



RESIDENT INVOLVEMENT IMPACT ASSESSMENT 2012/13

A review of our key involvement activities over the course of the year April 2012- March 2013.

FOREWORD

Over the past year, Octavia has increased the ways that residents can get involved and this impact assessment highlights how residents can help improve services and influence the way Octavia interacts with residents. There have been many changes over the last year for example seeing the Tenant Steering Group (TSG) Ambassadors get out and about, meeting other residents and learning more about their local communities as well as recruiting two Homeowner Ambassadors to represent the needs of Homeowners.

The Resident Inspectors have been involved in exciting and innovative projects looking at the flexibility of repairs appointments and the standards of void properties. Octavia have promoted the services delivered through the Octavia Foundation to help residents in the areas of employment and training, volunteering and for our younger residents to gain apprenticeships or to be involved with BASE, our creative space for younger residents.

Octavia have continued to call upon the expertise and residents knowledge gained from working closely with the Residents Repairs Panel, Communications Group, Residents Diversity Group and by consulting with residents via ViewPoint! our residents feedback pool.

There have been many other ways in which you have been involved over the past year, and I would like to thank those of you who have attended local events, YourSpace!, participated in door knocking exercises, taken part in surveys, and all the other ways in which you have given your views and feedback. This report shows that your involvement has had a positive impact and has helped Octavia ensure that residents can really improve services for others.



Jean Roch

Chair TSG (Tenant Steering Group)

What is this report about?

We aim to provide excellent services to our residents, and to be an organisation you really value. To do this, we believe we have to work with our residents, involve them in what we are doing, and for them to genuinely influence what we do. This report looks at the different ways you have been involved over the past year, and what has changed as a result of your time and involvement.

How do I use this report?

We have assessed our involvement activities to see what level of impact it has had on our services, and whether the activity was value for money. In other words, has your involvement changed the way our services are provided, and how much has it approximately cost?

Level of impact

To measure the level of impact, we have rated the activity either low, medium or high:



High this is where changes have been made to our policies and procedures, affected our business plan, or will affect the way services are provided to a large number or the majority of our residents.



Medium this is where changes may be local, but will have a large impact on the way services are provided.



Low this means that services have been affected at a local level, or will only have an impact for a small number of residents.

Value for money

For each activity we display the number of staff hours, approximate total cost, and cost per home. These are displayed in the following way:



Clock symbol – The number of staff hours (including preparation and follow up time).



Pound symbol – The total cost of the activity (including staffing costs).



House symbol – The cost per home.

To assess whether the activity provided value for money, we have used the cost per home to give us a rating of low, average or high cost:



The equivalent cost per property is under £1.



The equivalent cost per property is between £1-3



High cost: The equivalent cost per property is over £3.

Overall rating

After assessing the level of impact of each activity, and whether it was value for money, we have given each activity an overall rating.



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TSG

The Tenant Steering Group (TSG) are a group of tenants, elected by tenants who represent the views of all Octavia residents. The TSG are committed to working with residents to improve services, to ensure that policies and procedures are fair and that they meet the needs of residents.



147 hours



£6150.48



£1.53



Impact



Cost



Rating overall

What happened?

- The TSG met six times in the year.
- They looked at a number of policies including:
- **Assignment and succession.** In July 2012, the TSG discussed a paper on proposed revisions to the Assignment and Succession Policy which would have limited succession rights to the spouse or partner. This change would have only affected new tenants. The TSG was not in favour of this change. The proposed change was not approved by Board so our approach on succession remains generally unchanged.
- **Tenure reform** In September 2012, the TSG discussed a paper on whether Octavia should issue fixed term tenancies to new Octavia tenants, made possible by the Localism Act 2011. Most members of the TSG were not in favour of fixed term tenancies. The Board decided to postpone discussions on this matter for at least a year in order to seek further information about partner local authorities' tenancy strategies and

how other associations who have adopted fixed term tenancies have found the change.

- **Chargeable works** In February 2013, the TSG considered proposals to amend the Chargeable Works Policy. They asked for some changes to the draft policy: greater clarity on when works are charged; a schedule of estimated costs included; and that call-outs to clarify responsibilities where this was unclear would not be charged to the tenant. Their requested changes were agreed and the amended policy was approved by Directors.
- **Welfare Reform.** The TSG received regular updates regarding important welfare reform changes, employment and training support and the impact of the benefit cap, Universal Credit and bedroom tax on Octavia residents. Their views helped us to decide how best to communicate these changes to residents.

