

Resident Involvement Impact Report 2016-2017

Improving services through
resident involvement

Regeneration and Housing

Introduction

For the past seven years Ealing Council has produced an annual resident involvement impact report. This report outlines the resident involvement activities that have taken place and the impact this involvement has had on the services and the community. A fundamental part of this assessment is to demonstrate the impact of resident involvement against the amount of money spent.

In the past year Ealing Council have engaged with 200+ residents across the borough using various means of involvement, enhancing the extent to which people are involved with the services delivered. The resident involvement team continue to build upon a partnership which will result in building resilient and sustainable communities within Ealing, as well as improving the level of trust amongst residents.

Why involve residents?

Involving residents is the best way to ensure we deliver services people want and that we do it in the right way. However involving residents takes time, money and effort.

We need to make sure that for all those involved we follow these golden rules:

- Residents are involved in the right way
- Resident involvement makes a difference
- The cost of resident involvement is in proportion to the outcomes.

By getting involved Ealing Council residents can make a difference in one of the following ways:

- Influence the service they receive
- Improve the area and community they live in
- Gain new skills and learn more about housing
- Undertake useful training and increase their confidence by meeting new people
- Hold Ealing Council to account
- Increase satisfaction amongst residents.

Why complete a resident involvement impact report?

Ealing Council recognises the advantage of carrying out an annual impact assessment to show how resident involvement has impacted on its residents, communities and the service that it provides. It gives the council a true picture of how it has engaged with residents over the year, what it has done that has been effective and what the key areas are to work on in the forthcoming year.

The impact resident involvement has made?

Service improvements

Residents are treated as consumers of services. Residents' knowledge is used to continuously improve the way services are provided.

Accountability to users

To ensure that services are appropriate to Ealing Council service users, the council will guarantee that residents are directly involved in the review of its services. As a housing provider the best perspective Ealing Council can get is from service users.

Enhancing social capital

Developing sustainable communities and building trust. For example, residents meeting with council staff and engagement with other residents who live in the community.

What does this report tell us?

This report details all resident involvement activities carried out between 2016 and 2017. It evaluates the difference made to services and whether or not it was value for money (VfM), and which the council anticipates will result in achieving the best possible result from the available resources. The resident involvement team have worked closely with residents and staff to compile this report, it also evaluates the difference made to the services by involving residents.

What is an impact assessment?

An impact assessment focuses on the results and outcomes of activities. It is a tool for evaluating activities and projects that set out to bring change, hopefully improvement to the quality of life of groups of people. Also evaluating services, it tries to answer the question: 'what has involvement done to make things better?'



How we monitor resident involvement:

Process

The resident involvement team monitor all resident involvement activities carried out by the housing department within Ealing Council. Members of staff record detailed information in relation to the particular activity/event. It is then collated and analysed by the resident involvement team. The monitoring forms include questions about the event, for example: activity, number of attendees, cost, objectives, outputs, how the task made a difference and what were the follow up actions.

Value for Money (VFM)

In achieving the best result from the resources available, both time and cost are taken into consideration. When planning events/activities Ealing Council staff carefully consider a balance of the resources, cost and possible outcome.

Evidence -

To assess the impact of involvement activities we have collected both qualitative and quantitative data. In as many cases as possible we have asked staff responsible for facilitating the activity to complete an impact assessment form which details cost, attendance, demographics and satisfaction results. We have also conducted satisfaction questionnaires with residents who have attended events. In order to assess the impact on service delivery we have looked at where the activities have contributed to positive change.

Summary

- Total annual cost (excluding staff hours) of approximately £25,807.13
- Impact on social capital, accountability to users and service improvement kept in balance.

All involvement initiatives have been divided into.

- Main structure
- Events, conferences and ceremonies .

- ★★★★★ - Good value for money
- ★★★★ - Ok value for money
- ★★★ - Poor value for money
- ★★ - Don't know

We hope you will enjoy reading this report and find it informative.

Total annual cost: £950

Wiser Heads

Resident Involvement Team

What is it?

