



RESI REP TEAM

Annual Impact Assessment 2010

'It's all about U' How do we know?

Each year the Association is active in its engagement and consultation with residents, using a range of models, ideas and opportunities. This assessment has been put together to evidence the contributions and impact of consultation and engagement provided by our young people during 2010.



FORUM HOUSING
it's all about you

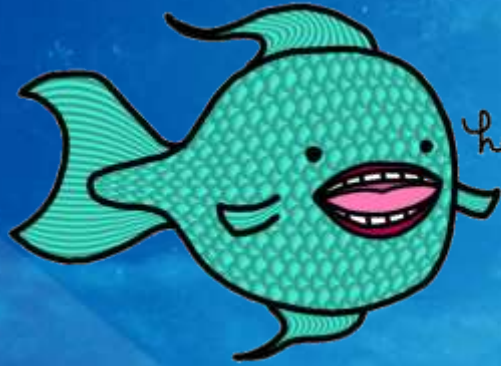


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Training for Panel Members
at Barnston Camp





As this is our first ever Impact Report, I thought it would be nice to open up with a few achievements that we received in 2010.

Firstly, thank you to all the young people who chose to engage with our team and help to make a difference to the service we deliver, especially to the residents who worked hard to develop our very own Residents Shareholder Membership, which is growing from strength to strength.

Can I further offer a big thank you to my colleagues of the Resident Rep Team, who were nominated and received **the 'Make Space Youth Team of the Year Award' at the 4Children's Stars National Awards 2010.** As finalists, they were invited to attend the very glamorous gala dinner in central London, hosted by BBC Political Correspondent Reeta Chakrabarti.

A big well done to our hardworking Project Panel, now known as the Shareholders Panel, because the very next day the Merseyside Police Authority held an awards ceremony in the Crown Plaza Hotel in Speke and awarded **£3000 to the Association's Project Panel, in recognition of their outstanding contribution to community safety and crime reduction on the Wirral.**

The past year has been a great success and the future looks bright with the background of our first Impact Report showing the image of leaves and branches, giving the impression of new life, something new and something different.

I also wanted this Impact Report to give an indication of growth. I hope you enjoy reading this report and will look forward to seeing you during our 2011 journey.

Amy Butterworth
Young Peoples Services Manager



The team receiving their 'Make Space' award in London.

"I have become increasingly encouraged by the energy and creativity of the Project Panel and the Resident Rep Team."

- Deputy Chief Executive



The Residents Stakeholder Event October 2010

Who is the Impact Assessment for?

- For residents – it tells you what has changed because you got involved
- For Forum – it helps us evaluate areas that have benefitted from resident involvement
- For regulators – it shows that we have complied with regulations and meet good practice guidelines
- For partners and stakeholders – it illustrates the benefit of partnership working and continuous improvement



West Cheshire College Awards Ceremony

What is an Impact Assessment?

The Association wants to measure and evaluate the difference made to services by involving residents. Impact Assessments focus on the outcomes of activities – what has changed as a result of resident involvement, or as we phrase it in this report and based on the Associations mission statement – **‘It’s all about U’** - how do we know?

The impact of resident involvement

For Forum, resident involvement plays a crucial part in supporting sustainable communities. This benefits our residents and the wider community as a whole.

Throughout the report we hope to evidence three themes that are interlinked and offer proof of the Associations overall performance. They are Accountability, Social Capital, and Service Improvement.

Service Improvement
With increased accountability and enhanced social capital, the service delivery can be influenced and improved.

Accountability
Forum wants to include residents in the decisions made concerning the Association. Residents should be able to influence decisions about where and how they live, and how they take part in the decision making process.

Social Capital
Forum believes there is value in the formal and informal interaction between community members and public service. It believes these can be influenced for the better.

Value for Money

Value for Money means achieving the best results from the resources available, taking into consideration both time and costs.

- Good 
- OK 
- Poor 

We don't know ?

When we organise any resident activity the Association considers what results (outcomes) we want to achieve. When resources are allocated, costs must be assessed against available budgets, which must include staff and residents time. This does not mean that the Association will only pick the cheapest option, but one that achieves the best results at a good cost. Value for Money also considers whether an activity or consultation was worth doing.

We have invited Resident Shareholders to access Value for Money for each area of consultation and engagement, using a simple tool;



Leyland Road Staff and Residents

-  Low level of impact
-  Medium level of impact
-  High level of impact

Don't know ?

Impact Level

Equally under each area identified in the report we have involved residents to show the level of impact that has been made due to the type of involvement.

We are using the simple tool opposite to confirm levels of impact made.



Equality and Diversity Day with Merseyside Police

A number of Shareholders with the Resident Reps team have met to discuss and decide which Impact level and Value for Money grading is appropriate for each area of involvement.

It's all about you – how do we know?

The Association introduced its new Mission Statement **'It's all about you'** three years ago, giving a very clear message that all attention for the Association is focused on **'U'**. First of all **'U'**, confirms that every young person who is given a service and has been in receipt of a service, will be given priority as their needs are met. The **'U'**, further indicates that our partners, regulators and friends who connect in many ways with the Association, can expect their outcomes also to be met.

Under each type of involvement the **'It's all about U' – how do we know?'** heading, will make reference to either Accountability, Social Capital or Service Improvement. This will help indicate impact in that area of activity, as agreed by our Resident Shareholders and Resident Rep Team.

How are residents involved?

