resident time involved: Unknown in full but significant</p>

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<p>and general advice included in making things happen pack, in articles in the Open Door magazine and on the DCHA website.</p>	<ul style="list-style-type: none"> • Development of a mother/carer toddler weekly drop in session at Copplestone Drive • Storm event in Barne Barton with other H.A's. • Community litter picks at Meadowside and Ayres Close • Sailing with Respect event in Plymouth • Dream scheme at Flora Court to improve community gardens • Facilitation of Act Network meetings (see Act section) • Scheme walkabout with Architectural Liaison Officer to improve site security – Belle Meadow N.Devon • Meeting with residents to discuss potential for a neighbourhood watch – Torquay. 		
<p>Impact Value:</p>	<p>Green</p>	<p>Value for Money:</p>	<p>Green</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
7. Title: Scheme Walkabout – June 2009 to December 2009			
<p>Description: at least once a year residents will:</p> <ul style="list-style-type: none"> • receive a scheme walk-about survey to complete to let DCHA know if they are satisfied with the management of their home and estate. There is a £10 prize draw per scheme for completed and returned surveys • an invitation to join their neighbourhood advisor to tour their estate • a copy of a newsletter for their scheme giving feedback on the survey results and walk-about and a list of actions DCHA or the residents have said they will do. <p>How does DCHA promote them? Letters are sent to all the residents at least three weeks before the date of the walk-about. There is also a dedicated page on the website giving times and dates of all</p>	<p>Overview: the scheme walkabout began when the new neighbourhood teams were created in June 2009 so they are relatively new. They have been linked to an estate improvement grant of up to £500 that enables the neighbourhood teams to action minor estate improvements immediately – showing residents that their input and ideas are valued. Since October 2009 14 scheme walkabout have taken place across Devon and Plymouth. On average two per team per week. The number of residents who fully participate in the walk is relatively small – two to four being the average. The most was 12 at Meadowside in Newton Abbot. The percentage of surveys returned on average 10% or just below.</p> <p>Staff input: the time it takes to evaluate surveys, invite</p>	<p>Social Capital: bringing residents and staff together to discuss the wellbeing of an estate improves our relationship with our customers and gives them a strong voice in the management of their own home and area..</p> <p>Accountability: The pre-visit survey ensures that those that cannot attend the walk-about are given a voice and the individual scheme newsletter provides evidence to both resident and staff of residents housing management priorities and promised actions to be taken.</p> <p>Learning outcomes: most common concerns from residents include:</p> <ul style="list-style-type: none"> • the performance of gardening contractors • issues regarding service charges • parking • litter, and 	<p>Budget: estate improvements and community development. budget.</p> <p>Cost of administrating: two letters posted per resident – over entire Devon general needs stock 4,500 x 50p £2,250</p> <p>Staff time: Community Development Workers 2 days per week x 2 workers. Neighbourhood Adviser 1 day Technical Services Team ½ day 25 hrs x 48 wks = £16,800</p> <p>Resident’s time involved: Unknown.</p>

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<p>the 'walkabouts'.</p> <p>Additional community partnership involved: Police, Highways, Primary Care, FE Colleges and Youth Service</p>	<p>community partners, action improvements and create and distribute newsletters is significant particularly for the Community Development Workers.</p> <p>Community Development Three new residents groups have been formed instigated through the scheme visit.</p> <p>Reduction in complaints: It is too early to say what impact the walkabouts will have on reducing complaints and increasing satisfaction but we will be monitoring this.</p>	<ul style="list-style-type: none"> speeding cars. <p>It is early days but we think they are popular with residents. For example: as part of a recent consultation with residents in South Devon about Tor Homes taking on their housing management some residents commented that they wanted to keep the DCHA scheme walkabout (survey, visit and newsletter) as part of their housing service standard and in fact wanted them more than once a year.</p> <p>Limitations: Some estate improvements take time as they involve different staff teams and community partners and this can be frustrating for the neighbourhood team as they want to show residents that they are listening and taking action.</p>	
<p>Impact Value:</p>	<p>Green</p>	<p>Value for Money:</p>	<p>Green</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs).
8. Title: Communication – the Open Door magazine – January 2009 to December 2009			
<p>Purpose and aims: To produce an exciting magazine for residents, producing a high rate of readership.</p> <p>Open Door is the residents' newsletter of Devon & Cornwall Housing Association (DCHA). It is published three times a year in March, July and November, and is sent to all residents of DCHA living in rented housing, as well as shared owners.</p>	<p>What have the editorial panel done in 2009? The panel meet three times a year to review the last edition of the newsletter and plan and approve articles for the next edition. They also meet to participate in judging competitions or attend events. For instance running stands at resident events to encourage people to submit articles or gather feedback on the content and look of the newsletter.</p>	<p>Social Capital – the newsletter's content is focussed on celebrating residents' achievements and community initiatives. The green living pages offer advice and information on how to get the best from your home and community and the money section covers benefits and financial advice. The residents' involved chair and manage the running of the meetings and are confident and do regularly challenge decisions and initiate new content.</p>	<p>Total budget: £36,000</p> <p>Cost of administrating committee:</p> <p>Staff time: 5 members of staff attend the 3 meetings = £350 Housing & Support Team Secretary – 15 days = £1207 Publications Design Coordinator 60 days = £5,250 Involvement and Green Living Manager 10 days £1,260 Total: £8,067</p> <p>Venue/food: £250</p> <p>Residents travel in the region of £700 Residents' time involved: 10 residents x 8 hours x 3 = 240 x £10 = £2,400.</p>

