

LHA's Resident Involvement Impact Assessment 2008/10

"Building better homes, better communities and better lives"

1 How we involve residents

LHA has many ways for residents to get involved. These, along with the ways that we support residents to get involved, are outlined in Your View Counts, given to all new tenants in their sign up pack. This document was reviewed by colleagues and residents during 2007/08, and received the Crystal Mark from the Plain English Campaign. A brief leaflet summarising the options was also produced and sent to all residents in April 2008.

2 What we hope to achieve from resident involvement

Our Group Resident Involvement Strategy commits us to delivering the following outcomes:

- Increase LHA-ASRA's accountability to residents
- Embed equality and diversity in Group activities
- Improve our services through involving residents
- Build social capital
- Contribute to our corporate goals

LHA also has a Resident Involvement Statement for LHA, based on the Group Strategy, which sets out: our priority outcomes for involvement; how involvement fits with our business strategy; how we will monitor success; the range of ways residents can be involved and the resources available to enable involvement.

3 How we are monitoring resident involvement

This year's impact assessment draws on information gathered in a variety of ways including:

- One to one interviews with active residents
- Discussion at residents' meetings and the minutes of these
- Annual achievement reports from residents' associations
- Tracking of outcomes in service improvement groups
- Completion of questionnaires by senior managers
- Service Evaluation reports produced by residents
- Monitoring carried out by the Resident Involvement Team

4 How this impact assessment is structured

An impact assessment has to look both backwards and forwards. To assess the impact of activities undertaken in 2008/09 we have grouped together outcomes against the LHA-ASRA Corporate plan objectives, so that we focus on how involvement fits with our business strategy. In addition, all of our resident involvement activity has two cross-cutting themes: equality of access to services and value for money. This information is in section 5.

Section 6 of the report is our action plan for LHA-ASRA for 2009/10. It sets out our intended outcomes, activities and targets for the coming year. These actions are drawn from Departmental Plans from across the Group.

The appendices contain:

Appendix 1 - summary of outputs.

Appendix 2 - equality and diversity information.

Appendix 3 - abstract from the 2003, 2005 and 2009 STATUS surveys.

5. Resident involvement in the delivery of LHA-ASRA's corporate objectives 2008 - 2009

The Group has four corporate objectives. This report summarises resident involvement against each of these, summarising what we hoped to achieve, the actions taken and the outcomes (the 'so what' question). Outcomes have been rated as follows:

- ☺ Delivered clear outcomes with positive impact
- ☹ Delivered some outcomes but limited impact
- ⊖ No positive outcomes delivered yet

<i>Corporate objective 1: Manage and maintain a portfolio of top quality affordable homes within sustainable communities</i>			
What we hoped to achieve	Actions taken	Outcome	Rating
1. More effective resident scrutiny of performance and increased transparency of decision making	Agreement to circulate a Board report template by September 2008 to ensure that resident involvement and consultation included as standard item.	Delayed until 2009/10.	⊖
	Resident involvement statement produced and presentations to 12 team meetings to embed Group RI strategy (attended by 135 colleagues).	Raised profile of RI amongst Board and colleagues. Increased RI activity in some teams as demonstrated in impact assessment. However, yet to demonstrate impact on resident satisfaction and still areas where RI did not take place.	☹
	Board Handbook drafted.	Recent appointment of new Group Chairman and impact of the credit crunch meant a need to review governance structures. Until this is resolved (expected by July 09) the Handbook will remain in draft form.	⊖
	Development of succession strategy for Board vacancies to maintain and improve Board strength.	On hold due to governance review.	⊖
	Introduced new training for residents considering serving on the Board.	Increased knowledge of those who attended session, however process put on hold due to governance review.	☹
	Agreement to put resident involvement in all service improvement plans.	Evidence that this is beginning to lead to a shift in culture to RI being at the heart of activities in some service areas.	☹
	Group-wide active residents' event to involve residents in the corporate planning process postponed.	Postponed due to budget constraints.	⊖
	Terms of reference for Quality Circle (QC) reviewed to enhance role in scrutiny of Board. Quarterly meetings supported. Resident Chairperson appointed.	QC providing greater degree of challenge to officers. Relationship between Board & QC developed. QC providing comments on papers going to Board.	☹

	<p>Consumer Advisory Panel (CAP) terms of reference reviewed to ensure increased accountability of colleagues, improved consultation and improved decision making, implemented July 2008.</p> <p>Also agreed procedure documents for CAP Scheme Enhancement Budget and CAP External Training budget. Meetings held in each of 3 regions every two months. Gardening competition held in each region.</p>	<p>Revised agenda with increased focus on consultation, including: aids & adaptations review; tenants choice on kitchens; TSA national conversation; topics for SEG; CAP travel expenses; starter tenancies; gas servicing.</p> <p>Increased consistency across the regions. Stopped poor practice like tabling of papers to ensure that we comply with standards in Group RI Strategy. However, there were significant problems with the administration over the year due to staff changes and poor minute taking skills as reflected in the papers. This issue has now been resolved.</p>	☺
	<p>CAP elections undertaken to encourage new involvement.</p>	<p>Ensured that residents in 29 constituencies had the opportunity to put themselves forward. Led to 8 new representatives and 15 re-elections.</p>	☺
	<p>Increased number of CAPs from 43 to 51 reps over the year, with 15 resignations resulting in 36 reps at the end of the year.</p>	<p>CAP reps involvement led to: estate improvements; service improvements; new contractors; tackling of ASB; getting residents together via residents associations; partnership working with other agencies; fundraising for their communities; supporting residents, other CAP reps; promoting LHA; and influencing LHA policy and procedure.</p>	☺
	<p>Two in depth service evaluation reviews undertaken, with residents undertaking mystery shopping and interviewing.</p> <p>Twenty-two tenants took part in review of day to day repairs and fifteen tenants took part in review of general needs rent collection.</p> <p>Completed implementation of 07/08 review of Lettable Standards.</p>	<p>Two key service areas inspected and recommendations for improvement produced. Outcomes will be monitored over next 12 months.</p> <p>Review of Lettable Standards: 20 of 24 actions completed, with the other 4 partially completed. Leading to improved service, including: improved sign up pack with local info; new lettable standards; new decorating procedure; improved post inspections; tenants involved in reviewing contractor performance. New homes satisfaction survey introduced setting baseline satisfaction rate for 08/09 as: 65% very good, 24% fairly good, 9% no opinion, 1% fairly poor, 1% very poor.</p>	☺
<p>2. Ensure that residents are involved in decision making</p>	<p>Each Department is to ensure that number of services changed, improved or withdrawn following RI is captured in their Clearview project plans and action plans.</p>	<p>Many departments able to evidence that RI has led to service improvements, in particular Customer Contact Centre. However, some examples of service changes with no consultation.</p>	☺

