

Resident Involvement

annual report financial year 2008/2009



Introduction

Across the Group, every year, we run an exciting and varied range of involvement projects in partnership with residents. This report gives a great insight into this vital area of our work and particularly shows how successful these initiatives have been, what have the outcomes been and what we have learnt. We use an Impact Assessment process to evaluate the success of resident involvement projects. The participants in the projects are asked to provide their own judgement on key aspects of projects using a 'traffic light' rating and more 'weight' is given to residents' views; ● Green 'working well', ● Amber 'needs improvement', ● red 'needs to be re-assessed'.

A guide to the measures:

Outcomes: How have participants and the Association or Group benefited?

Value for Money: Are the costs reasonable for the size and type of project and were the outcomes sufficient?

Prospects for Improvement: Is the project worth repeating and can we learn anything?

In the last section of the report, you'll see some real examples of how residents have made positive changes to the services that you receive.

It really is worth getting Involved, so don't hesitate!

Miles Platting What's On Guide?

Project Completion Date: April 2008

Adactus produced a 'What's on' guide for the young people in Miles Platting for the Easter holidays. The guide was distributed with the 'Renaissance Newsletter' and incorporated all activities in the area.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: There were lots of activities for young people to take part in during school holidays but many were unaware of them. Young people involved in positive activities are less likely to become involved in Anti Social Behaviour.

Prospects for Improvement: Consultation needs to be carried out with the agencies and the young people to develop & improve partnerships; we also need to be able to demonstrate clear outcomes.

Improvements: The guides are a good way of informing young people what is happening in the area; the activities are not Adactus run and demonstrate effective partnership working.

Windsor Road, Clean-up Harpurhey, Manchester

Project Completion Date: 03.05.08

The aim of this event was to bring residents of Windsor Road and the surrounding streets in Harpurhey together to improve the area by litter picking and turning an overgrown grassed area into a children's play area.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff) and ● Amber (given by residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: Staff felt that this was a good opportunity for residents to obtain a sense of pride in their neighbourhood, and it has helped to bring the community together.

Prospects for Improvement: Staff and residents agreed that although the area had been improved, more residents should be encouraged to participate in future clear ups. This one day event could be followed up by developing an ongoing relationship with the small number of residents (and children).

Improvements: The street clean ups conducted in recent months have been done so in partnership with other agencies. Working with local partners has proved to be more successful and has enabled us to involve the wider community and not just Adactus residents.

Beckett Street Alley Way Planting

Project Completion Date: 14.05.08

The aim of the project was to turn the alleyway between Beckett Street and Bragenham Street in Gorton, Manchester, into a communal garden area.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: During the event residents learnt new planting skills and expressed interest in future planting days.

Prospects for Improvement: The project has prompted the interest for further planting in the alleyway allowing residents to learn new skills and develop their residents association.

Improvements: This project will hopefully be a springboard to develop further projects in the future for example Green Grants.

Kintyre Residents Association BBQ

Project Completion Date: 25.05.2008

As part of Manchester's 'Neighbours Day', initiated by Manchester City Council, a BBQ was held in the communal gardens of Kintyre Close to allow residents, especially the more isolated older residents to get together and socialise.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: Residents felt that this event helped to bring them together and improve relationships with their neighbours and Adactus staff; it also prompted interest for more events of this nature and helped to empower the residents association to drive future projects.

Prospects for Improvement: The group could be supported to raise more funds and plan a more ambitious programme of future activities or other projects. In addition, the group need to be engaged in consultation on services & standards etc.

Improvements: This event had led to a greater level of involvement from residents at Kintyre Close. This has included a planting day and a recent successful Green Grant application. Two members of Kintyre Residents Association are members of the Adactus North Area Panel and are involved in shaping the services that Adactus provide.

Miles Platting Community Fun Day

Project Completion Date: 05.04.08

The Miles Platting Community Fun Day is a large event held annually for Miles Platting residents; the day allows Adactus to gauge resident's views and opinions of services without the need to attend more formal meetings.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: Resident's feedback informs us that these kinds of events were not held in Miles Platting before. The events give families something to do and their location in Miles Platting gives residents a sense of ownership.

Prospects for Improvement: Staff felt that there is potential to achieve better value for money and achieve longer term objectives by using fun days for informal consultations and by involving residents more in planning events.

Improvements: In 2009 Adactus organised the Miles Platting Festival. This was supported in planning and delivery by 10 Miles Platting residents.

Group Resident Inspector Training Phase 1

Project Completion Date: 24.04.08

A group of eleven Adactus Housing Group residents attended a two-day training session to prepare them to become Adactus Tenant Inspectors.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: Adactus Housing Group now has a pool of eleven resident inspectors who can carry out inspections on void properties, can complete interviews with other residents, and assess the quality of Adactus Housing Group publications.

Prospects for Improvement: It is felt that the training could be delivered in-house, which would reduce the cost of putting on the same training in future.