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<p>The newsletter has two sections. The main section focuses on news generated by residents, and community development initiatives and is intended to celebrate and promote resident led activity and achievements. The second section is a supplement that focuses on news generated by DCHA staff.</p> <p>Membership of the editorial group is open to any resident. Residents who are interested in membership are encouraged to attend their first meeting as observers. Resident attendance at meetings should be restricted to 12 voting members. If there are more than 12 residents wishing to attend meetings then preference will be given to those geographically nearest to the meeting location.</p> <p>Open Door editorial panel has a resident chair. There are 10 regular resident</p>	<p>Residents' influence:</p> <ul style="list-style-type: none"> • introduced vegetable growing section of gardening competition • facilitated a workshop at the annual tenant event on writing articles and taking a good photograph to encourage more residents to submit editorial material • communicated with the Cornwall Residents' Group about inclusion of more articles featuring supported housing residents • demanded more stories and articles from Cornwall as it was felt the emphasis was on Devon • invited PHA and Tor Homes editorial teams to discuss the creation of a 'group' newsletter • introduced an art competition to create a winter scene • judged the gardening and art competition. 	<p>Accountability: The Open Door newsletter is sent to all DCHA residents and shared owners. Important information leaflets and corporate articles are regularly enclosed. Apart from the rent statements this is a main communication vehicle for the association.</p> <p>Editorial team representation: The residents on the editorial panel are fully aware that they need to encourage involvement from a wider age, tenure and ethnicity. Discussions on how to achieve this have been put on hold as there is some uncertainty about the future of the magazine in its present form. Editorial panel members living in Cornwall have been asking for a decision to be made about whether the Open Door will continue to be distributed to residents in Cornwall or whether they will get the PHA News.</p>	

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members who attend most meetings.	Plus editorial members have regularly submitted articles, selected photographs for the front page cover and challenged the use of jargon in staff submitted editorial and demanded the use of plain language.	Customer involvement review: as part of the communication focus group residents and staff looked at the role and purpose of the magazine. With residents' asking for it to become more 'local'. So residents living in Plymouth and Torbay would get a special front cover and section dedicated to their geographic area, as would Devon. This concept of localising and personalising the newsletter is being discussed at a group level. If it is agreed it will enable us to set up editorial panels for the local areas allowing a greater number of residents to be involved.	
Impact Value:	Amber	Value for Money:	Amber

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
9. Title: Residents' Associations and groups - 2009			
<p>Who are they and where are they? There are 39 formal residents' groups listed on our data base and five informal, 44 in total.</p> <p>Of the formal ones:</p> <ul style="list-style-type: none"> • 10 sheltered • 18 general needs • 9 supported • 1 unknown • 1 general needs and sheltered • 6 in Cornwall East (CE), 11 in Cornwall West (CW), 6 in Devon North (DN), 9 in Devon South (DS) and 7 in Plymouth • 8 of these have applied for their annual grant since April 2009 • 7 are newly started receiving their start up grant since April 2009. <p>Of the 39 we know that 15 are active.</p> <p>In June 2009 we sent all 44</p>	<p>What have they done:</p> <ul style="list-style-type: none"> • designed and created a landscaped garden for residents and visitors to enjoy – Hendra Lodge – (Supported – CW) • provided social events for housebound residents and opened up activities on offer to wider community – Glebefields and Glebe Court (Sheltered – DN)) • Created 'green' opportunities – vegetable growing, energy saving events – Bowering Court – (Supported – DN) • Car Park Fete and raising 50% cost towards new lounge – Bridge Court (Sheltered – CE) • arranging regular meetings and outings, helping everyone feel included. Three Estates (General Needs CE) • improved self confidence of residents through 	<p>Social Capital Value and purpose: Residents' working together provide both social and environmental benefits improving households quality of life, community well being and offer a collective voice to challenge and improve housing services and local amenities.</p> <p>Accountability: Constituted residents groups are seen as unaffiliated associations and as DCHA provides grants and public liability insurance we do legally have some obligations to ensure their good management. This is not the case where individuals can be seen to have acted illegally, knowingly discriminated against individuals or acted without due care and attention to health and safety. It does mean that we must be seen to provide sound guidance on the role and running of residents'</p>	<p>Budget: £2000</p> <p>Cost of administrating: postage/paper.</p> <p>Staff time: Resident Involvement Coordinator administrates grants, a wide range of staff across the tenures are involved in offering support and advice including Community Development Workers and the Involvement and Green Living Manager. Difficult to assess number of hours spent.</p> <p>Number of grants given:</p> <p>Start up: 7</p> <p>Annual: 8</p> <p>Community investment grants: 5 across the group.</p> <p>Residents' time involved: significant</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
<p>groups a survey to complete offering a £100 prize draw for completed entries. We had 10 responses.</p> <p>How does DCHA support them?</p> <ul style="list-style-type: none"> • £100 start up grant • £50 annual grant up to 50 homes and then £1 per house – 75 homes = £75 • up to £500 annually from the community investment grant • public liability insurance • Making things happen pack – offering guidance on running a residents group • training and staff support. <p>To receive the grants and public liability insurance groups must have a constitution, bank account and show evidence of their book keeping and minutes from their annual general meeting.</p>	<p>cooking classes and improving wildlife potential of area – Oak Meadow (General Needs/Supported – DN)</p> <ul style="list-style-type: none"> • introduced a neighbourhood watch, liaised with social services to improve domestic facilities (walk in shower, disabled adaptations) for individual residents – Porthlevan (Sheltered – CE) • bringing the police, housing officers and councillors together to tackle anti-social behaviour and the management of derelict waste ground adjacent to the estate – Raleigh Meadow (General Needs DN). 	<p>groups and monitor where grant money is spent. Informal groups and associations that receive grants from DCHA for community activities are seen in the same legal light. This means we must inform our insurance broker of these activities to ensure they are properly insured and the money is spent correctly.</p> <p>Learning outcomes Residents' Associations and community groups in sheltered and supported schemes appear to be the most sustainable and stable. Due in part to the regular presence of staff and access to communal meetings spaces like lounges and gardens. Residents' Associations on our general needs estates are often started to address a specific issue and once this has been explored and hopefully addressed the group often disbands.</p>	
Impact Value:	Green	Value for Money:	Green

