



**SHORT NOTICE INSPECTION ACTION PLAN –  
RESIDENT INVOLVEMENT**

**(FINAL VERSION – DECEMBER 2009)**

**In the event of any queries please contact:**

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## **Short Notice Inspection Action Plan - Resident Involvement**

### **1.0 Introduction**

- 1.1 The purpose of this paper is to outline to the Audit Commission One Housing Group's Resident Involvement strategy and specifically demonstrate the extensiveness of our Short Notice Inspection (SNI) consultation process.
- 1.2 The accompanying Action Plan specifically responds to the recommendations put forward by the Audit Commission and additional recommendations put forward by residents as part of the consultation process.
- 1.3 The Action Plan clearly outlines what we will do and defines the outcomes and impact of that work. Additionally residents have prioritised the actions so that the most important issues are addressed early in the implementation.
- 1.4 The Action Plan has been fully costed, resources assigned and timescales agreed.

### **2.0 Key Findings**

- 2.1 82% of residents who responded to the telephone survey told us they were satisfied with the involvement opportunities provided to improve services. Further details can be seen in section 3.0.
- 2.2 The consultation process has been extensive and engaged 1639 residents - 1418 residents through surveys, including 120 residents from door to door visits conducted by Directors and other senior managers and 176 residents through face to face consultation events.
- 2.3 Resident feedback from the Resident Consultation day was very good; 93% of residents told us the event was either excellent or very good.
- 2.4 A draft copy of the Action Plan has been sent to every resident who has engaged in the consultation process and has been published on the website.
- 2.5 In signing off the Action Plan the project team held a number of meetings with the Resident Reviewers Group, Key Voices, OHG and subsidiary Board members and internally with staff. Further details as to the role of these groups can be found on pages 5, 6 and 7.

### **3.0 Telephone Survey – Executive Summary**

#### **3.1 Key Results**

- 3.1.1 82% of residents said they were either satisfied or very satisfied with their opportunities to be involved.
- 3.1.2 57% of both general needs and leaseholders said they knew how they could provide feedback to OHG. Responses from black and minority ethnic (BME) residents were 10% lower with an average of 47%. This disparity will be addressed as part of the Action Plan implementation.

3.1.3 48% of residents said they knew how to become a member of a Tenant and Resident Association (TRA). 44% knew how to join a residents group and 40% said they knew how to become a tenant member of the Board.

3.1.4 When residents were asked what the most important issues were to influence, the top three responses were: repairs and maintenance, tackling anti-social behaviour and cleaning services. Leaseholders ranked rent and service charges third, ahead of cleaning services.

## **3.2 Communication**

3.2.1 For both Leaseholders and general needs residents, post was the preferred method of communication followed by attending a TRA meeting, joining an estate inspection and information being posted on communal notice boards.

## **3.3 Barriers to Participation**

3.3.1 When residents were asked what makes it difficult for them to participate: 63% said time of activity, 60% said family / work commitments and 43% said location of activities. These results were reflective of general needs, leaseholders and BME residents overall.

3.3.2 Residents were asked what training courses they would like to receive in order to participate fully in resident involvement activity, 44% said they would like training on how to understand performance information and 40% on understanding financial information.

## **3.4 Sharing Experiences**

3.4.1 75% of residents said they preferred to share their experiences with their neighbours and 47% said they would like to share their experiences with other OHG residents.

3.4.2 When residents were asked how they would like to share their experiences 82% said they would like to see more resident articles in newsletters, 78% would like more local events and 65% would like more consultation days.

## **3.5 Survey Profile Information**

3.5.1 In total, 1418 people completed the survey, 784 returned the survey by post, 599 over the telephone and 35 people completed the survey online.

3.5.2 This level of engagement means the survey results are accurate to within +/- 4%, comparable with best practice and industry standards.

3.5.3 45% of the respondents were from Toynbee, 36% Community and 19% from Island Homes.

3.5.4 A full breakdown of responses against our diversity strands can be found on pages 8 and 9 of this report.

3.5.5 241 people said English was not their main language. 180 of those respondents said their main language was Bengali.

3.5.6 10% of respondents were Leaseholders or Shared Owners.

3.5.7 The survey was conducted over a two week period during November 2009. It was developed using the feedback gathered from various face to face consultation events during October 2009.

