

# **Riverside ECHG Scrutiny Panel**

## **Review of Resident Involvement**

**April 2015**



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## 1.0 Who we are and what do we do?

We are the Riverside ECHG Scrutiny Panel. We were formed in 2012 and this is our second report. This review was undertaken by the following members

- ✚ John Conran - Supported Housing
- ✚ Margaret Dernie - Sheltered Housing
- ✚ David Green - Sheltered Housing
- ✚ Elizabeth Luke - Sheltered Housing

We also received advice and guidance from Louise Thompson, who was our independent TPAS mentor.

We are grateful to all tenants, residents and members of staff, who took part in this review and provided us with valuable information as to how they perceived Resident Involvement across Riverside ECHG.



*David Green, Elizabeth Luke, Margaret Dernie*

### The main purpose of the Panel is to

- ✚ Be a critical friend to Riverside ECHG
- ✚ Take an independent look at Riverside ECHG services, plans and performance.
- ✚ Assess and challenge Riverside ECHG performance against expected standards.
- ✚ Hold the Divisional Board and management team to account for performance and standards.

## 2.0 Why did we choose Resident Involvement as our topic?

After examining performance information, Resident Involvement minutes, and other customer information, it was agreed that the topic for review would be the Riverside ECHG Resident Involvement Service. The reasons for this decision were:

- ✚ **Cost:** both the Sheltered and Supported Housing 2013 annual reports showed that when compared to others, Riverside ECHG had the highest cost for Resident Involvement at £158.21. In addition to this, when provided with a copy of the 2014 annual report, the cost of Resident Involvement was still high at £204.18. However it should be noted that the reported 2014 cost was a combined figure for both Sheltered and Supported, so cannot be directly compared to the figures in the 2013 report.
- ✚ **Customer Satisfaction Levels:** The 2014 report showed a fall in tenant satisfaction in the “Working Together” part of the business. This included overall satisfaction and taking views into account. We also noted that some of the “Working Together” indicators reported with a top ten symbol in the 2013 annual report had been **dropped** in the 2014 report. The Scrutiny Panel was rather perplexed as to why Riverside would stop reporting on these indicators as they were the ones that tenants had said were the most important to them.


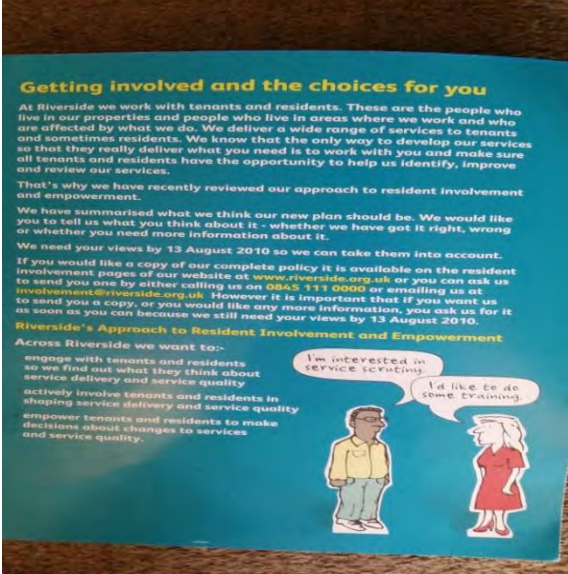
### 3.0 What we did and our key findings

To ensure we had a thorough understanding of the Resident Involvement service, we undertook a comprehensive desk top review of all relevant Riverside ECHG policies, documents and literature. We also looked in detail at the Homes and Communities standard for Tenant Involvement and Empowerment to enable us to measure the service against the regulatory requirements.



*Selection of leaflets and documents that we examined*

The table below summarises the documents we examined and our key findings.

Document	Main findings
<p data-bbox="204 1176 603 1249">Getting you Involved – Are we going about it the Right Way?</p>  <p data-bbox="212 1709 627 1765"><i>Out of date leaflet on display in Leicester Office</i></p>	<p data-bbox="655 1176 1541 1323">This leaflet was found in reception at Leicester in August 2014. This was checked again on March 30<sup>th</sup> 2015, and the leaflet was still there. Clearly from the picture it is years out of date as it asks for forms to be returned by <b>13<sup>th</sup> August 2010!</b></p>  <p data-bbox="1007 1921 1193 1951"><i>Out of date leaflet</i></p>