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
10.Title: Community Investment Committee – 2009 (this is a Trust committee which DCHA residents participate in)			
<p>Who are they: Three representatives each from PHA, Tor and DCHA. (currently one DCHA pace needs to be filled).</p> <p>How are they chosen: Nominations from the Trust. DCHA – Chosen from RC and Board members.</p> <p>Purpose and aims</p> <p>The community investment fund committee is a committee of the board of Devon and Cornwall Housing Trust. The committee is responsible for overseeing the management of the:</p> <ul style="list-style-type: none"> • community investment grants • community Investment awards • small grants scheme • community fund. 	<p>What have they done (how much they have given and for what & how many meetings,)</p> <p>There are four meetings each financial year, held quarterly.</p> <p>The Awards of up to £250 are for individuals in “the pursuit of excellence”. e.g. music lessons, college course fees, course equipment, travel expenses etc..</p> <p>The Grants for up to £500 are for Groups or Resident Associations (who are registered with us) for community projects, fun days, Newsletters etc..</p> <p>Small Grants Fund During the lead up to Christmas the committee agreed 27 grants totalling £6525 to supported, sheltered and general needs schemes for a wide range of resident involvement activities –</p>	<p>Social Capital: the resident board and regional committee members involved feel their input is valued and they learn about the aspirations of residents and the good work residents groups and staff wish to initiate. The residents who receive the grants provide positive feedback .Evaluation forms receipts and photographs are received after grants and awards have been given.</p> <p>Accountability: All grants/awards are assessed against a list of questions (assessment sheets) which helps to decide if the applicant meets the grant schemes aims and objectives. All individual award applicants’ identity is kept confidential to ensure the grant giving committee do not have any conflict of interest. The scheme actively enhances our residents’ way of life. The residents and Board</p>	<p>Community Investment Budget: £19,000 (DCHA - £10,000) (PHA - £5,000) (Tor - £4,000)</p> <p>Community Fund - £4,000 to donate money to good causes in areas where DCHA has homes.</p> <p>The Small Grants Fund is a rolling “pot” of money that is made up of overpayments of rents, when after 6 years the money can be put back into the community. Housing staff apply for these but have to prove that the activity will actively involve residents and improve their quality of life/community wellbeing.</p> <p>Cost of administrating committee: postage/paper</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
	including a children's Christmas party with a visit from Father Christmas at Stone Court in Torquay (temporary housing for 40 homeless families) and a Christmas outdoors picnic for families living in our East Devon Safe House.	members on the committee benefit through: <ul style="list-style-type: none"> gaining a direct insight into the excellent community work being done by residents' groups from across the Group 	Staff time: Resident Involvement Coordinator: 10 hours per meeting x 4, 3 days per quarter to prepare the papers. 2 days per quarter re outcomes of meetings, plus ongoing administration. Total hours 60 £690
How the funds are advertised? <ul style="list-style-type: none"> Open Door Leaflets Website CDWs 		<ul style="list-style-type: none"> an acute understanding of individual residents aspirations to pursue learning and vocational skills knowledge about estate resident led community activities (small grants fund) an opportunity for group board members to discuss a cross section of social inclusion topics and share good practice. 	Plymouth Housing Manager: 20 hours per year £500 Venue/food: Venue and refreshments Total: £528 Residents/committee travel £800 Value of residents time 2 x 7 x 4 x £10 = £560
Impact Value:	Green	Value for Money:	Green

Type of involvement	What happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
11. Title: Resident consultative events – Bi-annual Resident Event Saturday - 2 May 2009			
<p>Resident Event: This event happens every two years and is managed by tenants for tenants. A committee of twelve, three residents from DCHA, Tor and PHA supported by housing staff, plan, book and manage this event. They met 10 times over 18 months including an evaluation meeting.</p> <p>How were the tenants chosen: Self- selected/volunteered.</p> <p>Location: the venue changes each time between central locations in Devon and Cornwall. This one was held at Truro College.</p>	<p>Invitations were mailed out in the Open Door magazine to over 8,000 DCHA residents. How many attended from: not know as no final report.</p> <p>Community partner stands: Consumer direct, Early Years, SW Pound.</p> <p>European involvement: residents from Holland and France attended and took part in the day. This has become part of the cultural exchange calendar.</p> <p>What residents said:</p> <ul style="list-style-type: none"> • 82 residents completed evaluation forms and 87% thought the day was good • 8 interested in joining the organising committee 	<p>Social Capital – residents young and old enjoy this event and for many it has become part of their housing experience and opportunity to see other residents from across the association.</p> <p>Accountability: this event has not historically been about promoting landlord services. It has been about residents managing their own day. We did consult on best methods to involve and empower residents and a report was published in the Open Door newsletter and on the DCHA website.</p> <p>Top priority from this report:</p> <ul style="list-style-type: none"> • local consultation and residents influencing decision making at a local level. 	<p>Total budget £12,000 DCHA - £8,000, PHA £3,000, TOR £1,000. Final bill came in at £13,897</p> <p>Staff time: Resident Involvement Coordinator 63 days over 18 months £5,071 Community Development Workers x 3 x 6 days £1,137 Communications Manager £3000 Total: £9208</p> <p>Cost of planning meetings, resident expenses for the 10 meetings: £2,751</p> <p>Staff who helped on day: including three Chief Executives:</p>