In January 2013 the TSG held their annual elections and fourteen new resident members were recruited. New TSG members have brought a wealth of experience to the group and have helped the group remain focused on representing residents at a strategic level.

In November 2012, a TSG Ambassador review was held to improve the productivity of their roles, increase visibility and provide the Ambassadors with further support. The Ambassador roles were introduced in 2011 to help feedback more tenants' views to the TSG. A key recommendation was to provide more structure to the role. We held inductions, provided Ambassadors' packs, put up posters at schemes and ID badges were designed to offer the Ambassadors practical support. All of the Ambassadors held three way meetings with their Neighbourhood Officer and the Resident Involvement Manager to improve communication and build strong local working relationships.

The TSG Ambassadors provide a positive example of residents working with Octavia staff and resident groups to influence change. TSG Ambassador Laila Navaid has helped to organise targeted welfare reform events, attended drop in surgeries in Church Street, volunteered her time to help residents resolve an anti-social behaviour case and worked closely with her caretaker to improve the shared communal space for her and her neighbours.

"The TSG Ambassadors play a key role by representing resident involvement in their local areas. Following the TSG Ambassador Review, Ambassadors are working more closely with their patch officers which has helped to ensure that residents have a key role to play during residents meetings, events and consultation.

The Ambassadors have been a real asset and I am

inspired by their enthusiasm and dedication to the role".

Anna de Souza,

Resident Involvement Manager.

The Ambassador roles have also inspired Homeowners to get involved. At a Homeowner Forum in 2012, residents advised they would also like to be represented on the TSG. The TSG recruited two new Homeowners, Adele Mason and Pamela Roue who joined the group in March 2013 to represent the views of Homeowners including shared concerns regarding service charges, living on mixed tenure schemes, anti-social behaviour and estate services.

"Since becoming involved through Octavia as one of their Ambassadors I have learned such a lot about the options residents have and how to take these forward".

Pamela Roue,

TSG Homeowner Ambassador

VIEWPOINT

This is a quick and easy way for residents to be involved from home, and is a useful way for us to be able to get feedback on our services, help Octavia staff find out what matters to residents and address other service delivery issues.



16 hours



£318.06



£0.07



Impact



Cost



Rating overall

What happened?

- ▶ 81 new members signed up to ViewPoint! between April 2012 and March 2013.
- ▶ Increased numbers of Homeowners signed up to ViewPoint! helping the Alternative Tenures team consult with Homeowners in a more flexible way.

ViewPoint! surveys carried out during the year included:

- ▶ Survey on repairs appointments to inform the findings of a scrutiny project on the flexibility of appointments.
- ▶ Hate incidents - to help Octavia develop our Hate Incidents policy.
- ▶ Communications - Communicating With Us, our quarterly survey sent to new ViewPoint! members helps us to understand what matters to Octavia residents and how they would like to be communicated with.
- ▶ Annual report getting feedback from residents on the content, format and design.

- ▶ Antisocial behaviour (ASB) and Neighbour Disputes - asking residents what they would like to know about ASB including the types of reported cases and the methods used to resolve them.

BASE – DEVELOPING YOUNG MINDS!

BASE is a creative and cultural club for young people between the ages of eight and twenty one that was set up by the Octavia Foundation in 2010. Since then it has gone from strength to strength, and three sessions are held during the week, where young people are able to get involved in music production and creative activities, debates and discussion and film screenings. A hot, healthy meal is served at every session.

BASE 2012-2013

We have been looking at ways to encourage participation in programme planning with the young people. We had a number of evaluation sessions with both the junior and senior groups to ask them about what activities they enjoy doing and what they think could be improved upon or introduced at Base. We used questionnaires and discussions to plan three months of activities which included:

- ▶ Heritage: Who Am I? - Discussion based workshops looking at culture, language, beliefs, political structures, positive and negative influences and how they perceive themselves in this society.
- ▶ Substance misuse – Discussions exploring the reasons for why young people and adults may turn to drugs and alcohol, how we identify issues and ask for help, allowing the young people to talk about different experiences.
- ▶ Music production - Practical experience in creating positive music, looking at current mainstream Rap/Hip Hop lyrics and what it stands for compared to the original Rap music.

