

# Resident Involvement Impact Assessment 2019 – 20

# Swan's impact assessment for Resident Involvement

## What is an impact assessment?

An annual impact assessment measures and evaluates the difference made to services by involving residents. Impact assessments focus on the outcomes of activities - that is what has changed as a result of resident involvement. For each activity we deliver, we complete an impact assessment with as much information as possible, to help us analyse the outcomes. This document sets out:

## Type of Involvement

This explains the purpose of the activity and who was involved in the activity.

## What has happened?

This section records the process undertaken and by whom, and the changes that have been made. Where available, Equality Monitoring information has been provided based on the information given to us by residents.

## So what?

The outcomes from the activity are recorded in this section and an assessment made of the impact level of the activity to reflect the involvement and impact on residents.

## Value for money

Finally, we made an assessment of whether the activity offered Value for money (VFM). VFM means achieving the best result from the resources available taking into consideration both time and cost.

# Scrutiny Panel

## Type of Involvement

### Date(s) of Activity:

2019 - 2020 monthly meetings

### Name of Activity:

Scrutiny Panel

### Type of Activity:

Resident led panel supporting the co-regulation of Swan Housing

### Number of residents taking part:

5

### Other agencies involved:

External Consultant contracted to be the panel's independent mentor

### Purpose of the activity:

Residents are involved in making decisions that affect our homes and the services we provide

## What has happened? (outputs)

### What was consulted on?

Two service reviews have been carried out – one on Tenant Recharges and the other on Resident Involvement opportunities

### Who was consulted?

All Scrutiny Panel members

### How were they consulted?

At their monthly meetings, through email communication and interviews with staff members involved in Scrutiny reviews

### Presented at the RCCs? Tick yes if applicable

Yes

### Equality Monitoring Information:

| Gender      | Ethnicity    |
|-------------|--------------|
| Female – 1  | British – 4  |
| Male – 4    | African – 1  |
| Age         | Disabilities |
| 25-34 – 1   |              |
| Yes -1      |              |
| 45-54 – 2   |              |
| 55 – 64 – 1 |              |
| 65 – 74 - 1 |              |

## So What? (outcomes and impact)

### What was the impact of the activity?

Panel members attended 7 formal meetings and 3 virtual meetings and carried out various training sessions to help with the role. 16 recommendations were put forward from the review of Recharges and 10 from the Resident Involvement review

### How we fed back to residents about the outcomes/impact of their involvement?

Completed Scrutiny reports are presented to the Ops Committee. A summary report is published on the Swan website. Panel members work with Swan to agree the recommendations and are given updates on the progress of action plans that are devised as a result

### Impact:

High level impact

## Value for Money (resources and costs)

Budget: ..... £10,000

Staff time: ..... 48 hours

Funding received: ..... None

Resident's time: (per activity session if applicable) ..... 2 hours

Resident's expenses: ... £346.40

Catering: ..... £190.51

Venue costs: ..... None

Miscellaneous: ..... £8,460

Total: ..... £8,996.91

### We believe overall VFM to be:

Good



# Resident Consultative Committee

## Type of Involvement

### Date(s) of Activity:

2019 - 2020 monthly meetings

### Name of Activity:

Essex and London RCC

### Type of Activity:

Resident Consultative Committees made up of residents who represent the area in which they live. There are two Committees, one in London and one in Essex

### Number of residents taking part:

11

### Other agencies involved:

None

### Purpose of the activity:

They work with Swan in partnership to direct and influence service delivery. They are consulted on Policy reviews and approve Community Grant and Estate Improvement applications

## What has happened? (outputs)

### What was consulted on?

Policies were brought to each RCC to approve and sign off. Monthly performance information from each service area. Community grant applications from local residents' groups and estate improvement grants are considered by the RCCs