**4.0 Resident Involvement - Our Commitment to Residents**

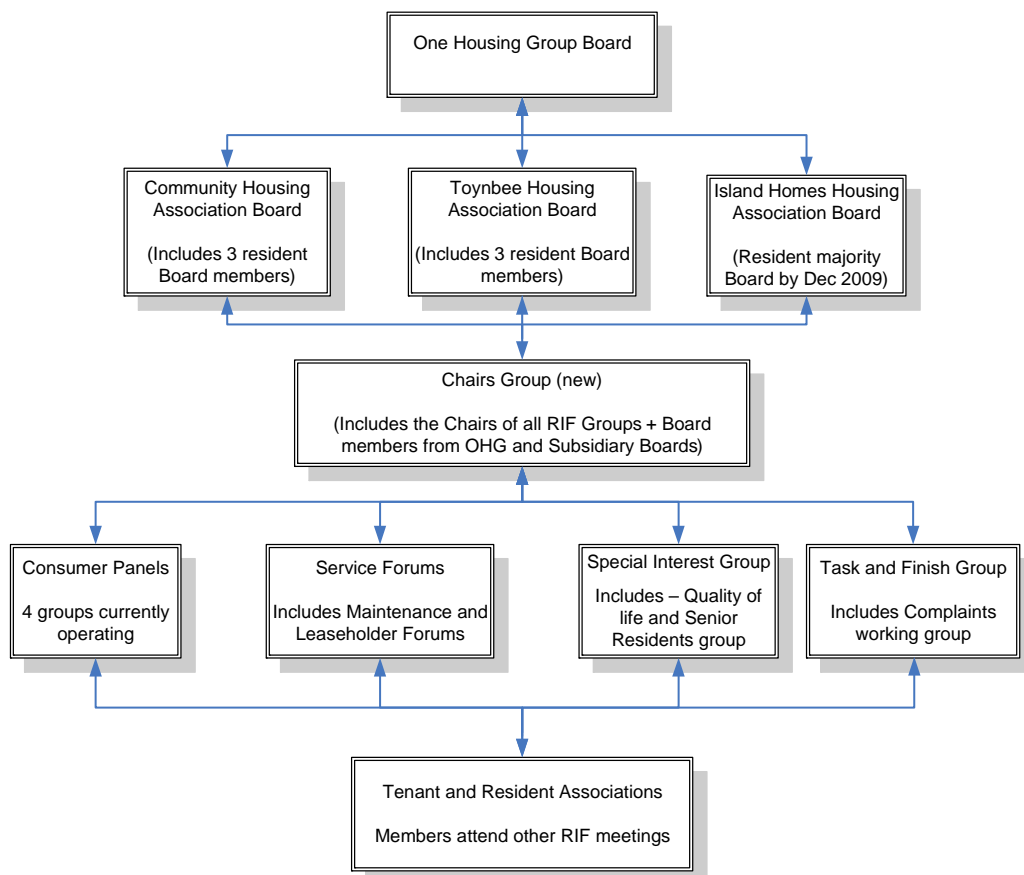
4.1 Resident involvement is about shaping services around residents; giving them opportunities to set priorities, agree standards, influence services and feedback on quality and performance. The Framework encourages residents to get involved in the manner and at the level which best suits them.

4.2 The resident involvement strategy is group wide and captures resident input at local, regional and group wide level. OHG is listening to residents and prioritises service improvements directly by asking residents to feedback on the areas of service that are most important to them.

**4.3 Resident Involvement – Strategic Level**

4.3.1 One Housing Group is committed to working with residents at the heart of our business. Following the inspection we have further strengthened the relationship between the governance structure and the resident involvement framework, the diagram below illustrates how:

**Resident Involvement organisational structure**

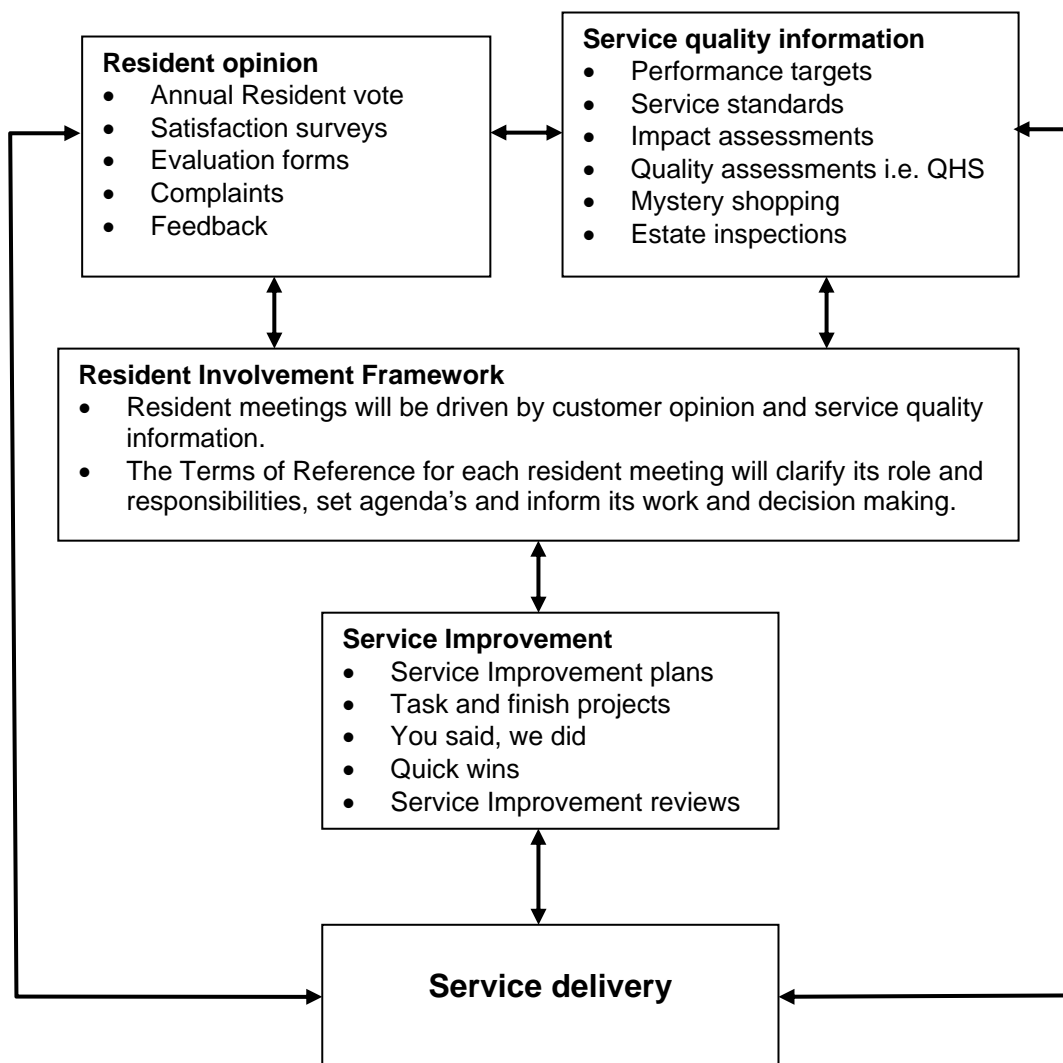


4.3.2 In practice, these changes can be summarised by the following points:

- We will recruit a resident Board member to the OHG Board by March 2010. This augments the existing 11 resident Board members sitting on the subsidiary Boards;
- We will create a new Resident Chairs Group. This new group will form a key bridge linking the Resident Involvement Framework with the formal governance structure as shown in the diagram in 4.3. The remit of the new Chairs Group includes:
  - Scrutinise policies and procedures; monitor performance and agree service standards; and
  - Monitor progress against the annual service improvement plan.

#### 4.4 Resident Involvement – Operational level

4.4.1 The following diagram illustrates the relationship between information, resident involvement and improvement work at group, regional and local levels:



4.4.2 All resident meetings will be better informed by the significant improvements in the data and other information they receive. The information generated by resident polling (telephone and text) will total in the region of 500 per month. This will mean all residents will be polled every 2 years.

- 4.4.3 The quantitative data collected will then drive the meetings to explore opinions in greater detail, and develop improvements and ideas.