Type of involvement	What happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
<p>Purpose and aims: To bring residents together to share ideas, learn new things and make new friends. Strap line: "For residents and run by residents".</p> <p>If we did this again: Would not choose a bank holiday weekend</p>	<p>Key messages</p> <ul style="list-style-type: none"> • most popular workshops – dealing with ASB = 75 • Benefits talk= 74 attended • travel time to event was too long <p>New initiatives:</p> <p>First group wide residents' event involving residents and staff from across the new Group structure.</p>	<p>Our European partners have been so impressed they have launched their own residents led event and some of our residents have attended their annual event in France and Holland.</p> <p>Observations</p> <ul style="list-style-type: none"> • DCHA covered the majority of the costs of this group event. • Is this type of event feasible when dealing with such a large geographic area and long travel time? 	<p>Total cost: £25,856</p> <p>Minus Tor and PHA £4,000 contribution: £21,856</p> <p>Spread over two financial years</p> <p>Residents' time involved: significant for the 3 on the committee. 100 hrs x £10 £1000</p>
Impact Value:	Amber	Value for Money:	RED

Type of involvement	What happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
12. Title: Resident consultative events – Crealy – December 2008			
<p>Consultative event: Purpose and aims: to find out how satisfied residents are with the housing services they receive, which services are the most important to them, where they want to see improvements and improving the way we communicate.</p> <p>Location Held at Crealy Adventure Park on Sunday 7 December 2008. Invitation sent to all general needs residents (4,200) in Devon to join resident involvement register and attend event. 246 joined register, 51 households attended (120 individuals) 67 households (170 individuals) had booked but bad weather – snow put some off. Over 50% of adults had never consulted with their landlord before.</p> <p>Location: Families are difficult to engage so we chose a family friendly venue,</p>	<p>Approach We tried to make the event ‘fun’ using electronic handsets to ask questions. We gave token money to each household to spend on potential service improvements.</p> <p>Community stands: SW Pound, Act Network. ASB, Quality of life, Open Door.</p> <p>What residents said:</p> <ul style="list-style-type: none"> • 81% said the event was very good or good. • using the handsets and talking to other residents was the most interesting. <p>Key messages: What is important to residents:</p> <ul style="list-style-type: none"> • do things well, keep residents informed, have friendly and polite staff. • quality of home, improved energy efficiency and 	<p>Social Capital: Residents young and old enjoyed this event. All but two households agreed to take part in further consultation and 41 households completed an evaluation form.</p> <p>Accountability: We have used the results from this consultation and that from the annual satisfaction survey to guide our corporate business plan. The 24 hour ASB service was funded and 2.5 million additional funding provided over three years (above cyclical repairs and maintenance) to improve energy efficiency in electric heated homes.</p> <p>We did not pay for the 0800 number but a 0300 number that is specially for charities and is charged at a local rate.</p>	<p>Venue and food £2,771 Travel £1,718 Handsets £1,827 (included someone to set them up and operate them). Quiz prizes (solar torches) £50</p> <p>Mailout 4500 x 25p £1,050</p> <p>Total with sundries £6380</p> <p>Staff time: Involvement Manager 10 days £1,260 Administrative support 10 £805 Staff who helped on day: 14 including Chief Executive Most stayed for the morning with 7 staying until 4pm.</p> <p>Total: £8,445</p>