### Who was consulted?

Essex and London RCC members

### How were they consulted?

At their monthly meetings

### Equality Monitoring Information:

| Gender          | Age       |
|-----------------|-----------|
| Female – 7      | 25-34 – 0 |
| Male – 4        | 35-44 – 3 |
| Ethnicity       | 45-       |
| 54 – 1          |           |
| British – 8     | 55-64 – 1 |
| Bangladeshi – 2 | 65-74 – 4 |
| Other White – 1 | 75-84 – 2 |
|                 | 85+ – 0   |

**Disabilities** – Yes - 4

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

6 service delivery policies and procedures were approved and signed off.  
12 Community grant applications were approved for local resident groups/organisations to deliver community projects.  
9 Estate improvement grants were approved to carry out extra work in the areas in which Swan residents live

### How did you feedback to the residents about the outcomes/impact of their involvement?

Monthly reports that are presented at the meetings and through HOME magazine

### Impact:

✓✓✓ High level impact

## Value for Money (resources and costs)

**Budget:** ..... £5,000

**Staff time:** ..... 80 hours

**Funding received:** ... None

**Resident's time: (per activity session if applicable)** ..... 2-3 hours

**Resident's expenses:** £1940.28

**Catering:** ..... £1311.80

**Venue costs:** ..... £708

**Miscellaneous:** ..... £390

**Total:** ..... £4350.08

### We believe overall VFM to be:

**Good**



# My Say (email Panel)

## Type of Involvement

### Date(s) of Activity:

All Year

### Name of Activity:

Surveys

### Type of Activity:

One off surveys to support service improvement reaching a wide and diverse group of residents digitally

### Number of residents taking part:

75

### Other agencies involved:

N/A

### Purpose of the activity:

To enable resident's views to be fed into service improvement plans

## What has happened? (outputs)

### What was consulted on?

Various activities and service delivery items including new Customer Portal, Summer Conversation survey, HOME magazine design and content, Scrutiny Panel surveys as part of reviews

### Who was consulted?

75 Residents in total

### How were they consulted?

Via email and through digital surveys

### Presented at the RCCs?

Tick yes is applicable

Yes ✓

### Equality Monitoring Information:

#### Gender

Female – 37

Male – 38

#### Ethnicity

British – 41

African – 1

Bangladeshi - 3

White & Black Caribbean - 1

Other – 6

Unknown - 23

#### Disabilities

Yes – 13

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

Helped to shape new tenant portal, gave views on HOME magazine design and content and feedback on RI opportunities

### How did you feedback to the residents about the outcomes/impact of their involvement?

Quarterly email sent to panel advising of results  
Outcomes of the review presented to RCC

### Impact:

✓✓ Medium level impact

## Value for Money (resources and costs)

Budget: ..... £ 0

Staff time: ..... 4 hours

Funding received: ..... None

Resident's time: (per activity session if applicable) ..... 15 mins

Resident's expenses: ..... None

Catering: ..... None

Venue costs: ..... None

Miscellaneous: ..... None

Total: ..... £0

### We believe overall VFM to be:

Good



# Summer Conversations

## Type of Involvement

### Date(s) of Activity:

July to September 2019

### Name of Activity:

Summer Conversations

### Type of Activity:

Door knocking on estates to survey residents and capture their feedback on our services. There was also a central hub on each estate where residents could come together and visit our partners

### Number of residents taking part:

399

### Other agencies involved:

13 external partners attended the event and had a stall to promote their services

### Purpose of the activity:

To engage with as many residents as possible in a relaxed and informal way. To get their feedback on our services from the comfort of their own homes

## What has happened? (outputs)

### What was consulted on?

We consulted with residents on what is important to them, how they would rate our services and whether they feel respected by us as a landlord

### Who was consulted?

All Swan residents

### How were they consulted?

Via a short survey to capture their thoughts and feedback

### Presented at the RCCs?

Tick yes is applicable

Yes ✓

### Equality Monitoring Information:

N/A

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

An opportunity for residents to speak with staff members and give their thoughts and feedback on different areas of the business. The survey allowed us to understand that written communication was still very important to residents