Get Involved	This doesn't include any reference to joining the scrutiny panel or becoming a tenant inspector. There are no specific examples of what Resident Involvement has achieved.
Count me in!	This mentions the Audit Commission although it no longer exists. It also talks about recruiting to tenant panels, but there is no description of the role so not sure what they are and if they exist! Would be useful to include how many tenants are involved and what they have achieved.
Tenants Voice Newsletter	Lots of good news stories. Small section on tenant inspectors but very little on Scrutiny. Gave long website links to Resident Involvement activities e.g. tenant inspectors and views on website. Unlikely that anyone would spend time inputting these.
2013 STAR Survey	Supported Housing 461 respondents 78% were satisfied with opportunity to make their views known. Sheltered 871 respondents – 77% were satisfied with opportunity to make their views known.
Resident Involvement and Empowerment Policy	The document we were given was out of date – stated to be reviewed in Dec 2013. No other current document was supplied.
Resident Involvement and Empowerment Strategy Delivery Plan	Also dated.
One Riverside Corporate Plan	Does mention involving our customers in scrutinising and influencing what we do.
Annual Reports	The costs for the Resident Involvement service are very high.
HCA standard for involvement and empowerment	Provides standards for what Landlords should be doing in relation to Resident Involvement. Do not know if, or how compliance to this is monitored in Riverside ECHG.
Website	To find Resident Involvement information you have to <ul style="list-style-type: none"> <li>✓ Go to Riverside home page</li> <li>✓ Click on corporate, even though this isn't corporate information</li> <li>✓ Go into care and support</li> <li>✓ Click on customer involvement</li> </ul> <p>No tenant wanting to find out how to get involved would ever find this information.</p> <p>Also once you access the page the information is poorly presented and poorly written. See screen shots of website in Appendix 5.</p> <p>We compared our website to a number of other Housing Associations, including Sanctuary, and found that the standard was very poor. An example of Sanctuary's "Get Involved" pages can be found in appendix 6.</p>

From our Desk Top research we identified some key themes that we wanted to check out further. These were

<b>Theme 1</b>	Value for money of Resident Involvement
<b>Theme 2</b>	Involvement Opportunities
<b>Theme 3</b>	Corporate Approach to Resident Involvement
<b>Theme 4</b>	Homes and Communities Agency- Tenant Empowerment and Involvement Standard

The further checks we undertook are outlined below along with a summary of our main findings

<b>Reality Check</b>	<b>Main Findings</b>
Staff Interviews	<ul style="list-style-type: none"> <li>✚ All staff interviewed were unable to explain why the cost of resident involvement was so high or how this figure was obtained.</li> <li>✚ The impact of Resident Involvement activities was not tracked or evaluated.</li> <li>✚ Despite the above all staff felt that Resident Involvement did offer value for money.</li> <li>✚ The staff we interviewed told us that they had received training on Resident Involvement.</li> <li>✚ They felt all Riverside ECHG staff had received some kind of Resident Involvement training but were unsure of the details.</li> <li>✚ Staff were able to provide examples of how Resident Involvement had changed or improved things but there was a heavy focus on the tenant inspector results.</li> <li>✚ There was no clear or shared vision for Resident Involvement.</li> </ul>
On line staff Survey	<ul style="list-style-type: none"> <li>✚ Most staff have a good understanding of Resident Involvement.</li> <li>✚ The majority of staff said they have received <b>no</b> Resident Involvement training.</li> <li>✚ Most thought that tenants did have a role to play in holding Riverside ECHG to account and thought this was a positive thing.</li> <li>✚ Most staff thought spending money on Resident Involvement was a good use of resources.</li> </ul>
Focus Groups(Appendix 2)	<ul style="list-style-type: none"> <li>✚ Tenant inspectors work really well. They are doing lots of positive work and making a big difference.</li> <li>✚ Riverside ECHG don't promote Resident Involvement enough</li> <li>✚ Residents Associations are not told enough about the work of other groups, such as tenant inspectors and scrutiny.</li> <li>✚ Tenants unaware of the cost of Resident Involvement but when told they felt that Riverside ECHG needed to explain this as on the face of it, it didn't seem to be good value for money.</li> <li>✚ The majority of those involved did feel valued by Riverside ECHG for the work they do.</li> </ul>

Telephone Survey (Appendix 3)	<ul style="list-style-type: none"> <li>✚ Most were aware that they could get involved.</li> <li>✚ Main reason they knew of opportunities to get involved was through word of mouth from staff.</li> <li>✚ Some had been involved but were no longer so because they felt their involvement had not made a difference.</li> <li>✚ Other barriers to not getting involved were identified as language barriers, not utilising their skills and lack of feedback.</li> </ul>
Mystery Shopping	<ul style="list-style-type: none"> <li>✚ Call centre operatives promised that someone would be in touch regarding Resident Involvement but this did not happen.</li> </ul>
On site visit to Neighbourhood Services Forum and Regional Meeting	<ul style="list-style-type: none"> <li>✚ Poor attendance – only two tenants attended.</li> <li>✚ Not publicised well in scheme.</li> <li>✚ Issues discussed were relevant and useful.</li> <li>✚ Information presented at bi-annual regional meeting dated and stale.</li> </ul>
Benchmarking	<ul style="list-style-type: none"> <li>✚ Looked at websites of three other HA's in relation to involvement opportunities and information, in comparison Riverside ECHG was poor because <ul style="list-style-type: none"> <li>✓ Website hard to navigate.</li> <li>✓ Text is poorly written and presented.</li> <li>✓ Cannot print off information as not aligned correctly.</li> <li>✓ Information very difficult to find.</li> <li>✓ Limited menu of involvement.</li> <li>✓ No links to copy of Resident Involvement local offer, strategy, or plan.</li> </ul> </li> </ul>

## 4.0 Summary of Themes and Judgements

### 4.1 Value for money

We felt extremely frustrated that we could not explore the value for money aspect of the Resident Involvement service because we were unable to access a breakdown of the cost, or obtain any substantial evidence of the outcomes or impact achieved. We were therefore unable to make any cost-benefit judgements, meaning we cannot report if the money is being well spent or not.