Type of involvement	What happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
<p>If we did this again We would choose a warmer month and use our own electronic handsets, saving nearly £2,000.</p>	<p>planned maintenance and spend money from rents wisely.</p> <p>Most popular new service improvements: 24 hour ASB help line, 0800 free phone number and improving the new tenant welcome pack.</p>	<p>A summary report with photos from the day was sent to all participating households with a letter of thanks. We bought a set of electronic hand sets as they were popular but expensive to hire.</p>	
<p>Impact Value:</p>	<p>Green</p>	<p>Value for Money:</p>	<p>Green</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
13. Title: Staff and Contractor interviews - 2009			
<p>How we involve residents</p> <p>Staff recruitment - supported Residents are involved in the recruitment process in the majority of interviews for supported housing staff posts. This forms part of the personal and vocational development programme in Foyers and other young peoples' housing projects and general confidence building opportunities for other supported residents.</p> <p>Estate staff – residents and residents' groups are being included in designing job descriptions and meeting potential new estate staff in general needs.</p> <p>Group Chief Executive Resident members of GRID and the boards were involved in interviewing the short listed candidates for this post.</p>	<p>Some examples:</p> <ul style="list-style-type: none"> • 10 March: Act Network meetings to choose kitchen and door finishes - 16 residents involved • 17 April: Homes for Good exhibition – trade stands for green technology - 10 residents attended • 24 April: Gas and fire checks contract interviews - 3 residents involved • 7 July ASW electric heating products on-line auction - 3 residents involved • 10 July: Cyclical Decorations contract interviews - 3 residents involved • 15 September: ASW Windows and air source heat pumps on-line auction - 3 residents involved • 1 October: ASW new technology seminar - 2 residents attended • 27 November: contractor 	<p>Social Capital:</p> <p>Staff recruitment – it has provided us with evidence of potential staff members' ability to communicate and relate with residents. It has shown residents we value their judgement and has given them a valuable insight into the recruitment process from the employer's point of view that has helped individuals when applying for jobs.</p> <p>Contractor interviews - Involving residents has increased the confidence and knowledge of those residents' involved and improved technical and investment staff teams understanding of customer satisfaction priorities. It has shown contractors that we care deeply about the service and products we procure and value the opinions of residents – our customers.</p>	<p>Budget: taken form main housing budget for staff interviews and Community Development budget £23,800 for contractor interviews</p> <p>Some costs known for individual events like Homes for Good exhibition: £263</p> <p>Staff time – not fully known</p> <p>Residents time: Involvement in contractor interviews 15 residents x 7 hours x £1050 (This figure is underestimated.)</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
<p>Contractor interviews Technical Services, Advantage South West (ASW) and Investment (new homes) are involving residents in the contractor interviewing and short listing process to ensure we are procuring goods and services that meet residents approval and are good value for money.</p> <p>How are these opportunities promoted?</p> <p>Through Act, resident involvement register, in the Open Door magazine and on the website. We recently held a training day for residents interested in finding out more about what it involves.</p>	<p>interview training - 3 residents attended</p> <ul style="list-style-type: none"> • 23 December: recruitment of 5 residents to take part in contractor interviews for Involvement South West and 73 million pound new build programme • Housing, Investment, Environmental Group (HIEG) meets to discuss new housing developments – 3 residents involved. 	<p>Accountability: We are accountable to our customers (residents) to spend their money (from rent) wisely on recruitment of staff, services and products.</p> <p>What we have learnt: For residents to fully participate most will need to be given quality information and staff support. Where we have failed is in giving quality feedback after the event.</p> <p>Residents' influence: significant, have called for second interviews, rewriting of job recruitment advertisements, written interview questions, successfully pushed for higher quality products.</p>	
Impact Value:	Green	Value for Money:	Green

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
14. Title: Consultations: South Devon and TSA – 2009			
<p>What was the consultation about and how was it delivered?</p> <p>South Devon In 2008 it was agreed that Tor Homes as part of a service level agreement would deliver housing services to DCHA residents living in South Devon. As part of agreeing the housing management standard with Tor Homes in November 2009 we sent a survey to 550 general needs households in South Devon.</p> <p>TSA As part of the Tenant Services Authority consultation on agreeing tenants' housing priorities and housing regulatory standards.</p>	<p>South Devon survey:</p> <p>The survey compared DCHA housing management standards against Tor Homes and asked residents to comment on whether they were satisfied with Tor Homes standards if different to ours and asked for comments and ideas for improvements.</p> <p>Results</p> <p>59 resident households responded (10%) returns. A report was written and sent to those that responded with an invite to get more involved in the work of the association. A summary is being sent out to the other households with their next rent statement. No final decision has been made to transfer services to Tor Homes.</p>	<p>Social Capital: residents involved in these consultative events had an opportunity to voice their ideas and concerns. Residents gained knowledge and confidence and felt able to challenge and share ideas for improvements.</p> <p>Accountability: Comparing our service to that of Tor Homes gave residents a choice in standards. The TSA consultative activities enabled us to ask residents about their priorities as part of a wider consultation. When we fed back the results we could compare DCHA residents' feedback with that of other residents.</p> <p>Learning outcomes: South Devon</p> <ul style="list-style-type: none"> the service areas that residents commented on were keeping four rent statements a year (Tor provide two) the Open Door magazine and a minority of 	<p>Budget: from main community development budget £23,800</p> <p>Cost of administrating committee: postage/paper S.Devon consultation – Postage: £186 Freepost response £15</p> <p>Staff time: Admin 2 staff x 2 days = £322 Survey design, analysis 5 days £630 Total: £1,153</p> <p>TSA consultation Postage/admin: unknown Venue and refreshments 20 consultative workshops x £50 = £1000</p> <p>Staff time: 2 staff members x 20 mtgs x 5 hrs = £2,500 Total cost: £3,500</p> <p>Residents' time Average 7 residents x 20 x 5 x £10 = £7,000</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
	<p>TSA – priorities</p> <p>We ran 17 consultative events across Devon (including sheltered, supported and general needs).</p> <p>TSA – regulatory standards</p> <p>We consulted with resident board, regional committee and GRID plus 3 focus group consultations looking at the resident involvement standards in Exeter, Plymouth and Bideford. Minutes and reports written and sent to participating residents.</p>	<p>concerns about repairs, gas checks and dealing with anti-social behaviour.</p> <p>TSA - 1st consultation</p> <ul style="list-style-type: none"> • what makes a good landlord – a good communicator, affordable rent, good response time for repairs. • the sheltered housing residents valued their onsite staff for helping sustain the social and community aspect of schemes (fear of losing staff due to changes to Supporting People funding). <p>TSA - 2nd consultation on resident involvement standards</p> <ul style="list-style-type: none"> • agreed a national complaints standard would be beneficial • liked the emphasis on locally agreed housing services and more decision-making shared with residents • did not like the jargon used in the documentation. 	
Impact Value:	Amber	Value for Money:	Green

