

## Appendix 2: Customer Involvement - Impact Assessment - April 2012 to March 2013

### Summary of informal Involvement – a look at Involvement month by month

Month	Name of Consultation and method of Involvement	Who was involved & what happened	Outcomes/ Impact – how has this been used to improve services for customers
April 2012	Runway Group Conference	8 customers attended the Runway Conference at Port Sunlight with members of the Customer Insight Team	<ul style="list-style-type: none"> <li>✓ Discussions took place around the impact of Welfare Reform and how to get the information to customers affected.</li> <li>✓ Customers involved in debate on national issues</li> <li>✓ Customers influence national policy</li> </ul>
May 2012	Diamond Jubilee Grants	We gave out 20 grants to help get our tenant and resident groups Diamond Jubilee celebrations on the way.	<ul style="list-style-type: none"> <li>✓ 21 groups in total applied for the grants, 13 of which already hold a partnership agreement with us, 8 do not however, and they all work within our communities with our customers.</li> <li>✓ The feedback was excellent and all engaged with their communities and wider communities to celebrate the Queens Jubilee.</li> </ul>
May 2012	Octavia Court Monthly Meeting	<p>We consulted with customers living in Octavia Court about understanding the policies and procedures</p> <p>Over 200 customers attended the consulted to date.</p>	<ul style="list-style-type: none"> <li>✓ Customers aware of the policies and procedures at Octavia Court to minimise any risk situations.</li> <li>✓ Contact with this client group made on a monthly basis to equip them with relevant information and to seek their views on service provision as a recipient of the temporary accommodation service.</li> <li>✓ Hard to reach group contacted who wouldn't otherwise attend a consultation with Incommunities so this approach enables us to go to them for their views.</li> </ul>
May 2012	Editorial Panel	<p>Members used the meeting to proof read issue 38 of the newsletter and savings wrap around.</p> <p>8 customers were in attendance.</p>	<ul style="list-style-type: none"> <li>✓ Issue 38 proof read and signed off</li> <li>✓ Savings wrap around deal and content check plus it signed off</li> </ul> <p><b>Estate Walkabout Article</b></p> <p>The following points were raised via the Panel regarding the Estate Walkabout information in the @ Home. Members identified that the following areas were not on the list:-</p>

			<ul style="list-style-type: none"> <li>● Wycliffe Gardens</li> <li>● East Bowling</li> <li>● Clayton</li> <li>● Baildon</li> <li>● Esholt</li> </ul> <p><b>Service Standards:</b> There was a discussion regarding the postage increase from Royal Mail and Panel Members were asked their suggestions about whether the frequency of the Newsletter should stay at quarterly or cut down.</p> <ul style="list-style-type: none"> <li>✓ Members agreed that the newsletter is a good way for Incommunities to relay its message to its customers and asked that some work be done to find alternative ways of getting it to customers.</li> <li>✓ Members suggested that staff ask customer whether they would like to receive the Newsletter via email and if they would like to change the frequency of it.</li> </ul> <p><b>Arrears letters:</b> The last batch of arrears letters were checked and signed off by the Panel, Manjit Tak &amp; Jackie Longstaff from the Income Team thanked the Panel for their valuable efforts and amendments in making all the arrears process letters understandable and customer friendly.</p>
June 2012	Senior Voice	13 customer members attend the meeting at Trust House.	<ul style="list-style-type: none"> <li>✓ The group is now established with the members running the sessions.</li> <li>✓ Fully constituted and roles defined.</li> </ul>
June 2012	Blackpool Resident Involvement Conference	7 customers and 3 staff members attended the NHC 2 day conference hosted in Blackpool.	<ul style="list-style-type: none"> <li>✓ Customers equipped with the most recent knowledge and housing laws.</li> <li>✓ Several workshops attended including tenant scrutiny, Princes Trust, ASB changes in law and Welfare Reform.</li> </ul>
June 2012	CIH Conference 2012.	We took over 30 customers to the Annual Housing Conference in Manchester.	<ul style="list-style-type: none"> <li>✓ Customers attended various stalls and met customers from other Social Housing Landlords</li> <li>✓ Customer met with Group Chief Executive, Geraldine Howley and Assistant Chief Executives Greg Robinson &amp; Adrienne Reid.</li> </ul>
June 2012	VFM Consultation in Sheltered Schemes.	We consulted in 20 sheltered schemes about the level of cleaning.  220 customers attended the first	<ul style="list-style-type: none"> <li>✓ Pilot on 3 Schemes on the different level of cleaning on going until Jan 2013</li> <li>✓ The costs of cleaning have been calculated and is better value for money for customers as the service is now delivered in Sheltered Schemes as per customers wants</li> <li>✓ From customer feedback a pilot has been developed</li> <li>✓ Further consultations taking place in March 2013 with all 20 schemes</li> </ul>