The Association has used a range of opportunities for residents to engage over many years. Over the past 8 years since the introduction of the Resident Representatives team, made up of ex-residents, who are under the age of 25, and the creation of Speak Ezy shops (places for young people to meet) the Association has benefitted from new and creative levels of participation and consultation, such as, Showcases, Health and Safety Awareness, Safeguarding Training, Staying Connected Sessions, Questionnaires, Focus Groups, Panel meetings, Project meetings and Formal and Informal activities. There are numerous opportunities for residents to engage, and considerable energy is put in by the team to ensure that our young people can find it easy to connect and participate in the many events available.

Equality and Diversity Action

The Resident Representatives team are fully involved in Equality and Diversity matters through representation on the Equality Steering Group, Staffing group, Equality Impact Assessments and through specific activity targeted at diverse and marginalised groups. Themes are also picked up and discussed at Residents Shareholder meetings.

The principles of the Resident Representatives team in Equality and Diversity has been to;

- **Give staff better support to involve targeted groups across Forum's business**

- Involve more residents locally, in their neighbourhoods and communities

- Increase the numbers of residents from diverse groups to have more involvement

- **Increase the promotion of resident's involvement**

- To inform Board members of residents engagement and activity

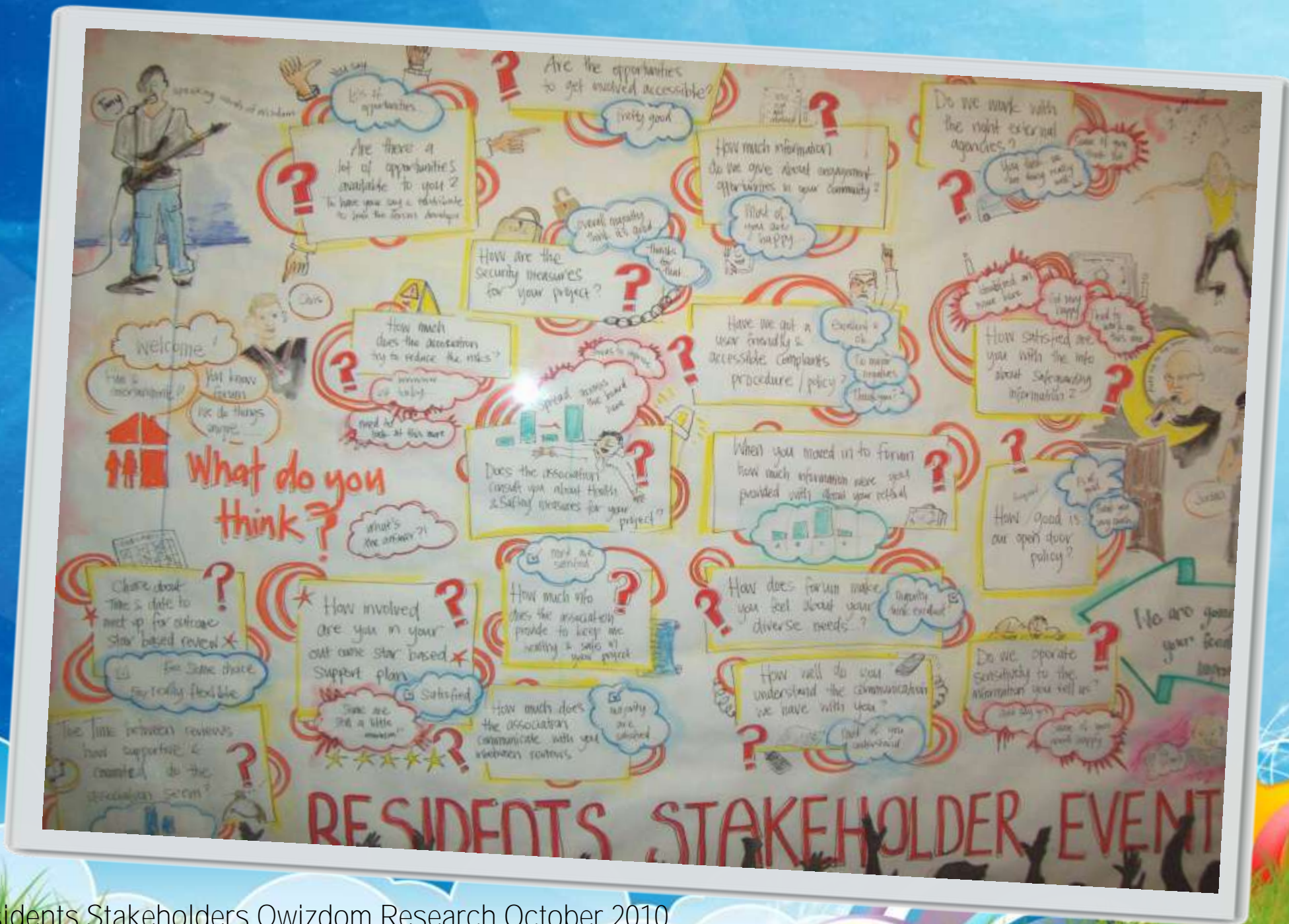
- To respond to incidents and complaints from residents from diverse groups, impartially, respectfully and in a timely fashion.