Training sessions will continue to develop in order to meet the needs of the project and individual participants.

Improvements: We now deliver this training in-house, and it has proved both successful and much greater



Miles Platting Neighbours Day

Project Completion Date: 10.06.08

Neighbours Day is a European initiative partnered by Manchester City Council (MCC). MCC provide grants for groups of residents to organise Neighbours Day events. These events are to promote community cohesion and pride in neighbourhoods; Adactus Housing supported 6 groups in the Miles Platting area to plan and deliver their events.

Impact Assessment Ratings: 'Outcomes' - ● Amber (given by staff)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: During the 'bid process' resident's realised the potential they have to deliver other projects in their area; they gained confidence and skills in writing bids and managing projects.

Prospects for Improvement: Staff felt that further consultation would help to establish any potential improvements and could be used to encourage other groups to get involved.

Improvements: Whilst we have been unable to encourage development of formal groups, these type of events continue to be useful in promoting community cohesion.



CCH Tenants' and Residents' Panel (TARP)

Project Completion Date: Ongoing

The Chorley 'Tenants and Residents Panel' was set up to act as the overarching panel for resident involvement. It was agreed that the panel would meet 4 times a year and a representative from each Service Improvement Group and Residents Group would sit on the panel.

Impact Assessment Ratings: 'Outcomes' - ● Amber (staff and Residents)

'Value for Money' - ● Amber

'Prospects for Improvement' - ● Green

Comments: Resident's comments included "I enjoy hearing the views of the other residents and residents about where they live."

Prospects for Improvement: It is now proposed that TARP should have budgets for training courses, the resource room, and group grants.

Improvements: The role of TARP will be developed further during the next year to make budgetary decisions.

CCH Service Improvement Groups

Project Completion Date: Ongoing

CCH initially developed 6 Service Improvement Groups; these groups were aimed at consulting residents on improvements to specific services such as repairs or customer care, and on average 5 to 6 residents attend each meeting.

Impact Assessment Ratings: 'Outcomes' - ● Amber (given by staff) and ● Green (given by residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: Service Improvement Group meetings are a useful tool for engaging with residents, they give lead officers and residents the chance to get together to share their views and experiences ensuring a productive environment.

Prospects for Improvement: Residents felt that the meetings needed to be more general, with better feedback.

Improvements: The number of groups and meetings were reduced and they concentrated on policy review and development. These groups are to be developed further and re-launched this year.

CCH Tenants 'Talk' Newsletter

Project Completion Date: Ongoing

A 'Newsletter Editorial Group' made up of Chorley residents produce 'Tenants Talk', a newsletter written by residents for residents. It goes out to all Chorley Community Housing residents and leaseholders, it is also on the CCH website, and is distributed locally to doctors, dentists and libraries.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: Resident comments on the 'Tenant's Talk' newsletter include "I love reading your newsletters they are very helpful."

Prospects for Improvement: Staff and residents both felt that residents needed more control of the Tenants Talk Newsletter.

Improvements: Newsletter training was run for members of the group to show them how to design a newsletter including format, article writing, editing, and IT skills. An agreement was drawn up with the Newsletter Group to include corporate article topics that should go into every issue. The latest edition of Tenants Talk (considered the best yet) was written and edited exclusively by residents; the only staff input was in the production of the final publication for print.

Procuring a Maintenance Contractor- AHA/BHA Consultation & Interview Panel 2008

Project Completion Date: 02.07.08

Resident's input was needed to ascertain 'the important factors to consider when choosing a contractor to deliver our planned maintenance programme for kitchen & bathroom renewals up to 2011.' Participating residents then rated a sample of potential interview questions in terms of how important they thought they were.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: The outcomes for residents included an insight into the decisions Adactus have to make and the process by which they are made; "Very worthwhile and informative; being able to see things from the other side as it were. I feel that I have learnt a lot and this experience has increased my confidence generally."

Prospects for Improvement: We need to consult with a broader group of residents and increase representation of a wider group of participants. Offer learning sessions on interview techniques to ensure that residents have the skills and confidence to participate fully. We need to look into alternative ways of conducting the interviews to make them more accessible to residents who want to be involved. Provide feedback to all participants on how we have implemented their suggestions.

Improvements: We have since set up a procurement panel, this panel have been trained on the procurement process; the training will be on-going.

South Region Environmental Projects

Completion Date 18.08.08

This report is based on two events of a similar nature; the first was a litter pick event held at Chevron Place, which suffers from litter and dumping, whereas the second event held at Bridgeford Court in Stretford encouraged residents to spend a day planting large tubs to brighten up the area.

Impact Assessment Ratings: 'Outcomes' - ● Amber (given by staff)

'Value for Money' - ● Amber

'Prospects for Improvement' - ● Amber

Comments: Although not many residents turned up on the day, the appearance of the scheme definitely improved and we showed residents that Adactus are willing to provide resources to help improve the area in where they live.