	Annual appraisals measured perception of influence on decision making from all active residents. The number scoring positively (4 or 5) reduced from 30% to 16%. The key issues raised by active residents were lack of contact from Neighbourhood Officers and LHA not resolving issues.	Concerns raised with Head of Neighbourhood Services and response sent to active residents – led to change in process and procedures to ensure that satisfaction levels improve.	☺
	STATUS survey undertaken. Result for % of residents who are satisfied that their views are being taken into account was 48% satisfied, 26% neither satisfied nor dissatisfied, 15% dissatisfied, and 10% no opinion.	This question differs from previous years' STATUS surveys. Our result places us in the bottom quartile nationally & regionally.	☹
3. To maintain and support a wide range of options for involvement	Produced 3 editions of Streetwise and the Annual Performance magazine to ensure our residents stay informed, involving 5 residents in the editorial panel. STATUS survey showed 69% of general needs tenants and 84% of sheltered tenants feel we keep them well informed.	Our satisfaction rate in 2005 was 79.6% however this included both general needs and sheltered tenants. Decisions taken to: reduce Streetwise from 3 to 2 editions; to have only 1 version; to move from under attended & costly meetings to a virtual editorial panel alongside a recruitment drive, enabling improved resident involvement; and to reconsider format of Performance 09/10. Saving £100k+	☹
	Involved residents in further developing the website, with online resources. Also involved residents in creating an active residents website which will go live on the summer of 2009.	The site specification and features were scoped in consultation with tenants leading to a simplified front page with easier access to key resident online services.	☺
	Investigated new survey software to enable central collation of satisfaction surveys in order to establish baselines and monitor trends & set targets.	Questback, a web based solution, purchased April 09. Will be tested for 2 months with group wide roll out planned for July 09.	☹
	Increase the number of residents involved as resident reps from 49, with 76 residents involved across the year. Recruited 32 new resident reps, and 20 resigned (reasons recorded).	Resident reps achievements include: securing estate improvements; supporting residents' to resolve issues; influencing LHA policy and procedure; building community cohesion by getting residents together via residents associations, newsletters and events; and developing their own skills and confidence.	☺
	Membership of Forum 100 was increased from 27 to 50 and it was used for three consultations: day to day	Costs are minimal and benefits include having a standing group of interested residents willing to be consulted. It is a good way to involve residents not	☺

	repairs; rent collection; and improving the website.	interested in meetings, or in non-estate properties.	
	Calculated baseline of the % of our residents covered by recognised groups or reps, setting baseline of % of residents covered by recognised groups or reps - 60% of stock covered by recognised rep or group (59% covered by CAP rep, 17% covered by recognised RA) at end of Sep 08.	Baseline demonstrates where RI work is being focused and led to plans to focus on other areas in 09/10.	☺
4. Increased capacity, confidence and skills among people that are involved	Inductions provided to 100% of CAP & resident reps. Active residents' handbook updated quarterly. In-house volunteer training programme (11 courses with 104 participants) attended by 83 % of CAP reps and 58% of resident reps. 100% of participants found courses good or excellent.	Residents who are clearer about their role and responsibilities, and the support available to them.	☺
	Monitored % of residents satisfied with learning outcomes when asked 6 months after training. 100% satisfied that training met its aim (52% very). 89% - 100% thought each course helped them to meet the core objectives of the training programmes and 94% - 97% thought the way course was run met the learning outcomes.	Evidence that courses are meeting aims, objectives and learning outcomes.	☺
	Annual appraisal meetings offered to 100% of reps: 79% response rate of CAP reps and 92% response rate of resident reps.	Opportunity to gather outcomes, impacts, views and suggestions from our active residents which are then fed into service delivery.	☺
5. Improved and/or more responsive services, which offer better value for money and/or are more efficient	Continued to embed customer complaints policy, involving 8 residents in 2 meetings of Complaints Working Group. Residents also involved in Appeal Panel for stage 3 complaints.	Implementation of weekly monitoring, leading to 25% increase in compliance to targets at a Group level with significantly greater improvements within specific teams.	☺
	Reviewed customer care standards with residents and developed system for residents to monitor compliance via CCC improvement group.	New standards launched 1 st April 2009 so too early to judge outcomes.	☹

	It was planned to involve residents in reviewing and updating tenant handbook with new handbook launched by March 09.	This work put on hold, and instead focus placed on introduction of starter tenancy, an idea which can be traced back to RA request of November 2007.	☹
	It was planned to involve residents in development of asset management strategy, in place by March 09.	The draft asset management strategy has been introduced to Board members for commentary. It is proposed the Sustaining Homes Forum will be established and consultation with residents completed Summer 2009.	☹
	It was planned to involve residents in development of procurement strategy, in place by March 09.	The production of Group Procurement Strategy is behind schedule due to legal claim received appertaining to responsive repairs contract. Scheduled for resident consultation Summer 2009.	☹
6. Improved repair & maintenance services	Service evaluation of day to day repairs completed by tenants. Tenants made 44 recommendations. Managers agreed 40 and partially agreed 4. Plan input to Clearview system for action.	Delivery against recommendations delayed due to management changes and the legal challenge to the contractor procurement.	☹
	Residents were fully involved in the procurement of the responsive repairs contracts in the East Midlands.	The process had to be rerun in 2009/10 due to legal challenge of the procurement exercise.	☹
	An all tenant survey on day to day repairs was carried out with 95 responses: majority agreed to change in response time for non urgent repairs; calls for first-time fixes; desire for appointment system; unhappiness with 0845 number; need for post inspections.	0845 number was changed as tenants reported too expensive. 10% of repairs to be post-inspected by new team of surveyor Response time for non urgent repairs was changed from 10 to 20 working days. Once new contract is in place we will be able to gauge whether this enables us to improve compliance and tenant satisfaction. New contract will also include appointment system and focus on first time fix.	☺
	Residents were consulted on review of aids & adaptations.	The draft Group policy is completed but is behind schedule.	☹
	Involved 15 residents in 3 meetings of Empty Homes service improvement group, and delivered against SEG Lettable standards recommendations. Residents were involved in the voids maintenance	New policies, procedures and innovations in place such as decoration vouchers, welcome packs and Contractor /Tenant /LHA Panel. Streamlined re-let process, with 2 contractors instead of 14. Reduction in overall voids budget per unit of approximately £500 (£2500	☺

	<p>contract procurement.</p> <p>Set up void tenant inspectors scheme so tenants can go out and inspect properties and feedback on workmanship and quality of contractors.</p> <p>New provisional offer letter with information about local services.</p> <p>Introduced new homes survey and exit survey.</p> <p>Introduction of preferred energy supplier scheme.</p>	<p>down to £2000). Reduction in turn round time taken by contractors to affect repairs from 4+ weeks to an average of 3 weeks.</p> <p>Significant gains in added value such as Home Welcome Packs containing cleaning materials and essentials for new occupants funded by commission from a preferred energy supplier.</p> <p>Accompanied viewings resulted in perspective tenants having colleagues to explain and help resolve issues.</p> <p>RI highlighted as best practice and invited to present to external conferences.</p>	
	<p>Deliver on actions identified by Sustaining Homes SIG in 07/08.</p>	<p>No progress made.</p>	☹
	<p>Involved residents during Decent Homes to ensure understanding of delivery, participation in choice & ensure good service provided.</p> <p>Defined baseline satisfaction rate.</p> <p>Tenants' choice policy was engaged with by residents and provided individuality whilst maintaining corporate procurement arrangements.</p> <p>The 2008/09 programme was curtailed due to financial constraints. The affected residents were advised and are now taken as pre commitments to the 2009/10 programme.</p>	<p>The use of the Tenants Choice policy enabled tenants to have a greater say in the works to their homes irrespective of their access to the association as this was done on a 1:1 basis.</p> <p>Satisfaction rates with Decent Homes work of 88% to 100% satisfied recorded.</p> <p>The cancellation of part of the planned programme led to some resident dissatisfaction.</p>	☺
<p>7. Improved customer focus of Customer Contact Centre colleagues</p>	<p>CCC held two focus groups to test service experience and discuss potential improvements with customers.</p> <p>Customer service resident's forum formed to work with the department through the improvement programme over the next 18 months.</p>	<p>New customer satisfaction postal and telephone surveys designed for repairs, to be implemented 09/10.</p> <p>Residents suggested introducing an incentive scheme which is in the plan already.</p> <p>Residents involved with monitoring calls. Issues from this noted and used in 121 sessions with advisors by managers.</p>	☺