### How did you feedback to the residents about the outcomes/impact of their involvement?

Feedback was provided in the HOME magazine

### Impact:

✓✓ Medium level impact

## Value for Money (resources and costs)

Budget: ..... £10,000

Staff time: ..... 42 hours

Funding received: ..... £2000

Resident's time: (per activity session if applicable) ..... 15 mins

Resident's expenses: . None

Catering: ..... £4,380

Venue costs: ..... £216

Miscellaneous: ..... £4198.60

Total: ..... £8,794.60

### We believe overall VFM to be:

Good



# Partnering Meeting

## Type of Involvement

### Date(s) of Activity:

2019 – 2020 monthly meetings

### Name of Activity:

Partnering Meeting

### Type of Activity:

Partnership meeting with Swan and Axis

### Number of residents taking part:

1

### Other agencies involved:

Axis

### Purpose of the activity:

To monitor the contract between Swan and Axis and ensure we are making progress in the partnership and meeting key performance targets for repairs and maintenance

## What has happened? (outputs)

### What was consulted on?

The contract between Swan and Axis, performance information and service delivery against targets set

### Who was consulted?

Chair of the Essex RCC

### How were they consulted?

Through meetings

### Presented at the RCCs? Tick yes if applicable

Yes ✓

### Equality Monitoring Information:

|                     |            |
|---------------------|------------|
| <b>Gender</b>       | <b>Age</b> |
| Female – 1          | 65-74 - 1  |
| <b>Ethnicity</b>    |            |
| British – 1         |            |
| <b>Disabilities</b> |            |
| Yes – 1             |            |

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

Monthly meetings with Axis to ensure we are making progress in the partnership and delivering the repairs service in line with standards set. Having a resident representative means residents views are put forward and any concerns with Axis addressed

### How did you feedback to the residents about the outcomes/impact of their involvement?

At the RCC meetings

### Impact:

✓✓✓ High level impact

## Value for Money (resources and costs)

Budget: ..... £500

Staff time: ..... 2 hours

Funding received: ..... None

Resident's time: (per activity session if applicable) ..... 3 hours

Resident's expenses: ... £54

Catering: ..... None

Venue costs: ..... None

Miscellaneous: ..... £270

Total: ..... £324

### We believe overall VFM to be:

Good



# Warm in Winter

## Type of Involvement

### Date(s) of Activity:

3<sup>rd</sup> December 2019

### Name of Activity:

Warm in Winter campaign

### Type of Activity:

Face to face survey

### Number of residents taking part:

60

### Other agencies involved:

None

### Purpose of the activity:

To tackle fuel poverty, social isolation and provide information on safety in the home

## What has happened? (outputs)

### What was consulted on?

How residents felt about their home, their environment and their wellbeing

### Who was consulted?

All residents over the age of 70 living on their own, in a Swan general needs property

### How were they consulted?

Face to face surveys – appointments made prior to staff going out on the day

### Presented at the RCCs?

Tick yes if applicable

Yes ✓

### Equality Monitoring Information:

| Gender      | Age          |
|-------------|--------------|
| Female – 37 | 65 – 74 - 29 |
| Male – 23   | 75-84 – 22   |
|             | 85+ - 9      |

### Ethnicity

Irish - 4  
British – 42  
Black or Black British – 1  
Bangladeshi – 3  
Pakistani - 1  
Chinese - 1  
Other – 1  
Unknown - 7

## So What? (outcomes and impact)

Please summarise the impact of the activity:

Improved quality and safety of homes. Outstanding identified and reported to Axis and followed these up. Improved wellbeing - referrals were made to Swan's Welfare Benefits team to do follow up calls/visits

How did you feedback to the residents about the outcomes/impact of their involvement?