Prospects for Improvement: Feedback suggested that these projects would benefit from improved consultation at the planning stages, to ensure residents get the projects that would benefit them most in their area.

Improvements: We have recently delivered similar sessions and after consultation we added arts activities to engage more with children. This proved very successful as the children were keen to join in with drawing.



Repairs and Maintenance Working Party

Project Completion Date: Ongoing

The Repairs and Maintenance Working Party was set up to enable all AHA and BHA residents the opportunity to work closely with maintenance staff on key issues regarding the maintenance service including Asset Management, Responsive Repairs and Planned Maintenance.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Amber

Comments: Members have been consulted on 'Responsive Repairs timescales', 'Pre-inspections', 'The Right to Repair Policy' the 'Compensation Policy' and the 'Procedure Policy'. Resident's suggestions and ideas have been included in the re-drafting of these key policy areas.

Prospects for Improvement: We need to increase the numbers in the working party and ensure the members are representative of the residents as a whole; we need broader consultation and the simplification of documents would certainly reduce the paperwork and printing and posting costs.

Improvements: The central changes in the Repairs and Maintenance service has meant that the working party now includes CCH residents. The development of the group is on-going; it is continuously striving to improve outcomes e.g. smaller topics are covered, giving more time for a training element at start of projects and for results to be fed back more quickly.

Openshaw Family Fun Day

Project Completion Date: 20.08.08

This event was a family fun day held outdoors on the grassed area of Brigham Street in Lower Openshaw, which attracted 200 residents.

Impact Assessment Ratings: Outcomes - ● Green

(given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: The project brought together a wide range of organisations including the police that have a key role to play in the local area. There were also activities for children to participate in including football coaching and bouncy castles.

Prospects for Improvement: It is important to contact residents who took part, to involve them in the development of local services, neighbourhood improvements and future neighbourhood development projects. Also incorporate some 'consultation' if possible.

Improvements: When we ran a similar event in Gorton this year and we involved partners who were able to contribute towards the day; this included getting free sports activities, a football

coaches from Sports Development and a climbing wall. We also utilised this event to broadly consult with residents.



Brigham Street 'Fun Day'

Ensemble Open Day

Project Completion Date: 23.08.08

Adactus Housing supported 'Migrant Community Group Ensemble' to apply for funding and deliver a 'Community Open Day'; 'Ensemble' is a voluntarily run Saturday school that delivers French lessons for the Miles Platting community, and as well as French lessons, there was African food, drumming and dance.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by both staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: Committee members were 'very pleased because we did not expect local people to enjoy our [African] food and dance, so we are happy that they joined in' 'I felt empowered by taking part', 'seeing the group grow gives us a great sense of fulfilment and pride in seeing different communities coming together'.

Prospects for Improvement: There is further work needed to ensure that the French school is a resource accessed by greater numbers of the local community. This format of an open day ensured that the local community felt it was something that they could access rather than a closed doors club.

Improvements: Follow up events and regular lessons including drumming workshops have allowed ensemble to engage with a wider local audience.



Ensemble Open Day

South Region Youth Diversionary Projects

Project Completion Date: 29.08.08

Adactus ran a number of different youth diversionary activities during the school summer holidays in 2008. The main three were at Foxdenton Drive in Stretford (75 households), Gibson Way in Altrincham (60 households) and Alexandra Park in Moss Side (100 properties). Activities included a street games and circus skills fun day (Foxdenton), a street games and face painting day (Gibson Way) and 6 sessions of football coaching run over 2 weeks, for children aged between 6 and 14 (Alexandra Park).

Impact Assessment Ratings: 'Outcomes' - ● Amber (given by residents) and ● Green (given by staff)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: These events raised the profile of Adactus and showed that we're keen to help improve an area that is often seen as an isolated estate, although there was a mixed bag of success in each of the area events.

Prospects for Improvement: Staff felt that the projects would also benefit from more partnership work and like the 'Environmental Projects' more research and consultation was needed at the very early stages to ascertain expected numbers and the feasibility of running an event in certain schemes, streets or areas.

Improvements: We have started to work more closely with Sports Development. We are planning future projects in partnership, which will ensure that the project ideas are steered by young people, are wanted and accessible.



Community Clear ups, Miles platting

Project Completion Date: 22.08.08

This 'Clear Up' was aimed at residents and young people in the Barbeck Close area of Miles Platting and residents and children from the Sawley Road area of Miles Platting. Families helped repaint garden furniture, replant flower boxes and generally improve a barbeque area at Reginald Latham Court.

Impact Assessment Ratings: 'Outcomes' - not rated

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: Adactus also helped to organise a canoeing afternoon at the water adventure centre and a trip to Camelot respectively as a reward for all the young people that took part.