Redecorating the Sefton Speak Ezy





Intergenerational work at Clifford Grange Tranmere



Residents Stakeholders Qwizdom Research October 2010

In October 2010 the residents were invited by the Resident Representatives team and the Project Panel to complete a survey on standards of service delivery using the new to the Association Qwizdom tool. The event held produced some challenging results. (the original display of visual minutes is at Head Office)

Type of Involvement.	How did it happen? (Outputs)	It's all about you. How do we know?	Value for money. (Resources and Cost)														
<p><u>Name of Consultation:</u></p> <p>Stakeholders Event</p> <p><u>Purpose</u></p> <p>To encourage residents as stakeholders to assess the performance of the Associations service delivery.</p> <p><u>Initial Consultation</u></p> <p>The Shareholders Panel designed an evening, that was both enjoyable and informative for the residents, and helped the Association identify the levels of satisfaction from young people.</p> <p><u>Stakeholders Event Evening</u></p> <p><u>Objectives</u></p> <p>To use Qwizdom as a new model for research to ascertain young people's satisfaction of the 5 areas in the Quality Assessment Framework.</p> <p>To provide an opportunity for residents to meet all members of the Executive and get a clear picture of their roles</p> <p>To give young people the opportunity to vote for their top 4 Strategic Objectives which the Directors committed to taking on for 2011.</p> <p>To provide refreshments and entertainment for residents who took part.</p>	<p><u>Who was Involved?</u> <u>Initial Consultation:</u></p> <p>5 Residents 3 Staff</p> <p><u>Stakeholders Event Evening:</u></p> <p>63 Residents from across the projects in all three boroughs plus accompanying staff of approximately 15. The 4 members of the Executive. All Resident Rep team staff were also in attendance.</p> <p><u>What level of planning, delivery and conclusion involved residents?</u></p> <p>The Shareholders Panel discussed what was enjoyed and effective from other events they had been to in the past, and what they thought the evenings schedule should be.</p> <p>Residents provided the entertainment by creating their own performances.</p> <p>Young People supported the preparation of refreshments and waited on.</p>	<p><u>Accountability</u></p> <p>The Association was held to account for the level of satisfaction in the five areas of the Quality Assessment Framework.</p> <p>4 Strategic Objectives which the Directors committed to taking on for 2011 will be reviewed at Executive meetings.</p> <p><u>Social Capital</u></p> <p>N/A</p> <p><u>Service Improvement</u></p> <p>The Qwizdom package produced a number of priorities for the Executive to introduce in 2011</p> <p>Each of the initiatives from the Executive will be considered for service improvement</p> <ol style="list-style-type: none"> To engage more with young people, promoting safeguarding as a high priority for all residents. Move on accommodation in Wirral. Develop the Bridge. Develop the skills of the workforce. 	<p><u>Budget</u></p> <table border="0"> <tr><td>Quizdom</td><td>£1.700</td></tr> <tr><td>Food</td><td>£102.57</td></tr> <tr><td>Travel</td><td>£170.40</td></tr> <tr><td>Extra</td><td>£121.25</td></tr> <tr><td>Room</td><td>£200</td></tr> <tr><td>Visual Minutes</td><td>£200</td></tr> <tr><td>Total</td><td>£2550.65</td></tr> </table> <p><u>Input</u></p> <p>Using Quizdom, the residents answered a set of questions from the QAF</p> <p><u>Staff time</u></p> <p>Panel meeting 2hrs for 3 staff</p> <p>Stakeholders event 6 hours preparation and 3 hours for the event for 6 staff</p> <p><u>Residents time</u></p> <p>Panel meeting 2 hrs per resident</p> <p>Stakeholders event 3 hrs per resident</p> <p><u>Other resources</u></p> <p>Wirral Speak Ezy Life Church Bebington</p>	Quizdom	£1.700	Food	£102.57	Travel	£170.40	Extra	£121.25	Room	£200	Visual Minutes	£200	Total	£2550.65
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<p><i>"The event was fantastic and the food was good, lots of decisions made" Shareholder</i></p>			<p><u>Value for Money Grade</u></p> <p></p>														
<p><u>Level of Impact Grade</u></p> <p></p>																	

Type of Involvement.	How did it happen? (Outputs)	It's all about you. How do we know?	Value for money. (Resources and Cost)
<p><u>Name of Involvement</u></p> <p>Business Plan 2010</p> <p><u>Purpose</u></p> <p>To outline key areas that need to be focused upon for the Resident Rep team for 2010</p> <p><u>Objectives</u></p> <p>To discuss the findings from the 2009 Showdown Event with the Project Panel.</p> <p>To consider areas that the Resident Rep team should focus on for the year ahead.</p> <p>To Identify areas for consultation.</p>	<p><u>Who was Involved?</u></p> <p>152 Residents at the Showdown Event</p> <p>Several staff supported the initiative on the night in their own time.</p> <p>8 Residents at the Panel meeting.</p> <p>2 staff</p> <p><u>What level of planning, delivery and conclusion involved residents?</u></p> <p>Following the 2009 Showdown Event, the Project panel met to discuss the results. They highlighted some key areas they thought needed addressing.</p> <p>Those areas relating to Resident Involvement where then attached to the 2010 Resident Rep's team Business Plan.</p>	<p><u>Accountability</u></p> <p>The Resident Rep team are accountable for ensuring that the key points from the Project Panel included in the 2010 Business Plan</p> <p><u>Social Capital</u></p> <p>Some of the Business Plan objectives included intergenerational work and area forums.</p> <p><u>Service Improvement</u></p> <p>During 2010, the Resident Rep team met all but two objectives set out by the residents. The two that were not met where due to changes from Project Panel to Shareholder Membership.</p> <p><u>The results from the Business Plan 2010 are on the next page in this report</u></p>	<p><u>Budget</u></p> <p>£500 Showdown event Consultations—small cost towards refreshments</p> <p><u>Input.</u></p> <p>Residents outlined key areas that they thought needed to be addressed.</p> <p><u>Staff time</u></p> <p>3 hours at the Showdown Event 2 hours at the Project Panel</p> <p><u>Residents time</u></p> <p>3 hours per person at the Showdown Event 2 hours per person at the Project Panel</p> <p><u>Other Resources (Buildings)</u></p> <p>Wirral Speak Ezy Charing Cross Methodist Church</p> <p>Resources were made available for the Showdown event that attracted an audience of over 100 people. In addition over 50 young people took part in the full programme delivery.</p>
"We did well" - Shareholder			
		<p><u>Level of Impact Grade</u></p> <p>☆☆☆</p>	<p><u>Value for money Grade</u></p> <p>👍👍👍</p>