Residents were contacted directly afterwards to see if they had any further requests and if all works had been carried out. Articles also placed in HOME Magazine

### Impact:

✓✓ Medium level impact

## Value for Money (resources and costs)

Budget: ..... £500

Staff time: ..... 20 hours

Funding received:..... None

Resident's time: (per activity session if applicable) ..... 1 hour

Resident's: ..... None

Catering: ..... None

Venue costs: ..... None

Miscellaneous: ..... £500

Total: ..... £500

We believe overall VFM to be:

Good





# Beechwood Village Residents Association

## Type of Involvement

### Date(s) of Activity:

2019 – 2020 meetings

### Name of Activity:

Beechwood Village Residents Association

### Type of Activity:

Residents Consultation Board

### Number of residents taking part:

4 Swan residents (and 3 Hera residents)

### Other agencies involved:

None

### Purpose of the activity:

To discuss local issues /areas and receive updates from Swan

## What has happened? (outputs)

### What was consulted on?

Various local issues, including the large-scale regeneration of the estate

### Who was consulted?

All members of the Beechwood Village Residents Association

### How were they consulted?

Through meetings, surveys and events

### Presented at the RCCs? Tick yes if applicable

Yes ✓

### Equality Monitoring Information:

| Gender     | Age         |
|------------|-------------|
| Male – 1   | 25 – 34 - 0 |
| Female – 3 | 35-44 - 2   |
|            | 45-54 - 1   |
|            | 55 – 64 – 1 |

Disabilities Yes – 1  
None recorded

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

Gained feedback from residents on their local area and any estate issues that needed to be resolved

### How did you feedback to the residents about the outcomes/impact of their involvement?

Through meetings and through HOME Magazine and the Swan website

### Impact:

✓✓ Medium level impact

## Value for Money (resources and costs)

Budget: ..... £500

Staff time: ..... 24 hours

Funding received: ... None

Resident's time: (per activity session if applicable) ..... 2 hours

Resident's expenses: . £150

Catering: ..... None

Venue costs: ..... None

Miscellaneous: ..... £180

Total: ..... £330

### We believe overall VFM to be:

Good



# Blackwall Reach Residents Board

## Type of Involvement

**Date(s) of Activity:**  
2019 – 2020 meetings

**Name of Activity:**  
Blackwall Reach Residents Board

**Type of Activity:**  
Residents Consultation Board

**Number of residents taking part:**  
8

**Other agencies involved:**  
None

**Purpose of the activity:**  
To discuss local issues /areas and receive updates from Swan

## What has happened? (outputs)

**What was consulted on?**  
Various local issues including the large-scale regeneration of the Blackwall Reach area

**Who was consulted?**  
All members of Blackwall Reach Residents Board, and wider residents

**How were they consulted?**  
Through meetings

**Presented at the RCCs?**  
Tick yes if applicable  
Yes ✓

**Equality Monitoring Information:**

| Gender          | Age         |
|-----------------|-------------|
| Male - 5        | 35 – 44 - 6 |
| Female - 3      | 45 – 54 - 1 |
|                 | Unknown -   |
| 1               |             |
| Ethnicity       |             |
| Bangladeshi – 6 |             |
| Somali - 1      |             |

## So What? (outcomes and impact)

**Please summarise the impact of the activity:**  
Gained feedback from residents on their local areas and any estate issues that needed to be resolved including views on the up and coming phases of the regeneration

**How did you feedback to the residents about the outcomes/impact of their involvement?**  
Through meetings and through Home Magazine and the Swan website