		round of workshops	
<b>June 2012</b>	Positive Bradford Event	Staff from the Customer Insight Team & Open Field attended the event in City Park  Over 250 customers attended the Incommunities stall throughout the day.	<ul style="list-style-type: none"> <li>✓ Customers informed about and signed up to Club 100.</li> <li>✓ Jobs advice given by Open Field staff</li> <li>✓ Information given to public about the work of Incommunities.</li> <li>✓ Publicity</li> </ul>
<b>July 2012</b>	Runway Conference	7 customers attended the Conference this time hosted by City West Housing.	<ul style="list-style-type: none"> <li>✓ Customers given insight into City West's approach to ASB</li> <li>✓ Presentation given by the Youth Empowerment Panel – customers involved in question and answer session followed by a round table discussed with the YEP.</li> <li>✓ Welfare Reform discussion took place and feedback was given to the wider group by the Welfare Reform Sub-Group. This is a newly formed group to lead on the impacts of the impending changes.</li> </ul>
<b>July 2012</b>	CIH Active Learning for Residents Course	3 customers enrolled on the Course.	<ul style="list-style-type: none"> <li>✓ 3 customers mentored by Involvement Officers Tracy Tough &amp; Pam Chahal.</li> <li>✓ 3 customers qualified with a CIH Level 2 in Active Learning for Residents qualifications</li> <li>✓ Graduation ceremony held at Palace Hotel in Manchester.</li> </ul>
<b>August 2012</b>	Annual Report 2011 - 2012	8 customers have been involved in the production of this year's Report 2011 – 2012.	<ul style="list-style-type: none"> <li>✓ Customers input into the layout of the Report</li> <li>✓ Panel members wrote the introduction to the Report.</li> <li>✓ Case studies conducted by Editorial Panel members via telephone interviews</li> <li>✓ Panel members choose the stories to go in the 12 month looking back calendar</li> <li>✓ Symbols, icons for presenting the information chosen by Panel Members.</li> <li>✓ Panel members proof read and signed off the Report.</li> <li>✓ A very customer friendly vibrant Annual Report 2012 produced for customers by customers.</li> </ul>
<b>August 2012</b>	Star Awards 2012	Over 135 customers attended the Awards ceremony.	<ul style="list-style-type: none"> <li>✓ Involvement recognition for involved customers</li> <li>✓ Customers rewarded for home &amp; garden makeovers</li> <li>✓ Rising stars also awarded</li> </ul>
<b>August/September 2012</b>	Digital Inclusion Survey	A survey was sent out with rent statements to all our customers.  We received 2600 completed returns.	<ul style="list-style-type: none"> <li>✓ In 2008 our Status Survey informed us only 12% of customers had access to a computer</li> <li>✓ Digital Survey to all customers via rent statement in August/September 2012</li> <li>Headline data</li> <li>✓ 2,600 customer responded (12% return)</li> <li>✓ 815 have access to the internet</li> </ul>