Prospects for Improvement: Need to do more events and activities; especially for the age group from 6 - 11 to keep them off the streets.

Improvements: A reward scheme project being is currently developed to encourage local young people.



Clear up at Reginald Latham Court.

CCH Football Skills Sessions

Project Completion Date: 28.08.08

This project consisted of two, two hour 'football skills' sessions for children under 15 on the Longfield Ave estate in Coppull, Chorley; 22 children attended each day.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: The main objective of the project was to provide diversionary activities and increase the skills of children participating.

Prospects for Improvement: All the feedback from the young participants and their parents was really positive; the only criticism was that it wasn't long enough and that it should be more regular. The budget would have to be reviewed for the skills sessions to become a permanent feature in the area.

Improvements: Subject to funding, we hope to help provide similar opportunities soon.

Annoying the Neighbours

Project Completion Date: 01.09.08

Adactus Housing approached local Miles Platting youth group 'AMP' about making a DVD based on Anti Social Behaviour (ASB). The primary aims of the project were to engage with the youth group and impart skills, confidence and information on the serious nature of ASB.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: Since the completion of the DVD it has been used to inform residents of the consequence of anti-social behaviour and illustrate the power that Adactus has to deal with ASB. The DVD has also become an alternative method of engaging residents with literacy issues.

Prospects for Improvement: Residents have told us that they wish to use the format of film to get across other messages to their local community.

Improvements: We are currently developing a project for local residents to learn about filmmaking and editing. The DVD now needs to be shown to local community groups, schools and colleges, showing in local libraries.



North Region Youth Diversionary Activities

Project Completion Date: 31.08.08

This project was a series of activities (such as kayaking and dinghy sailing) that were held during the school summer holidays to keep children occupied and offer them the chance to socialise and meet new friends, it was aimed at local youths in the Gorton and Openshaw areas where levels of anti social behaviour are high and gang and knife crime is rife.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by both staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: The project has highlighted prospects for developing a youth forum to find out what other young people would like to do in the area with a view to sourcing external funding to sustain the project.

Prospects for Improvement: This project highlighted prospects for developing a youth forum to find out what other young people would like to do in the area with a view to sourcing external funding to sustain the project.

Improvements: Youth diversionary activities that we have delivered since have been more coordinated, for example we were able to work with Guinness Northern Counties to provide a whole programme of activities.



Street dancing lesson



Kayaking lesson

Residents' training courses delivered by Adactus

Project Completion Date: 02.09.08

The three training sessions were open to all Adactus Group residents; 10 residents attended the 'mystery shopping training', the 'Interviewee and Interviewer' training involved 6 residents, and the 'equality and diversity' training involved 9 residents in all. The training sessions involved open discussion and encouraged residents to debate certain issues.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: The staff that supplied the training were very pleased with how the training went and would be keen to do it again. All residents seemed to genuinely enjoy the training.

Prospects for Improvement: Mystery Shopper Training - To offer a course in the future that caters for residents who can't attend training during the day. Interviewer and Interviewee Training - One resident suggested that there should be "more fun demonstrations". We could therefore look to add more activities to the course. Equality and Diversity Training - The training ended slightly earlier than planned; allow a later start for the training in future.

Improvements: We've created a comprehensive programme of in-house training courses with 'venues' and 'times' to suit the needs of residents who wish to attend.

Miles Platting Summer Play Project

Project Completion Date: 03.09.08

The project comprised of two initiatives in 'Miles Platting'; the first was aimed at after school clubs preceding the summer holidays, games were 'piloted' to see which proved most popular. The children were asked to make drawings of their favourite games; these drawings were then incorporating into a booklet that explained the games and were distributed at events and by the local sure start centre. The second initiative was a supervised 'Summer Play Road Show', which took place at nine different locations across the estate; children could participate in and learn games that they would be able to play out on the streets and in parks.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Amber

Comments: We have built significant working relationships with a very proactive local organisation we have developed good working relationships with some of the parents that use the Sure Start centre. We have provided a valuable resource to local children that will benefit both the children and their families.

Prospects for Improvement: Activities like this would perhaps work better at a central location as part of a bigger event. Our partners use photographic evidence as a method of feedback and assessment for 'funders' as their work is with children. This does not suit our method of impact assessments so more creative ways other than questionnaires must be established to gather feedback.

Improvements: We have not repeated this project but have developed better ways of obtaining feedback from young people when running similar projects.

Group Editorial Panel 2008

Project Completion Date: Ongoing

The Group Editorial Panel gives residents from across the group the opportunity to meet with staff and get involved in the production of our 'In-house' magazine that is distributed to all of our residents.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: Resident's comments include; 'seeing the finished item that you have had an input in putting together is great, it has given me a sense of belonging.' 'The idea of staff and residents creating a newsletter together will make the newsletter more interesting and relevant to residents and will hopefully then encourage more residents to get involved.'

