

# IMPACT'S OFFER

## SERVICE USER'S FORUM

At the next Services Users Forum in July we will attempt to go through Offer number 5 .

We are asking for your help with language/ text, explanations' and suggested outcomes used so they make sense and are relevant to you as a tenant or customer.

A short PowerPoint presentation will be given to set both national & regional contexts of Impact's Offer and then we will go through each strand of Offer number 5 to understand what they mean , if they need changed , and what ideas do you have on how to monitor them.

The session will be recorded with suggestions & changes fed back to the Director of Operations for inclusion into a second Draft Offer number 5.

Over the summer the same process will be happening around the county on each of the other 8 Offers , again involving tenants & customers .

We envisage an Offer news letter been produced and circulated to tenants and customers which updates everyone on the progress made against the Draft Offers as they move towards a final draft which its is hoped that you as the Service Users Forum will agree to monitor us against?



## For further Information CONTACT

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calling

# "THE OFFER"



This leaflet explains what Impact's Offer number 5 could mean to Tenants & Customers and the processes needed in order to reach agreement between customers & Impact Housing Association.

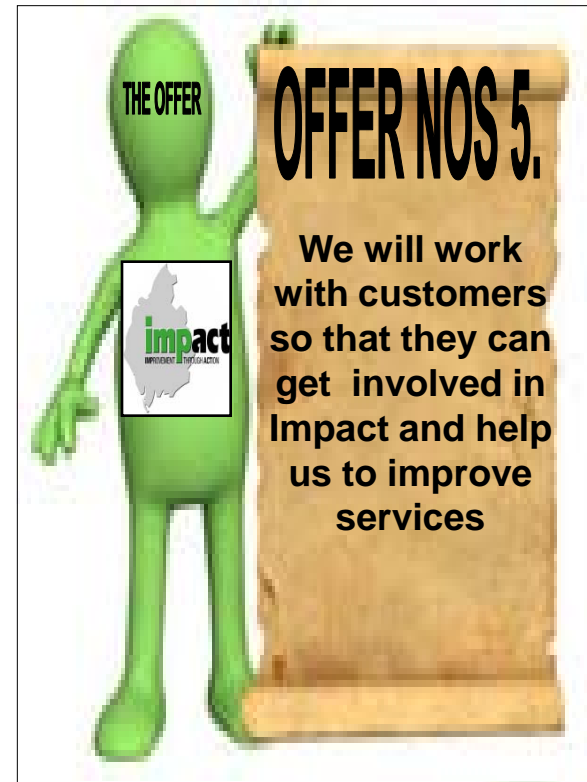


# The Offer



## AGENDA

1. Introduction (Damien Verbal)
2. Agenda
3. Purpose of the Session
4. TSA National Offers
5. TSA National Offers
6. What makes a good Offer?
7. Current Offer Outcomes
8. Proposed Offer Outcomes
9. Example of Other Housing Offers
10. Monitoring
11. Monitoring
12. Next Steps
13. Questions
14. Discussion & Workshop session





# Purpose of the Session



## Draft Offer Number 5.

**We will work with customers so that they can get involved in Impact and help us to improve services.**

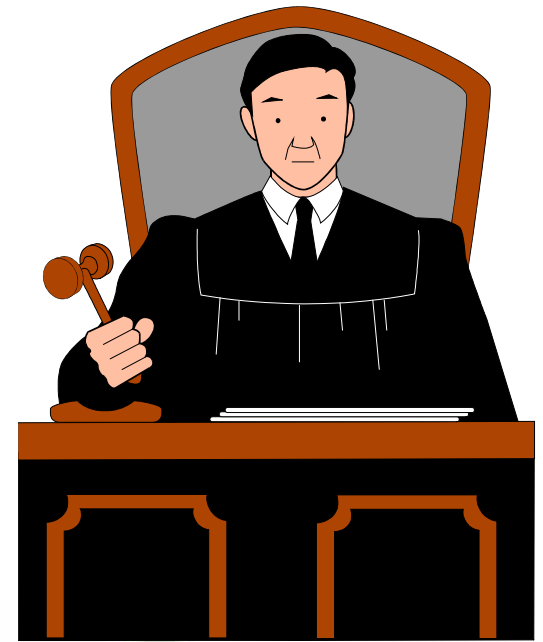
1. Understand the context of the Offer.
2. To understand its wording & meaning.
3. To explain each strand with examples.
4. To explore what makes a good offer.
5. To amend , change or add new strands.
6. To suggest ways of monitoring the Offers performance.
7. To arrive at a second draft which is tenant & customer friendly.



# TSA National OFFER'S



Local Offer's are a crucial part of TSA regulation and will serve together with the 6 National Offers already published. All organisations will need to have Local Offer's in place by April 2011 and will need to report back annually on how they are performing.





# TSA National Offer's



## The 6 National Offer's are:-

1. Tenant Involvement and Empowerment Offer
2. Home Offer
3. Tenancy Offer
4. Neighbourhood and Community Offer
5. Value for Money Offer
6. Governance and Financial Viability Offer



# What makes a good Offer ?



1. **Specific**
2. **Measurable**
3. **Achievable**
4. **Resourced**
5. **Time bound**





# CURRENT

## OUTCOMES



What Offer  
Nos 5  
outcomes  
do you like  
that you  
currently  
have?