Wirral Partnership Homes Training Day



Residents at the Allotment

Project Panel

In 2010 the Project Panel made up of young people from projects, came together monthly to discuss a range of matters relating to areas of consultation, specific activities and to make decisions on behalf of residents with regard to use the Speak Ezy's, review of policies, project meeting minutes, KPI targets and the objectives within the One Page Business Plan.

Reference to the activity of the panel is evidenced throughout the report.



'Its good to get the opportunity to have our say and know its going to get heard'




- Resident at Beacon

2010 One Page Business Plan



In 2010, the Resident Representatives team produced a One Page Business Plan outlining the activity for residents under 5 Strategic Priorities. The objectives the team had to complete are listed below. (The green tick symbol indicates whether the objective was completed)

- ✓ Undertake 2 Project Rep elections in 2010
- ✓ Undertake 2 intergenerational pieces of engagement work with young people and partners
- ✓ Ensure the consultation for decisions in Housing Management and Service Delivery and feedback is provided to young people
- ✓ Build leadership capacity with the Project Panel Members, by providing opportunity for them to take direct responsibility for initiatives and have more of a delivery role.
- ✓ Ensure the Resident Rep Team and Young Peoples voices are heard in local networks, such as Area Forums etc
- ✓ Revise the Speak Out Strategy and the Residents Participation Policy by the end of 2010
- ✓ Include 6 new Youth Participation Assistants through the Future Jobs Fund and pairing them up with the current Resident Rep Team
- ✗ Develop at least 1 Environmental initiative in each project ensuring recognition from Local Authorities'
- ✓ Provide engagement folders for each borough, to empower the Project Reps in Project Meetings
- ✓ Increase civic (political) participation, by providing opportunities for residents to contribute to consultations, locally, regionally and nationally. To provide knowledge of local elections and events where young people can be involved in decision making
- ✓ Plan, deliver and record effectively to meet Quality Assessment Framework and Tenants Services Authority requirements
- ✓ Explore the potential of partnership work with the National Health Service and Fire and Rescue Service, Promote business opportunities and look at how both agencies could have their targets met for service users
- ✓ Consult with young people on current affairs and challenge misconceptions.
- ✓ Negotiate business offer opportunities and deliver them with Wirral Partnership Homes and Wulvern Housing Association
- ✓ Redecorate Speak Ezy's and maintain regular use of them
- ✓ Hold 1 Stakeholders Event
- ✗ Hold 1 Showcase Event

Type of Involvement.	How did it happen? (Outputs)	It's all about you. How do we know?	Value for money. (Resources and Cost)
<p><u>Name of Involvement</u></p> <p>Behaviour and Lifestyles</p> <p><u>Purpose</u></p> <p>To find a more consistent approach to the Behaviour and Lifestyles procedures that works for both staff and residents.</p> <p><u>Objectives</u></p> <ul style="list-style-type: none"> To look at the current interventions process and to consider alternatives To look at restorative approaches in order to become victim centred To deliver a presentation on findings to the staff steering group To deliver a workshop alongside staff at a homelessness conference in Cheshire (Chester Race Course) 	<p><u>Who was Involved?</u></p> <p>13 Staff 16 Residents</p> <p><u>What level of planning, delivery and conclusion involved residents?</u></p> <p>The consultation took the form of Focus Groups over a three week period. In addition, the Behaviour and Lifestyles group carried out a similar exercise.</p> <p>Residents expressed that the old system of Interventions seemed very negative, and that the process hadn't been explained to them clearly when they moved in to their project.</p> <p>Residents felt that staff were not fully aware of the concept of interventions and found themselves slipping back to issuing warnings.</p> <p>A range of ideas were considered, including Restorative Approaches.</p>	<p><u>Accountability</u></p> <p>The Association acknowledged the need for a Service Review to ensure that all staff and residents understood the concept behind the Behaviour and Lifestyles process, and if not, to develop something that was easier to implement and understand. The Chief Executive through a range of classes has discussed with staff the language used to communicate effectively with residents, calling all staff to take personal account for their own pattern of communication.</p> <p><u>Social Capital</u></p> <p>To proactively help residents acknowledge what behaviour is acceptable in the wider community, and help protect the reputation of Forum Housing Association.</p> <p><u>Service Improvement</u></p> <p>Alongside the consultation work that was being carried out by the Association, the Behaviour and Lifestyles group are considering a number of models to address the concerns about interventions. During 2010 training was delivered to 92% of front line staff on new approaches to undertaking interventions.</p> <p>The current Outcome Star model is being expanded to take in other star themes that deal specifically with breakdown.</p>	<p><u>Budget</u></p> <p>N/A</p> <p><u>Input</u></p> <p>The Residents attended a series of meetings with the Head Of Policy Development to voice their opinion as to how the procedure should be changed.</p> <p><u>Staff Time</u></p> <p>10 hours</p> <p><u>Residents Time</u></p> <p>7 hours</p> <p><u>Other Resources (Buildings)</u></p> <p>Head Office Learning Centre on three occasions</p>
<p>"Interventions are still warnings for some staff" -Shareholder</p>			<p><u>Value for money Grade</u></p> <p>☆☆</p>
<p><u>Level of Impact Grade</u></p> <p>★</p>		<p><u>Value for money Grade</u></p> <p>☆☆</p>	