			<ul style="list-style-type: none"> <li>✓ 485 require support to use the internet – the highest proportion were over 56</li> <li>✓ 1,004 customers wanted more services online from Incommunities including what is happening in the local neighborhoods</li> <li>✓ Recommendations/report to EMT</li> <li>✓ Set up working group and project lead for this project early in 2013</li> </ul>
<b>September 2012</b>	Customer Inspector Away Day	<p>Away day held at Royd's Enterprise Park with the Inspector's to discuss their roles and skills and preparing them for tenant scrutiny.</p> <p>17 inspectors were involved.</p>	<ul style="list-style-type: none"> <li>✓ New Structure for Customer Inspectors being developed which includes <ul style="list-style-type: none"> <li>• Job Role</li> <li>• Recruitment Process</li> <li>• Work Shadowing</li> <li>• Skills assessments</li> <li>• Training Academy</li> </ul> </li> </ul>
<b>October 2012</b>	Tara Rara	<p>A TARA activities evaluation took place in Bradford &amp; Keighley. This was done in a practical way to gain insight into the work being done by the Groups that have IPA's with us.</p> <p>It also helped us to monitor the funding we granted to these Groups.</p>	<ul style="list-style-type: none"> <li>✓ Feedback was given that the grants system we operated still needed to be more streamlined as still too much paperwork. As a result of this all TARA were invited to a meeting all known groups were invited despite having an agreement or not.</li> <li>✓ As a result of this the grants systems has been streamlined and it was agreed that all monitoring of the grants would be done at future sessions. It was agreed with customers that it should be wrote into the agreement that at least one representative should attend these 'get togethers' twice a year.</li> <li>✓ As a result of these sessions a total of five groups have signed up to work with us.</li> <li>✓ Customers have given us further ideas of extra funding they would like if available to them (Ralph Hewitt money) – as a result of this – 15 grants will be given to groups with Partnership Agreements with us for day trips out. .</li> <li>✓ The feedback was excellent.</li> </ul>
<b>October 2012</b>	Youth Forum	<p>5 young people attended the first meeting at Hollywood Bowl in Bradford.</p>	<ul style="list-style-type: none"> <li>✓ Youth Forum members got to know each other</li> <li>✓ YF members introduced to Incommunities and asked what their interest are</li> <li>✓ Promotion of this group done to local groups working in the District</li> <li>✓ They want to be involved in fun ways</li> <li>✓ They want to get together with other young people to paint a good picture of the youth</li> <li>✓ Competitions we run, we are different, meeting other young people (ten pin bowling) youth meetings</li> <li>✓ They don't know to get know how to get a property with Incommunities</li> <li>✓ They are available weekdays after 5pm</li> <li>✓ They would like to meet every 2 weeks!</li> <li>✓ Next meeting planned for next month</li> </ul>

<p><b>October 2012</b></p>	<p>BCB Radio Project</p>	<p>Incommunities Foundation had funded 8 places for young people aged 13 – 19 to become radio broadcasters with BCB radio.</p> <p>8 youngsters involved in the project</p>	<ul style="list-style-type: none"> <li>✓ 8 young people currently involved in the radio project and getting trained to become young radio broadcasters.</li> <li>✓ 8 participants successfully complete accreditation. (30 hours intensive training course) - School Holiday Programme</li> <li>✓ 8 young people sustain involvement in a project that they 'own'. Fortnightly evening sessions and programme production (3 hours per fortnight)</li> <li>✓ 8 young people produce a series of 6 radio programmes exploring themes that they identify as relevant to them,</li> <li>✓ This will be delivered through the on-going evening sessions, negotiated around the availability of the group; Programmes may also involve other young people that they involve in the programmes- interviews, opinions of other young people</li> <li>✓ 8 Personalised Action plans based around the young peoples' aspirations and ambitions.</li> <li>✓ 8 young people develop communication skills and confidence, with experience of articulating their views in a reasoned and structured way.</li> <li>✓ 8 young people develop broadcasting skills</li> <li>✓ 8 completed evaluation and feedback forms on which to build further project activity</li> </ul>
<p><b>October 2012</b></p>	<p>Community Interpreting Course</p>	<p>15 students enrolled on the Course hosted in partnership with Enable 2, Incommunities &amp; University of Bradford.</p> <p>The duration of the course was 12 weeks and it was based at City House.</p>	<ul style="list-style-type: none"> <li>✓ Customer's moral and self-confidence boosted</li> <li>✓ 6 customers to work with Incommunities as Customer Community Interpreters</li> <li>✓ 13 students passed the course and now have a qualification in Community Interpreting.</li> </ul>
<p><b>November 2012</b></p>	<p>Health &amp; Well Being Session</p>	<p>Incommunities hosted a drop in advice session, 8 customers attended the drop in and 10 customers attended the Cook and Eat Workshop</p>	<ul style="list-style-type: none"> <li>✓ Incommunities hosted a drop in advice session,</li> <li>✓ 8 customers attended the drop in and 10 customers attended the cook and eat workshop.</li> </ul>
<p><b>November 2012</b></p>	<p>Senior Voice</p>	<p><b>Trustcare Handbook</b> VFM consultations – Senior Voice members asked customers in Sheltered Schemes what is the impact on the shift to support workers to onsite co-ordinators</p> <p>Impact on the welfare reform will affect some Senior Voice members</p>	<ul style="list-style-type: none"> <li>✓ The main concern areas are the impact the new role of the scheme co-ordinators have had on our customers. The Senior Voice (on the back of VFM cleaning service) visited all the schemes and spoke to customers. The feedback was little of no impact, however, they thought this was more due to the length of service the existing scheme co-ordinators have had, they wish to carry out the same exercise when maybe there will be newer members of staff, working to new job description.</li> <li>✓ They have also given feedback on the revised Safeguarding, Domestic Violence and Advocacy Policy.</li> </ul>

