

# RIVER CLYDE HOMES CUSTOMER INVOLVEMENT IMPACT ASSESSMENT 2018-21



## What is this report about?

We aim to provide excellent services to our customers. To do this, we require to work in partnership with our customers and to involve them in what we are doing and to allow them to influence the services we provide. This report outlines the different opportunities that have been available for customers to be involved with River Clyde Homes and the impact this involvement has had. We want to let you know that because of what you said, this is what we did!

## Level of Impact

It is important for us to check that we are succeeding in terms of customer involvement and that the time and effort given by customers is making a difference to the services provided. We have undertaken a self-assessment of each activity to determine whether it is:



**High** - this is where changes have been made to our policies and procedures; or will affect the way services are provided; or has generated positive interest in RCH; or where there was a high social value.



**Medium** – this is where changes may be local, but will have an impact on the way services are provided; or where there is an element of social value



**Low** – this means that services have been affected at a local level, or will only have an impact for a small number of tenants; or where there is moderate social value.

**Please note that whilst something has been graded as having a low level of impact this does not negate the impact it has had on those affected by the type of involvement and it can be the case that, by its nature, certain types of involvement will only ever have an impact at a more local level.**

## Summary of Customer Involvement 2018/21

Month / Year	Type of Customer Involvement	Who was involved and what happened	How has this been used to improve the services for customers	Impact
Jan 2018	Sheltered Complex event	The wardens arranged a Burns supper for the residents with haggis on the menu, piper, dancing and a cake.	<ul style="list-style-type: none"> <li>✓ This brings residents together and reduces isolation</li> <li>✓ Helps ensure residents have eaten</li> <li>✓ Brings music and movement to the residents</li> <li>✓ Brings new people into the complex to meet residents</li> </ul>	
Feb 2018	New Build commences	RCH investment team and contractor open new build site	<ul style="list-style-type: none"> <li>✓ The agreement ensures that the contractor will work closely with local suppliers to directly benefit the Inverclyde economy and provide young people with valuable work placements and training opportunities</li> <li>✓ As the major provider of housing in the area, many of the young people taking up the apprenticeships and training could be current and or future tenants of RCH</li> </ul>	
March 2018	Investors in Young people Award	RCH achieved silver accreditation for the employment and development of young people in the area.	<ul style="list-style-type: none"> <li>✓ We assist local young people to get into employment</li> <li>✓ We offer apprenticeships and trainee posts and develop their skills over the longer term</li> <li>✓ This encourages young people to remain in the area for employment and enhances the Inverclyde economy</li> </ul>	
April 2018	Staff charitable donations	Staff chose three charities to raise funds for throughout the year	<ul style="list-style-type: none"> <li>✓ Staff chose two Inverclyde specific charities and a national charity based on the customers they service daily</li> </ul>	

			<ul style="list-style-type: none"> <li>✓ This shows commitment to enhancing the lives and support of the wider demographic in Inverclyde and beyond</li> </ul>	
<b>April 2018</b>	Easter football camp	RCH funds junior football camp with Morton FC	<ul style="list-style-type: none"> <li>✓ RCH assist in the organisation and running of a football camp for children living in RCH properties</li> <li>✓ This enables families to bring children along to become involved in this sporting activity whilst on holiday from school</li> <li>✓ Ensures children are looked after in a safe and fun environment</li> <li>✓ Gives parents and grandparents an opportunity to speak with RCH representatives</li> <li>✓ Promotes health and wellbeing</li> </ul>	
<b>April 2018</b>	Children's clothing drive	The Housing Team for the Central area, along with residents of Broomhill organised and ran a nearly new children's clothing sale	<ul style="list-style-type: none"> <li>✓ Helped local families buy clothes in a cost-effective way</li> <li>✓ Raised valuable funds to put back into the community</li> <li>✓ Allowed customers to meet local Housing Officers and raise their issues in a relaxed environment</li> <li>✓ Working together is building on relationships with customers in the community</li> <li>✓ Encourages customers to be involved in activities that benefit their own communities</li> </ul>	
<b>April 2018</b>	RTO fish tea	The Governance Team organised an evening for members of all the registered Resident and Tenant Organisations to come together to enjoy a fish tea	<ul style="list-style-type: none"> <li>✓ The attendees were reminded about how to access grant funding from RCH and were given details of other bodies offering funds to community groups</li> <li>✓ Guest speaker presented information and shared experience of RTOs and offered advice on how to help them run smoothly. He also highlighted the skills required of office bearers</li> <li>✓ New groups were able to meet with long established groups and gain advice and support</li> </ul>	