### 4.2 Involvement Opportunities

We found that the promotion and marketing of Riverside ECHG's Resident Involvement is extremely poor in comparison to other Housing Associations. Leaflets are dated and dull, Resident Involvement information on the website is difficult to find, and when you do find it, is of very poor quality.

One real positive area of good practice that our review identified was Tenant Inspectors. They are clearly carrying out very effective work, are well resourced with dedicated officers, and have clear systems in place to track their outcomes. They also receive £10 reward vouchers for each inspection which ensures that motivation and commitment levels are high.

### **4.3 Corporate Approach to Resident Involvement**

We found little evidence to show that Riverside ECHG has a corporate or strategic approach to Resident Involvement. The strategy itself is out of date, there are no published service standards for Resident Involvement, and staff seemed unclear as to the overall Resident Involvement aims, objectives and outcomes.

There is no up to date Resident Involvement Structure for Riverside ECHG to show how the different involvement methods work and link together. This makes it difficult to see how involvement influences or changes things.

In addition to this we found that on a day to day business level there are inconsistencies in how Riverside approaches Resident Involvement. For example

1. Riverside ECHG does not have access to the same level of resourcing as the other divisions,
2. Some Tenants are rewarded for their involvement (tenant inspectors) other tenants are not.

### **4.4 Homes and Communities Agency (HCA) – Tenant Involvement and Empowerment Standard**






Despite this being one of the regulators Consumer Standards, we could find no reference to it in any of the Resident Involvement documents we were given. We also failed to find any evidence to show that anyone was checking that the Resident Involvement service was meeting the standards required by the HCA.






### **5.0 Conclusion**






Overall therefore, we feel that although the needs of supported and sheltered tenants are very different, if the right approach is adopted and the correct level of resources are secured across the board, there is a real opportunity to develop and improve Resident Involvement in Riverside ECHG. We feel our recommendations will form a framework for this to happen and look forward to working with Riverside ECHG to deliver a more effective and successful service.













## 6.0 Recommendations






<p>Our Judgement</p> 	<p>Evidence to support our judgement</p> 	<p>Impact on the service and customers</p> 	<p>Recommendation</p> 	<p>Comments/ actions from challenge meeting held on 15.05.15</p> 
<p><b>Theme 1: Value For Money of Resident Involvement</b></p>				
<p>Riverside ECHG does not know if its' Resident Involvement service delivers value for money</p>	<p>Written explanation of cost rationale from Riverside ECHG (see appendix 3)</p> <p>Panel have received no answer to their request for an explanation of the 2014 cost of £204.18</p> <p>Staff interviews show staff do not fully grasp the costs</p> <p>Staff Interviews highlight there is no process for assessing what difference Resident Involvement made</p>	<p>Tenants do not know whether their rent money is being spent effectively or that value for money is being achieved, because the breakdown of costs and outcomes are not known</p> <p>Tenants don't want to get involved or stay involved, as they do not know if they are making a difference!</p>	<p>1. A full scrutiny review will be undertaken on the Value for Money of Riverside ECHG's Resident Involvement Service. The Panel will investigate Riverside ECHG's input into Riverside's VFM self-assessment as well as the annual report costings. It is proposed that the findings will be published on the website, in the "Tenants Voice" and sent to NSF and the National Residents and Tenants Federation.</p> <p>2. To ensure transparency, future annual reports should explain how reported costs are calculated so that tenants have a full</p>	<p>Riverside produced a fuller account of the costs of R.I and agreed the current calculations were misleading and inaccurate. As a result of this the following actions were agreed</p> <ol style="list-style-type: none"> <li>1. The Housemark calculation will be discussed with Riverside Research and Policy team annual report to ensure future reporting is accurate and meaningful</li> <li>2. The Annual report steering group will do a piece about spend on RI, with renewed calculation and some narrative from the panel about their inspection and the process that has led to this revised figure.</li> <li>3. The issue around how figures are reported in the annual reports will be raised</li> </ol>






<p>Our Judgement</p> 	<p>Evidence to support our judgement</p> 	<p>Impact on the service and customers</p> 	<p>Recommendation</p> 	<p>Comments/ actions from challenge meeting held on 15.05.15</p> 
	<p>except with tenant inspectors</p> <p>No impact assessment documents provided</p> <p>Actions from previous scrutiny report have not be tracked and impact is not measured</p>		<p>understanding of figures published, and can meaningfully interpret them</p> <p>3. An internal system to replace the “Tenant Participation Tracker” should be put in place to capture the outcomes of Resident Involvement. This will show that Riverside ECHG has tenants at the heart of their services. Specific staff members should be assigned to undertake the responsibility of tracking and assessing all types of Resident Involvement</p>	<p>with the NSC to ensure this is fed into future annual reports</p> <p>The Panel welcomed these suggestions.</p> <p>Both the Panel and management agreed that TP tracker was not the way forward but there needed to be a better way of reporting the outcomes of Resident Involvement. Therefore the following actions were agreed:</p> <p>1. A template which reports the number of tenant inspections, scrutiny etc. a summary</p>