**Impact:**  
✓✓ Medium level impact

## Value for Money (resources and costs)

**Budget:** ..... £500

**Staff time:** ..... 24 hours

**Funding received:** ... None

**Resident's time: (per activity session if applicable) .....** 2 hours

**Resident's expenses:** ... £150

**Catering:** ..... None


**Venue costs:** ..... None

**Miscellaneous:** ..... £300

**Total:** ..... £450

**We believe overall VFM to be:**

**Good**



# Bow Cross Residents Board

## Type of Involvement

**Date(s) of Activity:**  
2019 – 2020 meetings

**Name of Activity:**  
Bow Cross Residents Board

**Type of Activity:**  
Residents Consultation Board

**Number of residents taking part:**  
7

**Other agencies involved:**  
None

**Purpose of the activity:**  
To discuss local issues /areas and receive updates from Swan

## What has happened? (outputs)

**What was consulted on?**  
Various local issues, along with community development initiatives

**Who was consulted?**  
All Bow Cross Resident Board members

**How were they consulted?**  
Through meetings

**Presented at the RCCs? Tick yes if applicable**  
Yes ✓

**Equality Monitoring Information:**

| Gender          | Age          |
|-----------------|--------------|
| Male -4         | 25 – 34 - 1  |
| Female - 2      | 35 – 44 - 0  |
|                 | 45 – 54 - 2  |
|                 | 55 – 64 - 1  |
|                 | 65 – 74 - 3  |
| Ethnicity       | Disabilities |
| Caribbean - 1   | Yes -        |
| Bangladeshi - 2 |              |
| African - 2     |              |
| Other - 2       |              |

## So What? (outcomes and impact)


**Please summarise the impact of the activity:**  
Gained feedback from residents on their local areas and any estate issues that needed to be resolved

**How did you feedback to the residents about the outcomes/impact of their involvement?**  
Through meetings and through HOME Magazine and the Swan website

**Impact:**  
✓✓ Medium level impact

## Value for Money (resources and costs)

|  |          |
|--|----------|
| <b>Budget:</b> .....   | £500     |
| <b>Staff time:</b> .....   | 24 hours |
| <b>Funding received: ...</b>                                       | None     |
| <b>Resident's time: (per activity session if applicable) .....</b> | 2 hours  |
| <b>Resident's expenses: ...</b>                                    | £150     |
| <b>Catering: .....</b>   | None     |
| <b>Venue costs: .....</b>  | None     |
| <b>Miscellaneous: .....</b>  | £240     |
| <b>Total: .....</b>  | £390     |

**We believe overall VFM to be:**  
  
**Good**  


# Exmouth Estate Residents Board

## Type of Involvement

### Date(s) of Activity:

2019 – 2020 meetings

### Name of Activity:

Exmouth Estate Residents Board

### Type of Activity:

Residents Consultation Board

### Number of residents taking part:

9

### Other agencies involved:

None

### Purpose of the activity:

To discuss local issues /areas and receive updates from Swan

## What has happened? (outputs)

### What was consulted on?

Various local issues, along with community development initiatives

### Who was consulted?

All members of the Exmouth Estate Resident Board

### How were they consulted?

Through meetings

### Presented at the RCCs? Tick yes if applicable

Yes ✓

### Equality Monitoring Information:

| Gender        | Age           |
|---------------|---------------|
| Male - 7      |               |
| Female - 2    | 35 – 44 - 1   |
|               | 45 – 54 - 0   |
|               | 55 – 64 - 0   |
|               | 65 – 74 - 3   |
|               | 75 - 84 - 0   |
|               | 85+ - 2       |
|               | Not known - 3 |
| Ethnicity     | Disabilities  |
| British - 3   | Yes –         |
| Not known - 6 |               |

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

Gained feedback from residents on their local areas and any estate issues that needed to be resolved

### How did you feedback to the residents about the outcomes/impact of their involvement?

Through meetings and through HOME Magazine and the Swan website

### Impact:

✓✓ Medium level impact

## Value for Money (resources and costs)

Budget: ..... £500

Staff time: ..... 24 hours

Funding received: ... None

Resident's time: (per activity session if applicable) ..... 2 hours

Resident's expenses: ... £150

Catering: ..... None

Venue costs: ..... None

Miscellaneous: ..... £330

Total: ..... £480

### We believe overall VFM to be:

Good



# Exmouth Residents Steering Group

## Type of Involvement

### Date(s) of Activity:

Nov 2019 - March 2020 meetings

### Name of Activity:

Exmouth Residents Steering Group

### Type of Activity:

Regeneration resident consultation group

### Number of residents taking part:

14

### Other agencies involved:

Communities First (community involvement charity), FourComms, (Marketing and Communication Company), Levitt Bernstein (Architects)

