

NORTH LINCOLNSHIRE HOMES
Community Voice Report

12 October 2009

Resident Involvement Impact Assessment Workshop Feedback

1.0 PURPOSE OF THE REPORT

1.1 To advise the meeting of the outcome of the impact assessment workshop held on the 2nd September.

2.0 INFORMATION and BACKGROUND

2.1 Fourteen CV members attended the workshop.

2.1 Members of the workshop identified the resources put into, and the outcomes of, each of the current permanent resident involvement structures.

2.2 Each structure was then considered for value for money and plotted against an impact resource matrix.

3.0 OUTCOMES

3.1 The conclusion of the workshop is to continue with the current structures of involvement but to implement the following actions:

- BME Special Interests Group - produce a survey for all existing BME tenants to see how they wish to be consulted. BME representatives to assist in the development of the wording of the survey. If there is a poor response from the written survey, a telephone survey will be carried out, to be followed up by a door knock where required to ensure as much feedback as possible is gathered.
- Home Improvement Panel – meet as and when required rather than meeting quarterly.
- Community Voice – due to the cost of meeting room hire, investigate the use of other venues.
- Tenant Inspectors (TIs) – develop a rota of inspections for each

individual inspector rather than leaving them to choose when they carry out inspections. This will help to ensure that all those that have signed up as TIs actually participate in the inspection process.

- Sheltered Panel – the travel expense costs for this structure are high and the outcomes realised low. The group currently only represents sheltered schemes which mean that there is no representation from other users of the Support Officer service. Consideration to be given to the introduction of a targeted service user newsletter that could be produced in a larger print format and could contain contact details of sheltered panel representatives. Also, the format of any meetings to change to facilitate in depth topic debates.
- Grounds Maintenance Panel & Disabled Adaptation Panel – as these are new group structures, review effectiveness after 6 months.

3.2 Other values for money saving idea's identified:

- Target the reduction of travel costs (especially taxi hire) by encouraging car sharing.

3.0. RECOMMENDATIONS

3.1 That members of Community Voice note this report.

Karen Cowan
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