Prospects for Improvement: The foremost suggestion from both staff and residents on how we could improve the 'Editorial Panel' was to encourage more resident involvement.

Improvements: We now have at least 2 resident editorial panel members from each of Adactus Subsidiaries; we also have a 'resident editor' who works closely with the 'staff editor' to ensure residents have an equal say in what goes into the magazines. In addition, in the last edition of In-house (the group magazine), several of the articles were suggested and then written by residents.

CCH Board Member Training

Project Completion Date: 09.09.08

The training to become a tenant Board Member for Chorley Community Housing is open to any CCH resident; three residents participated in the training outlined in this article. The objective of the training is for participants to gain an understanding of the roles and responsibilities of board members.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: Two residents completed the training and assessment; the successful election process led to the winning candidate gaining ratification by the CCH Board.

Prospects for Improvement: The staff involved felt that the training process would benefit from greater involvement from the existing Board members; it would be helpful in providing context for the issues under discussion, and illustrate first hand what it is actually like to be a Board member.

Improvements: The last 'Board Member Training' training session was for AHA; we held an eight week training course called 'Route to Board', and each session was held by a director. Existing board members also attended a couple of the sessions to offer advice.

South Tenants Steering Group

Project Completion Date: Ongoing

The purpose of the South Tenants Steering Group is to represent Adactus tenants in South Manchester and to ensure our customers help shape the services Adactus deliver locally.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - not rated

'Prospects for Improvement' - not rated

Comments: All participants are involved with decision making and shaping our services. Residents also have the opportunity to share their ideas and discuss issues with other residents and staff and representatives from different residents groups can support one another.

Prospects for Improvement: We would like to involve more people in the group. We have found that some residents attend to address a particular local issue and then stop attending once that issue is resolved. This is not a negative thing as they are usually replaced by new tenants with short-term issues which they are seeking to resolve.

Improvements: We will be promoting the group at future community events in the hope that we will reach tenants that have an interest in their local environment. We will ask the group to design a poster for the office to encourage more residents to join the group.

North Half Term Youth Activities

Project Completion Date: 01.10.08

A junior rock climbing session was held during the autumn half term holidays to provide diversionary activities for local children in Openshaw and offer them the chance to socialise and meet new friends.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: The primary aim of the project was to widen participation across groups of children that live in an area with limited existing youth activities, and where nuisance and crime levels within the community are high.

Prospects for Improvement: This project highlighted prospects for developing a youth forum to find out what other young people would like to do in the area with a view to sourcing external funding to sustain the project.

Improvements: Youth diversionary activities that Adactus have delivered since have been more coordinated; e.g. we were able to work with Guinness Northern Counties to provide a whole programme of activities.



Engaging with Older Residents

Project Completion Date: Ongoing

A small social committee was started within Reginald Latham Court (a Miles Platting sheltered scheme) to do the initial consultation on what local opportunities residents wanted to see in Miles Platting. The consultation group went on a mini away day to brainstorm their ideas with the Resident Involvement Officer. As a result a trip to Blackpool Illuminations and shopping in Cleveley's for local residents was arranged. The project was and will continue to be aimed at over 55's in the PFI area, which covers, Miles Platting, Ancoats and South Collyhurst.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by both residents and staff)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: One poignant comment in particular sums up the importance of projects like these; "I wouldn't get out otherwise, it has improved my life."

Prospects for Improvement: The project is only in its infancy with the hope that we will have a wide range of interesting local and easily accessible opportunities in place that will strengthen the community and build confidence amongst the community. We also hope that it will lead to lower levels of isolation of older people in the community and greater participation from the community.

Improvements: There are 60 residents on our over 55's mail out list for the PFI area and the events are always well attended.

Moss Side Charter launch

Completion Date: October 2008

The Cleaner, Greener, Safer Charter is a pledge that Adactus, partners and residents in Moss Side have all signed up to. Through extensive consultation with partners and residents as well as environmental surveys by 'Keep Britain Tidy', the Charter document was developed.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by both staff and residents)

'Value for Money' - not rated

'Prospects for Improvement' - not rated

Comments: The charter outlines each of our responsibilities to the environment and acts as a source of information to residents so that they know who to contact when reporting environmental issues.

Prospects for Improvement: The action plans could be simplified for consultation purposes. They were quite long and so it was easier to just ask residents about local issues and any concerns they have.

Improvement: We want to keep the project high profile and at the forefront of everyone's minds following the success of the charter launch event. We will now develop local area action plans as partners and continue to work together to improve the local neighbourhoods.



Annual Resident's Away Day 2008

Project Completion Date: October 2008

The Annual Residents Away Day is open to all residents across the Group's subsidiaries.

The Away Day gives all residents the opportunity to be involved in the groups business planning priorities.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by residents) and ● Amber (given by staff)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: The event raised awareness of Adactus' business and company objectives/growth and provided an opportunity for other organisations to promote their services for the benefit of residents.