- ▶ Half term programmes including Mini-Film sessions where young people direct, star in and edit their own productions, seeing an IMAX film, go carting, African drumming, Solidarity Sports sessions and more!

"We created the Base Code of Respect which engaged all members to think about how they would like to be treated and what they expected from staff and the programme. We asked staff the same and drew up a mutual agreement. The young people fed back that they were really happy to be included in the decision making processes as it means 'We create and plan the activities we participate in!'"

Victoria Nzeribe,
Youth Programmes Manager



RESIDENT ASSOCIATIONS

Residents may want to start a group or association for various reasons, such as promoting a stronger community, building safer neighbourhoods, organising social events (e.g. summer BBQ's, fun days or Christmas parties), or maybe even to campaign for improvements in their local area or block. This year we published a guide to setting up Resident Associations which is promoted at resident meetings and scheme events. We actively support these groups, and are also able to provide financial support in the form of grants.



What happened?

2012/13 was a busy year for our recognised Resident Associations. We continued to work with four residents' groups and associations over the past year:

- ▶ Peel House Resident Association held regular General Meetings and a well attended AGM. The Association have been working closely with the Alternative Tenures team and Resident Involvement Manager to discuss the plans for leasing out disused car park spaces.
- ▶ Waites Court Resident Committee (WCRC) worked closely with the Development Department on re-development plans. The



16 hours



£318.06



£0.07



Impact



Cost



Rating overall

Waites Court Tenant Design Working Party met on a quarterly basis and were consulted with on a regular basis.

- ▶ Kenley Walk Community Association ran the Kenley Hall which is used for a range of resident events including coffee mornings, Zumba sessions and the joint Open Age and Age UK health session in March 2013.
- ▶ Gloucester Terrace Resident Association were consulted with over plans to modernise the car park and ensure residents were aware of the plans to improve accessibility for residents.

“The Waites Court Tenants Design Working Group was set up in February 2008 to improve communication with tenants living on the estate, some of whom were naturally very anxious about the redevelopment proposals. They made an invaluable contribution to the design as it evolved and advised on the residents choice process. They all attended the planning Committee together with a number of other tenants and one of their members spoke in favour of the application and helped sway the councillors. Subsequently they helped to monitor the construction works. The TDWP was also very helpful in that it provided a link to the Waites Court Residents Association and reported back to them regularly throughout the development process”.

Edward Smith,

Senior Project Manager

Training for residents

Offering training to residents plays a key role in strengthening resident involvement and encouraging residents to get involved, providing them with the skills and tools to make a difference.

Octavia have been working closely with other Housing Association providers, including Shepherds Bush Housing Association, Notting Hill Housing, A2Dominion and Network Housing to look at ways we can work together in order to share resources, offer joint training for residents and learn from one another. The West London Resident Engagement Group, which meets quarterly, is a great example of working together and plans are underway to utilise e-learning to offer a wider range of accessible training to residents.

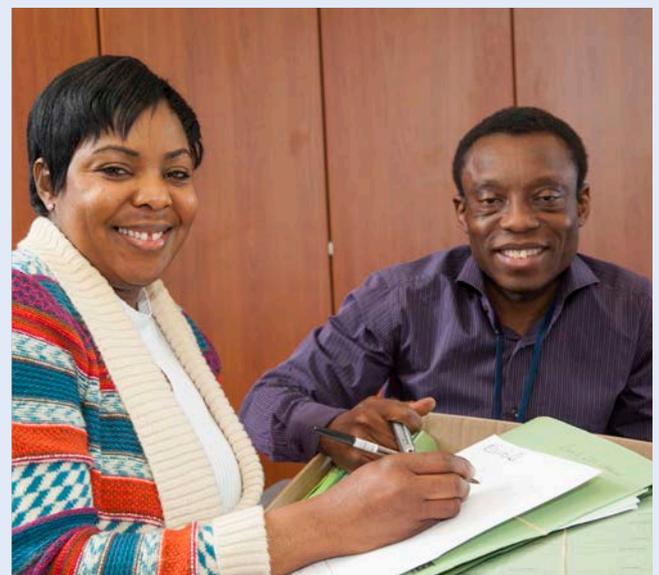
Our residents have had the opportunity to participate in training in topics such as I.T, effectively chairing meetings, diversity and scrutiny and taken part in service improvement exercises.