Type of Involvement.	How did it happen? (Outputs)	It's all about you. How do we know?	Value for money. (Recourses and Cost)
<p><u>Name of Involvement</u></p> <p>Behavioural Competencies</p> <p><u>Purpose</u></p> <p>The Project Panel had identified a concern relating to staff performance. There was a general feeling that some staff in projects had little respect and passion about their work and that young people felt uneasy about some attitudes and approaches towards them.</p> <p><u>Objectives</u></p> <p>To establish a way for residents views to be captured about the behavioural competencies of staff</p> <p>For residents to become more familiar with the tasks of staff in order to be able to challenge poor practices.</p> <p>To acknowledge good working practices with staff.</p> <p>To encourage and improve relationships with staff.</p> <p>Young people were invited to consider how they might contribute to the Behavioural Competences model for staff.</p>	<p><u>Who was Involved?</u></p> <p>3 Staff 9 Residents</p> <p><u>What level of planning, delivery and conclusion involved residents?</u></p> <p>Young People met with Resident Reps to consider a range of themes and options. The consultation was informal but generated a number of ideas. The consultation was open to all Resident Panel members who we've representatives from their own projects.</p> <p>What was agreed by the group?</p> <p>The group considered either a training day provided by the young people for all staff. It was however felt that this option would not be cost effective in terms of planning and working around rotas.</p> <p>The Panel decided that they would rather be invited to fill in a Behavioural Competencies form on staff as a contribution to the HR process.</p>	<p><u>Accountability</u></p> <p>Front line Staff are now accountable to young people and the HR team under their Behavioural Competencies review.</p> <p>Residents now fill in a Behavioural Competencies form on staff. The individual young person is decided upon by the Service Manager to ensure there is no conflict of interest or biased approach.</p> <p><u>Social capital</u></p> <p>N/A</p> <p><u>Service Improvement:</u></p> <p>The Behavioural Competencies review is now an Association wide Assessment Tool that is used to highlight where front line staff are with regards to their performance and behaviour within their roles.</p> <p>This process will continue to be reviewed by the Residents Shareholders with the HR department.</p>	<p><u>Budget</u></p> <p>N/A</p> <p><u>Input.</u></p> <p>Residents were invited from various projects at no additional cost.</p> <p><u>Staff time</u></p> <p>2 Hours</p> <p><u>Residents time</u></p> <p>2 hours per person</p> <p><u>Other Resources (Buildings)</u></p> <p>Wirral Speak Ezy.</p> <p>Some light refreshments</p>
<p><i>"This is a good idea. It was put in place really quickly"- Shareholder</i></p>			<p><u>Value for money Grade</u></p> <p></p>
<p><u>Level of Impact Grade</u></p> <p></p>		<p><u>Value for money Grade</u></p> <p></p>	



Type of Involvement.	How did it happen? (Outputs)	It's all about you. How do we know?	Value for money. (Recourses and Cost)
<p><u>Name of Involvement</u></p> <p>Housing Solutions Team</p> <p><u>Purpose</u></p> <p>The Association brought out its new 0800 phone number as part of the Housing Solutions Team initiative introduced in January 2010. Residents were involved in discussing what the content of the phone conversations would include, the tone and the language staff should use when answering the new service and suggestions on what staff might want to listen out for from Young Peoples responses.</p> <p><u>Objectives.</u></p> <ul style="list-style-type: none"> • To discuss with Residents using a focus group approach, questions that they would feel comfortable in answering when ringing the Association. • To give consideration and options for how young people could be put at ease on the phone. • To ensure that young people had their initial needs met by the process. • To use role-play to help with understanding. • To complete a questionnaire to help with the design of the service. 	<p><u>Who was Involved?</u></p> <p>23 Residents from Ash Villas, the Beacon and the Bridge Projects.</p> <p>2 Staff</p> <p><u>What level of planning, delivery and conclusion involved residents?</u></p> <p>Residents undertook a role play exercise to explore the benefits of the new system.</p> <p>They then completed a questionnaire about their thoughts and how it could be implemented.</p> <p>The role play was used at a conference at Chester Racecourse in December 2010.</p>	<p><u>Accountability</u></p> <p>Accountability now lies with the Housing Solutions Team to take on board the comments of our residents and to use the information to enhance the service delivered. The Housing Solutions Team produced many positive responses in the first year.</p> <p><u>Social capital</u></p> <p>To potentially make the process for homeless young people easier to access, by developing a free and easily accessible service for advice and guidance about housing. The Resident Reps team would have ongoing responsibility to ensure that the service was meeting the needs of young people.</p> <p><u>Service Improvement</u></p> <p>The Housing Solutions Team are delivering a service that Young People are comfortable using. The 0800 number is used as a tool for helping young homeless people to access our services, using language and content that the residents feel appropriate and acceptable. The service is regularly reviewed and to date:</p> <ul style="list-style-type: none"> • Young people are accessing accommodation much quicker than before. • Impartiality has much improved • Projects are now able to put more emphasis on to young persons welcome and introduction to their new home 	<p><u>Budget</u></p> <p>N/A</p> <p><u>Input.</u></p> <p>The Residents used a questionnaire to feed back their thoughts and concerns over the new system</p> <p><u>Staff time</u></p> <p>Seven and a half hours plus time to plan and collate the findings.</p> <p><u>Residents time</u></p> <p>Between 1-2 hours</p> <p><u>Other Resources (Buildings)</u></p> <p>Ashvillas Project Beacon Project Bridge Project</p> <p>Sessions were held at the individual projects in order to reduce cost.</p>
"Fantastic idea" – Shareholder			<p><u>Level of Impact Grade</u></p> <p>☆☆☆</p>
<p><u>Value for money Grade</u></p> <p>👍👍👍</p>		<p><u>Value for money Grade</u></p> <p>👍👍👍</p>	