### Purpose of the activity:

To consult with Swan Housing and other agencies, to agree on the regeneration proposal and outline the design for the estate

## What has happened? (outputs)

### What was consulted on?

The regeneration proposal and design for certain areas of the estate

### Who was consulted?

All members of steering group and wider residents

### How were they consulted?

Through meetings, consultation events and door knocking

### Presented at the RCCs? Tick yes if applicable

Yes

### Equality Monitoring Information:

#### Gender

Male - 9  
Female - 5

Age

#### Disabilities

Yes -

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

- To create understanding of the steering group members
- To get residents views about the proposal
- To enable the architect to start gathering information

### How did you feedback to the residents about the outcomes/impact of their involvement?

Through information sheet, door knocking and public exhibition

### Impact:

Medium level impact

## Value for Money (resources and costs)

Budget: ..... £20,000

Staff time: ..... 24 hours

Funding received: ... None

Resident's time: (per activity session if applicable) ..... 2 hours

Resident's expenses:.. None

Catering: ..... None

Venue costs: ..... None

Miscellaneous: ..... £19,860

Total: ..... £19,860

We believe overall VFM to be:

Good



# Exmouth Exhibition/Consultation Days

## Type of Involvement

### Date(s) of Activity:

6<sup>th</sup> February 2020 & 8<sup>th</sup> February 2020

### Name of Activity:

Exmouth Exhibition/Consultation Day

### Type of Activity:

Exhibition/consultation event where residents could speak to Swan staff and architects to discuss their views of the estate

### Number of residents taking part:

145

### Other agencies involved:

Communities First (community involvement charity), FourComms (Marketing and Communication Company), Levitt Bernstein (Architects)

### Purpose of the activity:

To consult with Swan Housing and other agencies, to agree on the regeneration proposal and outline the design for the estate

## What has happened? (outputs)

### What was consulted on?

The regeneration proposal and design for certain areas of the estate

### Who was consulted?

All members of steering group and wider residents on the estate

### How were they consulted?

Through the consultation events

### Presented at the RCCs? Tick yes if applicable

Yes ✓

### Equality Monitoring Information:

N/A

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

To get residents views about the proposal and to enable the architect to start gathering information

### How did you feedback to the residents about the outcomes/impact of their involvement?

Through information sheet, door knocking and public exhibition

### Impact:

✓✓ Medium level impact

## Value for Money (resources and costs)

Budget: ..... £2,500

Staff time: ..... 16 hours

Funding received: ... None

Resident's time: (per activity session if applicable) ..... 2-4 hours

Resident's expenses: .. None

Catering: ..... £1,590

Venue costs: ..... None

Miscellaneous: ..... £560.97

Total: ..... £2150.97

### We believe overall VFM to be:

Good



# Laindon Information/Open Day

## Type of Involvement

### Date(s) of Activity:

28th March 2019

### Name of Activity:

Laindon Information/ Open Day

### Type of Activity:

Exhibition/consultation event where residents could speak to Swan staff and to discuss their views

### Number of residents taking part:

Approximately 150

### Other agencies involved:

WEA (Adult Learning), Nu Living, Basildon Borough Council

### Purpose of the activity:

The purpose was to update our elderly/ isolated residents on Laindon Centre regeneration progress

## What has happened? (outputs)

### What was consulted on?

Consultation focused on Laindon Centre regeneration update

### Who was consulted?

All attendees

### How were they consulted?

Through the consultation events

### Presented at the RCCs?

#### Tick yes if applicable

Yes ✓

### Equality Monitoring Information:

N/A

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

The impact of their involvement has helped to ensure that residents are kept informed of the timeline for the project and also that Swan continues to demonstrate that it's for the benefit of the community