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			<p>4. How Resident Involvement has made a difference should be regularly reported in newsletters, on the website and on Facebook and Twitter. This should include a “We Said, You did” feature.</p> <p>5. An Annual Impact Assessment of all Resident Involvement services should be undertaken and a report published. Examples of good practice in this area are from Soha Housing and Berneslai Homes.</p> <p>6. Work should be done to capture the social value of Resident Involvement activities.</p>	<p>of the results from recommendations to be developed.</p> <p>2. A small number of varied case studies to be produced to demonstrate the outcomes from those inspections, including the vfm aspects</p> <p>3. Different ways of producing reviews of the impact of tenant involvement that can be made available to all tenants will be considered.</p> <p>Riverside explained that they were currently looking at capturing social value as part of a</p>

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				<p>separate piece of work and this could maybe be applied to Resident Involvement activities.</p>
<p><b>Theme 2: Promotion and Opportunities for Involvement</b></p>				
<p>Resident Involvement is not promoted effectively and information about getting involved is difficult to access and poorly presented</p>	<p>Leaflets promoting and encouraging “getting involved” are not of a good standard. For example Leaflet in reception asking for views had an Aug 2010 return date! Some leaflets have 0345 number and others have 0845 Compared it to new tenant board recruitment flyer Doesn't mention what difference resident</p>	<p>Opportunities to get new and hard-to-reach tenants involved may be missed  Resident Involvement in the business will fall and the quality of services will not be as good.  Compared to other similar sized HA's Riverside ECHG website is extremely poor which could be damaging to their reputation</p>	<p>7. Tenant Inspectors should include a check on tenant involvement leaflets to ensure old and out of date ones are disposed of.  8. A new leaflet should be designed that captures the difference resident involvement makes and what the opportunities are to get involved in an exciting and vibrant way. Tenants should be involved in the design and content of the leaflet.</p>	<p>It was agreed that both staff and officers would make regular checks to ensure all leaflets display were current  Riverside informed the Panel that work was already underway to re design and improve leaflets and publications. The Panel welcome this and looked forward to seeing the new designs</p>






<p>Our Judgement</p> 	<p>Evidence to support our judgement</p> 	<p>Impact on the service and customers</p> 	<p>Recommendation</p> 	<p>Comments/ actions from challenge meeting held on 15.05.15</p> 
	<p>involvement has made so isn't attractive to new members</p> <p>Accessing Riverside ECHG involvement information via the website is difficult</p> <p>Two mystery shopping calls about Resident involvement were made to the Call Centre were not followed up</p>		<p>9. The website needs to be completely reviewed to ensure that it is fit for purpose. (See appendix 5) The following areas need to be addressed</p> <ul style="list-style-type: none"> <li>✚ Location of Riverside ECHG web pages – why are they under corporate services?</li> <li>✚ Terminology? Why is there is no reference to Riverside ECHG on the website menus – it's listed as Care and Support? How can a tenant find out how to "Get Involved" if they don't know where to look???</li> <li>✚ Links -Why on the main home page when you click on the Get Involved leaflet link, does</li> </ul>	<p>Riverside confirmed that work was already underway to create a new website and this should be completed in October 2015</p> <p>A firm commitment was also given to maintain the strong tenant input into this project in the run up to the website launch</p>






<p>Our Judgement</p> 	<p>Evidence to support our judgement</p> 	<p>Impact on the service and customers</p> 	<p>Recommendation</p> 	<p>Comments/ actions from challenge meeting held on 15.05.15</p> 
			<p>it take you to a leaflet for Carlisle?</p> <ul style="list-style-type: none"> <li>✚ Language – on the Riverside ECHG “Get Involved” pages the language and sentence construction is very poor.</li> <li>✚ Menu of opportunities – this should describe the role of each level and type of involvement. This isn’t the case in the leaflets or website making it difficult for tenants to know just what involvement opportunities there are. Examples of good practice are Soha H.A, Cestria H.A, and London &amp; Quadrant H.A</li> </ul> <p>10. Staff should be reminded about what the process is when</p>	<p>Riverside agreed and arrangements would be made to ensure this happens</p>






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			<p>receiving enquires about Resident Involvement and who they should be referred to.</p> <p>11. The tenant's newsletter should stop publishing long and complex web links. See picture below. Either condense the information in the newsletter or simplify the links. A role of tenant editor or tenants' editorial panel should be developed.</p>	<p>Riverside agreed that these links would no longer be published in newsletters</p> <p>It was agreed that the director responsible for communications would be approached to discuss establishing a an tenant editorial panel</p>