General needs residents who are aged 55+ . Wiser Heads are a group of residents who, with support from Ealing Council, work to combat isolation amongst elderly residents. Wiser Heads meets on average every four to six weeks.

Aims and objectives

- To relieve hardship and social exclusion of older people who are council tenants in general needs accommodation in the London Borough of Ealing.
- To encourage older people to become actively involved in social, leisure and/or educational activities in the interests of social welfare and to improve quality of life
- To develop the capacity and skills of older people in such a way that they are better able to identify and meet their own needs, to participate more fully in society and advocate on their own behalf.

What has happened? (Outputs)

- Group meetings
- Christmas lunch
- Trip to Bournemouth
- Trip to Garson's Farm
- Strength and Balance exercise classes
- Computer training
- First Aid course

The Resident Involvement team continue to support Wiser Heads. Wiser Heads have received talks around health & wellbeing. Wiser heads currently engages over 52 residents across the borough. They continue to work with partnering agencies to reduce isolation amongst the elderly in Ealing.

What has been achieved? (Outcomes and impact)

Over the course of the year the group carried out the following activities;

Activity	Number of attendees	Cost to the council
Trip to Bournemouth	52	£650
Garsons Farm	16	£300

Representation of Wiser Heads Group

	Wiser Heads population
Female	68%
Disability	32%
BME	47.36%

Evidence

Minutes from meetings and photos from events. A member of staff who supports the group attends all meetings, arranges trips and the Christmas dinner.

Residents say:

"I really enjoy being a part of Wiser Heads. I had a lovely time when we went to Bournemouth, we had a really good turnout. I think this group provides good value for money"

Lucilva Lamey

Value for Money rating – ★★★★★



Total annual Cost: £1,757.20

Campaigning for Action in Sheltered Housing (C.A.S.H)

Resident Involvement Team

What is it?

C.A.S.H meetings take place every six weeks for residents of sheltered housing schemes.

Aims and objectives

Residents are given information in relation to their sheltered housing scheme and given the opportunity to meet with Ealing Council officers. CASH constantly strives to be heavily involved in the consultation of the future of Sheltered Housing.

What has happened? (Outputs)

There were 8 meetings with a total of 245 attendees.

What has been achieved? (Outcomes and impact)

Accountability

C.A.S.H represents 34 schemes across the borough. C.A.S.H meets every 6-8 weeks in different locations across the borough to encourage new membership. C.A.S.H meetings are used as an additional forum to consult with sheltered housing residents on any changes that will directly affect them. Members are given the opportunity to raise any issues that they may have with the sheltered housing service and Ealing Council are given the opportunity to talk to residents about service improvements. Minutes of the last meeting, matters arising and action points are covered at each meeting.

Service Improvements

The C.A.S.H forum has been consulted on Fire Safety, a Boiler Block Servicing Scheme and Fire Doors. Sheltered Housing Satisfaction Survey results were presented to the forum with activities to reduce social isolation a very important issue. C.A.S.H members volunteered to lead on various activities to take place in their common rooms, open to all Sheltered Housing Residents.

Social Capital

Representatives from SCOPE, Home Ward and Neighbourly Care were among the guest speakers that attended C.A.S.H meetings last year. C.A.S.H members were invited to participate and consider volunteering with the Ealing Elderly Resident's Charity (E.E.R.C), a Charity founded by a C.A.S.H committee member. Stay Active 4 Life conducted a Strength and Balance Demonstration to encourage sheltered housing residents to participate in exercises to maintain their physical wellbeing.

Representation of C.A.S.H. Group

	C.A.S.H. population
Female	48%
Disabled	26%
BME	47%
Age 55+	100%

Evidence – Minutes which are also sent to all C.A.S.H representatives & attendees.

Residents say:

“We are an integral part of the sheltered housing community. Many elderly residents rely on us to get their point across to the Council. CASH meetings are a lively forum. We generally act as an intermediary between the residents and council managers. We have an excellent rapport with many senior managers and we invite multiple speakers to our meetings”

Henry Smith

Value for Money rating – ★★★★★

Total Annual Cost: £220

Activities for Older People

Resident Involvement team

What is it?

