

Annual Review of Resident Involvement 2014/15



What have residents done in 2014/15?

The short answer is – LOTS!

2014/15 has been an exciting year for residents who have been involved with Housing Pendle. There have been a number of opportunities to get involved at a local, regional and group level. The document below details the journey that

we've been on over the last 12 months. A huge thank you to all the residents that have been involved! Thank you for all your hard work, commitment and the laughs we've had along the way.

Local Activities

Housing Pendle has a number of ways for residents to become involved at a local level. We support local Resident Associations to carry out the work that they do as well as organising and chairing meetings in the area.

Local Groups include:

Voice Meetings – There are 4 voice meetings held across the Borough to meet with residents and discuss local issues.

Customer Congress – This meeting brings together residents from across the four areas (the 4 Voice meetings) and updates are provided regarding Housing Pendle, Scrutiny, Together Housing Group and external guest speakers are also in attendance. This is also a forum for staff to carry out consultations with the residents i.e. – complaints review, changes to decorating allowance etc.

Court Forums – We have 2 Sheltered Courts where we meet with residents on a quarterly basis. A number of the residents are elderly, suffering with mobility issues and the purpose of the meetings is to meet with the residents in the comfort of their own environment. We have supported the Court Forums to hold coffee mornings, bingo evenings, fairs and Christmas parties. The court forums are particularly important as there are many residents that struggle and can become isolated. This is an opportunity for them to engage with their neighbours and Housing Pendle.

Resident Associations – We have 3 successful Residents Associations who are based within the local community centres and deliver activities for their local communities.

Local Groups – The friends of Wheatley Close is a new group that was launched in November 2014. The group was created following complaints from residents regarding various issues on the estate. The group has been hugely successful and several residents have volunteered to undertaking planting and gardening on the estate. The 'Gardening Club' is supported through the Community Funding Panel and has done a fantastic job in making the area a great place to live.

Resident Involvement Review – The Resident Involvement Review began in January 2014 and looked at the current Resident Involvement Structure. The group was made up of staff and representatives from the local area (including Chairs and Vice-chairs from the local panel). During the review we looked at each aspect of Resident Involvement at Housing Pendle and whether or not the activity was providing value for money, a clear aim and was it making a difference. The review finished in May 2014 and a new structure was proposed to the Board. The Board approved the new structure and will review this again in the future.

Outcomes

Performance Monitoring Groups (PMGs) - to monitor performance against service standards and highlight areas of concern. The PMGs were introduced as a direct result of The Resident Involvement Review.

- The frequency of customer panel meetings was reduced as they no longer provided value for money or a clear remit. There were other avenues, such as PMGs, where residents could discuss local issues. However, there was still a strong feeling that the meetings were the local voice and need to remain in place to maintain local identity. As a compromise the meetings were re-launched and re-named as the 'Voice' and now take place twice a year.

- Congress has been a great forum for customer consultation and discussions have taken place regarding Scrutiny, cuts to funding for 'Supporting People,' future initiatives for the Solar Panel team and so on.
- A number of residents within the Courts have taken ownership of organising social activities such as coffee mornings, bingo etc. Housing Pendle has supported them by purchasing materials, creating posters etc.
- We are always keen to encourage local people to become involved to help shape Housing Pendle's services. Formal meetings are not the only way to get involved and we encourage our residents to get involved in any way that they can i.e. - surveys, meetings, community fun days etc.



Residents view and select materials used for investment

Performance Monitoring Groups (PMG's)

In May 2014 the Resident Involvement Review Group made recommendations to the local Board about introducing Performance Monitoring Groups (PMG's). Residents felt that they wanted to delve deeper into the services offered by Housing Pendle. The residents were adamant that the PMG's would have a local focus and would be specific to Housing Pendle residents only, regardless of us being part of the Together Housing Group. The residents wanted to maintain their local identity and ensure that services are being delivered to a high standard to the residents of Pendle.

The groups are:

- Repairs
- Improvements
- Customer Care
- NUTS (Neighbourhoods under the Spotlight) which incorporates both Anti-Social Behaviour and Environmental Services.

The PMGs have been a huge success and have allowed residents to have a 'hands on' approach and to look at and challenge Housing Pendle's performance.