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
15. Title: Mystery Shopping			
<p>What is this? As part of our continuous improvements programme and development of resident led scrutiny we are working with residents to develop a mystery shopping network. Resident mystery shoppers will receive training and support and collectively select housing service areas to check and audit against our published service standards and regional and national good practice standards.</p> <p>Who is involved? It is early days but we have 12 residents interested, 6 have attended a half day training session.</p> <p>Resident board and regional committee members are excluded from direct involvement as there could be a conflict of interests but are welcome to attend introductory training to find out more.</p>	<p>Consultation: as part of the customer involvement review and TSA resident involvement focus groups - the setting up of a mystery shopping network was discussed positively by residents.</p> <p>Training: a four hour introductory training session took place in December 2009. A full day's training workshop is booked for the end of January 2010.</p> <p>First mystery shop Residents checked our reception area against our service standards.</p> <p>Promotion We have written to residents on the resident involvement register to publicise this, and those who responded to the South Devon survey plus promoted this on our website. We will feature mystery shopping in the March edition</p>	<p>Social Capital: mystery shopping will give residents a clear and positive influence on improving housing services. The residents that take part will gain knowledge and skills that can be used in other areas of their lives including vocationally. There will also be social benefits of being part of a wider network.</p> <p>Accountability: we need to ensure that a wide cross section of residents are enabled to participate and that involvement can be at a number of levels of commitment to meet different live styles. Mystery shopping will add value to other areas like learning from complaints and feed into group scrutiny activities (GRID).</p>	<p>Budget: from main community development budget £23,800.</p> <p>Cost of administrating: Postage covered by resident involvement register mail out and customer involvement review.</p> <p>Staff time: Resident Involvement Coordinator 1 day £80 Involvement and Green Living Manager 4 days £504 Trainer £140 Venue/food: £125 Residents' travel: £200 Total: £1049</p> <p>Residents' Time: 6 x 6 hours (to include travel time) x £10 = £360</p>

Type of involvement	What has happened (outputs)	What we have learnt (outcomes and impact)	Value for money (Resources and costs)
	of the Open Door magazine,	<p>Learning outcomes Early days – but the mystery shop of the reception – praised the reception staff and the displayed information but found areas for improvement with disabled access to toilets and the interview room. This has been reported to the facilities manager with the intention of programming in building improvements.</p>	
Impact Value:	Green	Value for Money:	Green

Type of involvement	What has happened? (outputs)	What we have learnt? (outcomes and impact)	Value for money? (Resources and costs)
16.Title: Residents’ learning and training programme			
<p>Better homes, better places and better lives training programme. We have spilt our the learning and training we offer residents into three sections: Better homes – offering groups of residents advice and training on topics that enable householders to get the best from their homes – energy and water efficiency, recycling/re-use, benefit and budgeting, first aid, growing vegetables and staying healthy. Better places – links to our community development work and offers advice and training on running resident led activities – setting up residents’ groups and neighbourhood watches, running events. Better lives – is about working with DCHA to improve housing services – mystery shopping, joining the act network, e-circle, taking part in</p>	<p>Overview:</p> <ul style="list-style-type: none"> • 47 residents in Devon have taken part in training activities. • 8 DCHA residents: successfully achieved an OCN level 2 in Good Community Governance with Plymouth College. • Board and regional committee members have received training in understanding the roles and responsibilities of being a board member, chairperson skills and equality and diversity. • 80 residents took part in educational workshops at the annual residents event. • over 20 community investment awards have been given in 2009 to residents to pursue excellence. • a love to learn leaflet promoting education and providing contact details and 	<p>Social Capital: gaining knowledge, increasing skills and confidence through taking part in learning is central to the creation of sustainable communities. Accountability: participating in education and learning forms part of the tenancy agreement in our foyer projects. If we are to enable young supported residents to thrive and move to full independence we have a commitment to deliver education. For our other tenures our commitment extends to promoting learning and education though community partners. Provision of mentoring, sharing knowledge and formal learning is offered to residents involved in governance and to those involved in residents’ groups that are keen to improve the community wellbeing on their housing scheme.</p>	<p>Human Resources annual budget for governance training £15,000 Training included in the main Community development budget £23,800</p> <p>Love to learn leaflet: £1568 Staff time: unknown.</p> <p>Resident time: unknown but significant the Good Community Governance Course required 140 hours of learning and practical activity.</p>

Type of involvement	What has happened? (outputs)	What we have learnt? (outcomes and impact)	Value for money? (Resources and costs)
<p>consultative focus groups and completing surveys. The training we offer increases residents' confidence and knowledge about social housing. Human Resources facilitate training in governance for Resident Board members.</p> <p>Supported housing Our supported housing schemes specifically our Foyers and other young peoples' housing projects directly employ education officers and deliver informal and formal accredited courses – including foundation level - life and basic skills, IT, job search and community based courses like the Duke of Edinburgh Award.</p> <p>How does DCHA support residents? DCHA covers residents' costs for the training it facilitates. We also offer community investment awards of to £250 to individual residents to pursue excellence.</p>	<p>information on funding was sent to 8,500 residents with the December issue of the Open Door magazine.</p> <ul style="list-style-type: none"> • over the past three years young supported housing residents from Devon have learnt to sail a yacht as part of a personal development and team building project. Each individual resident raised the money through charity fundraising activities to pay for their place. • 6 residents joined staff to discuss residents learning and education as part of the customer involvement review. 	<p>Learning outcomes:</p> <ul style="list-style-type: none"> • The TSA and Customer Involvement consultations highlighted that residents felt we needed to improve the support, mentoring and training we provide to residents' involved in a governance and decision making capacity. • Residents involved in the training focus group felt that the promotion of life long learning and topics like money management and energy efficiency resulted in less rent arrears and less poverty among tenants. • When offering accredited training we must ensure we are not limiting the funding individuals can apply for to achieve further qualifications that might be more vocationally beneficial. 	
Impact Value:	Green	Value for Money:	Amber