Various activities organised by the Resident Involvement team to keep older people engaged. The resident involvement team wanted to look at a low cost way to give residents the opportunity to meet new people and new experiences.

Aims and objectives

To keep older people engaged, active and decrease isolation. Taking part also gives older people an opportunity to make new friends.

What has happened? (Outputs)

The Resident Involvement team organised approximately 8 trips. Most of these trips were free of charge as residents travel via public transport along with one staff member. There was a cost for one trip, as ECT transport was booked to reach the location. We have taken advantage of free entry to various venues.



What has been achieved? (Outcomes and impact)

Over 130 residents were engaged and were given the opportunity to experience something new whilst meeting new people.

Social Capital

Residents are given the opportunity to meet new people, this activity also reduces isolation and gives residents a chance to get out of the house and explore new places.

Activity	Number of attendees	Cost to the council
London Docklands museum	12	No cost to council
National Portrait Gallery	10	No cost to council
RAF Museum	10	£220
Chiswick House	12	No cost to council
Flowerland	15	No cost to council

Value for Money rating – ★★★★★

Residents say:

"I have made lots of new friends from attending these trips and always look forward to the next trip"

Manik Batstone

Total Annual Cost: £120

Choir

Resident Involvement team

What is it?

Weekly choir sessions organised by the resident involvement team for sheltered housing residents over 60 years of age. The choir sessions are held in the common room of one of our sheltered housing schemes, led by three students from Acton High School. The choir is mainly attended by sheltered housing residents however general needs residents are also welcomed.

Aims and objectives

Provide a social activity for elderly residents to attend. Social inclusion and interaction provide a friendly atmosphere to combat isolation. Attendees are given the opportunity to meet new people and maintain positive relationships. Members of the choir have the chance to perform at various venues.

What has happened? (Outputs)

The Golden Age Choir have welcomed new members and continue to establish new friendships, build on their confidence and have performed at various events such as ROAR (Recognising Outstanding Achievements of Residents). The cost to this group was to cover refreshments and is fairly minimal when weighed up to the benefits of this group. The choir group are growing from strength to strength and remain active.



What has been achieved? (Outcomes and impact)

The choir group have met weekly and currently has 15 members and have held two public performances.

Evidence

Photos from past performances. A member of Resident Involvement team has attended all of their choir practice sessions to support the group.

Representation of scrutiny panel members

	Choir population
Female	46.60%
Disabled	0%
BME	87%
Age >55	100%

Value for Money rating – ★★★★★

Residents say:

"I enjoy being a member of this choir, it brings us all together. We are also joined by young people which makes this an intergenerational activity. We have the opportunity to perform at various venues and meet new people from across the borough"

Ron Kirkwood

Total annual cost: £254

Leaseholder Forum

Homeownership Team - Ealing Council Leaseholder Association (ECLA)

What is it?

ECLA is run by a committee of leaseholders. They come together to discuss matters of importance to leaseholders. The forum is an additional and valuable platform for Ealing Council to consult leaseholders on proposed changes such as management fees, and for leaseholders to find out about council services, future improvements/changes and meet with officers to ask questions. Ealing Council ensures it has all the relevant staff members in attendance at these meetings so that leaseholders are able to discuss any queries they may have. Ealing Council will always consult ECLA on proposed changes to the service.

Aims and objective

The aim of the forum is to allow leaseholders to explore more about the services and matters that affect them. It gives leaseholders a platform to put forward suggestions for improvements and identify where services are going well and areas for improvement.

What has happened? (Outputs)

The leaseholder forum has been running for ten years. The leasehold Committee conducted five meetings and planned item agenda's for the forum meeting. The forum met every quarter and approximately 40 leaseholders attended. ECLA has ensured leaseholders have a voice and are well informed.

What has been achieved? (Outcomes and impact)

Leaseholders have been taking part in the procurement of the building insurance contract, reviewed management fees and assisted to review feedback from major works projects.

Accountability

Leaseholders were provided with information about the performance indicators, the service plan and service charge final accounts.

Evidence

Minutes, leasehold manager attends meetings, copies of presentations are available on the Ealing Council website. Meeting dates are also publicised on the council website.