### How did you feedback to the residents about the outcomes/impact of their involvement?

We fed back via Laindon newsletter, website and resident representatives

### Impact:

✓✓ Medium level impact

## Value for Money (resources and costs)

Budget: ..... £1500

Staff time: ..... 8 hours

Funding received: ..... None

Resident's time: (per activity session if applicable) ..... 3 hours

Resident's expenses: .. None

Catering: ..... £775

Venue costs: ..... £434

Miscellaneous: ..... £360

Total: ..... £1,569

### We believe overall VFM to be:

Good



# Beechwood Village Development Day

## Type of Involvement

### Date(s) of Activity:

7th December 2019

### Name of Activity:

Beechwood Village Development Day

### Type of Activity:

Exhibition/consultation event

### Number of residents taking part:

33

### Other agencies involved:

Basildon Borough Council

### Purpose of the activity:

To consult with local residents about the ongoing regeneration and to understand what they might like to see in the community over the coming year

## What has happened? (outputs)

### What was consulted on?

Consulted with residents on what they might like to see in the community over the coming year

### Who was consulted?

All in attendance

### How were they consulted?

Through the consultation events

### Presented at the RCCs? Tick yes if applicable

Yes ✓

### Equality Monitoring Information:

N/A

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

Event helped to raise the profile and awareness of the development in the neighbourhood

### How did you feedback to the residents about the outcomes/impact of their involvement?

Feedback on the event was delivered through the Beechwood Trust Newsletter and the Beechwood Village Newsletter, HOME Magazine

### Impact:

✓✓ Medium level impact

## Value for Money (resources and costs)

Budget: ..... £100

Staff time: ..... 8 hours

Funding received: ... None

Resident's time: (per activity session if applicable) ..... 2 hours

Resident's expenses: .... None

Catering: ..... £30

Venue costs: ..... None

Miscellaneous: ..... £70

Total: ..... £100

### We believe overall VFM to be:

Good





# Better Queensway Launch Event

## Type of Involvement

### Date(s) of Activity:

26<sup>th</sup> September 2020

### Name of Activity:

Better Queensway Launch Event

### Type of Activity:

Launch Event

### Number of residents taking part:

130

### Other agencies involved:

Southend Council  
South Essex Homes

### Purpose of the activity:

Introductory event to showcase the joint partnership working between Swan, Southend BC and South Essex Homes in the regeneration of the Queensway estate. The event was used for consultation with residents, with refreshments and activities available to all

## What has happened? (outputs)

### What was consulted on?

The regeneration of the estate

### Who was consulted?

All in attendance

### How were they consulted?

Through the consultation event

### Presented at the RCCs? Tick yes if applicable

Yes ✓

### Equality Monitoring Information:

N/A

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

To introduce the partnership working between Swan, Southend BC and South Essex Homes and to get feedback from residents

### How did you feedback to the residents about the outcomes/impact of their involvement?

Fed back via the newsletter and contacted competition winners.

### Impact:

✓✓ Medium level impact

## Value for Money (resources and costs)

Budget: ..... £8000

Staff time: ..... 8 hours

Funding received: ... None

Resident's time:  
(per activity session if applicable) ..... 2 hours

Resident's expenses: ... None

Catering: ..... £2,000

Venue costs: ..... None

Miscellaneous: ..... £4,612

Total: ..... £6,612

### We believe overall VFM to be:

Good  


# Better Queensway Exhibition Part 1

## Type of Involvement

### Date(s) of Activity:

21st October 2019, 23rd October 2019, 26th October 2019, 28th October 2019, 30th October 2019

### Name of Activity:

Better Queensway Exhibition part 1

### Type of Activity:

Exhibition

### Number of residents taking part:

320

### Other agencies involved:

GLhearn (Real Estate Consultant), Southend Council, South Essex Homes

### Purpose of the activity:

Provision of a static and mobile exhibition to show to residents what the estate might look like once the regeneration has been completed

## What has happened? (outputs)

### What was consulted on?

What the estate might look like once regeneration has been completed

### Who was consulted?

All in attendance

### How were they consulted?

Through the consultation event

### Presented at the RCCs? Tick yes if applicable

Yes ✓

### Equality Monitoring Information:

N/A

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

Were able to introduce the partnership working between Swan, Southend BC and South Essex Homes and consult with residents on their ideas for the estate.