Type of <u>Involvement</u> .	How did it happen? (Outputs)	It's all about you. How do we know?	Value for money. (Recourses and Cost)
<p><u>Name of Involvement</u></p> <p>Sexual Health Policy for Staff working with Young People under 19 (Wirral)</p> <p><u>Purpose</u></p> <p>To support a piece of local research for the NHS on Wirral. The piece of work required young people to view the local Sexual Health Strategy and consider options for the Association</p> <p><u>Objectives</u></p> <p>Using a number of questions Residents were asked to discuss their views on the strategy looking particularly at the following:</p> <p>Healthy living Protection STI's Services of the NHS Access to services Safeguarding</p> <p>Consider how the delivery of the strategy should happen to ensure that Association staff were fully engaged..</p>	<p><u>Who was Involved?</u></p> <p>2 Residents 2 Staff</p> <p><u>What level of planning, delivery and conclusion involved residents?</u></p> <p>Residents met in an informal setting to consider the range of Sexual Health issues confronting the Association and the borough relating to young people</p> <p>They were then asked to consider what the Associations approach should be to sexual health and to look at the range of services that are available to young people.</p> <p>The group put forward their views on how the strategy could be brought together, and to further consider whether training for staff might be possible or appropriate.</p> <p>As a result basic awareness training was offered to front line Staff.</p> <p>Staff would take away the findings of the group and feedback into the consultation.</p> <p>The Association was being asked to sign up to the strategy.</p>	<p><u>Accountability</u></p> <p>It has always been the practice using the Outcome Star support model for staff to identify the need for additional services for individual residents. Staff are required to give young people the range of options, but in all cases to encourage young people to pursue medical advice from their medical centres. The Association is challenged to improve services around sexual health and to adopt the principles of the strategy.</p> <p><u>Social Capital</u></p> <p>The impact of young people not engaging in appropriate advice, guidance and practice can have a lasting effect on their move-on and community living.</p> <p><u>Service Improvement</u></p> <p>Adopting the principles and procedures of the strategy will ensure that staff are compliant with local delivery</p> <p>The Association will sign up to the strategy once it has completed it's full period of consultation.</p>	<p><u>Budget</u> N/A</p> <p><u>Input.</u></p> <p>Residents raised key issues relating to the topic and how it is dealt with by staff.</p> <p>They further proposed some suggestions from the strategy that could be introduced into the Association.</p> <p><u>Staff time</u></p> <p>1 hour <u>Residents time</u></p> <p>1 hour per person</p> <p><u>Other Resources (Buildings)</u></p> <p>Wirral Speak Ezy Light refreshments</p>
<p><i>"This was for the local authority and not much to do with us" Shareholder</i></p>			<p><u>Value for money Grade</u></p> <p></p>
<p><u>Level of Impact Grade</u></p> <p></p>			

Type of Involvement.	How did it happen? (Outputs)	It's all about you. How do we know?	Value for money. (Recourses and Cost)
<p><u>Name of Involvement</u></p> <p>Policies at a Glance.</p> <p><u>Purpose</u></p> <p>To look at the range of policies applicable directly to residents and consider how young people could view these policies at a glance.</p> <p>Helping young people connect to appropriate policies as required.</p> <p><u>Objectives</u></p> <p>To consider how policies can be easily understood by residents</p> <p>To provide picture images to help young people know what they can expect in particular policies</p>	<p><u>Who was Involved?</u></p> <p>Residents 8 Staff 4</p> <p><u>What level of planning, delivery and conclusion involved residents?</u></p> <p>Project Panel members sampled a number of policies and considered how residents could have a simple guide to their contents.</p>	<p><u>Accountability</u></p> <p>The Association is responsible for ensuring that residents have easy, understandable access to policies and procedures. The Resident Rep team is accountable to ensuring that all new policies are clearly known and understood by residents.</p> <p><u>Social Capital</u></p> <p>N/A</p> <p><u>Service Improvement</u></p> <p>Residents have a system in place that allows them quicker access to policies and procedures</p> <p>The symbols used went on to be used in the Associations Welcome Pack</p>	<p><u>Budget</u></p> <p>Printing of images</p> <p><u>Input.</u></p> <p>Resident Panel determined the symbols to use</p> <p><u>Staff time</u></p> <p>Approximately 6 hrs over several weeks</p> <p><u>Residents time</u></p> <p>Approximately 6 hrs over several weeks</p> <p><u>Other Resources (Buildings)</u></p> <p>Wirral Speak Ezy</p>
<p>"Great idea, but you didn't put them in place. It needs to happen" Shareholder</p>			
<p><u>Level of Impact Grade</u></p> <p>★</p>		<p><u>Value for money Grade</u></p> <p>👍👍</p>	

