

Annual Review of Resident Involvement 2014/15



What have residents done in 2014/15?

The short answer is – LOTS!

2014/15 has been our busiest year to date in terms of opportunities for residents. Whether that is going along with a rubbish bag and gloves to help collect litter from the streets, or meeting with staff to discuss policy decisions, everything our residents do is KEY to our continued success. We hope you enjoy the following reminder of your hard work and achievements in the last 12 months.

Helen Wood and Melissa Tan
Your Resident Involvement Officers
at Chevin and Pennine Sheffield



Thank you!

THEMED GROUPS

Since the seven themed groups were first established in 2013 residents have worked hard to develop them into useful performance monitoring groups who have a 'hands on' approach, undertaking practical tasks and getting out and about on a regular basis.

The groups:

- * Community Safety Group
- * Customer Care Group
- * Environmental Services Group
- * Refurbishment Group
- * Repairs Group
- * Sustainable Communities Group
- * Welfare Reform and Financial Inclusion Group

Outcomes from the groups have included:

- review and amendment of various anti-social behaviour policies and approving new powers
- undertaking local anti-social behaviour surveys to assess levels and discuss effective reporting mechanisms

- tendering refurbishment contracts
- tendering gardening and cleaning contracts
- design of communications being sent to the wider tenant population about the repairs service provided by Northern Shared Services
- undertaking 'Positive Difference Analysis' training so residents can work with staff to ensure all projects and plans are appropriate for residents needs
- writing articles about welfare reform matters and surveys about future refurbishment work for the magazine
- reviewing estate services specifications and new Rent First Income Maximisation Strategy
- planning the annual STAR awards for residents.

And most importantly, the Repairs Group and the Customer Care Group invited Pennine Sheffield residents to join them on these groups with their ideas, suggestions and friendship.

ARMCHAIR PANEL

After a long break, the Armchair Panel was successfully re-launched in 2014/15 with two surveys that had a focus on Christmas opening times, the content and design of the magazines, ideas for the new website and the usefulness of recent welfare reform information that was sent out.

There are currently 69 people on the Armchair Panel but we are always looking for more – there is no real time commitment to being a member. As and when we post out surveys or documents for you to have a look at, all you have to do is write your comments down and post back to us in the freepost envelope provided. If you prefer you can ring or email us – whatever suits you!

SPOTLIGHT DAYS

We held one Spotlight Day during 2014/15 with attendees receiving updates from all of the themed groups and the Scrutiny Panel on their progress over the year.

Residents told us that this opportunity to hear about the progress of other groups was good for understanding how their work ties in with wider neighbourhood issues.

Spotlight Days often involve 'team building' fun and games too and the big quiz went down a treat. If you are interested in learning more about the themed groups and speaking with residents who take a lead on involvement then let us know your details and we will make sure you are invited to the next Spotlight Day in 2015.

SCHEME EVENTS AND COMMUNITY DAYS

A total of 48 scheme events were held on schemes during 2014/15, including community clean ups and litter picks, coffee mornings, children's fun days and charity fundraisers. Residents and staff also attended a further 21 external events including having stands at the regional Chartered Institute of Housing event, International Older People's Day, local Federation Annual General Meetings and other housing events.

These 'grass roots' events are vital for maintaining local links within neighbourhoods. If you know of anything happening in your area where it would be worthwhile for us to get involved please let us know!



TARAS AND COMMUNITY GROUPS

Chevin and Pennine Sheffield currently work alongside 26 tenants' and residents' associations (TARAs), neighbourhood watch groups and community groups. We also have close links with 20 other local groups, including youth clubs, environmental groups and lunch clubs.

The number of TARAs and community groups has doubled over the last two years. We appreciate all of the hard work and dedication that local people put into keeping their groups and associations running.

Staff work with and support these groups in a variety of ways that are tailored to specific needs, including help to write constitutions or group rules, set up bank accounts and advertise meetings. Annual payments to cover administrative costs are provided as well as help with completing small grant applications for other projects.

If you are interested in setting up a new group in your area please give us a call to talk through your ideas – we are always keen to encourage local people in making their voices heard.



TRAINING

Residents attended training held in house on courses such as:

- Committee Skills
- Chairing Skills
- Interpreting Data and Reports
- First Aid
- Dementia Awareness

Residents were regular attendees at the National Communities Resource Centre on courses such as:

- Analysing Performance Information
- The Role of Tenant Inspectors
- Local Resolution of Complaints
- Understanding Renewable Energy
- Effective Marketing

Residents have reported back to us that the training they have undertaken has been useful and has helped them to understand the reports and information they receive at meetings. Residents who have attended training at Trafford Hall said meeting people from other areas and different backgrounds is good for sharing ideas and understanding alternative perspectives on housing issues.