We have utilised the vast experience residents can offer during group exercises at staff recruitment events. We would like to encourage more residents to take part in e-learning and training during 2013. Areas of training identified by residents are Committee Skills training, particularly for members of Resident Associations and also training for Resident Inspectors. As we continue to involve our Resident Inspectors more, we would like to offer tailored training packages to build confidence, inspire and motivate residents.

“Octavia is committed to involving residents in its recruitment and we are currently developing training in this area. We have involved residents in developing case studies for training such as diversity and would hope to do more of this.”

Lisa Hobbs,

Learning and Development Manager.



RESIDENT MEETINGS

This a good way for residents to meet with staff and other neighbours to discuss local issues, find out more about our services, and a chance to consult with a collective group of residents. As one resident advised following a residents meeting; *"It was a good way to talk about problems you cannot easily talk about over the phone"*.



What happened?

During 2012/13 we held a number of scheme events including resident meetings, consultation meetings, fun days, coffee mornings, drop in surgeries and door knocking exercises. The majority of outcomes from these events related to local issues and concerns, however some notable outcomes included:

- ▶ Residents working together to arrange events
- ▶ Working more closely with the local Police Safer Neighbourhood Team
- ▶ Communal repairs being identified
- ▶ Cases of anti-social behaviour being identified
- ▶ Working closely with the TSG Ambassadors during door knocking
- ▶ Identifying a subletting case
- ▶ Identifying a case of domestic violence.



139 hours



£6808.22



£1.70



Impact



Cost



Rating overall

We also organised special themed events including:

- ▶ In May 2012 a Southwark Jubilee event was held in Redcross Gardens just behind Redcross and Whitecross Cottages. Historian Jenny Rossiter provided a guided Octavia Hill tour around the local Southwark area, and feedback from the children especially was that the tour was really interesting and informative.
- ▶ An event was held to mark the centenary of Octavia Hill's death. Over 70 residents heard from local historians and Octavia Hill enthusiasts. The evening raised awareness of Octavia Hill, local history and the work of the Foundation.

RESIDENT DIVERSITY GROUP



16 hours



£318.06



£0.07



Impact



Cost



Rating overall

What happened?

- ▶ Met four times (jointly with staff on two occasions).
- ▶ Helped to promote World Mental Health Day in October 2012.
- ▶ Commented on the design of the new Equality and Diversity Strategy document.
- ▶ Consulted on the draft Support for Tenants Strategy and made useful suggestions on changes to the handyman service, including offering the service to disabled people.
- ▶ Provided feedback about the draft tri-borough travel support for vulnerable people strategy, which was fed back to the tri-borough.
- ▶ Monitored progress of projects in our Equality and Diversity Strategy Action Plan, including on welfare reform and the Foundation's Employment and Training programme.

"Our Residents Diversity Group had a big impact on projects in the first year of our 2012-15 Diversity Strategy. Their comments and feedback helped to shape our Hate Incidents Policy and the Support for Tenants Strategy. Their involvement in awareness raising events on World Mental Health Day made the day a real success."

Kam Chung,
Head of Service Development.

RESIDENT INSPECTORS

Our Resident Inspectors check on specific services and provide feedback to improve services.

What happened?

- ▶ In November 2012, the Services Scrutiny Panel used the Resident Inspectors to carry out some mystery shopping exercises to check whether our contractors, Mears and VHL offer flexible appointments, confirm appointment times via letter and whether follow up appointments were made.
- ▶ The post void inspection project commenced in January 2013. Two Resident Inspectors carried out a series of inspections at void properties in order to check the standard of void properties and benchmark the quality of void properties being re-let. The project will end in July 2013 and the feedback will help Octavia ensure that standards for void properties remain consistent. The intention is that the Resident Inspectors will be carrying out a sample of checks once a year.