		<p>Feedback on what customers want included in new customer service training course.</p> <p>Improved understanding of how a contact centre works.</p> <p>Agreed format for training plans, induction & performance management</p> <p>Residents did not support change in opening hours, so they were left unchanged.</p>	
8. Improved services provided to Homeowners	Held two meetings of the Home Owners Forum, attended by 21 residents.	<p>Improved policies & procedures.</p> <p>Improved service contracts.</p>	☺
9. Improved satisfaction with services we provide in neighbourhoods	All 24 planned Neighbourhood Reviews were completed. The results were available for 13 of these (all those completed post September 08). 1512 possible households contacted, resulted in 308 responses (average of 20%, which is under the 35% target). Some reviews reported to CAP meetings. Active residents involved in some reviews.	No evidence of actual outcomes provided apart from the statistics of the responses which generally show a low level of satisfaction.	☹
	Estate inspections were carried out regularly with residents involved in some with contractors now being monitored more carefully.	No evidence of actual outcomes provided.	☹
	It was planned to involve residents in setting communal service contracts and to consult over service charges.	Not achieved.	☹
10. Improved income management and support provided to residents on debt & benefits	<p>1 resident involved in 2 meetings of Income Management Performance Surgery.</p> <p>SEG of general needs rent collection successfully completed.</p>	<p>No evidence of outcomes from IMPS.</p> <p>SEG resulted in 20 recommendations to be progressed in 09/10.</p>	☹
11. Colleagues who are committed to involving residents	<p>Training on resident involvement now included as part of Induction modules via Learning Academy.</p> <p>All new job descriptions are screened by HR partners for RI inclusion.</p>	<p>RI induction course undertaken by 51 LHA colleagues to 31/3/09 (21%).</p> <p>Feedback from residents involved in Leadership selection process has been really positive, and has encouraged 1 tenant to become more actively involved in the Association.</p>	☺

	Residents included in selection processes for Leadership programmes. Training given to residents prior to interviews on processes and further training/ feedback offered.		
	Piloted involving residents in recruitment for front-line posts in Neighbourhood Services, Empty Homes, Service 24 and Customer Contact Centre. A procedure based on the pilot has been drafted.	Resident perspective in recruitment led to customer service focus in recruitment, and successful outcomes. Built on skills of reps.	☺
	Developed on-line RI good practice bank for colleagues as new resource to support colleagues in their RI work.	No evidence of impact to date.	☹
	Colleague RI intranet site developed into Group-wide resource and regularly updated.	Up to date RI information available for colleagues across Group cost effectively, in one easily accessible place.	☺
	Quarterly Investors in Communities newsletter produced, with it becoming Group-wide from August 08.	Raised profile of resident involvement across the Group – carried articles from CCC, PSD and NSD. Also sent to active residents to keep them informed. Sent to contacts in other housing providers. Feedback very positive.	☺
12. Share best practice with other housing providers	Resident Involvement Manager has spoken at 5 events, two with the North CAP Chair, and is on the East Midlands Tenant Participation Forum Committee. Empty Homes Manager has spoken at 1 event, with 2 CAP Chairs. We hosted a visit from Cardiff Community Housing Association, recommended to visit us via Trafford Hall. We have supported 9 housing providers with information and advice. Visits have been undertaken to 3 housing associations, including the visit of 6 LHA tenants to Cardiff.	Sharing best practice ensures that we continue to improve our resident involvement, evidenced by our work being highlighted as good practice in 2 recent publications (CIH and Housemark) and by being invited to address conferences and deliver workshops.	☺

<i>Corporate objective 2: Develop new homes and regenerate deprived neighbourhoods</i>			
What we hoped to achieve	Actions taken	Outcome	Rating
1. New developments which meet customers' expectations	Set up a Building Homes Forum to enable residents to feed into development process more effectively, involving 5 residents (selected from 17 applications), 2 meetings held. Residents perspective provided on developments on issues like meter cupboards, bathroom design, fencing, amenity space, planning for mixed tenure, defects information & drying facilities.	Produced a schedule of proposed changes to General Development Standards and list of things we should do again and things we should avoid – plan is to harmonise Group standards by Sep 09.	☹
2. Consistently get feedback from customers in new homes which is analysed to feed into future development process	The new homes survey data that was collected from all the developments completed in early 2008. Has been difficult to secure feedback as not all 'first visits' have been carried out which is the preferred collection process for getting feedback.	Data received on 69 properties handed over to end December '08 from total of 400 (17% against target of 75%).	☹
3. Regeneration of Stonebridge, Nottingham	It was planned to consult residents on principles of new masterplan, however issues with the market slump and Homes & Community Agency led to stopping the consultation process.	Road access amended in line with residents' preferences, over-ruling wishes of NCC Planning Officers.	☺
4. Regeneration of Spring Boroughs, Northampton	Successful delivery of externally funded Community Development Project, resulting in: 782 people involved in ongoing activities; 1,930 attending one off events; 4 issues of Spring Board, each circulated to 4,500 people; 1 copy of OVR2u going to 5,000 people; 14 community groups supported; £26,190 external funding attracted and £19,020 in kind support provided.	Community engaged and informed. Decrease in crime figures for anti-social behaviour during the period of the Summer Activity Programme (evidenced in evaluation report) 66 local volunteers have been supporting a range of local community events. 17 young people have supported a range of youth activities and events, eg. on editorial panel for youth magazine OVR2u.	☺

<i>Corporate objective 3: Provide specialist care and support services</i>			
What we hoped to achieve	Actions taken	Outcome	Rating
1. Specialist care & support services which meet our customers' needs and expectations	The new Supporting People Quality Assessment Framework focuses on service users' involvement. All five core features require real service users' involvement. Regular (generally weekly) house meetings are used to scrutinize work carried out and develop future practice. At several projects service users have been involved in the recruitment process, for example, Sleaford Foyer and Stepping Stones. Service users from the Foyer have also been part of the audit inspection reviews by Lincolnshire Supporting People inspections.	Pictorial Complaints and Tenancy Agreements produced through work with residents & specialists, which can be used in their entirety or as supporting documents to assist those who either literacy issues or perhaps learning disabilities. Allows equality for all who access our services to have access to information in format that meets their needs. Used as good practice by other RSLs and used as supporting evidence during Supporting People and Quality Care Commission (QCC) inspections. More % planned departures and % decrease in unplanned departures. Providing services that best meet service users needs and wants	☺
	Service 24 held a Lifeline users' event attended by over 30 people and surveyed 530 users with 175 replies (33%).	Service users involved in shaping and reviewing service.	☺
	Residents of specialist schemes supported to set up residents' groups, organise events, fundraise and take part in training.	Residents built skills, fitness and confidence.	☺

<i>Corporate objective 4: Deliver community investment activities to support the communities we work in</i>			
What we hoped to achieve	Actions taken	Outcome	Rating
1. Improved community cohesion and increased influence over quality of life in neighbourhoods and communities	Provided hands on support to 7 Residents Associations. Increased membership to 218 at 31 March 2009. Over the year 229 residents involved, however 11 resigned (mainly due to moving out of LHA property). 65 new residents involved. Supported 52 meetings. Provided financial support of £2086 to 8 RAs through RA budget.	Outcomes of each Association are recorded in annual achievement report. Include: securing estate improvements; improving local services; raising funding for local improvements; organising community events and trips; clean up days; keeping other residents informed; members have undertaken training and have built on their existing skills. One resident went on to become RI worker at another housing provider.	☺
	Supported the production of between two and seven	Consultation found majority residents read it. Comments were all positive	☺