Type of involvement	What has happened? (outputs)	What we have learnt? (outcomes and impact)	Value for money? (Resources and costs)
17. Title: DCHA regional committees - January 2009 to December 2009			
<p>Who are they? We currently have a total of 18 residents serving on our regional committees, which cover Cornwall, Plymouth and rest of Devon. Our regional committees scrutinise all DCHA activity within the region it represents with particular focus on operational performance.</p> <p>How are they chosen? Resident members are elected by residents within their constituency through an independent election process.</p> <p>Purpose and aims:</p> <ul style="list-style-type: none"> • approve housing management targets, new housing investment and write-off of tenant arrears • have prime responsibility for agreeing planned maintenance programmes and monitoring progress • monitoring performance 	<p>What have they done? In the year January 2009 to December 2009, the committee have:</p> <ul style="list-style-type: none"> • commented on major policies affecting the association • agreed service improvement plans for major service areas • at a board and committee awayday in 2008, effective workshop sessions led to suggestions on spending priorities, influencing changes in behaviour and new potential projects • a new set of service improvement plans that incorporate a self-assessment based on customer feedback and value for money have been agreed • each committee has received presentations from main housing service teams throughout the year 	<p>Social Capital:</p> <ul style="list-style-type: none"> • increased knowledge and access to training • encourages self development and many regional committee members put themselves forward for board membership • one resident from each regional committee also sits on the group community investment fund committee, a DCH group committee responsible for overseeing the management of community investment grants and awards. • provides the opportunity for residents to build relationships with senior managers and local authorities. <p>Accountability: monitors progress against maintenance and service plans.</p>	<p>Budget: Cost of administrating committees:</p> <p>Managers writing reports - 60 days per year (15 days per meeting) £8,820</p> <p>DCHT MT attendance 12 days per year.</p> <p>Senior managers in attendance 6 x 4 days £4,200</p> <p>Secretarial staff – 12 weeks per year (3 secretaries x 1 wk per meeting). £4,830</p> <p>Admin support - 6 days per year.(1.5 days per meeting). £483</p> <p>Total: £18,333</p> <p>Venue/food: On average £150 per meeting = £600</p>

Type of involvement	What has happened? (outputs)	What we have learnt? (outcomes and impact)	Value for money? (Resources and costs)
<p>against targets and service improvement plans.</p> <ul style="list-style-type: none"> take part in complaints panels. <p>How many times do they meet?</p> <p>The board meets formally four times a year and meeting for a board and regional committee conference annually.</p>	<ul style="list-style-type: none"> committee members have been on site visits of DCHA schemes. <p>It has been agreed that a Residents' Technical Services Forum will be set-up.</p>	<p>Learning outcomes</p> <p>Workshop session held late in 2008 have led to a number of suggestions on influencing changes in behaviour, financial priorities and new projects.</p> <ul style="list-style-type: none"> these suggestions have helped to inform DCHA's future priorities within the corporate plan and service improvement plans following suggestions on influencing behaviour, options for a rent payment incentive scheme are currently being explored we recognised the need to put in place a more structured framework for involving residents in setting technical standards in the selection of contractors for major contracts and have put steps in place to set-up a residents' technical forum. 	<p>Residents' travel and other costs = £2,500</p> <p>Paper, copy costs and postage = £350</p> <p>Value of residents' time 18 x 7 hours x 4 x £10 = £5,040 (this is an estimated cost to include travel time, not all resident committee members attended all 4 meetings – does not include additional attendance at away days, site visits).</p>
<p>Impact Value:</p>	<p>Amber</p>	<p>Value for Money:</p>	<p>Amber</p>

Type of involvement	What has happened? (outputs)	What we have learnt? (outcomes and impact)	Value for money? (Resources and costs)
18.Title: Governance (in addition to Regional Committees)			
<p>Who are they? Three residents (one from each subsidiary board) sit on the board of the DCH group parent, (The DCH Trust) which consists of 10 members and has ultimate responsibility for the governance of the group. The remaining membership is made up of three other RSL board nominees and four independent members.</p> <p>How are they chosen? Residents are nominated to the DCHT board by the relevant RSL.</p> <p>Purpose and aims:</p> <ul style="list-style-type: none"> to direct and control the group's work ensure compliance with the values and aims of the group to determine strategic direction to establish and oversee control, delegation and risk 	<p>What have they done? In the year January 2009 to December 2009, the parent board has:</p> <ul style="list-style-type: none"> agreed group policies on major corporate and strategic areas including integration planning, financial framework, employment framework, equality, diversity and inclusion, environmental, risk management considered the forces shaping our business environment over the next ten years with a view to setting future priorities for the group appointed a new group chief executive monitored activities of other group committees with delegated responsibility for treasury, audit, nomination and remuneration (GRID) Group Resident Involvement Directive was 	<p>Social Capital:</p> <ul style="list-style-type: none"> increased knowledge and access to training. team working as the group has expanded and integrated. a DCHA resident currently chairs the parent board and has enhanced his individual's skills in this area. <p>Accountability: the parent board has a superior role in the governance of the group.</p> <p>Learning outcomes</p> <ul style="list-style-type: none"> at the board away-day, customer expectations were identified as key to the strategic direction of the group and the following specific priorities were agreed: <ul style="list-style-type: none"> working with our customers to develop common, high standards 	<p>Budget:</p> <p>Staff time: Managers writing reports - 60 days per year (15 days per meeting) £8,820 Group Management Team: 7 members x 4 days per year = £4,900 Administrative time 3 days per meeting £1,575</p> <p>Total: £15,295</p> <p>Residents/committee training, conferences- total budget £8,000 to cover both Boards.</p> <p>Cost of administrating committee = £250 (Paper, copy costs, postage)</p> <p>Venue/food: £150 x 4 = £600</p> <p>Residents' travel: 3 x £40 x 6 meetings £2,160</p> <p>Value of residents' time: 3 x 7 hours x 6 = £1,260 x 2</p>