### How did you feedback to the residents about the outcomes/impact of their involvement?

Fed back via the newsletter

### Impact:

✓✓ Medium level impact

## Value for Money (resources and costs)

Budget: ..... £1000

Staff time: ..... 40 hours

Funding received: ..... None

Resident's time: (per activity session if applicable) ..... 2 hours

Resident's expenses: ..... None

Catering: ..... £20

Venue costs: ..... £849

Miscellaneous: ..... £130

Total: ..... £999

We believe overall VFM to be:

Good  


# Better Queensway Exhibition Part 2

## Type of Involvement

### Date(s) of Activity:

19th February 2020, 20th February 2020, 25th February 2020, 26th February 2020

### Name of Activity:

Better Queensway Exhibition part 2

### Type of Activity:

Exhibition

### Number of residents taking part:

171

### Other agencies involved:

GLhearn (Real Estate Consultant)  
Southend Council, South Essex  
Homes

### Purpose of the activity:

Provision of a static and mobile exhibition to show to residents what the estate might look like once the regeneration has been completed

## What has happened? (outputs)

### What was consulted on?

What the estate might look like once regeneration has been completed

### Who was consulted?

All in attendance

### How were they consulted?

Through the consultation event

### Presented at the RCCs? Tick yes if applicable

Yes ✓

### Equality Monitoring Information:

N/A

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

Were able to introduce the partnership working between Swan, Southend BC and South Essex Homes and consult with residents on their ideas for the estate.

### How did you feedback to the residents about the outcomes/impact of their involvement?

Fed back via the newsletter

### Impact:

✓✓ Medium level impact

## Value for Money (resources and costs)

Budget: ..... £1000

Staff time: ..... 32 hours

Funding received: ..... None

Resident's time:  
(per activity session if applicable) ..... 2 hours

Resident's expenses: ... None

Catering: ..... £20

Venue costs: ..... £850

Miscellaneous: ..... £180

Total: ..... £1,050

We believe overall VFM to be:

Good



# Tenant Portal Testing

## Type of Involvement

### Date(s) of Activity:

July 2019

### Name of Activity:

Tenant Portal Testing

### Type of Activity:

Testing for Swan's new Tenant Portal

### Number of residents taking part:

25

### Other agencies involved:

Hallnet (Software Development Agency)

### Purpose of the activity:

For residents to be able to see an early version of the tenant portal and to give feedback to shape the portal for all users

## What has happened? (outputs)

### What was consulted on?

The usability and functions of the portal, residents were able to see whether it had all the information and options they thought it should have

### Who was consulted?

Involved residents who were interested in digital engagement

### How were they consulted?

Through the testing session and email links

### Presented at the RCCs? Tick yes if applicable

Yes ✓

### Equality Monitoring Information:

N/A

## So What? (outcomes and impact)

### Please summarise the impact of the activity:

Residents were able to influence the content, functionality and design of the tenant portal

### How did you feedback to the residents about the outcomes/impact of their involvement?

Residents were provided with verbal feedback as well as continuing to be involved in the ongoing process

### Impact:

✓✓✓ High level impact

## Value for Money (resources and costs)

Budget: ..... £300

Staff time: ..... 10 hours

Funding received: ... None

Resident's time: (per activity session if applicable) ..... 1 hour

Resident's expenses: ... None

Catering: ..... None

Venue costs: ..... None

Miscellaneous: ..... £300

Total: ..... £300

We believe overall VFM to be:

Good