	<p>local newsletters distributed to over 1500 households (43 individual newsletters).</p> <p>Residents in 3 areas supported to carry out consultations about the local newsletters.</p>	<p>and included: "It contains useful contact numbers, I have used them to report the graffiti and fly tipping", "I really think its great because it keeps us in touch with everything going on in our estates", "Very informative and friendly love all the useful numbers in it"; "Proud of it".</p>	
	<p>Supported 35 events resident-led attracting 1651 participants. Used some of the events to gather information for review of day to day repairs. Much of the cost is secured through fundraising by RAs, and majority of work is done by volunteers.</p>	<p>Lots of examples of residents getting further involved in their community and in LHA's RI activities after attending events, residents build their skills by getting involved in running events.</p> <p>Events attract wide mix of tenants and help to build community cohesion (see CLG report '09).</p>	☺
	<p>Supported residents in 4 areas with community safety projects: securing estate improvements; partnership working with police; mini-moto project; securing external funding; setting up 2 Neighbourhood Watch schemes.</p>	<p>Residents who are better informed and working in partnership with key agencies to tackle local issues.</p> <p>Reduced ASB and drug taking in underpass in one area. Resident went on to be interviewed nationally & internationally about project.</p> <p>Reduced ASB by closing alleyways on 2 estates and by dealing with mini-motos on 1 estate.</p>	☺
	<p>Supported residents to secure almost £200k in support of regeneration and RI initiatives.</p>	<p>Specific focus on young people, deprived communities and BME population in many of the projects.</p>	☺
<p>2. Residents supported to access advice and support on financial inclusion and worklessness</p>	<p>Carried out outreach projects in Mansfield and Northampton, supported by external funding received from RBS & Northampton Neighbourhood Mgt.</p> <p>Mansfield – contacted 477 homes and met with 344 of these householders (72%). We made 75 referrals to other agencies and dealt with 43 LHA-related queries. We encouraged residents to think about getting involved in LHA and also promoted our home contents insurance scheme.</p> <p>Northampton - Visited 942 properties, 216 people were directly contacted, with 97 people being referred on.</p>	<p>Results to date include: recruitment of 2 new resident reps; 6 loans taken out from Credit Union; 4 savings accounts opened; 11 residents signed up for courses; 2 residents received numeracy/literacy assessments.</p> <p>The project is a great way to reach out to residents, many of whom who would not normally be in touch with us. The feedback we had from residents was very positive.</p>	☺

<i>Improved equality of access to services</i>			
What we hoped to achieve	Actions taken	Outcome	Rating
1. Increase the number of residents involved year on year, particularly those from disadvantaged and/or hard to reach groups and communities	Began collecting enhanced E & D data on active residents including disability and sexual orientation. Application forms rewritten to reflect new diversity questionnaire & spreadsheets adapted.	Improved information on our active resident enabling us to target work effectively in 09/10.	☺
	We planned to engage 1/3 of residents in some way, however no system yet in place to capture this information systematically. However, regular satisfaction surveys took place on: new homes; repairs; planned and cyclical maintenance; neighbourhood reviews; and consultations took place re stock transfer in Belgrave and Spring Boroughs.	Appendix 1 demonstrates that the number of residents actively involved increased by over 20%, from 309 to 380. 36% of those involved in 08/09 were new to RI. Examples of negative survey results being followed up by staff to ensure positive resolution for residents. Resident support for stock transfers unanimous.	☹
	Captured baseline of % of residents who get involved and reporting monthly via Balanced Scorecard.	6.45% of residents (LHA & LHASS Sheltered) involved.	☺
	Ensure we involve residents reflecting the wider resident group in terms of gender, ethnicity & age. Measured by monitoring those who take up opportunities and comparison with profile of our residents.	As demonstrated in Appendix 2 our involved residents compare well to the wider resident body, although more needs to be done to engage young people under the age of 30 in some of our structures.	☹
2. Improved access to information	Review accessibility of information with tenants: held a focus group on English as a second language; consulted on 3 local newsletters; STATUS questions on communication; review of website.	Fifteen residents volunteered to get involved. Gathered customer perspective on profiling and how best to make use of it Ensured local newsletters were VFM. Improved website accessibility.	☺
3. Involve more young people	Supported residents to engage with local youth services and to improve youth facilities and provision with events aimed at children were held in Northampton, Leicester & Mansfield. Promoted children and youth services	Partnership work between LHA, residents and specialist youth agencies leading to increased & improved local services for young people, including sports, arts and music.	☺

	via local newsletters.		
4. Involve more tenants who do not have English as their first language	Focus group with translation on getting involved.	Received guidance from residents with English as a second language on best practice on improving our services.	☺

<i>Value for money</i>			
What we hoped to achieve	Actions taken	Outcome	Rating
1. Ensure that all RI activities consider value for money and delivered in cost-effective manner	Information gathered to demonstrate VFM impacts of all key areas of RI activity, tracking costs and benefits.	Starting to embed culture of VFM around RI, for example, consultation with CAPs over travel expenses; some managers setting up clear procedures for involvement in SIGs; clear evidencing from CCC and Care & Support. Activities not resulting in outcomes will be challenged and where appropriate ended.	☺
	Set up the appropriate recording mechanisms to enable us to input 08/09 data to Housemark benchmarking.	Operational spend on RI 08/09 = £68,182.06 Specialist RI team staff costs = £101,086.16 Total cost = £169,268.22, which equates to 0.89% of rent due.	☺
2. Involve residents in managing budgets	Continued to provide Scheme Enhancement, Tour, Xmas and external training budgets for Consumer Advisory Panels to manage, providing quarterly monitoring of progress against budget and outcomes.	Residents empowered to make the decision on how money spent. Residents enabled to participate in TPAS and East Midlands Tenant Participation Forum conferences and other training. Residents supported communal improvements at various schemes and estates, which would not have been supported by mainstream budgets, for example benches, notice boards and gardens.	☺
3. Explore how resident can be involved in determining the use of efficiency savings	We had planned to follow pilot used by other Associations with reference to savings declared in their Annual Efficiency Statement (AES). The AES for 2008 and onwards is now no longer required and will therefore not be completed.	The changed economic environment meant that this action was shelved.	☹
4. Engage residents in corporate business planning and budgeting process	The exceptional economic climate during 2008-09 has meant that this could not be fully implemented. However, a special edition of Streetwise was produced to convey some of the difficult financial and staffing decisions we have had to	The RI Team will be relocated with Group Director of Housing Services and he will lead this task in 09/10.	☹

	take. Nevertheless, GMT remains committed to formalising involvement in strategic investment priorities and programme as part of the revision to governance arrangements.		
5. Develop method for evidencing resources being redirected to improve service delivery to customers	A methodology has not been developed, due to time consumed by dealing with the credit crunch. This is for GMT discussion in May 09 to take forward in 2009-10.	CCC Customer service plan directly improved customer service.	⊗

6. LHA-ASRA resident involvement action plan 2009 - 2010

LHA-ASRA's Corporate Plan currently has four corporate objectives. This action plan sets out planned resident involvement outcomes, actions and targets against each of these. The actions have been provided from Departmental Plans. Each action will be monitored to evidence progress, outputs, outcomes, equality and diversity impact and value for money. Delivery of this plan will enable us to achieve the outcomes of our Group Resident Involvement Strategy.