Outcomes:

- To monitor performance and highlight areas of concern.

- Residents have undertaken mystery shopping exercises and made recommendations i.e. – recommendation was made for 1 member of staff to deal solely with administrative duties per day as opposed to answering telephones, covering reception as well as other tasks.
- Void Inspections have been undertaken and properties deemed 'ready to let' have been judged according to the letting standard. Again, recommendations for improvements have been made.
- Observations have been made in the Customer Service Centre's to allow residents to have a better idea of what happens 'behind the scenes.'
- Issues with local contractors have been highlighted and dealt with by the Improvement team.
- The Gas safety policy has been approved by residents.
- Regular updates provided and filtered through to other residents at Customer Congress.
- A works planner has been put in place to work alongside the Delivery Co-ordinator following observations made in the Customer Service Centre.

The PMG's are in the early stages and the first meeting took place in October 2014. We hope that the success continues and the PMG's develop further to give our residents a real sense of being involved!



Garden Gate Workshop

Community Funding Panel

2014/15 was a busy year for Housing Pendle's Community Funding Panel. We received an allocation of £20,000 and helped 19 local Community Groups put on activities and events to benefit residents from all areas. Grants of up to £2,000 were awarded to enable activities and long term projects for the residents of Pendle.

Examples of those who received the grant:

- Marsden Residents Association received £1400 to take 60 children on a trip to 'Battlefield Live.'
- Barrowford in Bloom were awarded £240 to buy planting materials for the town.
- Academy of American Football was awarded £900 for new kits for the players.
- The Garden Gate Association in Barnoldswick was awarded £1,000 for running tub planting events and workshops at local schools.
- North Valley Residents Association was awarded £2,000 to run a 6 week holiday programme for children on the estate.

The grants programme is a great initiative to enable community groups (regardless of their size) to start projects and bring communities together.

Outcomes:

- To enable local groups to provide activities and community events for residents in the local area.
- To provide a 'helping hand' to groups who may be suffering financially.
- To bring communities together.
- To create communities by holding fun days, clean ups etc.
- To create better neighbourhoods by eliminating barriers and providing support.



Together Group Activities

Housing Pendle is part of the Together Housing Group and it is essential that Housing Pendle is represented at meetings where decisions are made that will affect all 5 partner organisations. Our residents have attended a number of 'Group' meetings travelling to Blackburn, Rawtenstall, Halifax and Wakefield!

In 2014 our residents represented us at the following meetings:

- Tenant's Together.
- Asset Management meetings.
- Customer Services.
- Environmental Services.
- Anti Social Behaviour.
- Editorial Panel.

The 'Group' meetings have been a great tool for residents across the Group to meet and interact with one another. Residents have also been involved with important decisions regarding policies, service standards and procedures.

Outcomes:

The Tenant's Together Group has been particularly important in keeping residents up to date with changes and information from across the Group. We often discuss local progress at these meetings to keep our fellow residents up to date with what we're doing locally.

- The Customer Care Service Standard has been approved. This will be the standard that all 6 Customer Service Centres (including Contact 24 – the out of hour's service) will adhere to.
- The Asset Management Team has created 1 uniformed policy across the Together Housing Group in regards to offering a decorating allowance following refurbishments.
- The Anti Social Behaviour (ASB) Team have created a single 'ASB Policy' which will be used by officers working across the Together Housing Group. This means that all ASB cases will be dealt with using the same approach.

- The Environmental Services Team has started the huge task of trying to create a consistent approach to grass cutting and Environmental Services across the Group. This is a particularly difficult task due to local restrictions, local authorities and local differences between the services that are currently being delivered.
- The Editorial Panel meets on a quarterly basis with colleagues and fellow residents from Twin Valley Homes and Green Vale Homes to ensure the contents of the Community Spirit Magazine are relevant and interesting!

Training

Residents have undertaken a variety of different training courses to enable them to get the best out of their involvement with Housing Pendle. Training has been held in house on various subjects such as:

- First Aid.
- Chairing Skills.
- Committee Skills.
- Dementia Awareness.
- Chartered Institute of Housing Level 3.

