




Impact Assessment of Resident Involvement Organising meetings/events/conferences/projects etc

Part of South Essex Homes accountability is how we involve our residents. Whilst involvement can mean different things and take many forms, in relation to your work it's about how you are involving residents in your service. We need to ensure that through resident involvement that improvements are made to the service and that the service is value for money.

Team and lead officer	Hayley Allen, Resident Involvement Team Leader Southend Tenants and Residents Federation (STRF)
Name of event	Community Tie-In Event 2008
Date of event	25th July 2008
Summary of event   	<p>I worked with the Southend Tenants and Residents Federation (STRF) to put together an event for every resident of South Essex Homes to attend.</p> <p>We were given an initial budget of £7k and asked if possible to make a £2k saving on this amount. The committee organising the event decided on using the above venue for the following reasons:</p> <ul style="list-style-type: none"> • Large area - as it was evident from 2007's event more stall holders wished to attend wanting more space. • Parking was ample and free. • The outside area was free of charge. • Hot food was available for attendees – this is what residents requested from the surveys of 2007. • Venue fully DDA Compliant. <p>A meeting was held with Senior Managers to discuss if we could request donations from profit making organizations and contractors who wished to exhibit. This was agreed and a recommended donation amount was added within their invite.</p> <p>This event has been described as the best to date and although problems with the food everyone exhibiting or visiting reported they have had a great day out. (Exit survey results attached)</p>

<p>Intended outcome</p>	<p>Improvement to service</p> <ul style="list-style-type: none"> • Larger venue allowing more exhibitions and fun events for attendees. • Outside area allowing Bouncy Castle, Target Golf, SOS Bus, Police Unit and much more. • Hot food at resident's request. • Free parking and large disabled parking area reserved. <p>Budget allocated The committee were given an initial budget of £7k and asked if possible to make a £2k saving on this amount.</p> <p>Change to policy</p> <p>Customer input to service review</p> <p>Increased resident accountability</p> <p>Increased resident skills</p> <p>Other</p>
<p>Actual outcome</p>	<p>Improvement to service</p> <p>Budget allocated The committee were given an initial budget of £7k and asked if possible to make a £2k saving on this amount.</p> <p>A meeting was held with Senior Managers to discuss if we could request donations from profit making organizations and contractors who wished to exhibit. This was agreed and a recommended donation amount was added within their invite.</p> <p>A decision was made to close the event at 3pm rather than the normal 4pm to save money and it was evident from 2007 that residents were not keen to stay till 4pm which saved the budget £135.</p> <p>In 2007 the invitation to residents in Insight was published as a separate insert which cost £854.00. This year the back page was reserved to publish the invitation and return slip which cost £237 saving £617.</p> <p>Taxi costs in 2007 29 taxis were booked for residents costing £300.00. In 2008 81 taxis were booked costing £658.20. Because of the higher demand on transport a mini bus was also hired to transfer larger groups to and from the event.</p>

	<p>At the event the food orders were not managed efficiently and caused long queues and problems with the amount of food available. A meeting was held with the venue to discuss these problems and how we could be compensated for the inconvenience to everyone involved. At the meeting it was agreed that it would be unfair to expect the venue to reimburse costs of purchased food and we agreed to settle for the use of the same venue in 2009 Free of Charge, this is a saving to next years budget of £1,125.00.</p> <p>From the above we were able to make the following savings. (Evidence attached)</p> <table data-bbox="695 695 1333 905"> <tr> <td>Initial Budget allocated:</td> <td></td> <td>£7,000.00</td> </tr> <tr> <td>Event costs:</td> <td>-</td> <td>£5,993.33</td> </tr> <tr> <td>Donations received:</td> <td>+</td> <td>£2,580.00</td> </tr> <tr> <td>Total Spend:</td> <td>=</td> <td><u>£3,413.33</u></td> </tr> <tr> <td>Saving to £7k budget:</td> <td></td> <td><u>£3,586.67</u></td> </tr> </table> <p>If we were to show compensation made to the event due to the problems with catering this would show an additional £1,125.00 saving making the saving to budget <u>£4,711.67</u>.</p> <p>Change to policy</p> <p>Customer input to service review</p> <p>Increased resident accountability The 2008 organising committee diminished quite early on leaving only a couple of resident members to organise this large event. It has been decided that options be taken to the FED meeting in September to discuss the way forward.</p> <p>Increased resident skills</p> <p>Other Residents attending the event were able to gain knowledge of our services, learn about how they can get involved in all areas of the service we provide and have a say in the decent home work through talking to the contractors exhibiting.</p>	Initial Budget allocated:		£7,000.00	Event costs:	-	£5,993.33	Donations received:	+	£2,580.00	Total Spend:	=	<u>£3,413.33</u>	Saving to £7k budget:		<u>£3,586.67</u>
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<p>Supporting evidence (quotes, improvement to service, VFM etc)</p>	<p>Evidence attached</p>															

Resources involved	Venue Southend Leisure & Tennis Garon Park Refreshments Hot & cold drinks Lunch Hot food Staff time As necessary Travel As necessary
Examples of feedback (explain where/who you will feed the results of the event/project etc to)	Results forwarded to: How: All residents attending the event were requested to complete an Exit Survey prior to leaving. The results of this are attached. This information will be published to residents in the Insight magazine and FED Magazine. Results will also be published on the South Essex Homes and STRF Websites. Advertising the event to residents has been published in every edition of Insight and FED since November 2007 and in the week prior to the event it was advertised on Southend FM Radio. articles in the local newspapers after the Prior to the event it was, all When: In the week after the event the Local Evening Echo published two articles which were free of charge. (copies attached). There will be a publication in the next Insight and FED magazines sent to all residents.
Received by Resident Involvement Manager	Signed: Date:
Received by Service Improvement Manager	Signed: Date:
Lessons learnt	Although the hot food was requested by residents and cheaper per person to 2007 event it was not easy to control and held up residents on entry to the event and produced long queues for the food. In 2007 bags were given out to attendees containing sandwich, fruit and chocolate with a choice of drink to everyone. This worked really well and 2008 committee recommend to future committee members that this is offered at the 2009 event.