<i>Corporate objective 1: Manage and maintain a portfolio of top quality affordable homes within sustainable communities</i>			
What we hope to achieve (intended outcome)	Actions planned	Target/Timescale	Who responsible
1. More effective resident scrutiny of performance and increased transparency of decision making	Develop a group-wide resident involvement mechanism to: improve connectivity between the Group Board and our residents; increase resident involvement in the strategic planning and decision making of the Group.	Consult with active residents, agree mechanism, develop terms of reference by September 2009	Group Director of Housing / Group Resident Involvement Manager
	Implement Board report template highlighting resident involvement and consultation	Implementation by September 2009	Head of Performance Management
	Support CAP/TAP meetings in each of the 4 regions ensuring meetings deliver clear outcomes	Report on outcomes at March 2010	Area Managers LHA / Customer Care Manager ASRA
	Undertake CAP/TAP elections to encourage new involvement	Elections completed by July 2009 Increase number of reps by 20% by March 2010	Area Managers LHA / Customer Care Manager ASRA
	Undertake 2 in depth service evaluation group reviews, recruiting tenants as mystery shoppers and inspectors	Involve at least 20 residents by March 2010	Group Resident Involvement Manager & Heads of Services being inspected

	Support process of tracking delivery of 08/09 reviews	Six monthly and twelve monthly reports produced and fed back to residents and Board	Group Resident Involvement Manager & Managers of Services inspected
	Involve residents in managing budgets - continue to provide Scheme Enhancement budgets & training budgets for Consumer Advisory Panels to manage	Quarterly monitoring of progress against budget and outcomes	Head of Neighbourhood Services LHA
2. To maintain and support a wide range of options for involvement	Ensure our residents stay informed by producing residents newsletters (Streetwise/In Touch) and review of Annual Performance, involving residents in the editorial panels	Two editions of newsletter per year, plus annual performance information distributed to all residents	Lead Directors & Customer Care Manager ASRA
	Increase the number of residents involved year on year, particularly those from disadvantaged and/or hard to reach groups Monitor number of residents involved and their profile against key E & D categories Monitor % of residents covered by recognised reps and/or groups	Ongoing tracking to ensure that those involved fit with local ethnicity, gender and age profile of our residents (see appendix 2) To continue gathering information on religion, sexual orientation, & disability so will be able to compare with overall residents once Group profiling exercise complete	Everyone, with recruitment led by Neighbourhood Services, support to residents and tracking of active residents by RI Team and profiling of residents project led by Performance Management Team
	Launch active residents website, with interactive features	By end of August 2009	IT Department & Group Resident Involvement Manager
	Design & launch Group Facebook site	By end of August 2009	IT Department & Group Resident Involvement Manager
	Ensure standard methodology for questionnaires across the Group and centralised collection of survey data via the implementation of Questback	Pilot by July 2009 Roll out across Group by August 2009	Head of Performance Management
	Increase the number of residents involved as resident reps/estate inspectors	Increase number of reps by 20% by March 2010	Neighbourhood Officers LHA / Tenancy Services Officers ASRA
	Increase membership of	Membership increased	Resident

	Forum 100 and ensure that it is used at least four times	by 20% by March 2010	Involvement Team
	Support residents to engage with local youth services and to improve youth facilities and provision	Ongoing, reported through RAs' annual reports	Neighbourhood officers & RI officers
3. Increased capacity, confidence and skills among people that are involved	<p>Provide inductions, regularly updated handbook and comprehensive training programme for active residents.</p> <p>Monitor number and % of residents completing training, and satisfaction with training programme</p> <p>Offer annual appraisal meetings to active residents and use to gather information on impact of involvement</p>	<p>Inductions for 100% of CAP/resident reps, training attended by 75% of active residents by March 09</p> <p>Handbook updated quarterly</p> <p>% of residents satisfied with learning outcomes when asked 6 months after training</p> <p>Increase perception of extent of influence scored 4 or 5 from 30% to 50% by March 09</p>	<p>Resident Involvement Team</p> <p>Area Managers LHA / Customer Care Manager ASRA to undertake CAP/TAP appraisals</p>
	Continue to support residents to engage with external training opportunities, including Learning Equals programme	Monitor take up of courses	Resident Involvement Team
4. Improved and/or more responsive services, which offer better value for money and/or are more efficient	Monitoring compliance with customer service standards introduced 1 st April 2009 and involve residents in reviewing the monitoring information gathered	<p>Implement new reporting system by end of August 2009</p> <p>Monthly reporting via I-Route by end of August 2009</p> <p>Report to scrutiny panel from September 2009</p>	Head of Performance Management
	Monitoring operation of customer complaints policy, involving residents in Complaints Working Groups	Review of operations by March 2010	Head of Neighbourhood Services LHA / Customer Care Manager ASRA
	Involve residents in reviewing and updating tenant handbook	By end of September 2009	Head of Neighbourhood Services LHA
	Develop more effective customer involvement in income management. Carry out 6 & 12 month reviews of Service Evaluation Group recommendations	By March 2010	Income Managers
	Continue to support residents involvement with Empty Homes service improvement group and contractor panel.	<p>Ongoing to March 2010</p> <p>30% post inspection to involve resident void</p>	Empty Homes Manager LHA

	Develop void inspector programme	inspectors	
5. Improved satisfaction with services we provide in neighbourhoods	All estates to be inspected regularly involving residents	Programme published by June 09 Methodology for those sites to be contacted by post produced by June 09 Estates at 3* standard and tenants signing off all inspections Programme delivered by March 2010	Neighbourhood Officers/Tenancy Services Officers
	Develop a more structured approach to resident consultation on service charges	By March 2010	Head of Neighbourhood Services LHA
	Consult with tenants on revised LHA tender for grounds maintenance contract	Consultation exercise to commence July 2009	Head of Neighbourhood Services LHA
	To undertake tenancy audits	535 in LHA/FF and 200 in ASRA	Neighbourhood Officers/Tenancy Services Officers
	Deliver a programme of neighbourhood reviews and track outcomes delivered	Programme published by end June 09 All planned reviews completed by March 2010	Neighbourhood Services Managers
	Create an Estate Action Plan for each estate in conjunction with tenants	By end of December 2009	Neighbourhood Services Managers
	Complete Best Value Review of ASB and deliver on action plan, involving residents	Review complete by end of July 2009	Neighbourhood Services Managers
6. Improved satisfaction with repairs and maintenance services	Implement Group Aids & Adaptations Policy and procedures to ensure fair and equitable priority rating to vulnerable people	By end of June 2009	Director of Property Services & Asset Management and Head of Property Services LHA
	Group Asset Management Strategy – implementation of action plan and the formulation of the Sustaining Homes Forum to involve residents in shaping repairs service and improvement policy	Ongoing through to March 2010	Director of Property Services & Asset Management
	Development of Affordable Warmth Strategy with increased tenant information on fuel poverty, ensuring	By end of August 2009	Director of Property Services & Asset Management