Prospects for Improvement: It is fair to say that despite the success of the Away Day, there were also numerous suggestions on how we could improve various aspects of the day itself including the venue, timetable, transport, workshops and refreshments.

Improvements: For the 2009 Residents Away Day, we established a 'Resident Planning Panel' to ensure that all the problems were tackled; for example, residents chose the venue, specified how many people should be in each workshop (to ensure maximum benefit), and also how each portion of the day should be timetabled. The day proved to be a great success, thanks in large part to the decisions made by the panel.



CCH Residents' Resource Room

Project Completion Date: Ongoing

A resident's resource room has been set up in Chorley Community Housing, Gillibrand Street Office for all CCH residents who are involved in 'Resident Involvement' activities.

Impact Assessment Ratings: 'Outcomes' - ● Amber (given by staff and residents)

'Value for Money' - ● Amber

'Prospects for Improvement' - ● Green

Comments: The long-term outcomes for the resident's room are positive; residents now have a room that they can use to develop their skills.

Prospects for Improvement: Staff and residents feel that this room is a valuable resource for the residents at CCH but work needs to be done to help promote the room, and further equipment is needed to make the room more productive. A Steering Group has been set up to decide how the Resource Room is run.

Improvements: The Resource Room is now open for Active residents to use and the internet is working, it was fully resourced by Nov 09. The room gives CCH the opportunity to deliver training for residents and in skills such as producing newsletters and IT, and there are plans to introduce drop in sessions for other agencies to use.

Have your Say Magazine, Miles Platting

Project Completion Date: 15.11.08

Adactus supported a Miles Platting community magazine ('Have Your Say') to apply for a 'Community Foundations Grant'. The grant was used to encourage greater intergenerational interest in the magazine by establishing a photography project with local youth group YPAC.

Impact Assessment Ratings: 'Outcomes' - not rated

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: The group worked with a community artist to produce a portfolio of photographs of their summer projects, this was then included in their magazine.

Prospects for Improvement: It has the scope to involve more young people and different youth groups to ensure young people continue to have a voice and become involved in successful community projects. Needs greater involvement at all stages by HYS volunteers to allow relationship building.

Improvements: Ongoing support given to 'Have Your Say' group and projects on poetry and memory mapping are being developed.

The Neston Information and Consultation Event

Project Completion Date: November 2008

The Neston Information and Consultation Event was a 'drop in' event aimed at residents of Adactus and Beech Housing Association in Ellesmere Port, Vale Royal, St Helens, Sefton and the Macclesfield local authority area. Residents were asked to attend one of two presentations delivered by the Regional Housing Manager.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: One resident commented, 'This event of NICE afforded the opportunity of face to face communication with housing staff. Its one thing to receive information by post, but it's quite another thing to discuss in person the plans and activities of a residential nature in this context.'

Prospects for Improvement: The basis of an effective forum is beginning to take shape. The event would be worth repeating as it provides an excellent opportunity for residents to meet staff face-to-face, especially more senior members of staff.

Improvements: Not repeated yet.



Christmas Games Event

Project Completion Date: 01.12.08

Adactus worked with Miles Platting residents to plan a Christmas event, to raise community spirit, engage with new residents and increase involvement. The event was also held in partnership with Sure Start and Zest.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by residents and staff)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: All participating groups raised money for their own particular group and gained ideas of how to fund raise in the future.

Prospects for Improvement: Although there is a high cost involved in events of this size they continue to be of benefit. Each event allows us to engage more residents in community activities and the high profile nature mean that even if residents don't attend the event they are increasingly aware of our efforts to engage local people and provide a service beyond housing.

Improvements: 10 residents helped with planning/delivery of the latest Miles Platting festival.



Victoria Court Community Garden

Project Completion Date: 01.12.08

Adactus worked with 'The Princes Trust' to overhaul a garden area adjacent to Victoria Court a local sheltered housing scheme in Openshaw, North Manchester. 15 young people aged from 17-25 from the spent two weeks as part of their wider 13 week project to raise funds to rotivate, plant up and provide a seated area for the residents of Victoria Court to sit and relax in.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: One elderly resident commented, 'The young people worked really hard and were always courteous and polite when entering onto Victoria Court. The garden is lovely and hopefully we can have BBQs in the summer.'

Prospects for Improvement: This will be an ideal project to use as a spring board to apply for future funding e.g. a Green Grant or external funding to develop it further.

Improvements: Residents have recently expressed an interest in setting up a residents group, once this is established we will be applying for funding to develop the rest of the garden. This was also the first time we worked with the Princes Trust on a project at North and its success has led to us securing funds and working on further projects together.

Cheetham Health Bazaar

Project Completion Date: 12.03.09

The Cheetham health bazaar was organised by and held at Temple Primary School in Cheetham. The event was designed to bring together representatives from the health community, parents of children attending the school and other agencies with an interest in the local community; the aim of the day was to promote general health and well being.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: This event has provided Adactus with the chance to build up links with local residents and was an ideal opportunity to learn more about their priorities for their neighbourhood.