Residents say:

"The Leaseholder Forum is a great place for leaseholders to meet and discuss important issues with council officers present. We are able to tackle issues which are important to us such as increased insurance, service charge bills and general information for people who may be new leaseholders"

Birinder Harband

Value for Money rating – ★★★★★

Total annual cost: £1,160

Scrutiny Panels

Resident Involvement team

What is it?

A volunteer panel of 25 residents who with a combined effort work to scrutinise the service the housing department provides. The scrutiny panel members take an in-depth look at the various services with a positive critical eye and assess the performance against the local standards set. Each panel has a chair person who attends the housing forum meetings to report on the work of the panel and present recommendations for improvement to services where required. Scrutiny panels present an opportunity for residents to be empowered and play an important role in bringing about positive change to the housing department.

Who are the members?

Ealing council tenants and leaseholders.

Aims and objective

The aims and objectives of our scrutiny panels is to maintain the high standards the council has set in place. In order to ensure the council is keeping to its service standards it needs residents to continue to monitor performance. The aim is to allow services to be scrutinised, complimented and also to highlight areas of improvement. The housing forum continues to encourage effective engagement amongst tenants and leaseholders especially underrepresented groups.

We are committed to working in partnership with Landlord Services and becoming a voice on behalf of all tenants.

What has happened? (Outputs)

We have five areas in which we scrutinise

- Repairs and maintenance
- Cleaning and caretaking
- Tenancy
- Anti-social behaviour
- Housing for older people

What has been achieved? (Outcomes and impact)

Accountability

Scrutiny reports were presented to the housing forum, which consists of residents, council officers and the cabinet member for housing

Service Improvements

Residents have demonstrated comparisons in resident satisfaction and have shown whether it has improved or decreased. Recommendations for a residents repair workshop was put forward and this was delivered locally on an estate for residents.

Community cohesion

Panel members have met people across the borough carrying out their work and continue to build links with various housing teams.

Evidence

Reports are circulated amongst panel members and results are taken to the housing forum and discussed amongst its members.

Representation of scrutiny panel members

		Scrutiny panel population
Female		75%
Disabled		32%
BME		60%
Age	18–54	61%
	>55	39%

Residents say:

“We enjoy the work that we carry out, but I would like residents to be more aware of the work that we do”

Claudette McCrae

Value for Money rating – ★★★★★



Total annual cost: nil

Housing Forum

Resident Involvement Team

What is it?

The Housing Forum is an advisory body lead by tenants and leaseholders. The work which is carried out by our resident scrutiny panel members is presented at this forum. Resident provide feedback to elected members, service heads and directors about the service and present recommendations for improvements. The group enables real scrutiny and accountability of the department and its services and ultimately supports resident lead self-regulation.

Aims and objectives

The housing forum works to complement and enhance the performance of the housing and regeneration departments. The forum continues to monitor the performance of the department through tenant led 'reality checks' and larger pieces of scrutiny work. The housing forum works with the council's management team, officers and stakeholders and is given access to performance information.

Outputs

The housing forum meets quarterly, with members delivering performance reports using established KPI's.

Our housing scrutiny panel members have focused on the following areas:

- Tenancy Management
- Cleaning & Caretaking
- Antisocial Behaviour
- Housing for Older People
- Repairs & Maintenance

Accountability

The scrutiny panel's work has been presented to the housing forum by the five panel chairs. Elected members from both political parties are represented on the forum.

Evidence

Minutes and reports are distributed to members and service heads. The results of monitoring and scrutiny work are reported back to scrutineers and service area staff.

Representation of Housing forum

		Housing forum population
Male		80%
Disabled		0%
BME		60%
Age	25-54	65%
	>55	35%

Residents say:

"I wasn't aware that the housing forum existed before joining. I now see what a difference this forum makes and see that the council does value our feedback from the work we have carried out on their behalf. The only downside would be that I would like to receive more feedback from the recommendations that we make"

Jennifer Lawrence

Value for Money rating – ★★★

Total annual cost: £15,814

Resident Associations (RA)

Resident Involvement Team

What is it?