17 residents have received formal training at Trafford Hall over the last 12 months to develop their skills and progress their housing knowledge



SMALL GRANTS

2014/15 has been a busy year for small grants with Chevin and Pennine Sheffield granting 33 applications totalling £22,642.47.

Applications that were funded included social outings and events, craft activities, gardening projects, sports coaching lessons, world music workshops, a community notice board and many more!

The applications are judged and scored by a panel made up of staff and residents. All grant recipients were invited to share their experiences at a celebration event held at Doncaster Race Course.



TOGETHER GROUP WORK

As part of a larger group structure now it is essential for us to have residents representing Chevin and Pennine Sheffield at decision making meetings.

Membership of the 'Tenants Together' group, where residents from across the whole of Together meet up has led to some important choices being made with regard to components used in refurbishments, review of the complaints policy and procedure, review of group wide repairs policies and decoration allowances.

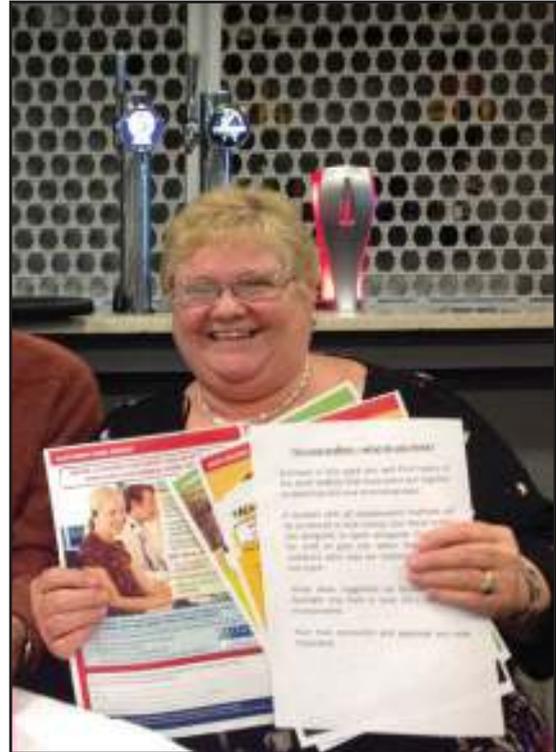


IN PARTNERSHIP WITH OTHER TEAMS.....

Resident involvement is a cross-cutting area that forms part of every department's remit.

We also have very close links with our Community Regeneration teams, having worked together to promote:

- small grants and Newground Together funding
- careers days and mock interviews at local schools for 15 - 18 year olds
- staff shadowing for residents
- construction skills training for 11 - 16 year olds
- work experience placements
- an art project in South Yorkshire that included creating animated films and visiting the theatre
- designing and creating a nature trail in conjunction with Scarborough Borough Council
- the national Kew Gardens 'Grow Wild' project where communities can apply for wild flower seed sets and make your own bee home kits



And finally, more of the 'Big Lunch' events where residents join their tables and chairs together outside and all bring buffet items to share.



HOW MANY HOURS DID YOU GIVE US?

In 2014/15, residents gave us **17,160** hours of volunteer time. This is an increase yet again, year on year since 2007/08 – THANK YOU!

A FEW FACTS AND FIGURES

A HUGE total of **350** meetings, events, training sessions and other activities took place in 2014/15.

We have 48 residents who are actively involved in the themed groups and other projects. These are a mixture of general needs tenants, supported housing and extra care tenants, leaseholders, freeholders and shared owners.

Our involvement opportunities are open to all residents, regardless of tenure and we would be keen to welcome anybody who would like to come along and work with us to improve services.

VALUE FOR MONEY

The total cost of Chevin's resident involvement activities last year including staff costs was £120,579.

Our travel costs were higher than we expected, and we're currently looking at ways we can reduce these costs in future, without compromising opportunities for involvement.

Based on total costs and benefits, we've calculated that for every £1 invested we generated a return of £2.21 in terms of economic value to Chevin, and to our resident volunteers.

This figure is a conservative estimate based on what we can currently evidence, but there is so much other fantastic work being done by our local community groups and Tenants' and Residents' Associations that is much harder to 'measure' in terms of economic value, and which hasn't been included.

We're working on a system to be able to measure the value of more of the work that we do, so that we can continue to show the value of our resident involvement activities.

YOUR YEAR OF INVOLVEMENT

17,160

hours of volunteer time

350

involved events

69

people on the Armchair Panel

48

residents involved in our performance monitoring themed groups

48

scheme events

33

Community Small Grant Applications processed - totalling **£22,642.47**

26

tenants' and residents' associations

136

resident estate inspectors (gardening and cleaning)

LOOKING TO THE FUTURE

To build on the success of the last 12 months with more grants, more groups and more community projects!



**A member of the
Together Housing Group**

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