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<p><b>Theme 3: Corporate Approach to Resident Involvement</b></p>				
<p>All staff do not receive Resident Involvement Training</p> <p>Riverside ECHG's</p>	<p>Staff survey indicated that a number of staff had received no training on Resident Involvement</p> <p>There is no flow of information between the different groups. They do</p>	<p>Resident Involvement will be as seen as an add on and not part of the "One Riverside" approach or core business.</p>	<p>12. Staff should be offered training on Resident Involvement, specifically to include training on the Homes and Communities Agency Tenant Involvement and Empowerment standard, and also</p>	<p>Riverside agreed to work with Learning &amp;Development team to develop an RI e-learning module for staff</p>








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<p>approach to co-regulation needs to be linked together more effectively so that Mystery Shoppers, Tenant Inspectors and the Scrutiny Panel are working together as “one team” Also better relationships between the Scrutiny Panel and the Board needs</p>	<p>not share minutes or meet regularly and appear to work in isolation.</p>	<p>Staff will not know to involve tenants in key policy decisions or new policies, and as a result the policies created will not work for tenants.</p> <p>The opportunity to improve services and hold the landlord to account is not as effective as it could be</p>	<p>what Riverside ECHG expects in relation to Resident Involvement.</p> <p>13. Mystery shopping needs to be developed further and integrated into the co-regulatory framework.</p> <p>Minutes between the groups need to be shared and regular networking meetings should be held.</p>	<p>Riverside explained that mystery shopping had been used before but there had been limitations with to its effectiveness and also there had been little appetite amongst tenants to see it continue. The panel accepted this but asked that it be re-visited again through discussion at the Federation. It was agreed that scrutiny reports, and where appropriate minutes, from panels and NSC would be put on website</p>

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<p>to be established.</p>			<p>14. A “Co-regulation Champion” should be elected to the Riverside ECHG Board to provide the formal link between the Scrutiny Panel, Tenant Inspectors, Mystery Shoppers and the Board.</p>	<p>Riverside felt that the appointment of a Board co-regulatory champion wasn't necessary but did agree that links needed to be strengthened</p> <p>See theme 4 for actions</p>
<p>There appears to be no corporate approach to Resident involvement</p>	<p>The Resident Involvement Strategy is out of date</p> <p>There are no service standards for Resident Involvement</p> <p>Staff interviews – no clear or consistent answers regarding future Resident Involvement aims and objectives</p>	<p>Without clear direction or standards for service provision, the quality of Resident Involvement will be reduced</p> <p>The number of Riverside ECHG tenants who want get involved will be low</p>	<p>15. Work with tenants to develop a new “One Riverside” strategy, delivery plan and offer, for Resident Involvement</p> <p>16. A Resident Involvement structure should be produced with tenant input, to ensure tenants can see how the different Resident Involvement activities</p>	<p>Riverside agreed to</p> <ol style="list-style-type: none"> <li>1. Carry out wider consultation on service offer (including Resident Involvement service offer) after initial meeting with tenants</li> <li>2. Develop the strategy and delivery plan including revision of the involvement leaflet - KJ/MH</li> </ol>

<p>Our Judgement</p> 	<p>Evidence to support our judgement</p> 	<p>Impact on the service and customers</p> 	<p>Recommendation</p> 	<p>Comments/ actions from challenge meeting held on 15.05.15</p> 
	<p>Riverside ECHG does not have access to the same level of resourcing as the other divisions.</p> <p>All involved tenants are not rewarded in a consistent manner</p> <p>There are both Riverside and Riverside ECHG Leaflets promoting Resident Involvement which is confusing</p> <p>There is no current Resident Involvement Structure available that shows how the different involvement methods work and link together. For example how does Riverside ECHG Scrutiny and the National Scrutiny</p>	<p>Tenants who are involved will not feel valued and will not stay involved.</p>	<p>link together, both within Riverside ECHG and wider group. This should be made available on the website and on scheme notice boards.</p> <p>17. We would like to see a better integration of Resident Involvement across the group so raising tenant satisfaction. We therefore request that the National Scrutiny Panel undertake an urgent review of Resident Involvement across all divisions. The aim of this should be to ensure better accountability and integration of Resident Involvement across the whole of the Riverside group.</p>	<p>The Panel agreed that this would be best raised directly with the NSP.</p>

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	<p>Panel work together, and how do Residents Associations feed into other structures?</p>			
<p><b>Theme 4: Homes and Communities Agency (HCA) Tenant Involvement and Empowerment Standard</b></p>				
<p>There is no evidence to show that the HCA Tenant Involvement and Empowerment Standard is being followed by Riverside ECHG</p>	<p>The HCA standard states: <i>Registered providers shall provide timely and relevant performance information to support effective scrutiny by tenants of their landlord's performance in a form which registered providers seek to agree with their tenants.</i></p> <p>The scrutiny panel has had difficulty in obtaining Resident Involvement cost</p>	<p>Non-compliance with the HCA standard</p> <p>Quality of Resident Involvement service will be compromised</p> <p>Co-regulation function will not be carried out effectively and tenants will not be able to hold the landlord to account</p>	<p>18. The Board should ensure that tenants undertaking scrutiny are provided on request, with the information they require to carry out full and meaningful reviews.</p> <p>19. The Board should ensure that the HCA standard for involvement and empowerment is monitored, adhered to and reported on.</p>	<p>Riverside explained that staff had been instructed to ensure that scrutiny panels are provided with the information required. The panel asked that this be re-iterated again to staff</p> <p>A procedure for dealing with the non-provision of information was also agreed, whereby it would be raised in the first instance with the Tenant Involvement Advisor and then escalated up to the Head of Community Engagement.</p> <p>It was recognised that currently the scrutiny panel has very few formal or informal links to the Board and that this should be addressed through the following actions.</p>