"It's just been so very useful for the voids working group to have that resident perspective; confirming for us because the inspectors felt that every property reached an acceptable standard but also giving us food for thought, identifying some things where we can change what we do. I really appreciate the time Amir and Rachid have taken to give us their views to help us improve and make sure our properties are a good standard when we relet them".

Liz Riches,
Customer Services and Rehousing Manager



RESIDENT SCRUTINY

The Services Scrutiny Panel (SSP) is one of Octavia's key groups where residents can look at how well Octavia is doing and make recommendations on how we can improve. The group includes some independent members as well as residents.

What happened?

- ▶ In November 2012 the Services Scrutiny Panel fed back to the TSG on their project looking at the flexibility of repairs appointments and to get the TSG's views on the proposed recommendations on service improvements. The recommendations were subsequently submitted to Board and approved.
- ▶ The SSP started their research into noise nuisance, an issue which was raised at YourSpace! as one of the top priorities for residents. Consultation with residents formed an important part of the research including interviewing those who have suffered noise nuisance, speaking to operational staff who investigated noise nuisance cases and analysing policies and procedures for dealing with noise nuisance.

- ▶ The Services Scrutiny Panel will be recruiting new resident members in 2013 to ensure that the SSP is representative of our resident population and more residents are able to take part in scrutiny projects.

"The Services Scrutiny Panel plays a vital role in helping us to ensure that our services are delivered to agreed standards and in a way which is responsive, reliable and respectful. The Panel works closely with the Tenant Steering Group (TSG) to ensure that the services which are scrutinised are those which are top of our tenants list of priorities. For example this year, repairs appointments and noise nuisance have been the focus of the Panels attention. Resident members on the Panel have played a vital role in both these exercises, agreeing the scope of the projects, interviewing residents who have experienced the service, reporting back on the outcome and monitoring the agreed action plan. Their direct experience of what happens on the ground is vital to the scrutiny process as is the confidence that they inspire in other residents that their views and experiences really make a difference to the quality of the services we provide."

Maeve MacAvock,
Director of Housing and Care



REPAIRS PANEL

This is a group of six residents who meet every three months to monitor the performance of our repairs contractors.



61 hours



£1675.67



£0.41



Impact



Cost



Rating overall

What happened?

- ▶ The Repairs Panel met four times last year.
- ▶ Panel members report back to the TSG.
- ▶ We have changed the quarterly review performance information to be more meaningful for the members.
- ▶ The panel reviewed and agreed the Chargeable Works policy.
- ▶ They looked at Tenants Cashback Scheme to see if it would work.
- ▶ They analysed the feedback from our customer satisfaction surveys to see what issues other residents have raised.

“The repairs panel continues to be a very important part of the way we review and monitor our services to residents and look for ways to improve these.”

Corinne Croome,
Assistant Director of Asset Management

COMMUNICATIONS GROUP

This group met four times throughout the year, to review our key publications such as our annual report, newsletters and other documents.



What happened?

- The newly formed Communications Group were able to give feedback on some of Octavia's printed documents, online communications tools, including the website and videos, and also some feedback about being involved online.
- The group reviewed a draft guide to setting up new Residents Associations and a resident expenses letter.
- They also looked at the fire safety postcard and thought the design of the postcard was both suitable and effective in order to emphasise a strong and clear message on fire safety.
- The group focused on Welfare Reform and as well as viewing presentations and providing feedback on the Welfare Reform newsletter, they also offered improvements to ensure that the wording was clear, accessible and designed in an appealing way.
- They discussed the annual report and the possibility of incorporating an interactive presentation, keeping it short and simple. The group also said residents would like information on the location of Octavia



25 hours



£370.75



£0.09



Impact



Cost



Rating overall

properties in the annual report with a map highlighting where Octavia schemes were located.

"We redeveloped the Reader's group over the year to become the Communications group – as more of our residents have smart phones and access to the internet it's important that the group give their feedback on our websites and videos as well as print items such as the newsletter. The newly formed group have already given useful feedback and ideas over the year on different projects including welfare reform, the residents' annual report, a welcome pack for new tenants and a new website just for tenants. They really help to make our communications more effective."

Hannah Thompson,
Communications Officer.

VOLUNTEERING

The Octavia Foundation provides volunteering opportunities for residents and members of the local community.