## **5.0 Access and Customer Care**

- 5.1 A summary of the key points in the Action Plan include:
- All buildings will be DDA compliant by May 2010; and
  - Our customer profiling information has been updated - in the past 2 months we have received 2602 new resident profile questionnaires. We now hold customer data on over 50% of residents and plan to improve this to 60% by January and 70% by June 2010.

## **6.0 Equality and Diversity**

- 6.1 A summary of the key points in the Action Plan include:
- Delivery of the revised Equality and Diversity Action Plan is progressing well and will be reported back to OHG Board in March 2010;
  - New Equality and Diversity training is being delivered to Board members, involved residents and staff in February and March 2010; and
  - We have recently appointed a new (female) Board member to OHG Board and further Board recruitment is planned in the next 4 months.

## **7.0 Value for Money**

- 7.1 A summary of the key points in the Action Plan include:
- The Value for Money strategy was agreed by OHG Board in November and a Value for Money Board Champion has been appointed;
  - We have submitted financial and performance data to HouseMark. This has created a baseline position and enabled information to be benchmarked;
  - Resident Involvement financial information has been baselined; and
  - A Value for Money Action Plan will be presented to OHG Board for approval in March 2010.

## **8.0 Short Notice Inspection – The consultation process**

- 8.1 In total, 1639 residents engaged in the consultation process.
- 8.2 The consultation process started on 1st October 2009, when Mick Sweeney, Chief Executive of One Housing Group wrote to all residents reporting the findings of the inspection and inviting all residents to work with us by attending events and responding to the resident involvement survey.
- 8.3 The results from both the consultation events and survey have been used to create an Action Plan for improvement which will meet the needs of all OHG residents. Over the past 2 months, the following consultation events have taken place:

Consultation method	Responses / Attendees
<p><b>Resident Involvement survey</b></p> <p>In total, 1418 residents completed the survey. Such a response means the survey is accurate to within +/- 4% of OHG's total resident population.</p> <p>The survey was conducted in five community languages – English, Bengali, Sylheti, Somali and Turkish.</p> <p>The survey was also available to all residents online, in reception areas and by post. The survey was also available in other community languages, in large print and Braille.</p> <p>In addition to the survey an independent research company was also employed to call residents to complete the profiling form, capturing residents' demographic and other personal information.</p>	<p>1418</p>
<p><b>Door to door visits</b></p> <p>The Executive Team and other senior staff conducted a door to door survey on 14 estates.</p> <p>As well as completing the survey, residents were also able to talk to senior staff about other issues and feedback on services in general.</p>	<p>120 (included in total survey figure)</p>
<p><b>Resident Consultation day</b></p> <p>A bespoke event was organised to explore the Inspection report and the Resident Involvement service in general. The event was held on Saturday 24<sup>th</sup> October and was attended by 40 residents, senior staff (including the Chief Executive) and OHG and subsidiary Board members. The event was chaired by an external facilitator.</p> <p>The event was split into two parts. The morning session looked at the thematic contents (Resident Involvement, Access and Customer Care, Diversity and Value for Money) of the inspection report. This was followed by residents feeding back their views and priorities to the group as a whole. The afternoon 'speed questioning' session enabled residents to talk directly to Directors and Board members about any issue they wanted.</p> <p>Resident feedback from the event was very good with 93% of residents stating the event was either excellent or very good.</p> <p>The event was also attended by Michelle Kidman from the Tenant Services Authority.</p>	<p>40 (58 accepted)</p>