We have a number of residents who volunteer and give up their time to be a part of local Resident Associations and Community Groups. The training has been vital in equipping our volunteers and involved residents with basic skills such as first aid training and the role that they play when they attend meetings. Our Chairs have also been equipped with the knowledge and skills to manage meetings effectively – which can be challenging at times!

Outcomes:

- One of our residents successfully completed the Chartered Institute of Housing Level 3 after 12 months of studying. The resident is now a member of the Board and represents Housing Pendle at various 'Group' events. He has also gone onto to volunteer at a local Housing Association, providing support to vulnerable residents.

- Several residents who attended the Dementia Awareness Training have now gone on to become 'Dementia Friends' helping those in their local area.
- A number of residents have now become members and have volunteered to be a part of their local Resident Association following the first aid training. This has given them the confidence to volunteer and work with both younger and older residents.
- Chairing and Committee skills have helped to define the role that each resident plays during committee meetings. This has led to productive meetings and residents coming together to create stronger communities and better neighbourhoods.
- Pensioner's fair in Barnoldswick and Colne hosted by Pendle MP Andrew Stephenson.
- Colne Horticultural Society hosted the annual 'Daffodil Show' which brings together people from across the North of England.
- Bradley Big Local – Community fun day.
- Neighbourhoods Together Day hosted by Hodge House Residents Association.

Outcomes:

- To create and maintain links with local partner agencies such as the Police, Council and community groups.
- To have a continual presence within Pendle and to be a name that is recognised across the Borough.
- To involve residents from the private sector and also future residents who may become Housing Pendle tenants in the future. To approach those who live in our communities and be approachable on all matters relating to Housing Pendle.

Community Event

We always do our best to support local Community Events hosted by external agencies as well as the local Community groups. It's important for Housing Pendle to meet residents and advertise services to the wider community. In the last year we've attended:



Celebrating Success

Our 'involved' residents have given us a huge amount of time, commitment and valuable opinions over the years and every year we like to give something back.

We have celebrated the success of our residents by holding events such as:

- The Tenant Involvement Celebration (TIC).
- Young at Heart' Celebration (in honour of national Older People's day on the 1st October 2014).
- Annual Christmas Party.

It is important to celebrate success and thank our residents for their hard work and dedication. The Tenant Involvement Celebration was held with residents across the Together Housing Group and celebrated local success. Presentations were given by local residents and Community Groups, demonstrating the projects that they have been involved in.

The Annual Christmas Party is another event which brings residents from across Pendle together, to enjoy the success of the last 12 months.

Outcomes:

- To celebrate success.
- To show our residents that they are valued by Housing Pendle.
- To provide some of our residents, who may be socially isolated, with an environment where they can meet others and get involved.



Keeping our residents up to date

We make every attempt to keep our residents up to date and informed about changes that take place locally and across the Together Housing Group. We pride ourselves on the relationship that we have with our residents and promote a culture of honesty and transparency.

Some of the 'extra' ways that we kept our tenants involved were:

- Regular meetings between the Head of Housing Pendle (Janette Taylor) and the Chairs of the local voice meetings. The meetings were completely informal and allowed residents to identify issues taking place locally and also allowed Janette to keep residents informed about changes taking place.
- Review of the Complaints Policy – Complaints are a great way for us to learn and we value the feedback that our residents provide. Current legislation means that the process for complaints is changing. Housing Pendle ensured that residents were part of this process and the policy has been reviewed and amended in conjunction with our residents at a local level.



Together Celebration Event



Big Pink Party

Value for Money

The cost of providing the resident involvement function to Housing Pendle tenants was approximately £12.79 per property.

We are always looking at ways to reduce the cost of our activities, without compromising opportunities for involvement.

The Future

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

We would like to set up new TARAs and Community groups, particularly involving those tenants who are less represented at formal meetings.

We are also aiming to 'grow' our number of tenants who are involved in giving their feedback and opinions via digital media.

YOUR YEAR OF INVOLVEMENT

4,455

Hours of volunteer time

59

Number of events

42

Number of Residents regularly involved in our performance monitoring groups & Voice meetings

19

Successful projects funded through the Community Funding Panel - totalling £17,937.

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Tenants' & Residents' Associations



A member of the
Together Housing Group

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