A resident association is a group made up of local residents living in a particular area. They act as a voice for their local community and play a part in addressing concerns which affect the community. Resident associations also organise activities such as social events and find ways to improve the area they live in. Resident associations are constituted, have an equal opportunities statement and adhere to a code of conduct. They are successfully run by volunteers; we anticipate that resident associations create sustainable communities and are a positive link to officers at Ealing Council.

Aims and objective

- To ensure the residents have a voice
- Promote community spirit
- Raise money for the benefit of your local community
- To find solutions to issues that affect the community
- Organise community events

What has happened? (Outputs)

With the support of the resident involvement team residents have been able to work to better their communities. Across the borough many residents have volunteered their time which has benefitted their communities greatly. The Resident Involvement team continue to establish new links within the community and in turn bridge the gap between local services and residents. 150 meetings have taken place across the borough. The meetings have a range of Housing and Regeneration topics discussed and have had attendance from the following teams: Regeneration, Sheltered Housing, Tenancy Management, Estate Services, Safer Communities and Repairs.

What has been achieved? (Outcomes and impact)

Community cohesion

- Brought residents together with many taking an active role which has built confidence
- Resident associations have organised events for their local community or sheltered housing scheme
- Christmas parties, BBQs and fun days
- Community away days and Coffee morning/bingo mornings
- Positive face to face liaison with residents and Council staff that enables and opportunity to address outstanding issues
- Currently there are 27 resident associations

Accountability

- Resident associations regularly hold meetings and invite Ealing Council and other partnering agencies to attend
- Positive living environment
- Residents have pride in the area
- A safe place to live

Service Improvements

- Attendance at meetings from Council Staff is a better way of communicating with residents. This enables residents to feel more confident that their issues are being listened to.
- Empower residents to have more influence in decisions made, especially in areas of Safer Communities, Regeneration and Sheltered Housing. They are at the forefront of implementing changes or making improvements to security of homes/ estates, gardening areas, estate services, fire safety, repairs, tenancy and/or designing/planning of regeneration

Evidence

Agenda, minutes, photos and the resident involvement team also attends meetings to support the association when required.

Cost for year:

Over the course of the year residents have applied for various funding; Start Up grant; The As and When grant and the small estates scheme. The total cost for the year was £15,814. Ealing Council's Resident Involvement team continue to work at establishing new resident associations across the borough.

Representation of resident association members

		RA Chair population
Female		70%
Disabled		20%
BME		83%
Age	18-54	75%
	>55	25%

Residents say:

"Having our resident association really makes a difference, it gives people somewhere to go and we organise lots of activities to keep people busy. We organise outings, coffee mornings, fish and chip suppers, this brings everyone together. We receive a lot of support from the council also which we are really grateful for"

Vera Cook

Value for Money rating – ★★★★★

Total annual cost: £180

Resident Inspectors

Resident involvement Team

What is it?

Resident inspectors help us measure our performance against our customer service standards. They identify good practice, highlight areas which require improvement and are given the opportunity to make recommendations. The primary function remains to raise the standard of the service we provide to our customers, by effectively investigating staff interaction with residents and how well queries are answered. All of our resident inspectors are given full training to help them mystery shop our services.

What has happened? (Outputs)

This year our resident inspectors have compiled 7 reports in total, all of which have been sent to service managers. Our resident inspectors continue to carry out inspections using the following methods:

- Visiting reception areas to make face to face enquires
- Email and telephone enquires (changes were made due to staff becoming familiar with email addresses)
- Inspections of sheltered housing schemes
- Provide a comprehensive report of their findings

Aims and objectives

To provide the council with detailed reports on its housing services from residents' point of view, scrutinising housing services, and making recommendations for improvements. Resident inspectors give a true picture of the service Ealing Council provides to its residents.