	energy efficiency data on stock robust and held on corporate systems		and Head of Property Services LHA
	Publish to all residents 5 year programme of property investment and resident involvement in business planning activities relating to planned maintenance and other investment programmes	By end of July 2009	Director of Property Services & Asset Management and Heads of Property Services
	Develop and implement a repairs & maintenance strategy with residents addressing issues including continuous improvement, right first time performance, quality assurance of works and service	Strategy developed by end of August 2009	Director of Property Services & Asset Management
	Deliver on the recommendations of the Service Evaluation Group review of day to day repairs as per agreed plan	By October 2009	Director of Property Services & Asset Management
	Resident involvement in shaping the service, agreeing priorities, setting standards, contractor/consultant/supplier selection, monitoring of budgets and performance and project and service reviews	Ongoing through to March 2010	Director of Property Services & Asset Management
	New customer satisfaction survey questionnaire and methods of engaging with tenants in place and improved data on reasons for dissatisfaction informing improvement plans and contractor review meetings	Questionnaire and methods in place by end of September 2009	Property Services Managers
	Introduction of broader based cyclical programmes delivered through partnering contracts with effective supply chain management strategies	By October 2009	Heads of Property Services
7. Involve residents in delivery of Customer Contact Centre improvement programme	To support regular meetings of the CCC Service Improvement Group to deliver actions agreed with residents as per schedule	As per schedule – including target of 85% customer satisfaction	Group Head of Customer Services
	To review the criteria and mystery shopping scoring templates. To feed this into current quality monitoring.	By December 2009	Group Head of Customer Services
8. Colleagues who are committed to involving residents	Training for colleagues on RI	Ensure completion by all Group colleagues of online Resident Involvement Course by	Group Director of HR

		end Dec 09	
	Include RI in induction, JDs and workplans	Include Resident Involvement in the Corporate Induction to roll out from September 09	Group Director of HR
	Rolling out of resident involvement in recruitment policy and workshop, and ongoing monitoring of resident involvement in recruitment for front-line posts	Policy agreed and workshop delivered by end July 09	Group Director of HR
	Keep colleague intranet site up to date Production of quarterly Investors in Communities newsletter	Quarterly updates Four editions by March 10	Group Resident Involvement Manager
9. Share best practice on RI with other housing providers	Participate in conferences, events & visits Participate in East Midlands TP Forum Participate in East Midlands RI Champion network Develop links with RI peer group in London	At least 4 by March 2010	Group Resident Involvement Manager
	Participate in Housemark benchmarking	08/09 data input by end of June 2009	Group Resident Involvement Manager

<i>Corporate objective 2: Develop new homes and regenerate deprived neighbourhoods</i>			
What we hope to achieve (intended outcome)	Actions planned	Target/Timescale	Who responsible
1. New developments which meet customers' expectations	Utilise the New Homes Forum to enable residents to feed into development process more effectively Forum to review post completion scheme evaluation information on time, cost and performance for all new schemes and customer satisfaction and feedback information on new homes completed. Track and identify comments and proposals from customers and residents that have resulted in improvements	Revise, agree and issue new Corporate General Development Standards by September 2009 Report on progress against annual programme of scheme reviews Regularly to New Homes Forum and before year end the Quality Circle / TAP and the Group Board	Head of Programme Delivery LHA/Community Regeneration Manager LHA/ Head of Development ASRA

	Consistently get feedback from customers in new homes which is analysed to feed into future development process – customer satisfaction questionnaire at practical completion and again 3 months later. Lessons learnt to be fed back to the development departmental meeting and New Homes Forum to ensure continual improvements	Feedback from at least 75% of new residents with a satisfaction rate of 75% Report summary satisfaction via Clearview Balanced Scorecard	Head of Business Development LHA/Head of Programme Delivery LHA/ Head of Development ASRA
	Carry out a series of detailed scheme reviews with corporate officer teams and including resident members of the New Homes Forum	Carry out 3 detailed scheme reviews by March 2010 involving at least two residents in each review.	Head of Programme Delivery LHA/Community Regeneration Manager LHA/ Head of Development ASRA
	To undertake two Resident Development tours for TAP members showcasing new schemes	By March 2010	Head of Development ASRA
2. Regeneration of Estates	To build on resident / community engagement activities on Kidbrooke, Elmgrove and International House.	March 2010	Development Managers ASRA

Corporate objective 3: Provide specialist care and support services

What we hope to achieve (intended outcome)	Actions planned	Target/Timescale	Who responsible
1. Specialist care & support services which meet our customers' needs and expectations	Involve service users in monitoring of service standards	Quarterly meetings of : PAG meetings in LHASS schemes Sheltered Focus Group LHA Service user forum in ASRA	Senior Service Managers/Head of Care and Support/ Head of Care ASRA
	Involve service users in the review of tenants handbook	By end of March 2010	Head of Care Services
	To work with service users on the development of an older persons strategy, clearly identifying their needs and requirements	By end of March 2010	Senior service Managers
	To work with service users on the development of the group wide Care and Support strategy and individual subsidiary action plans	By June 2010	Group Director of Support Services

	ensuring the future direction reflects the needs / requirements of service users		
	Organise an environmentally friendly awareness campaign at schemes to assist service users to develop awareness of environmental issues.	By February 2010	Senior Service Manager
	Link schemes with local groups and organisations e.g. sheltered schemes with local schools.	By December 2009	Senior Service Manager

Corporate objective 4: Deliver community investment activities to support the communities we work in

What we hope to achieve (intended outcome)	Actions planned	Target/Timescale	Who responsible
1. Improved community cohesion and increased influence over quality of life in neighbourhoods and communities	Provide support to residents associations	Hands on support to 7 RAs (LHA). Support RAs through RA budget. Encourage formation of 4 residents groups (ASRA)	Resident Involvement Team
	Support residents to produce local newsletters	At least 2 per annum per targeted area, to 1400 residents by March 2010	Resident Involvement Officers
	Support resident-led events	Support at least 16 events engaging at least 620 residents	Resident Involvement Officers
	Support residents with community safety projects	2 projects supported by March 2010	Resident Involvement Officers
	Support residents with community environmental projects, ensuring focus on engaging with young people	At least 4 projects supported by March 2010	Resident Involvement Officers
2. Residents supported to access advice and support on financial inclusion and worklessness	Outreach support to residents to offer information and fast appointments with specialist service providers. Measure number and % of residents supported	Direct contact with at least 400 households Enable 40 households to access advice/support	Resident Involvement Team
	Use expertise of HR team to benefit our tenants by running a workshop day on seeking and gaining employment	Session organised by end August 09	HR Team
	Build partnership working with debt support agencies	By March 2010	Income Managers
	Support ASRA tenant volunteers to work towards a	To support 4 volunteers	Housing Managers

	housing career		ASRA
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Appendix 1**Summary of Involvement Outputs 2008/09**

Activity	No. of meetings/ events/ etc	No of residents involved	New residents involved	Outcomes from Group Strategy	2007/08 No of residents involved
Board Members	6	2	n/a	Increase LHA's accountability to residents	2
Quality Circle members	4	12	n/a	Increase LHA's accountability to residents	12
Consumer Advisory Panel representatives	19	51	14	Increase LHA's accountability to residents	43
Resident representatives	n/a	75	32	Improve our services through involving residents	49
Homeowners Forum	2	20	9	Improve our services through involving residents	11
Forum 100	3 consultations	50	23	Improve our services through involving residents	27
Service improvement group	21	47	n/a	Improve our services through involving residents	25
Residents associations	52	229	65	Build social capital/ Improve our services through involving residents	170
Service Evaluation Group	12	37	1	Improve our services through involving residents	21
Void inspectors	n/a	14	3	Improve our services through involving residents	n/a
Focus Groups	2	20	n/a	Improve our services through involving residents	0
Total number of residents formally involved*	n/a	380	136		309
Core training programme	12	121	n/a	Build social capital	115
External training	10	34	n/a	Build social capital	Unknown
External events	5	32	n/a	Build social capital	unknown
Inductions	49	56	56	Build social capital	37
Annual reviews	72	72	n/a	Build social capital/ Improve our services	47
Events	35	1651	n/a	Build social capital	844
TSA Local Conversations	16	107	n/a	Improve our services through involving residents	n/a
Receive local newsletters	43 editions	1500 households received	n/a	Build social capital	1847

* Residents involved in more than one activity only counted once.