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	<p>information. See Appendix 1</p> <p>The HCA Tenant Involvement and Empowerment Standard is not monitored to ensure that Riverside ECHG are compliant with it.</p>			<ol style="list-style-type: none"> <li>1. The Panel asks the RECHG board that in future reports from the scrutiny panel are presented in in person</li> <li>2. An informal meeting between the Board and the panel takes place annually as per the terms of reference and that a Board member is invited to attend one of the scrutiny meetings</li> </ol>

## 7.0 Appendices

### Appendix 1



#### Riverside ECHG – Scrutiny Panel

17<sup>TH</sup> November 2014

Dear John

You may recall that when we interviewed you and your colleagues in August as part of our resident involvement scrutiny review, we asked you about the cost of resident involvement for sheltered and supported Housing as stated in the Annual Reports for 2013.

Although you gave us some suggestions as to how these costs were calculated you couldn't give us a detailed answer but said you would get this information to us. Unfortunately we still haven't received this information and without it we are unable to carry out a full and proper review of the service.

Given that this will be the third time we have asked for a breakdown of these costs, having initially requested it June on our "request for Information" proforma, we would be grateful if you could give this matter your prompt attention and E mail the Panel with a full breakdown in time for our next meeting on the 11th December. Our E mail addresses are

[erafluke@tiscali.co.uk](mailto:erafluke@tiscali.co.uk)  
[margaretdernie@gmail.com](mailto:margaretdernie@gmail.com)

We look forward to hearing from you in due course.

Best Wishes

Riverside ECHG Scrutiny Panel

## Appendix 2

### Involved Residents – Focus Group Wednesday 20<sup>th</sup> August 2014

#### Feedback

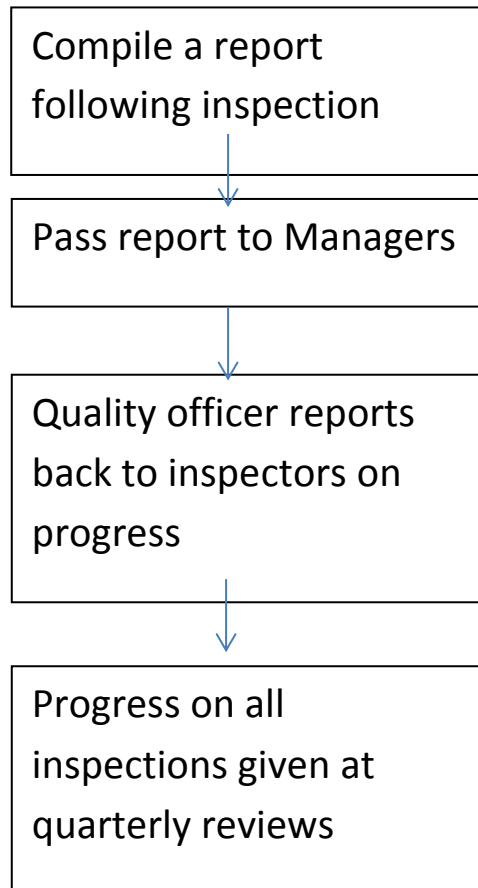
**1. *Can you give us an example of how your involvement has changed or improved anything?***

- Hard to say what we have done – got lots of things we want to do
- Not made a difference as such but have raised awareness – e.g. radiator controls
- Have reduced isolation in our scheme by holding social activities
- Have done gardening projects – we get people out of their rooms
- Did a come dine with me style event that worked well
- We obtain garden furniture from fund
- Got electricity charges reimbursed after threatening them with regulator – you have to do this or they don't respond
- Got people a discount on the service charge after challenging it – people don't read them
- Tenant Inspectors made a big difference e.g. – IOS feedback confirms this
  - ✓ Bin room was altered as a result of tenant inspectors
  - ✓ Tenant inspectors have got no smoking signs put up in communal areas and on front doors
  - ✓ Handrails in disabled toilets
  - ✓ Washing machine put in plinths to make it easier for those in wheelchairs
  - ✓ Now hold a surgery in scheme where tenants can see staff member, police etc.