		<p>– worried about Universal Credit.</p> <p>Domestic Abuse Policy Advocacy Policy</p>	<p>✓ They are currently working on giving feedback on the new Sheltered Housing Handbook and Annual Planning their next 12 months projects.</p>
<b>November 2012</b>	Gerry Pickersgill Awards	<p>Award night to commemorate Gerry Pickersgill who was a lead officer for Involvement.</p> <p>96 customers attended the award night from across the District.</p>	<p>✓ The Gerry Pickersgill Award is now in its 12<sup>th</sup> year. This is a standalone award ceremony as it's in partnership with the District Federation.</p> <p>✓ Previous years it has always been held in Keighley, but after feedback last year from customers, it was deemed no longer suitable.</p> <p>✓ 2012 – New venue, plus more professional ceremony with a quiz instead of live entertainment (feedback from customers), the event was very successful with and 99% of customers attended who said they would.</p>
<b>November 2012</b>	Welfare Reform Bus	<p>A bus kitted out with the Incommunities logo and Welfare Reform leaflets travelled to 10 locations to give information to customers across the district.</p> <p>Over 300 customers were spoken about the changes in benefits.</p>	<p>✓ Customers were informed of the changes to their benefits which include:</p> <ul style="list-style-type: none"> <li>• universal credit,</li> <li>• the benefit cap,</li> <li>• non-dependant deductions,</li> <li>• under occupation</li> </ul> <p>✓ Officers had meaningful conversations with customers about their financial situations and bank accounts.</p> <p>✓ Leaflets left for customers who were not in</p> <p>✓ A further consultations in neighbourhood areas are planned to reach another 2000 customers</p> <p>✓ Open day at Rockwell Centre &amp; a multi-agency meeting planned in February 2013 to capture more customers who will be affected by the changes.</p>
<b>December 2012</b>	Youth Forum	<p>5 members attended the 3<sup>rd</sup> session</p>	<p>✓ Planted bulbs with Dean Blomfield</p> <p>✓ Built bird boxes from planks of wood</p> <p>✓ Checked through the Code of Conduct</p> <p>✓ Signed off the Youth Forum Statement</p>
	Customer Inspectors Skills Assessment	<p>The pool of Customer Inspectors was all invited to re-assess their skills in preparation for a new scrutiny role.</p>	<p>✓ A comprehensive skills assessment was conducted with the help of Ann Payton.</p> <p>✓ Further training recognised which includes report writing which will be delivered in 2013</p>
<b>December 2012</b>	Inspectors, Panel & Senior Voice Christmas Lunch	<p>We held a joint event to thank and celebrate a year of active involvement at the Toby Carvery on Dudley Hill.</p> <p>24 customers confirmed their attendance</p>	<p>✓ Involvement Officers attended and discussed Involvement activities going forward into 2013.</p> <p>✓ All involved customers enjoyed a Christmas lunch and networking.</p> <p>✓ Customers were given a diary and some chocolates to thank them for giving up their valuable time and views throughout the year.</p>
<b>December</b>	Furniture Consultation	<p>We held two consultations with</p>	<p>✓ Customer told us they prefer to pick the furniture they wanted and needed,</p>