Volunteering in a charity shop

Over the year we have been supported by over 120 volunteers working across our charity shops. This has involved working on the shop floor, sorting and arranging donations, helping customers, working on the till and other daily tasks. Over the past year, we have recruited over 50 new volunteers to work in the charity shops, and a number of these are Octavia residents.

Being a volunteer youth worker

We work with young people to help enable them to become more independent and develop their own projects. Our volunteer youth workers have been essential in delivering these projects. They have participated in both mentoring and supporting young people on: independent living skills; helping young people to create short films; using multimedia to enhance learning; building relationships; assisting with school and college work; and organising events and other activities.

We are really keen for more Octavia residents

to get involved in supporting our youth work and will promote the exciting opportunities available after the coming year

Being a volunteer befriender

The befriending scheme has been a huge success over the past year. Our volunteer befrienders spend at least an hour a week with isolated residents and other adults in the Westminster area (befriendees). This has involved chatting in the befriender's house, going for walks, visiting places of interest or taking part in other local activities.

Over the year, we successfully made over 50 befriender/befriended connections, and of these, six befrienders were Octavia residents, as were 16 of the befriended.

"Seeing volunteers gain employment through their experience of volunteering has been incredibly rewarding, and seeing the difference the scheme has made to some isolated and vulnerable residents has been extremely powerful. Volunteers from all areas have gone on to gain employment with Octavia Foundation and we are proud to be able to support them in these areas."

Gillian van der Merwe,
Volunteer Coordinator



EMPLOYMENT AND TRAINING AND APPRENTICESHIPS

Future Foundations is a supportive and flexible employment and training programme, tailored to resident's personal circumstances. Future Foundations help residents identify employment opportunities, write a professional C.V, identify their skills with professional mentors, and arrange voluntary experience whilst receiving support via 121 appointments.

What happened?

Of the 130 people engaged over the last year, 63 were Octavia residents. Four of these volunteered with the Foundation and eight found jobs. The Octavia Foundation offered support to unemployed residents across central/west London, and the service included providing apprenticeships (tenants only), volunteering, mock interviews and mentoring.

Case study: Shaju Ullah

Shaju was a finance graduate struggling to find work experience so he registered with the Foundation in September 2012 for support. Shaju volunteered in the Finance Department from October 2012 to April 2013. This improved his confidence and helped him obtain useful skills and training. As a result, Shaju secured a job in the Finance department at the Princes Trust.



Apprenticeships:

The Octavia Foundation held an Apprenticeships open day in August 2012. Four apprenticeships were available to Octavia residents aged 16-24 in the Care and Support, Asset Management and Foundation Department. 36 young residents attended.

Shameeka Shaw was one of the lucky residents to become an Apprentice and has been working as an Apprentice Volunteer Coordinator for the Foundation.

'I'd applied for lots of jobs without success and was told that I needed practical office experience and so I thought the apprenticeship could be a perfect opportunity. From the very beginning at the open day, I felt really supported and encouraged and it was great to be able to meet so many people from Octavia before I submitted my application and had my interviews. It's been a fantastic experience and a perfect opportunity to get experience, plus I've completed my NVQ2 in Business Administration. I would say to anyone that you should go for it. My Octavia apprenticeship has completely changed my life and my aspirations, and I know it will continue to have an impact on my life and prospects after the apprenticeship comes to an end. I'd definitely recommend it!'

Shameeka Shaw,
Volunteer Administrator Apprentice

YOUR SPACE! 2012

YourSpace! is our annual resident involvement fun day which helps Octavia to identify residents priorities.



What happened?

- Around 130 residents from 91 households came to the event which was held at King Solomon Academy, NW1.
- Residents were able to speak with members of staff and find out information on being involved, volunteering, youth projects, the Octavia Foundation, saving energy, debt and welfare advice, employment advice, care and support and other services.
- The children were entertained by a magician, Solidarity Sports (smoothie making and sports activities), mural painting, and a colouring competition.
- A one-stop shop was available all day, so that residents were able to speak with dedicated staff about any repairs or other issues.
- CAB welfare and debt advice appointments were run throughout the day.
- DJ's Caribbean takeaway provided a huge lunch, and refreshments were available throughout the day.
- Jenny Rossiter offered an Octavia Hill tour of the Marylebone area in the afternoon.