Type of involvement	What has happened? (outputs)	What we have learnt? (outcomes and impact)	Value for money? (Resources and costs)
<p>management frameworks.</p> <p>How many times do they meet? The board meets formally five times a year and holds an AGM.</p> <p>Informal meetings include an annual board away day, group board conference and board effectiveness session.</p>	<p>fully established during the year.</p>	<p>across the group,</p> <ul style="list-style-type: none"> ○ working with GRID to develop robust tenant scrutiny processes ○ using existing and new ICT software to develop greater understanding of customers and their expectations ● priorities were also identified for other key strategic areas; <ul style="list-style-type: none"> ○ demographic change ○ energy costs, environment and climate change ○ housing sector volatility ○ information technology ○ localisation and community ○ rent and housing benefit ○ severe public expenditure cuts. And ○ the changing housing markets. 	<p>£2520 (Doubled to include time spent reading papers or time spent attending training, conferences and one to one staff mentoring).</p>
<p>Impact Value:</p>		<p>Value for Money:</p>	

Type of involvement	What has happened? (outputs)	What we have learnt? (outcomes and impact)	Value for money? (Resources and costs)
<p>Who are they? Residents make up one third of the DCHA board, with the remaining members being independent non-executives.</p> <p>How are they chosen? One member from each of our regions (Devon, Cornwall and Plymouth) is elected to the board for a three year term by residents within their constituency. The fourth resident is appointed by the board on an annual basis to balance the skills of the other board members.</p> <p>Purpose and aims: the board:</p> <ul style="list-style-type: none"> is responsible for the governance of the association makes decisions relating to its strategic direction ensures the association's vision, aims and values are upheld. 	<p>What have they done? In the year January 2009 to December 2009, the board has:</p> <ul style="list-style-type: none"> agreed group policies on major corporate and strategic areas including integration planning, financial framework, employment framework, equality, diversity and inclusion, business investment considered the forces shaping our business environment over the next ten years with a view to setting future priorities for the group agreed changes to the way care and support services are delivered by DCHA agreed the annual budget and made decisions affecting financial viability of the organisation such as pension costs, rent setting policy, group cost sharing, pay reviews agreed and monitored 	<p>Social Capital:</p> <ul style="list-style-type: none"> increased knowledge and access to training one resident member of the DCHA board also sits on the parent board, which is responsible for directing and controlling the group's work. residents that sit on the DCHA board also have the opportunity to become members of other DCH group committees which oversee specific functions delegated to it by the parent board; treasury, audit, nominations and remuneration. <p>Accountability: the board:</p> <ul style="list-style-type: none"> is responsible for the governance of the association monitors performance against pre-set targets monitors progress against action plans put in place, 	<p>Budget:</p> <p>Staff time MT / senior managers writing reports – 100 days per year (1 day per report and average of 20 reports per meeting = 5x20) £14,700 DCHT MT attendance = 18 days per year (3 MT members x 6 meetings) £2,646</p> <p>Company Secretary – 25 days (3 x 6 meetings preparation + 1 day AGM preparation, + 6 days attendance). £3,675</p> <p>Admin staff – 7 days (1 x 6 meetings + 1 AGM preparation) £563 Total £21,584</p> <p>Admin = £275 (Paper, copy costs, postage) Venue/food: £750</p> <p>Committee training and attendance at conferences for both Boards £8,000</p>

Type of involvement	What has happened? (outputs)	What we have learnt? (outcomes and impact)	Value for money? (Resources and costs)
<p>How many times do they meet? The board meets formally six times a year and holds an AGM.</p> <p>Informal meetings include an annual board awayday, group board conference and board effectiveness session.</p>	<p>management services delivered to DCHA tenants through sister RSLs</p> <ul style="list-style-type: none"> • agreed the resident involvement impact statement • agreed a homelessness toolkit and action plan • agreed a value for money action plan. 	<p>such as homelessness strategy action plan, value for money action plan.</p> <p>Learning outcomes:</p> <ul style="list-style-type: none"> • during a group wide project, customer expectations were identified as key to the strategic direction of the group and the following specific priorities were agreed: <ul style="list-style-type: none"> ○ working with our customers to develop common, high, standards across the group, ○ working with GRID to develop robust tenant scrutiny processes ○ using existing and new ICT software to develop greater understanding of customers and their expectations • priorities were also identified for other key strategic areas: <ul style="list-style-type: none"> ○ demographic change ○ energy costs ○ environment and climate change 	<p>Resident travel 3 x 7 x £40 £840</p> <p>Residents' time involved Value of residents' time: 6 x 7 hours x 6 = £2,520 x 2 = £5040 (Doubled to include time spent reading papers or time spent attending training, conferences and one to one staff mentoring).</p>

Type of involvement	What has happened? (outputs)	What we have learnt? (outcomes and impact)	Value for money? (Resources and costs)
		<ul style="list-style-type: none"> ○ housing sector volatility ○ information technology ○ localisation and community ○ rent and housing benefit ○ severe public expenditure cuts, and ○ the changing housing markets. 	
Impact Value:	Green	Value for Money:	Green