## **2. How do you know if what you suggest or recommend is implemented by Riverside ECHG?**

### **Tenant Inspectors**

- System in place for tenant inspectors – see below



- Seems to work well but not all inspectors get feedback
- New inspectors not told how they will get feedback
- Do act on any health and safety issues straight away

### **Tenant Forums**

- Very informal system in place - we give recommendations/suggestions to scheme managers
- They deal with issues and let us know what happens



**3. Do you think other tenants are aware of what you do?**

- Yes we have tenants meetings – we tell them what is happening
- Doesn't matter cause tenants not interested
- Weekly newsletter in the scheme tells tenants about new inspector
- Tenants voice gives information
- Is stuff on notice boards
- I think tenants associations should be told about the work of tenant inspectors
- Don't think Riverside ECHG promote what tenants do enough
- As Tenant inspectors we are not allowed to tell other people what we are doing as we have signed a confidentiality form
- Is that what it confidentiality means – I'm not sure. It's confusing.

**4. Do you think resident involvement is good value for money?**

- What exactly are we getting for £158.21 per home
- Where has this figure come from?
- Have no idea what we are getting for this money
- We need to find out

**5. Do you think Riverside ECHG values your input?**

Yes – 5 people

No – 2 people

**6. If you were in charge what would you do to improve resident Involvement**

- ✓ Encourage and promote it more
- ✓ Explain what the £158.21 is all about
- ✓ Reduce staff turnover and provide more consistency
- ✓ Do a tenant involvement special showing what is has achieved and done

## Appendix 3

### Rationale

This measure shows the overall cost to the organisation of resident involvement. Including overheads enables a more relevant comparison between organisations with different structures.

### Definition

This measure provides the total cost of providing resident involvement, calculated per General Needs and Housing for Older People property that receives a housing management service. It includes direct employee costs and direct non - pay costs and overhead costs.

Resident involvement covers all costs and employee time spent on resident involvement and consultation. Key activities include: informing residents about landlord services / performance, managing resident feedback, resident involvement policy and practice information, resident newsletters, conferences and supporting resident groups.

### Formula

$$(A + B + C) / D$$

A = Total employee pay cost for resident involvement

B = Total non-pay costs for resident involvement

C = Allocated overhead costs for involvement

D = Total number of units for which a housing management service is provided

Note on A: Employee Pay Costs include all pay costs and on - costs. Costs for agency/temporary staff are also included.

Note on B: Non Pay Costs include such items as resident involvement expenses, resident organisation grants and expenses

Note on C: Allocated Overheads include ITC Costs, Office Premises Costs, Finance Costs and Central Overheads Costs.

Note on D: This is the total number of General Needs and Housing for Older People units for which a housing management service is provided.

I have not been able to ascertain the actual breakdown of the £154, and how this is attributed to each of ABC and D above.

## Appendix 4

### Riverside ECHG Scrutiny Panel - Telephone Survey Script

<b>Name and address of tenant</b>	
<b>Date surveyed</b>	

	<b>Scrutineer script</b>
<b>Opening</b>	Hello can I speak to????? My name is??????? I am a tenant volunteer on the Riverside ECHG scrutiny panel. You should have received a letter saying that we would be contacting you to have a quick chat about resident involvement. Is it ok to talk?
<b>Question 1</b>	Are you aware that tenants can have a say in how Riverside ECHG is run? If Yes..... can you tell us how you know and any ways that you can do this?
<b>Question 2</b>	Would you get like to get involved and have a say? If yes make note and pass to Tonia If no can you tell us why not?

## Appendix 5

How to Take a Screenshot x Customer Involvement in x

www.riverside.org.uk/corporate/our\_services/care\_and\_support/tenant\_involvement\_in\_rechg.aspx

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### Our Services


- Care and Support Services
- Liverpool WAVES of Hope Intensive Support Services
- Cambridgeshire Mental Health Community Support and Prevention
- Home Ownership
- Riverside Helpline (Telecare Health Monitoring)
- Out of Hours
- Private Finance Initiatives
- Regeneration and development
- Stock Transfers
- Property Management
- Riverside Home Improvement Agency

News and Press Office

### Customer Involvement in RECHG

Involving our tenants and residents is a way of working in Riverside ECHG. We encourage feedback in as many ways as possible and listen carefully to understand what it is our tenants and residents want from RECHG.

We offer a wide range of involvement opportunities for our tenants and residents. These include training and development courses for our tenants who have expressed an interest in wider group tenant involvement activities.



Please [view](#) the latest training schedule for our tenants and residents. Please [view](#).  
For any local training opportunities please let your scheme staff know.  
If you would like more information on the training we offer please call Tonia Punter-Ojong (RECHG Tenant Involvement Advisor) on 0845 111 0000 or email [talkback@riverside.org.uk](mailto:talkback@riverside.org.uk)

[RECHG Making a Comment or Complaint Leaflet](#)

### Customer News

[Click here](#) to see news customer news stories around our RECHG.

### RECHG Social Media "Get Connected"

RECHG wants to all our Residents to follow us on Social media. Where you can share your views with us. Get information about what's going on and updates on events.

