

Headrow Ltd
Impact Assessment 2006/07

It is a Housing Corporation requirement that all Registered Social Landlords carry out an annual impact assessment on their Resident Involvement Statement.

The table below shows the impact of our resident involvement activities over the past year.

The activities/priorities for 2007/08 are listed within the Resident Involvement Statement.

Have we got better or worse?

Has resident involvement led to improved services and outcomes for service users?

What we have done?	Input	Output	Outcome	Impact Low/Medium/High
Created constitution and standing orders for RCC	Resident and staff time to agree content.	Clear guidelines to work to.	Constitution was reviewed in consultation with residents allowing direct influence on service.	Medium
Updated Resident Handbook	Resident and staff time	New up to date handbook produced	Clear relevant handbook now available for all new residents.	Medium
Produced Ahead with Headrow newsletter	Resident and staff time. Resources	Regular communication tool to all residents	Continue to have a resident editor of the twice-yearly produced newsletter.	Medium

Trial run of RCC newsletter	Resident time and effort	Direct resident initiative	Feedback from residents did not warrant the continuation of this newsletter, to include articles from the RCC in "Ahead with Headrow".	Low
Introduced Tenant Grant Scheme	Staff time creating procedure. New budget.	Put to each Resident Consultative Committee meeting, for their decision.	Non-routine items of work for improving schemes are carried out.	High
Resident on interview Panel for Recruitment and Selection.	Resident time	Influence on recruitment and selection process for interviews.	Direct resident involvement in the decision making process.	High
Introduced master classes	Staff time for preparation and presentation	Training to residents	Increase knowledge of residents through appropriate master classes, which have been requested from residents.	Medium
Residents Conference	Staff and resident time	Provided 2 nd annual conference	Resident volunteers involved from the outset in arranging and organising the conference.	High

Resident representatives on Operations Committee and Board	Resident time	Direct influence in decision making at a strategic level.	Resident representatives are able to feed back non-confidential items to RCC, and help influence decisions.	High
Extended satisfaction surveys and reporting	Staff and resident time. Completion of forms, telephone interviews.	Problems with the service are highlighted.	Feedback through highlighting issues that need improving.	Medium
Resident input for Repairs & Maintenance Best Value review	Staff and resident time. Completion of forms and attending meetings.	Changes to policy documents.	Direct influence on the shaping of policy documents and service standards	High
Residents attending training courses and conferences	Resident time, and Headrow resources.	Increased knowledge of our resident base.	Through increased knowledge, help develop resident participation	Medium