Consultation method	Responses / Attendees
<p><b>Island Homes Bengali Focus Groups</b></p> <p>These events were organised as we know that the Bengali community on the Island are less likely to respond to surveys and prefer face to face contact.</p> <p>The focus groups were conducted in Bengali. In total, three events were held, including a women’s only event, attended by 17 people.</p>	58
<p><b>OHG and Subsidiary Board Meeting</b></p> <p>Attended by Board members of One Housing Group and the three subsidiary Housing Associations.</p> <p>The meeting explored all points raised by the Inspection, with particular emphasis on strategic issues. The meeting put forward a range of proposals that have fed into the Action Plan.</p>	18
<p><b>Key Voices meeting</b></p> <p>Attended by residents who have complained about the resident involvement services in the past or have long standing complaints about the organisation in general.</p> <p>The meeting was attended by Terry Stacy (OHG Board member) and subsidiary Board members only. The aim was to give residents the opportunity to put their views across about the Resident Involvement service directly to Board members, without any senior staff in attendance.</p> <p>A second meeting was arranged at the request of attendees where the Action Plan was presented, discussed and feedback received and incorporated into the Action Plan.</p>	7 (20 accepted)
<p><b>Stakeholder consultation</b></p> <p>The Managing Directors contacted our Key Stakeholders (MPs, Councillors, Housing Lead Officers and other partners) to ascertain their view of OHG’s Resident Involvement service.</p>	4
<p><b>Community Centre Meetings / Regional Focus Group</b></p> <p>Events were held locally and gave residents the opportunity to put their views across about the Resident Involvement service. Events were held in Newham, Camden, Berkshire and Tower Hamlets.</p>	26
<p><b>Young Peoples (Under 25’s) Focus Group</b></p> <p>Events were held in Camden, Berkshire and Tower Hamlets and looked at Resident Involvement from a young person’s point of view.</p>	27
<p><b>Website, email and postal enquiries</b></p>	41
<p><b>Grand Total</b></p>	<b>1639</b>

8.4 The consultation process has been extensive and enabled residents to choose the event that best suited them in terms of style of event, timing, location and language. Additionally, residents were able to respond via letter, website, email and telephone.

8.4.1 The following table highlights the diversity of residents engaged in the consultation process and how representative and extensive the exercise has been.

	People surveyed (%)	Baseline information held on UH (Includes –2602 new profiles)
<b>Ethnicity</b>		
British White	52.4%	43.66%
Irish	2.9%	1.65%
White Other	5.3%	4.84%
Black African	7.4%	6.84%
Black Caribbean	4.0%	0.86%
Black Other	1.5%	1.12%
Indian	1.3%	0.83%
Pakistani	1.5%	0.65%
Bangladeshi	11.0%	8.03%
Asian British	2.1%	1.88%
Chinese	0.6%	0.25%
Asian Other	3.1%	3.26%
Refused to say	6.9%	26.13%
<b>Gender</b>		
Women	64.0%	58.0%
Men	36.0%	42.0%
Gender reassignment	0%	0%
<b>Disability</b>		
Yes	24.0%	12.0%
Mental health	3.1%	New Data is currently being uploaded into the Housing system – Changes will be complete in December following some system improvements.
Visual impairment	1.2%	
Learning difficulties	0.7%	
Hearing impairment	0.8%	
Wheelchair	1.5%	
Mobility (Uses walking aides)	10.6%	
Other	6.1%	
No	72.0%	88.0%
<b>Sexual Orientation</b>		
Heterosexual	85.0%	87.0%
Bisexual	0.6%	0.8%
Lesbian	0.3%	0.3%
Gay	1.4%	0.8%
Refused to say	12.7%	11.0%

	People surveyed (%)	Baseline information held on UH (Includes –2602 new profiles)
<b>Religion</b>		
Buddhist	1.0%	0.5%
Christian	47.0%	43.0%
Hindu	1.0%	0.5%
Jewish	0.3%	0.5%
Muslim	9.0%	35.0%
None	7.0%	10.0%
Other	13.0%	6.0%
Refused to say	0.0%	2.0%
<b>Age</b>		
18-25	20.3%	(16-25) 4.3%
26-30	11.9%	(26-40) 28.58%
31-40	16.3%	(41-55) 29.88%
41-50	15.0%	(56-70) 13.49%
51-65	25.3%	(70+) 13.49%
66-79	8.5%	Age ranges have been changed; the data above reflects old format. System changes will be complete in December.
80 and over	2.7%	

## 9.0 Conclusion

- 9.1 Over the past few months we have listened carefully to what residents have told us about their past experiences and what they want in the future. The Action Plan specifically responds to these comments as well as the Audit Commission recommendations.
- 9.2 The consultation process has been extensive and engaged 1639 residents. The telephone survey informed us that 82% of residents were satisfied with the involvement opportunities provided. This is a significant result that demonstrates we are providing a good resident involvement service, which coupled with the planned improvements will only improve it further.
- 9.3 The Action Plan has been signed off by residents, the Board and the Executive Team; we are confident that the Action Plan meets the needs of residents, responds to each Audit Commission recommendation and improves the services we provide to residents.

**Mick Sweeney**  
**Chief Executive – One Housing Group**

**December 2009**