The three main reasons for carrying out inspections

- To ensure Ealing Council staff are polite and efficient when dealing with an enquiry from residents
- To ensure that the correct information is given to customers when they contact us
- To ensure that services provided for residents are being carried out adequately



What has been achieved? (Outcomes and impact)

Accountability

- Residents helped to implement changes to bring more accountability to emails received by different service areas
- Findings from inspections are given to all managers as a report
- Meetings were held to provide feedback to the Inspectors on their findings and to see if any changes are being implemented

Representation of resident inspectors

		Mystery shoppers
Male		50%
Disabled		0%
BME		100%
Age	25-54	0%
	>55	100%

Evidence

Reports are sent to all managers

Residents say:

"I really enjoy being a resident inspector. I have seen improvements made to the schemes and buildings I visit over the course of the year, this is very encouraging"

Angela Agu

Value for Money rating – ★★★★★

Total annual cost: £1,992.93

Resident Training

Resident Involvement team

What is it?

Resident training programmes consist of tailor-made training sessions delivered in-house or externally by training providers. Training sessions are open to all residents, as well as support with childcare and transport is also provided. We also provide refreshments for the attendees.

Aims and objectives?

Training opportunities for residents aimed at building residents' capacity in accessing services, returning to work or developing their skills, increasing residents' confidence and residents gain a better understanding of how Ealing council works.

What has happened? (Outputs)

Over 100 residents attended our training sessions. There were various sessions held focused on improving residents' skills;

- Basic IT for older people
- Housing surgery
- First Aid Workshop
- Committee skills
- Resident Inspector training
- Basic food hygiene
- Funding Networking
- Basic repairs in the Home

What has been achieved? (Outcomes and impact)

Residents were given the opportunity to undertake a number of vocational and self-efficiency courses. Residents learned new skills, increased confidence and met new people. Residents gained confidence and felt empowered to carry out repairs in their home and identify repairs. We have also linked our resident associations with various funding streams and organised an event to bring our active residents across the borough together to share ideas.

Representation of residents who attended training

		Resident training
Female		46%
Disabled		5.08%
BME		23.05%
Age	18-54	11.07%
	>55	88.3%

Evidence

Register, evaluation forms and photos.

Residents say:

"I was glad to be offered this training as it was worthwhile, I believe training is always beneficial as you are given an opportunity to network"

David Cox

Value for Money rating – ★★★★★



Total annual cost £3,359

Resident Awards Ceremony

ROAR Awards

Resident Involvement Team

What is it?

ROAR stands for Recognising the Outstanding Achievements of Residents. It is an annual event organised by the resident involvement team to recognise and celebrate residents' and community groups' work for their communities. There are three awards: individual, young person (under 25), and group. An awards ceremony takes place which consists of dinner, prize raffle, music and entertainment.

Aims and objectives?

The aim of the ROAR event was to celebrate the achievements of Ealing council residents, who have been proactive within their local community. This event was an excellent opportunity for residents to network amongst other residents, Ealing Council staff and councillors. It was an opportunity to encourage more residents to become involved in their communities and motivate already active residents to continue their good work.

What has happened? (Outputs)

Some 150 residents attended this event along with Ealing Council staff members and local councillors. Our event was sponsored by our contactors and we received nominations from the local community and staff.

What has been achieved? (Outcomes and impact)

Social capital – the event provided an opportunity for building social capital and community cohesion. Residents feel valued and are given a platform where their work within the community is acknowledged and recognised.



Evidence

satisfaction surveys from residents, certificates and awards handed out to nominees of each category. We also hired a professional photographer who added value to the memorable experience.

Feedback from Residents who attended:

"It was a really enjoyable evening"

"Good job resident involvement"

"First time attending, really enjoyed the food and entertainment. What a great evening"

Value for Money rating – ★★★★★



THANK YOU!

Resident Involvement Team

We would like to say a big thank you to all the residents who have been involved over the past year, whether that be attending an activity, completing a survey, or being a member of a group. Your feedback really has helped us make changes and make improvements in what we do. If you are not already involved perhaps you have read about something you would like to participate in or which has captured your interest.

If you would like more information about resident involvement and how to get involved, please contact the resident involvement team on **0208 825 6535** or alternatively email ajokw@ealing.gov.uk

Please feel free to follow us on:

Ealing Council Resident Involvement 

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We would like to thank all the residents and staff who have contributed to the writing of this report.