Prospects for Improvement: Adactus plan to deliver more events with Temple Primary School.

Improvements: We have since supported the school in delivering a successful four day football tournament during the school holidays.



Adactus North Area Panel (ANAP)

(There is also a South Area Steering Group)

Project Completion Date: Ongoing

The aim of this project was to set up a group of residents for the North Manchester area, to identify local issues and concerns. This panel will enable residents to influence future services at the local office and help develop local solutions and improvements which will impact on Adactus future policies and procedures.

Impact Assessment Panel Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - ● Green

'Prospects for Improvement' - ● Green

Comments: One resident panel member commented, 'It is interesting to find that a lot of issues are common to all residents. It is encouraging that Adactus want to work with residents to find local solutions.'

Prospects for Improvement: Staff and residents agree that ANAP has been a great success; with positive reactions from residents working with Adactus to improve the local neighbourhoods, but more effort is needed to encourage younger residents to get involved and to look at some of the issues affecting them.

Improvements: 'ANAP' has now been running for a year and has developed into a successful local area forum with a strong objective group of residents committed to improving the services that Adactus deliver. Members have become highly involved in making decisions and set their own agendas for meetings.

Green Grants (3rd Round)**Project Completion Date: 31.03.09 (for this round of grants, project is ongoing)**

The Green Grants project provides grants to groups of residents who wish to improve their local environment, and it is open to all AHA and BHA residents. All the decisions are made by residents for residents; the 'resident' judging panel meet to discuss the applications, apply the judging criteria and award the money.

Impact Assessment Ratings: 'Outcomes' - ● Green (given by staff and residents)

'Value for Money' - not rated

'Prospects for Improvement' - not rated

Comments: A total pot of £22000 has been made available, 35 applications have been made and a total of 22 grants awarded to a large variety of projects. One resident expressed, "The money has made a real difference; the project has drawn us together in a way that hasn't been possible before".

Prospects for Improvement: When this project was assessed, this was a relatively new project, and because all the Grants applications are judged solely by residents, it was a steep learning curve and a lot of improvements were suggested to help the project develop further.

Improvements: A Green Grants Project Group has been set up. Initially this consisted of just staff, but from November onwards Green Grant Panel members have joined the group. The group meets quarterly and reviews the progress of potential and successful applications, discusses publicity and agrees dates for Panel meetings. Residents (both judges and past applicants) have been involved in re-writing the judging criteria. Residents were also consulted on the new format for the application and guidance notes which will be incorporated with the application form.

From 2010, judges will also start to visit completed projects as part of the evaluation process and will report back to the project group. We are working towards producing a quarterly newsletter from spring 2010 onwards to help promote the project. This will be written by staff and residents.

We have put together a funding leaflet which was sent to all successful and unsuccessful applicants to help them seek match funding. We have also been working with failed applicants to get them to re-submit their applications in the next round.



Slackey Fold rejuvenated after a successful Green Grants bid.

Resident Involvement - resident led service improvements

This section provides examples of how residents have been involved in shaping service improvements at Adactus. It is not the full list, but gives a picture of service improvement work with residents.

Responsive Repairs & Planned Maintenance.

We currently have 22 residents involved in the repairs and maintenance working party either through attending regular meetings or via participating in postal and online consultations. The working party have been involved in delivering a number of service improvements including:

Consultation Outcomes:

- ⇒ Reduced timescales for responsive repairs.
- ⇒ New timescales for pre and post inspection of repairs.
- ⇒ Improved day to day satisfaction surveys in terms of layout and the use of more focussed questions.
- ⇒ Enhanced repairs priorities for some repairs for vulnerable residents.
- ⇒ Introduced a new batched categorisation for planned works such as fencing and guttering to deliver better value for money.
- ⇒ Introduced a 3-slot appointment system to provide greater flexibility for residents booking appointments.

Tenancy & Estate Management

- ⇒ Orbis 'out of hours' number introduced for reporting incidents of harassment and ASB as per Business Plan consultation feedback (2007).
- ⇒ New Clean Homes Standard developed and 7 amendments made to it following consultation with residents including:
 - Providing information on acceptable condition of external components; fencing, gates and paving.
 - Checking smoke alarms and fans.
 - Doors and skirting boards in sound condition.
 - Kitchen floor coverings that are clean, sanitised and in sound condition.
- ⇒ Resident Inspectors. Resident Inspectors project started with a 2 day training course in February 2008 and continuous support throughout a programme of reality checks on receptions and voids. 11 Inspectors started to carry out quarterly inspections. Outcomes include more notice boards and information available in office reception areas, cleaning rotas for offices, placing bins outside the offices and the introduction of a new re-let standard for void properties. Following their initial success the inspectors have become more involved in planning their own activities and developing their skills.