Service Standard	Target (where appropriate)	How Monitored	Where Reported	When Reported
We will offer a range of ways that residents can get involved that suit them	95%	Tenancy follow up visit survey Other surveys	Customer Panel Residents Committee Website Newsletter	Annually
Every resident will be invited to the annual Resident's Conference	100%	Audit of all invited Review of attendance on the day and publication of outcomes	Customer Panel Residents Committee Website Newsletter	Annually
We have a Customer Panel who meet quarterly and look at policies, procedures and services. We will listen to the views of the Panel and change proposals where appropriate to match the views of Customers	All key procedure and service delivery changes will be taken to the Customer Panel for their views.	Minutes of Customer Panel Summary of key topics and outcomes	Customer Panel Residents Committee Website Newsletter	Annually
We will involve residents and customers in working groups that review our services	All working groups will involve residents or customers	Audit of all working groups to check membership	Customer Panel Residents Committee Website Newsletter	Annually
All residents will have the chance to meet housing staff at their home/scheme, at least once a year, through a mix of Roadshows, meetings and home visits.	100%	Audit	Customer Panel Residents Committee Website Newsletter	Annually
We will support new and existing Residents' Groups with staff time, resources and funding	Residents groups satisfied with the support provided	Survey	Customer Panel Residents Committee Website Newsletter	Annually
We will offer help and support for residents to be involved, including travel, care costs and fundraising	All Residents who get involved confirm that support and advice provided	Audit of support to residents who are involved. Survey	Customer Panel Residents Committee Website Newsletter	Annually
We will consult all residents if we propose substantial changes to our services. If we write to residents, they will have 15 working days to respond.	All residents consulted on major changes that affect them.	Audit	Customer Panel Residents Committee Website Newsletter	Annually
We will send a Residents' Newsletter to all residents twice a year	100%	Audit	Customer Panel Residents Committee Website Newsletter	Annually



# Draft Offer Number 5.



**We will work with customers so that they can get involved in Impact and help us to improve services.**

**We will do this by:**

- A)** Inviting people to our regular Customer Forums. If people find it difficult to get to the Forum, we will provide transport. If people do not want to come but want information, we will provide updates.
- B)** We will give our customers a real stake in making decisions on spending and we will give people clear Information. We will i) make a clear and detailed list of all of our main groups of customers, ii) agree with each of them in advance on the best ways to consult with them, iii) ensure that the views of all are taken into account when deciding on policy and how we allocate resources, iv) regularly publish the results of all of that consultation and how we have then made decisions based on that feedback.
- C)** We will give our customers a real stake in setting and monitoring standards through the development of Local Standards Framework. Customers will decide what are the most important areas of our performance for them. They will decide what standard we need to achieve and they will be able to monitor how we achieve that standard.
- D)** Customers will be involved in making decisions on services we provide that are paid for through the service charge.
- E)** We will ask for people to come along to neighbourhood partnership meetings to talk about how we can work together to improve neighbourhoods.
- F)** We will ask people to help us provide a regular Annual Report on how we are performing and what we have done to get the most for the money available. This could be help with developing the report, or giving us feedback on the content, or giving us views on how we are doing.
- G)** We want customers to become active members of our Board – we will provide training and support to anyone who wants to get involved.
- H)** We will send out regular surveys and questionnaires on our performance. We will report back on details of performance.
- I)** We will provide regular reports on benchmarking services – comparing our services to other landlords and other sectors.
- J)** We will ask people what they want us to do and to improve.



# EXAMPLE OF

## SENTINEL HOUSING ASSOCIATION HAMPSHIRE INVOLVEMENT OUTCOMES



1. Improve the effectiveness of training & capacity building of residents across Hampshire
2. Improve feedback & communication about involvement through a county –wide website & increased feedback
3. Increase the numbers of involved residents , particularly those from under-represented groups ,so services are better tailored
4. Improve staffs commitment to resident involvement throughout all of the organisations across Hampshire
5. Use resident involvement to improve repairs & improvement , ASB policies & community facilities
6. Increase opportunities for choice for residents
7. Make resident involvement better value for money
8. Increase resident's scrutiny at county level
9. Ensure the corporate/business planning process reflects resident's views & aspirations by increasing resident involvement in the process.



# Monitoring



## Performance measures

### 1. Surveys

All

Partial

Telephone

Web/email

Postal

In person

### 2. Satisfaction levels (Status survey)

### 3. Mystery Shopping

Staff

Customers

Both



# Monitoring

- **For each Offer we need to agree:**
  - **Target**
  - **Monitoring methods/measures**
  - **Feedback method and how often**
  - **Value For Money Checks**
  - **So What factor to demonstrate outcomes**
  - **Wider consultation/communication**





# NEXT STEPS



- Service Users Forum Consultation (NOW)
- Organise & consult on other Offers during July & August 2010 (In development)
- Publicise Feedback from all Offer Consultations in easy to understand format (ongoing)
- Produce 2<sup>nd</sup> draft Offer based upon resident & customer feedback for Service Users Forum to agree on & recommend to Impact's board.



# ANY QUESTIONS?



**“Bloody  
hell”**



# DISCUSSION