Type of Involvement.	How did it happen? (Outputs)	It's all about you. How do we know?	Value for money. (Resources and Cost)																														
<p><u>Name of Involvement</u></p> <p>Project Meetings</p> <p><u>Purpose</u></p> <p>Each year the Resident Reps team have played a part in supporting project meetings. They wrote the criteria for how meetings should be conducted and created the process of election of Project Representatives. In addition the team provided information to projects, undertook team meeting consultations and gathered data for KPI purposes.</p> <p><u>Objectives</u></p> <p>To review on a regular basis with panel members the delivery of project meetings around the Association</p> <p>To discuss breakdown in communication and the difficulties of representative appointments</p> <p>To ensure that projects complete any actions written into project minutes</p> <p>To ensure that meetings were regular, publicity appropriate and that attendance was encouraged.</p>	<p><u>Who was Involved?</u></p> <p>In terms of planning the initial arrangements were in place and monitored by the Resident Reps Team</p> <p>Meetings were coordinated by Service Managers and Project Representatives</p> <p>Minutes actioned by projects KPI data managed by the Service Manager Young Peoples Services</p> <p><u>What level of planning, delivery and conclusion involved residents?</u></p> <p>Residents are expected to be at the heart of the planning of project meetings, by agreeing agenda items and facilitating discussions</p> <p>The Association agreed the following frequency of meetings</p> <p>All projects would hold a pre consultation with reps and a Project Meeting monthly</p> <p>The exception to this is in Direct Access projects were the period stay is expected to be no more than three months. These projects were encouraged rather than instructed to hold 2 meetings per month</p>	<p><u>Accountability</u></p> <p>The Association through KPIs is responsible for ensuring meetings are held and that young people are at the heart of project life in terms of decision making and activity. Project meetings held in 2010</p> <table border="1"> <thead> <tr> <th>Project</th> <th>Held</th> <th>Expected</th> </tr> </thead> <tbody> <tr> <td>Bridge</td> <td>19</td> <td>24</td> </tr> <tr> <td>Market Wells Foyer</td> <td>5</td> <td>12</td> </tr> <tr> <td>Lock</td> <td>4</td> <td>12</td> </tr> <tr> <td>Leyland Rd</td> <td>10</td> <td>12</td> </tr> <tr> <td>Beacon</td> <td>6</td> <td>12</td> </tr> <tr> <td>Ashvillas</td> <td>3</td> <td>12</td> </tr> <tr> <td>Wirral Houses</td> <td>4</td> <td>12</td> </tr> <tr> <td>SEAD</td> <td>11</td> <td>24</td> </tr> <tr> <td>Akenside</td> <td>4</td> <td>12</td> </tr> </tbody> </table> <p>The performance of the Association overall was poor and Service Managers will be required to ensure that procedures are tightened up.</p> <p><u>Social Capital</u></p> <p>Very little engagement with the communities around projects and no evidence of community living identified on agendas</p> <p><u>Service Improvement</u></p> <p>The content of meetings has been dominated by staff input resulting in poor evidence of service improvement for residents</p>	Project	Held	Expected	Bridge	19	24	Market Wells Foyer	5	12	Lock	4	12	Leyland Rd	10	12	Beacon	6	12	Ashvillas	3	12	Wirral Houses	4	12	SEAD	11	24	Akenside	4	12	<p><u>Budget</u></p> <p>Speak Out budget available to support refreshments on request</p> <p><u>Input.</u></p> <p>There is some good evidence of young people taking Part in constructing agenda but this is limited to only some projects</p> <p><u>Staff time</u></p> <p>Used to facilitate meetings and produce minutes</p> <p><u>Residents time</u></p> <p>Project Reps input was sporadic</p> <p><u>Other Resources (Buildings)</u></p> <p>Meetings held in project communal areas were possible.</p>
Project	Held	Expected																															
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"Some projects did okay, but others weren't interested" - Shareholder																																	
		<u>Level of Impact Grade</u>	<u>Value for money Grade</u>																														
		★	22																														

Type of Involvement.	How did it happen? (Outputs)	It's all about you. How do we know?	Value for money. (Resources and Cost)
<p><u>Name of Involvement</u></p> <p>Satisfaction Star</p> <p><u>Purpose</u></p> <p>In 2008 young people were invited to create an evaluation of the support that they receive</p> <p><u>Objectives</u></p> <p>Invite young people to complete Satisfaction Stars every three months as part of their Outcome Star</p> <p>To collect data from the Satisfaction Star and consider responses</p>	<p><u>Who was Involved?</u></p> <p>Each young person completes a Satisfaction Star every time they undertake a Journey of Change. As times vary in all projects it is hard to calculate how many young people have engaged. However every young person is expected to complete Stars over their period of stay</p> <p><u>What level of planning, delivery and conclusion involved residents?</u></p> <p>Project BSA's ensure that when a young person is scheduled to complete an Outcome Star Journey of Change they are invited to complete a Satisfaction Star.</p> <p>Stars are then sealed and sent to the Service Manager Young Peoples Services who then collates the data and responds to any concerns</p> <p>312 Satisfaction Stars were received during the year and the Resident Reps team concluded that overall satisfaction of the Outcome Star Support programme was acceptable but residents were unable to register the service as outstanding</p>	<p><u>Accountability</u></p> <p>Service Managers are accountable to the Deputy Chief Executive for the standards of support and the monthly completion of Satisfaction Stars.</p> <p><u>Social Capital</u></p> <p>N/A</p> <p><u>Service Improvement</u></p> <p>The Young Peoples Service Manager consults with Service Managers at projects on the results and any concerns raised. Managers then address matters in Performance Reviews and/or Team Meetings.</p> <p>There is no recorded evidence of any service changes. Practice is poor and requires some further investigation and understanding</p>	<p><u>Budget</u></p> <p>N/A</p> <p><u>Input.</u></p> <p>Each resident. The exercise should take no more than 5 minutes to complete</p> <p><u>Staff time</u></p> <p>None</p> <p><u>Residents time</u></p> <p>5 minutes max</p> <p><u>Other Resources (Buildings)</u></p> <p>N/A</p>
<p>"I've never filled one in. Good idea and needs to happen" -Shareholder</p>			
		<p><u>Level of Impact Grade</u></p> <p>★</p>	<p><u>Value for money Grade</u></p> <p>☆☆</p>