[twitter @GCRiverside](#)  
[facebook.com/GCRiverside](#)

### Care and support info

- Video Case Studies
- Press releases
- Performance Information
- What our customers say
- Customer involvement
- Customer newsletters
- Tender and contracts team
- Awards

### Related documents

- [E-Learning Information Poster](#)
- [Tenant Inspector Bulletin](#)
- [Bi-annual Tenant meeting notes Oct 2014](#)
- [Tenant Inspector Application Form](#)
- [Tenant Inspection Dates](#)

www.riverside.org.uk/pdf/ECHGmakingacommentorcomplaint2013.pdf

- Stock Transfers
- Property Management
- Riverside Home Improvement Agency
- News and Press Office
- Working With Us
- Performance and value for money
- About Us
- Contact Us
- Procurement

### Customer News

[Click here](#) to see news customer news stories around our RECHG.

- [Bi-annual Tentant meeting notes Oct 2014](#)
- [Tenant Inspector Application Form](#)
- [Tenant Inspection Dates](#)

### RECHG Social Media "Get Connected"

RECHG wants to all our Residents to follow us on Social media. Where you can share your views with us. Get information about what's going on and updates on events.  
Twitter @GCRiverside  
Facebook.com/GCRiverside

### Tenant Inspectors

Our Quality Officers are accompanied by Tenant Inspectors when visiting schemes to complete evaluations  
While Quality Officers spend time with staff reviewing performance, Tenant Inspectors focus on two key areas – the environment and tenant services. They interview tenants and carry out a visual inspection of the schemes' communal areas. Their findings are reported back to the Quality Officer and Area Manager/Team Leader and are included in the final report.  
This year, we have recruited and trained a new batch of inspectors and they are looking forward to attending various schemes along with more experienced inspectors.

If you are willing to work as part of a team and have a keen eye for detail please download an application form [here](#). You should have no tenancy issues like rent arrears and you must be willing to undertake up to two days of training.  
The RECHG Tenant Inspectors met for their bi-annual meeting in Runcorn on the 28<sup>th</sup> October 2014.  
The Next Meeting is the: Tenant Inspectors Review to be held in Manchester on the 28th April 2015.

Please see [here](#) for the actions raised from the meeting. If you would like to be involved as a tenant inspector the application form can be downloaded [here](#)

### Scrutiny in RECHG

The Riverside Sheltered and Supported Scrutiny Group is made up of RECHG tenants and residents. The group has already scoped out and selected their first scrutiny topic – Customer service. They are currently carrying out face to face interviews with our tenants and residents across our sheltered and supported schemes. They will then draft a report with their findings for the RECHG board. For more information about Scrutiny, please click [here](#).

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### Neighbourhood Service Forums and Cluster Reviews

Neighbourhood Service Forums (NSFs) are meetings led mainly by Area Managers that cover local issues and discuss feedback from the Cluster and Hub Review Meetings. It is at these meetings where nominations are made to attend Cluster reviews.

Cluster reviews are meetings aimed for our tenants and residents and cover performance issues like repairs, planned maintenance etc. These meetings also respond to issues sent from local forums.



Hub Reviews will now be held once each year. The Hub Reviews will be led by each Hub Director and will also focus on the overall performance of the Hub and also provide a response for Cluster Reviews if one is needed. This group may also identify gaps in services and offer comments or recommendations to Riverside-wide service groups. A full timetable of Neighbourhood Service Forums and Cluster Reviews is available [here](#)

### Tenants Resource Pack

If you would like a copy of this pack please contact your scheme manager and ask them to print a copy for you.

### Other resources

If you need help in setting up a tenants' group or need guidance on fundraising ideas or any other involvement query please contact Tonia Punter-Ojong, Tenant Involvement Advisor for RECHG on 0845 1110000 or email [talkback@riverside.org.uk](mailto:talkback@riverside.org.uk)





# Appendix 6

How to Take a Screenshot x Customer Involvement x New Tab x Corporate x www.riverside.org.uk x Care and Support Services x The Riverside Tenants x Ways to get involved x

www.sanctuary-housing.co.uk/ways-to-get-involved

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**Get involved**


- Why get involved?
- Ways to get involved**
- Guide to getting involved
- ▶ Residents' groups
- ▶ Resident scrutiny
- ▶ Training and skills
- ▶ Residents surveys
- Get in touch

## Ways to get involved

You can get involved in a way that suits you. You may want to have your say on a particular issue by emailing us or filling in a comment form. Or if you have more time to spare you can be more involved on a deeper level.

We have a range of options and we're sure you will find something to suit you. The table below shows some different ways you can get involved and how much time each takes:

	Quick and easy	Not too time consuming	Requires more time
From your home	Fill in a comments form	Email panels	
	Respond to newsletter articles	Mystery shopping	
	Take part in surveys		
	Customer Journey Mapping		
Out and about	Focus groups	Task and finish groups	
	Recruitment panels	Resident Action Groups	
Formal Meetings	Residents' group	Contractor management meetings	National Resident Scrutiny Panel
			Local Resident Scrutiny Panels



There are a range of activities that give you a chance to have your say depending on your circumstances and how much time you have to give.

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