			<ul style="list-style-type: none"> <li>✓ This event further established links with the groups for the purposes of consultation and highlighted how this important interaction informs RCHs service delivery</li> </ul>	
<b>April 2018</b>	WIN event	The Environmental Manager organised a 'Working In Neighbourhoods' day at Bellville Community Gardens. Staff built planters, filled them with soil and planted vegetables	<ul style="list-style-type: none"> <li>✓ RCH is committed to helping the local community by allowing each member of staff to use two working days per year to carry out voluntary work</li> <li>✓ This assists customers and organisations in projects that they run locally</li> <li>✓ This WIN event ensured the community gardens had their vegetables planted out for the purposes of donating to the local foodbank and supplying the free lunches available to all Inverclyde residents every Friday</li> <li>✓ RCH customers benefit from the free lunch and also the reduction in their carbon footprint by using these locally grown foodstuffs</li> </ul>	
<b>May 2018</b>	Gourock Highland Games	The Housing Team for the west area manned a stall and held fun activities at this local annual event	<ul style="list-style-type: none"> <li>✓ This gives customers another opportunity to speak with staff about any housing concerns they have in a relaxed environment</li> <li>✓ It enabled RCH to consult customers and members of the public on aspects of rent arrears</li> </ul>	
<b>May 2018</b>	'Moving More Often'	The staff and residents took part in an initiative developed by the Care Inspectorate to encourage residents to continue to as much for themselves as possible	<ul style="list-style-type: none"> <li>✓ Staff have been promoting the new easy to read guide called 'Moving More Often' and encouraging residents at the sheltered complexes to move more often</li> <li>✓ This commitment to encouraging our residents to make use of this resource has many benefits and can increase residents' self-confidence and reduce GP visits.</li> <li>✓ Promotes healthy lives and happier customers</li> </ul>	

May 2018	WIN event	A follow up day to thin out seedlings and ensure the continued healthy growth of the vegetables	<ul style="list-style-type: none"> <li>✓ Continued support and commitment from RCH to the local residents in the Inverclyde community and the excellent work being carried out at this community initiative</li> </ul>	
May 2018	Family Cinema event	The Governance Team organised a free cinema event showing a newly released family film	<ul style="list-style-type: none"> <li>✓ Customers and their families attended this event and were consulted on their preference of events for future family activities</li> <li>✓ Families were consulted on their preference of types of events where they were happy to meet with RCH staff</li> <li>✓ Customers were consulted on ways in which they are keen to provide feedback</li> </ul>	
May 2018	Investors in People	RCH wins gold accreditation for the Investors In People accreditation for the commitment to training and development of the whole workforce	<ul style="list-style-type: none"> <li>✓ Investing in staff ultimately leads to our customers receiving the best possible service</li> <li>✓ Engaged employees are empowered to take ownership to improve the lives of their customers</li> <li>✓ Helps build reputation locally and encourages customers to engage with RCH</li> <li>✓ Highlights that RCH is a good local employer</li> </ul>	
May 2018	Senate Report	RCH Customer Senate delivered their report 'The Customers Repairs Journey' to the Board	<ul style="list-style-type: none"> <li>✓ This customer group looks at ways to enhance RCHs' service delivery.</li> <li>✓ The ten recommendations made by the Senate based on the evidence shown in their investigation were approved by the Board.</li> <li>✓ The changes when implemented, will help to improve the overall repairs experience for all tenants and residents.</li> <li>✓ RCH Board encourages and embrace this customer input.</li> </ul>	

<b>June 2018</b>	WIN event	The Housing Team for the central area organised a painting session of garden furniture at a sheltered complex	<ul style="list-style-type: none"> <li>✓ The use of bright dementia friendly colours enables customers and relatives with this condition to feel more comfortable in the surroundings</li> <li>✓ Staff are committed to helping customers wherever they can and were keen to do the task as a WIN event for the benefit of the residents</li> </ul>	
<b>June 2018</b>	JGH fundraiser for additional social activities	The wardens at JGH organised a fun day for all residents and relatives based on a tropical cruise theme. This was to raise funds for residents to enjoy social outings and activities	<ul style="list-style-type: none"> <li>✓ Events like this help reduce social isolation by encouraging staff to get involved in communal activities</li> <li>✓ Is inclusive for all residents and their families</li> <li>✓ Encourages residents to take an active part in preparations</li> <li>✓ Brings music, colour and additional visitors to the environment</li> <li>✓ Empowers customers to play a part in raising funds for their own activities</li> <li>✓ Encourages people to bid for tenancies in the complex</li> </ul>	
<b>June 2018</b>	Port Glasgow 10k race	RCH supplied a water stop along the route of the race	<ul style="list-style-type: none"> <li>✓ Customers can meet with staff and raise enquiries in a relaxed environment</li> <li>✓ Working closely with local stakeholders in supporting this event, helps promote healthier lives for people living in the Inverclyde community</li> </ul>	
<b>July 2018</b>	Messy play for children	RCH Central Housing Team used grant funding from Cash 4 Kids to arrange a Messy Fun play day for Broomhill customers children using	<ul style="list-style-type: none"> <li>✓ All customers children in the area were invited to join in</li> <li>✓ RCH brought the event to the community to give children the opportunity to have fun during the school holidays in a safe environment</li> <li>✓ Families were able to meet staff</li> </ul>	