Type of Involvement.	How did it happen? (Outputs)	It's all about you. How do we know?	Value for money. (Recourses and Cost)
<p><u>Name of Involvement</u></p> <p>Direct Charge and Housing Benefit</p> <p><u>Purpose</u></p> <p>The Association made a decision to review the Rent and Service Charge Policy and had invited residents to contribute to the consultation.</p> <p><u>Objectives</u></p> <p>To ascertain reasons behind some Housing Benefit Claims falling out of timescales.</p> <p>To be better informed about Direct Charge Arrears</p> <p>To deal with misconceptions about rent payments.</p> <p>To consider options to improve communication with residents with regard their responsibilities.</p> <p>To consider a range of options for staff to ensure that Direct Charges are prioritised.</p>	<p><u>Who was Involved?</u></p> <p>30 Residents 4 Staff</p> <p><u>What level of planning, delivery and conclusion involved residents?</u></p> <p>The consultation was based on a number of questions asked of young people in different settings..</p> <p>27/7 The Reward Day</p> <p>30/7 NRG Zone</p> <p>30/7 Project Panel</p> <p>7/8 Rapport Building afternoon</p> <p>The questions were devised by the Resident Reps in consultation with Panel Members.</p> <p>Young People were not brought together specifically for this purpose. It was agreed that the questions could be asked during more familiar activities.</p> <p>Responses from young people were varied with much helpful information being given over the reasons why some young people refuse to pay rent.</p>	<p><u>Accountability</u></p> <p>Young People are directly responsible for paying their rent and Direct Charges. This level of accountability is written into their signed Licence Agreement which covers the areas of support available to them, to ensure that payments are in place and consistent.</p> <p>Staff are equally responsible to ensure that all rents are paid consistently. In order for this to happen, staff are expected to deliver appropriate support to residents to ensure regular patterns of payment.</p> <p><u>Social Capital</u></p> <p>Residents are equipped to pay their way as preparation for move on and resettlement Into the community.</p> <p><u>Service Improvement</u></p> <p>As a result of the consultation the Rent and Service Charge Policy was fully reviewed and a number of initiatives put in place. The emphasis of the changes included. Removal of Direct Charge letters Money Management in the Outcome Star Journey of Change made compulsory. The Money Management workbook tool to be used with residents and staff</p>	<p><u>Budget</u></p> <p>N/A</p> <p><u>Input.</u></p> <p>Residents raised key issues relating to the topic and how and considered how staff are equipped to give appropriate advice staff.</p> <p><u>Staff time</u></p> <p>2 hours x 4</p> <p><u>Residents time</u></p> <p>2 hours per person x 30</p> <p><u>Other Resources (Buildings)</u></p> <p>Wirral Speak Ezy</p> <p>The learning Centre</p> <p>Light refreshments</p>
<p>"The exercise needed to happen and was worthwhile' Shareholder</p>			<p><u>Value for money Grade</u></p> <p></p>
<p><u>Level of Impact Grade</u></p> <p>The new policy went live in December, therefore it is not possible to make assessment of the impact</p>		<p><u>Value for money Grade</u></p> <p></p>	

General Activities

Each Year the Resident Reps Team and the Residents Shareholders organise and invite residents to participate in a range of activities. The purpose of this area of work is;

- To encourage residents to take part, and share talents and skills.
- To motivate young people who may be experiencing difficult times.
- To introduce residents to greater opportunities to participate in Forum life.



In 2010 the Resident Rep Team organised the following events:

- Bowling
- Museum visits
- Music Sessions
- Breakfast Zones
- Cinema Trips
- Sports Activities
- Peter Keane Trophy
- The Big Lunch (all three boroughs)
- Intergenerational work (gardening, the Wii)
- Supporting People Events
- Equality and Diversity Days
- Patch 3 Dance sessions
- Terrance Higgins Trust Sexual Health sessions
- Disability Awareness Days
- Youth in Focus
- Fathers events



We invited Resident Shareholders to look at the impact of these activities and assess their Value for Money

"Always great" -Shareholder

Level of Impact Grade



Value for money Grade



A word from Chris Allen

I am so pleased to see that you have all enjoyed yourselves during 2010. I have studied what you have said in this report in great detail. I understand that some areas have done extremely well and there are some areas where we need to do much better.

I commit to you to provide staff resource, time and money to **working on the following areas to make 2011 really 'All about you:**

- Behaviour and Lifestyles
- Policies at a glance
- Project meetings
- Satisfaction Star

RESI REP TEAM

Here's to 2011!

Chris Allen - Chief Executive.

Thank You!
to all the young people
who contributed to our
Impact Report 2010