152 hours



£8956.07



£2,23



Impact



Cost



Rating overall

"The day was a fantastic success, and offered our residents a fun and alternative way to be involved and give their feedback on our services. It was also a chance to have valuable face to face contact with our residents, and a chance for them to tell us how we were performing as a landlord. Feedback from the residents was extremely positive, and there have been some great outcomes following the event".

Andy Carlisle,
Estate Services Manager.



OTHER WAYS WE RECEIVED YOUR VIEWS

Involving Homeowners!

Involving Homeowners and improving their satisfaction with our service is important for Octavia. Following the YourSpace! Homeowner event in February, seven homeowners came to a Homeowners Forum meeting to discuss issues identified, such as communal repairs, service charges, and also rubbish dumping.

The group also gave their feedback on the Leaseholder and shared owner's handbooks.

You Said, We did:

We are always looking for new ways to involve residents.

Residents reported at the last YourSpace! event that they would like to meet more Octavia staff in their local areas. Octavia staff have taken this suggestion on board and carried out more door knocking exercises last year than ever before on a variety of estates.



- ▶ In April 2012 we carried out door-knocking exercises in Pimlico, and NW8 areas, and 12 residents gave their feedback on the 2011/12 annual report.
- ▶ In July 2012 door-knocking exercises in the W10 / W11 areas sought feedback on prototypes for new resident starter packs. Residents said that something that was colour coded for the different services, something they could store easily, and something that had contact details inside would be useful.
- ▶ In December 2012, door knocking targeted schemes such as Riverains, Princes Place, Portobello Road, Crossways, Blandford Street and Kensington Garden Square. Over 40 residents were asked how they rated the estate services they were receiving and whether the services were value for money.
- ▶ In addition to getting feedback on the above areas, the exercises also provided opportunities for residents to raise other concerns including: anti-social behaviour; communal repairs and other local issues.
- ▶ Door knocking exercises also gave us a chance to promote our additional services, such as the Future Foundation Employment and Training programme and welfare reform support.



Partnership working

We joined with other Housing Associations to form a West London scrutiny workshop including Shepherds Bush Housing Group, Notting Hill Housing, A2Dominion and Network Housing. The purpose of the group was to bring residents from the different Associations together to learn from each other. 32 residents attended the workshop to talk about barriers they can face as part of their involvement, shared examples of good practice, and ideas for the future. They talked about how they feel their landlord responds to scrutiny, and the challenges they have faced in properly scrutinising services. Feedback from the event was unanimously positive, *“One of the best events I’ve been to. Thoroughly engaging. Saw the point. Very enthusiastic about continuing to develop meaningful involvement”*. A similar event will be held next year.

Focus groups and consultation events

Octavia hold regular focus groups to help us identify what residents want from various services and help us improve:

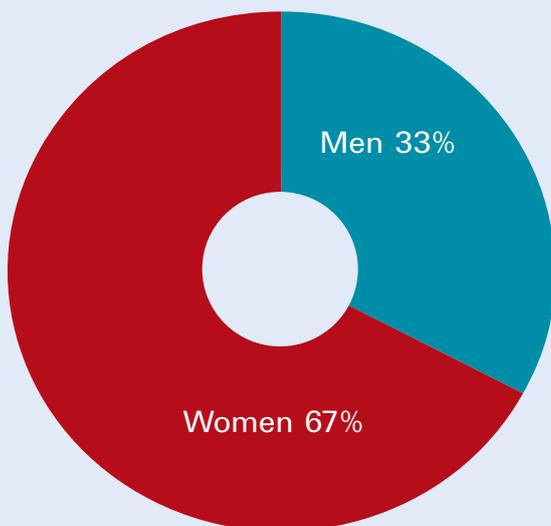
- ▶ In April 2012 we held a consultation with 35 Kenley Walk residents. Two options were presented to residents regarding redevelopment of a communal garden area, and also a redeveloped allotment area.
- ▶ In August 2012, we held an Annual Report workshop. 14 residents were given an update on all the consultation that had taken place before the workshop, including door knocking exercises, and a ViewPoint! survey. The group then worked up the content for the report and chose the design that they felt would most appeal to residents.