Appendix 2

Equality & Diversity statistics

Ethnicity

2008/09	% of BME tenants (target)	CAP Reps	Res Reps
LHA stock	20.4%	23.5%	22.7%
Central	30.9%	42.3%	28.9%
North	5.1%	5.6%	8.3%
South	10.8%	0%	16.7%

CORE CATEGORIES	LHA stock	Central	North	South	CAP reps	Res reps
White						
British	71.4%	59.0%	91.8%	79.3%	76.5%	77.3%
Irish	0.7%	0.6%	0.7%	0.9%	0%	0%
Other	1.4%	1.4%	0.6%	2.5%	3.9%	5.3%
Mixed						
White & Black Caribbean	0.8%	0.9%	0.6%	0.7%	0%	1.3%
White & Black African	0.2%	0.4%	0%	0.1%	0%	0%
White and Asian	0.2%	0.3%	0.1%	0.2%	0%	1.3%
Other	0.9%	1.3%	0.6%	0.4%	0%	0%
Asian or Asian British						
Indian	2.9%	5.0%	0.2%	0.5%	9.8%	4.0%
Pakistani	0.3%	0.5%	0%	0%	0%	0%
Bangladeshi	0.3%	0.5%	0%	0.1%	2%	1.3%
Other	3.2%	5.5%	0.1%	0.4%	2%	1.3%
Black or Black British						
Caribbean	2.5%	3.8%	0.9%	1.1%	0%	5.3%
African	4.5%	7.2%	0.4%	2.4%	5.9%	2.7%
Other	0.6%	0.8%	0.2%	0.3%	0%	0%
Chinese or other ethnic group						
Chinese	0.1%	0.1%	0.1%	0.1%	0%	0%
Other	1.8%	2.6%	0.6%	1.1%	0%	0%
Unknown						
(refused, not recorded or blank)	7.8%	9.6%	2.9%	9.5%	0%	0%

Gender	LHA stock	CAPs	Res reps
Female	55.3%	49%	46.7%
Male	44.2%	51%	53.3%
Unknown	0.3%	0%	0%

Age	16-24	25-29	30-39	40-49	50-59	60-65	66-70	70+	not known
LHA stock	7.9%	10.7%	22.5%	20.7%	13.5%	5.7%	3.4%	7.2%	8.3%
CAPs	2%	5.9%	11.8%	17.6%	23.5%	13.7%	13.7%	11.8%	0%
Res reps	4%	9.3%	26.7%	18.7%	14.7%	6.7%	10.7%	9.3%	0%

Disability	LHA stock	CAPs	Res reps
Disabled	unknown	29.4%	13.3%
Non-disabled	unknown	68.6%	20%
Unknown	unknown	2%	66.7%

Sexual orientation	LHA stock	CAPs	Res reps
Heterosexual	unknown	21.6%	26.70%
Gay/lesbian	unknown	2.0%	0%
Bisexual	unknown	0.0%	1.30%
Prefer not to say	unknown	7.8%	6.70%
Unknown	unknown	66.7%	65.30%

RESIDENTS ASSOCIATIONS E & D info

CATTLEMARKET RA

Age	16-24	25-29	30-39	40-49	50-59	60-65	66-70	70+	not known
Neighbourhood	3.9%	7.8%	25.5%	29.4%	15.7%	3.9%	5.9%	3.9%	3.9%
RA members	5.9%	0.0%	29.4%	35.3%	17.6%	5.9%	5.9%	0.0%	0.0%

Gender	Neighbourhood	RA members
Female	70.6%	88.2%
Male	29.4%	11.8%
Unknown	0.0%	0.0%

Ethnicity	Neighbourhood	RA members
African Somalian	0.0%	0.0%
Asian Or Asian British Bangladeshi	0.0%	0.0%
Asian Or Asian British Indian	0.0%	0.0%
Asian Or Asian British Other	2.0%	0.0%
Asian Or Asian British Pakistani	0.0%	0.0%
Black Or Black British African	0.0%	0.0%
Black Or Black British Caribbean	3.9%	5.9%
Black Or Black British Other	0.0%	0.0%
Chinese	2.0%	0.0%
Mixed Other	3.9%	5.9%
Mixed White And Asian	0.0%	0.0%
Mixed White And Black African	0.0%	0.0%
Mixed White And Black Caribbean	0.0%	0.0%
Not Recorded	0.0%	5.9%
Other	0.0%	0.0%
Refused	0.0%	0.0%
White British	86.3%	82.4%

LHA resident involvement impact assessment 2008-2010 as approved by Operations Board 21/10/09

White Irish	2.0%	0.0%
White Other	0.0%	0.0%
(blank)	0.0%	0.0%

KIRBY FRITH RA

Age	16-24	25-29	30-39	40-49	50-59	60-65	66-70	70+	not known
Neighbourhood	6.6%	12.1%	23.1%	19.8%	9.9%	4.4%	6.6%	16.5%	1.1%
RA members	0.0%	3.3%	40.0%	23.3%	3.3%	0.0%	3.3%	20.0%	6.7%

Gender	Neighbourhood	RA members
Female	49.5%	56.7%
Male	50.5%	43.3%
Unknown	0.0%	0.0%

Ethnicity	Neighbourhood	RA members
African Somalian	0.0%	0.0%
Asian Or Asian British Bangladeshi	0.0%	0.0%
Asian Or Asian British Indian	0.0%	0.0%
Asian Or Asian British Other	0.0%	0.0%
Asian Or Asian British Pakistani	0.0%	0.0%
Black Or Black British African	3.4%	6.7%
Black Or Black British Caribbean	5.5%	0.0%
Black Or Black British Other	0.0%	0.0%
Chinese	0.0%	0.0%
Mixed Other	1.1%	3.3%
Mixed White And Asian	0.0%	0.0%
Mixed White And Black African	0.0%	0.0%
Mixed White And Black Caribbean	2.2%	3.3%
Not Recorded	3.3%	10.0%
Other	2.2%	0.0%
Refused	1.1%	0.0%

LHA resident involvement impact assessment 2008-2010 as approved by Operations Board 21/10/09

White British	74.7%	73.3%
White Irish	0.0%	0.0%
White Other	6.6%	3.3%
(blank)	0.0%	0.0%

LAYTON BURROUGHS RA

Age	16-24	25-29	30-39	40-49	50-59	60-65	66-70	70+	not known
Neighbourhood	19.4%	11.8%	11.1%	21.5%	16.7%	6.9%	4.9%	5.6%	2.1%
RA members	7.1%	7.1%	11.9%	26.2%	14.3%	7.1%	9.5%	4.8%	11.9%

Gender	Neighbourhood	RA members
Female	51.4%	61.9%
Male	47.9%	38.1%
Unknown	0.7%	0.0%

Ethnicity	Neighbourhood	RA members
African Somalian	0.7%	0.0%
Asian Or Asian British Bangladeshi	0.0%	0.0%
Asian Or Asian British Indian	0.0%	0.0%
Asian Or Asian British Other	0.0%	0.0%
Asian Or Asian British Pakistani	0.0%	0.0%
Black Or Black British African	0.7%	0.0%
Black Or Black British Caribbean	0.0%	0.0%
Black Or Black British Other	0.0%	0.0%
Chinese	0.0%	0.0%
Mixed Other	0.7%	0.0%
Mixed White And Asian	0.0%	0.0%
Mixed White And Black African	0.0%	0.0%
Mixed White And Black Caribbean	0.0%	0.0%
Not Recorded	2.1%	4.8%
Other	0.0%	0.0%

LHA resident involvement impact assessment 2008-2010 as approved by Operations Board 21/10/09