Mystery Shoppers

During phase 1 of this project 12 residents have participated in 15 mystery shops at each regional office. Based on testing our customer services and delivery of our service standards through telephone scenario surveys based on general customer enquiries. One report has been produced so far. Highest overall rating given for customer service was 90.7%, lowest was 64%, (largely due to the phone system, which was replaced in April 09). Outcomes include skills audits and extra training sessions with staff at some offices through individual coaching and team meetings. 'Are you being served' awareness & training initiative will be launched at CCH in

resident led service improvements cont...

Access & Customer Care

We worked with residents to amend the following documents and leaflets which now bear the "Approved by Tenants" branding.

Starter Tenancy Agreement: 2 amendments made to the layout and grammar to make it clearer.

Allocations and Lettings Leaflets: 5 amendments made including numbering the titles/subtitles for easy reference and re-phrasing two paragraphs of text to make them clearer and to highlight their importance.

Maintenance Leaflets: 6 amendments made including changing the front cover image, adding information on customer choices and a more detailed Question and Answer section on central heating systems, boiler controls and window lock keys.

These documents and leaflets are also now branded with an 'Approved by Tenants' logo.

- ⇒ Developed and introduced Customer Care Standards (based on resident's feedback from the Business Plan Consultation 2007) and promoted them in the In-House magazine (Back to the Future edition, March 2008).
- ⇒ We carried out a consultation on our Service Standards which started with the Suggestions Board at the Annual Away Day and was followed up with a postal consultation in December 2008. Following residents feedback we have made the following changes:
 - Fewer service standards focusing on what residents said they wanted us to report on.
 - Improved the layout and presentation of information to make it clearer and easier to understand.
 - Performance information now reported quarterly with the newsletters.
- ⇒ Introduced Group Accessibility Standards for Meetings and Events that were developed through consultation with residents as a reference guide to help staff identify potential barriers to access and to ensure they plan meetings and events with the inclusion of all participants in mind. Examples to consider include paying expenses for carers, travel etc, dietary requirements, wheelchair access and providing information in a variety of formats.
- ⇒ Improved the visual standard of our In-House newsletter to A3 to encompass larger 12pt font size as a minimum and 'less crowded' design.
- ⇒ Improved Residents Route to Board developed in consultation with residents to make the process more open, accessible and publicised. Changes made following resident's feedback include greater clarification and more in-depth information provided on the process of becoming a board member, more information on training provision, publication of results and promotion of the route to board on the website.
- ⇒ Training for residents. Consultation with residents led to development of more in-house provision of more subjects for 2009.

Value for Money

- ⇒ Value for money is central to the impact assessments of resident involvement projects and the judgement is provided by residents themselves.
- ⇒ The Group Director of Finance delivered Value for Money information sessions to the working party. Working party members involved in prioritising service areas for review.
- ⇒ Residents involved in procurement of kitchen suppliers.
- ⇒ Procurement of partner contractor to deliver our planned maintenance programme of kitchen and bathroom replacements.

We carried out a postal consultation with residents and through the feedback from this we were able to prioritise the top 10 questions residents wanted to ask potential candidates in the contractor selection process. A resident also sat on the interview panel.

Income Management

52 residents have participated either in meetings or through postal / online consultations as part of the Income Management working party. The working party have been involved in delivering a number of service improvements including:

Consultation Outcomes:

- ⇒ Revision of the arrears procedure and a reduction in the number of arrears letters we send out at each stage to residents.
- ⇒ Involving the Financial Inclusion Service at lower level arrears stage.
- ⇒ Promotion of the importance of paying rent and consequences of non-payment to all residents in the In-House magazine (Dec 2008) and AHA and BHA newsletters (Feb 2009).

Diversity

The resident involvement team have worked with the Group's Compliance Manager to deliver two Equality and Diversity learning and information sessions to residents.

- ⇒ Revised our Equality and Diversity Policy and 11 amendments made based on resident's feedback through consultation.

Examples include:

Improved definition of Equality and Diversity

Including a reference in the policy to the Route to Board member training.

- ⇒ Promoted our Equality and Diversity policy in the In-House newsletter (Dec 2008) as per policy consultation feedback.

Who's Getting Involved ?

We record all the various projects and consultations on our central database. This helps us measure how many residents get involved in one or more ways during the year.

Figures at 31st March 2009

(Target was 10%, excluding satisfaction surveys)

Adactus HA : 11.2% ;Beech HA : 13.2%; Chorley CH : 14.7%

We beat our target but aim to do better every year so watch this space!

The individual project reports are summaries of the full reports, which can be provided on request from the Resident Involvement Team.

Contact Information

For more information on any of these projects, or details on how you can get involved, please contact the Resident Involvement Team on 01942 608 715.



This document is available in other languages, Braille, larger text and on audio cd or cassette.