WHO WAS INVOLVED?

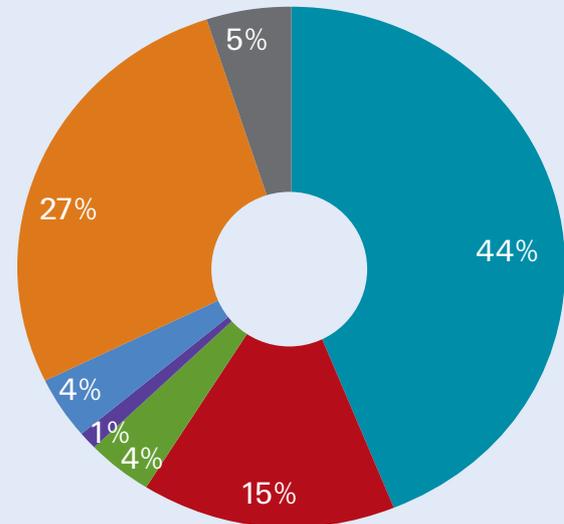
We regularly monitor the profile of residents who have been involved in different activities, to ensure that we are getting a broad range of views, and the activities are accessible to all. It also enables us to identify when a particular group is under-represented, so that we can work to involve these groups more in the future. The following information shows who has been involved over the past year:

Gender



The percentage of men being involved has decreased slightly from last year by 2% and is now 33%. The percentage of women involved over the year has increased and is now 67%. Men are slightly under-represented amongst involved residents.

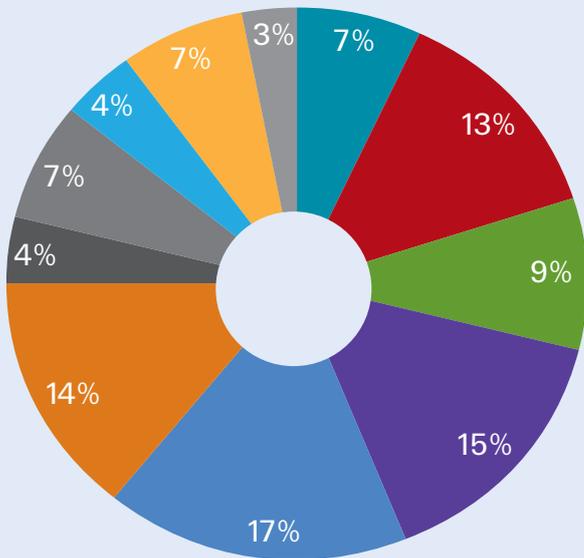
Ethnic background



- White British/White Irish/White other
- Black/Black British
- Rather not say
- Asian/British Asian
- Arab
- Other
- Mixed multiple ethnic groups

There has been a slight increase of 6% of involved Black or Black British residents and a 5% decrease of White British residents who have been involved over the year. White British residents are slightly under-represented amongst involved residents.

Age



- 18 - 24
- 25 - 31
- 32 - 38
- 39 - 45
- 46 - 52
- 53 - 59
- 60 - 64
- 65 - 69
- 70 - 74
- 75 - 80
- 80 +

The proportion of 65-78 year old involved residents has decreased by 6% since last year. 20% of our involved residents came from the 18-31 age group which is another increase from last year, by 2%. Otherwise the spread of ages is generally representative of our residents.

Religion, Sexuality, Disability

30% of involved residents provided no information on religion, 44% no information on sexuality and 48% no information on disability. Therefore a breakdown of involved residents by their diversity groups is not provided. We continue to encourage residents to provide us with diversity profile information.

...and what did they think?

We ask residents to provide feedback following any event or activity that they take part in. As part of this, we also ask how satisfied they were with the opportunity to be involved. Over the past year, 98% of all residents that have been involved have been either very satisfied or satisfied. **This is a 1% increase from last year!**

THANK YOU TO ALL OUR RESIDENTS

We would like to say thank you to all our residents who have been involved over the past year, whether attending a focus group, completing a survey, or being a member of a panel. Your feedback really has helped us make changes and improvement to what we are doing! We look forward to working with our residents and to continuing to improving our services for residents in the future.

Please contact us if you need any part of this information in Braille, on audio tape or explained in a different language.

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