<p><b>2012</b></p>		<p>customers from the Intensive Housing Management Service to gain their views on the furniture package we currently provided,</p>	<p>opposed to be offered a package that has items that were unwanted The top items of furniture needed are Cooker, Fridge and Washing Machine.</p> <ul style="list-style-type: none"> <li>✓ Customers would much prefer to decide for themselves which rooms should be decorated.</li> <li>✓ They also told us that they prefer to have 'natural' colour curtains and carpets.</li> <li>✓ Customer feedback from this consultation will help Incommunities develop the furniture policy going forward.</li> <li>✓ Customers were asked how much they would be willing to pay for the furniture, this ranged from £3.00 on the lower value package to £10.00 for the higher value package. Leading on from this question customers would rather pick the term of how they repay depending on their financial circumstance at that time. Customers should have the choice.</li> <li>✓ Half the group of customers told us that once Incommunities had recovered the money for the furniture they would want the payments to stop. The only half said they would be willing to pay a reduced amount as an insurance policy in case items broke etc.</li> <li>✓ We asked customers what we should do with furniture when no longer needed by existing customers. The most popular choice was to give the furniture to a family/person in need. The last choice being disposing of the items (throw away).</li> </ul> <p>Customers also believe we should advertise this service through the following means:-</p> <ul style="list-style-type: none"> <li>• Promoted before sign up.</li> <li>• Advertised in @home.</li> <li>• Promoted on our web page/Facebook</li> <li>• Staff should verbally promote this to potentially new customers.</li> <li>• Leaflets should be produced and clearly displayed in all reception areas.</li> <li>• Leaflets should be given to other agencies to promote.</li> <li>• Posters should be displayed in all reception areas.</li> </ul>
<p><b>January 2013</b></p>	<p>Annual Support Grants</p>	<p>Incommunities encourages local Groups to work in partnership with us and have their day in our business as well as support their community cohesion activities.</p>	<ul style="list-style-type: none"> <li>✓ 30 Groups have benefitted from funding from Incommunities. A total of £9539 has been given out by Incommunities to help them achieve their goals and improve lives in our communities.</li> </ul>

<b>February 2013</b>	Tenant Get Together	Over 40 customers attended the get together to tell us what they had been up to and where they had spent our Annual Support Grant monies.	<ul style="list-style-type: none"> <li>✓ Book Keeping Training</li> <li>✓ Equality &amp; Diversity Training</li> <li>✓ Feedback on the Customer Involvement Promises 2013-2015 gained.</li> <li>✓ Customers also gave feedback on Incommunities funding for their Groups.</li> </ul>
<b>February 2013</b>	Editorial Panel	8 customers attended the meeting at Trust House	<ul style="list-style-type: none"> <li>✓ Spring Issue 40 @home checked and approved</li> <li>✓ New suggestions made for the Savings wrap around</li> <li>✓ Feedback on the Customer Involvement Promises 2013-2015 gained.</li> <li>✓ Cleaning Service leaflets approved</li> </ul>
<b>February 2013</b>	Customer Inspector Induction Training	9 customer Inspectors attended a training session to review the induction programme given to new inspectors	<ul style="list-style-type: none"> <li>✓ New Induction Training package developed with the assistance of current inspectors</li> </ul>
<b>February 2013</b>	Internal Peer Review	4 Customers attended, inspecting various blocks around Keighley area, including 2 blocks that do not currently receive a service yet.	<ul style="list-style-type: none"> <li>✓ Customers scored blocks on their level of cleanliness, which was fed back to clean teams so they knew where they had to improve. We also then consulted at the blocks that we inspected that don't receive a service yet.</li> </ul>
<b>March 2013</b>	Incommunities 10 <sup>th</sup> Anniversary Customer Conference	<p>Despite the adverse weather conditions, over 85 customers attended the Conference held at Bradford City Football Club.</p> <ul style="list-style-type: none"> <li>• 6 x 10 minute pitches by each service area leads in detailed and interactive presentation explaining the different elements to their service</li> <li>• Voting cards by customers on whether they thought the information delivered by service areas was value for money, premiership, championship, 1<sup>st</sup> division or 2<sup>nd</sup> division</li> <li>• 2 x 45 minute workshops took place in the morning and afternoon</li> <li>• An evaluation form</li> <li>• 6 x comments boxes for the relevant service areas</li> </ul>	<ul style="list-style-type: none"> <li>✓ From the customer feedback received it was a very successful customer conference! Apart from the lack of heating at the Venue, customers enjoyed the day and would attend a further Conference.</li> <li>✓ The Pitches and workshops worked well and incorporated the value for money questions and detailed feedbacks from customers were received</li> <li>✓ Overall, the brief for value for money was achieved in helping prepare for the self-assessment and business going forward.</li> </ul> <p>✓ <b>We have consulted with 4284 customers in 2012/2013</b></p>