Refused	0.0%	0.0%
White British	93.1%	90.5%
White Irish	2.1%	4.8%
White Other	0.0%	0.0%
(blank)	0.7%	0.0%

PENDLEBURY DRIVE RA

Age	16-24	25-29	30-39	40-49	50-59	60-65	66-70	70+	not known
Neighbourhood	4.6%	6.6%	19.8%	19.8%	14.7%	7.1%	2.0%	9.1%	16.2%
RA members	0.0%	7.9%	13.2%	36.8%	13.2%	5.3%	0.0%	18.4%	5.3%

Gender	Neighbourhood	RA members
Female	54.8%	68.4%
Male	44.7%	31.6%
Unknown	0.5%	0.0%

Ethnicity	Neighbourhood	RA members
African Somalian	0.0%	0.0%
Asian Or Asian British Bangladeshi	0.0%	0.0%
Asian Or Asian British Indian	1.5%	0.0%
Asian Or Asian British Other	2.0%	5.3%
Asian Or Asian British Pakistani	0.5%	2.6%
Black Or Black British African	3.0%	0.0%
Black Or Black British Caribbean	4.1%	2.6%
Black Or Black British Other	2.0%	2.6%
Chinese	0.0%	0.0%
Mixed Other	1.5%	2.6%
Mixed White And Asian	1.5%	0.0%
Mixed White And Black African	0.5%	0.0%
Mixed White And Black Caribbean	1.0%	0.0%
Not Recorded	14.2%	7.9%

LHA resident involvement impact assessment 2008-2010 as approved by Operations Board 21/10/09

Other	2.5%	0.0%
Refused	1.0%	0.0%
White British	59.9%	76.3%
White Irish	0.0%	0.0%
White Other	1.0%	0.0%
(blank)	3.0%	0.0%

RESIDENTS OF LARCH STREET & LONGCLIFFE ROAD

Age	16-24	25-29	30-39	40-49	50-59	60-65	66-70	70+	not known
Neighbourhood	10.5%	14.0%	22.8%	24.6%	12.3%	3.5%	5.3%	0.0%	7.0%
RA members	0.0%	12.5%	12.5%	37.5%	12.5%	4.2%	12.5%	0.0%	8.3%

Gender	Neighbourhood	RA members
Female	61.4%	54.2%
Male	38.6%	45.8%
Unknown	0.0%	0.0%

Ethnicity	Neighbourhood	RA members
African Somalian	0.0%	0.0%
Asian Or Asian British Bangladeshi	1.8%	4.2%
Asian Or Asian British Indian	10.5%	8.3%
Asian Or Asian British Other	3.5%	8.3%
Asian Or Asian British Pakistani	1.8%	0.0%
Black Or Black British African	19.3%	4.2%
Black Or Black British Caribbean	7.0%	0.0%
Black Or Black British Other	5.3%	8.3%
Chinese	0.0%	0.0%
Mixed Other	3.5%	4.2%
Mixed White And Asian	0.0%	0.0%
Mixed White And Black African	0.0%	0.0%

LHA resident involvement impact assessment 2008-2010 as approved by Operations Board 21/10/09

Mixed White And Black Caribbean	1.8%	0.0%
Not Recorded	0.0%	4.2%
Other	1.8%	4.2%
Refused	0.0%	0.0%
White British	36.8%	50.0%
White Irish	3.5%	4.2%
White Other	3.5%	0.0%
(blank)	0.0%	0.0%

UPPER TEMPLE WALK RA

Age	16-24	25-29	30-39	40-49	50-59	60-65	66-70	70+	not known
Neighbourhood	9.7%	10.1%	22.5%	22.1%	13.9%	6.7%	4.5%	5.2%	5.2%
RA members	12.5%	4.2%	25.0%	4.2%	20.8%	8.3%	4.2%	16.7%	4.2%

Gender	Neighbourhood	RA members
Female	39.0%	62.5%
Male	58.1%	37.5%
Unknown	3.0%	0.0%

Ethnicity	Neighbourhood	RA members
African Somalian	3.0%	0.0%
Asian Or Asian British Bangladeshi	0.0%	0.0%
Asian Or Asian British Indian	1.5%	4.2%
Asian Or Asian British Other	1.1%	0.0%
Asian Or Asian British Pakistani	0.4%	0.0%
Black Or Black British African	16.9%	12.5%
Black Or Black British Caribbean	5.6%	8.3%
Black Or Black British Other	0.4%	0.0%
Chinese	0.4%	0.0%
Mixed Other	1.5%	0.0%
Mixed White And Asian	0.4%	0.0%

LHA resident involvement impact assessment 2008-2010 as approved by Operations Board 21/10/09

Mixed White And Black African	0.0%	0.0%
Mixed White And Black Caribbean	0.0%	0.0%
Not Recorded	6.0%	8.3%
Other	2.6%	0.0%
Refused	0.4%	0.0%
White British	51.3%	66.7%
White Irish	0.4%	0.0%
White Other	1.9%	0.0%
(blank)	2.6%	0.0%

WHITEWOOD LEIGH RA

Age	16-24	25-29	30-39	40-49	50-59	60-65	66-70	70+	not known
Neighbourhood	0.0%	4.7%	28.2%	18.8%	15.3%	7.1%	2.4%	4.7%	18.8%
RA members	2.1%	2.1%	22.9%	16.7%	16.7%	10.4%	2.1%	8.3%	18.8%

Gender	Neighbourhood	RA members
Female	51.8%	60.4%
Male	48.2%	39.6%
Unknown	0.0%	0.0%

Ethnicity	Neighbourhood	RA members
African Somalian	0.0%	0.0%
Asian Or Asian British Bangladeshi	0.0%	0.0%
Asian Or Asian British Indian	0.0%	0.0%
Asian Or Asian British Other	0.0%	0.0%
Asian Or Asian British Pakistani	0.0%	0.0%
Black Or Black British African	0.0%	0.0%
Black Or Black British Caribbean	0.0%	0.0%
Black Or Black British Other	0.0%	0.0%
Chinese	0.0%	0.0%
Mixed Other	0.0%	0.0%

LHA resident involvement impact assessment 2008-2010 as approved by Operations Board 21/10/09

Mixed White And Asian	0.0%	0.0%
Mixed White And Black African	0.0%	0.0%
Mixed White And Black Caribbean	0.0%	0.0%
Not Recorded	18.8%	22.9%
Other	0.0%	0.0%
Refused	0.0%	0.0%
White British	81.2%	77.1%
White Irish	0.0%	0.0%
White Other	0.0%	0.0%
(blank)	0.0%	0.0%

ABSTRACT FROM STATUS SURVEY RESULTS

Generally how good is LHA at keeping you informed about things that might affect you as a resident?			
	2003	2005	2009
Very good	40.2%	41.5%	24%
Fairly good	41.6%	38.1%	45%
Neither good nor poor	13.1%	13.8%	19%
Fairly poor	3.4%	3.7%	8%
Very poor	1.7%	3.0%	4%

How much account does LHA take of tenants' views when making decisions?			
	2003	2005	2009*
A lot	29.3%	32.3%	n/a
A little	29.2%	37.6%	n/a
None at all	11.3%	10.6%	n/a
No opinion	35.6%	19.5%	n/a

* question removed from STATUS nationally and replaced with below

How satisfied or dissatisfied they are that LHA takes into account tenants' views?	
	2009
Very satisfied	18%
Fairly satisfied	30%
Neither satisfied nor dissatisfied	26%
Fairly dissatisfied	8%
Very dissatisfied	7%
No opinion	10%