		'Artventurers' to facilitate the activities.		
<b>July 2018</b>	Staff WIN event	Staff volunteers carried out their WIN allowance by redecorating the hallway and a room at the Ardgowan Hospice	<ul style="list-style-type: none"> <li>✓ RCH allowed staff time to utilise the WIN facility to fulfil a request to paint areas with the local hospice.</li> <li>✓ This nursing facility is open to all residents in Inverclyde and RCH lend support to this organisation as it plays a huge part in our customers lives and our local community</li> </ul>	
<b>Aug 2018</b>	Eastern View TARA community room	RCH and the heating contractor worked together to give a decorated communal space with toilet and kitchen facilities, to the Tenant and Resident Association Eastern View	<ul style="list-style-type: none"> <li>✓ This facility can be used to enhance the community spirit</li> <li>✓ The toilet facility enables all residents to make use of the community room</li> <li>✓ It helps reduce social isolation because it provides a comfortable and warm area for all customers living in the block to meet up</li> <li>✓ RCH has further supported the group by funding the purchase of chairs and crockery to be used in the community room</li> <li>✓ Enables exercise classes to run onsite and therefore promote good health and wellbeing</li> </ul>	
<b>Sept 2019</b>	Starter Packs	RCH donated £15000 to support this local charity	<ul style="list-style-type: none"> <li>✓ RCH is committed to supporting local charities in our community</li> <li>✓ This charity helps Inverclyde residents when becoming a new tenant with home essentials to help start up a home</li> <li>✓ 87 of our own new tenants received starter packs this year</li> </ul>	

<b>Sept 2018</b>	Work Experience	RCH supported a local school boy to return to the DLO for a second year for work experience	<ul style="list-style-type: none"> <li>✓ RCH is committed to assisting local schools and therefore tenants and potential tenants to engage in the workplace</li> </ul>	
<b>Oct 2018</b>	Staff WIN event	RCH Central Team staff used their WIN hours to clean up an area in Greenock's East End	<ul style="list-style-type: none"> <li>✓ The staff committed their time and efforts to clearing moss from pathways, cutting back shrubs and generally tidying up green areas to enable people to enjoy the environment better</li> <li>✓ Helps customers move around the area more safely</li> </ul>	
<b>Oct 2018</b>	RCH sponsorship	RCH donated £1000 to the build fund of a kit car being built by two local schoolchildren in conjunction with West College Scotland as part of a skills learning project	<ul style="list-style-type: none"> <li>✓ RCH commit to supporting customers of all ages to benefit from projects being run by local partners</li> <li>✓ RCH are happy to sponsor local initiatives to help build the local community</li> </ul>	
<b>Oct 2018</b>	Meet the Neighbours Event	The two Broomhill HOs organised and facilitated an event for customers and their grandchildren to take part in over the Oct school week.	<ul style="list-style-type: none"> <li>✓ This was a fun event to ensure all customers are supported and involved</li> <li>✓ The event helped customers meet new people and the younger members of their families</li> <li>✓ It brought to generations of customers together</li> </ul>	

<b>Oct 2018</b>	Soup and a Blether	The Central area Housing Team attended the Belville Community Gardens weekly free Friday lunch and chat session to donate money and food containers and meet with customers.	<ul style="list-style-type: none"> <li>✓ Staff met with RCH customers over lunch to discuss any concerns they had</li> <li>✓ RCH donated food containers and £100 to the group</li> </ul>	
<b>Oct 2018</b>	Halloween events	A number of the Housing Officers and Wardens organised Halloween celebrations for the residents	<ul style="list-style-type: none"> <li>✓ Staff organised food and decorations and encouraged all residents and other staff to get involved</li> <li>✓ Working to keep all customers happy and reducing social isolation and building on the community within the individual complexes</li> </ul>	
<b>Nov 2018</b>	Annual report to Tenants	RCH published the annual report in digital and hard copy format following a customer survey	<ul style="list-style-type: none"> <li>✓ RCH reported on the findings of the customer survey and published this to all customers to show areas of improvement and areas where customers have indicated by their responses, that more work is required</li> <li>✓ The report showed an increase on last year's figure and above the national average for customers feeling they are satisfied with their involvement in decisions</li> </ul>	
<b>Nov 2018</b>	CCTV Launch	RCH launches CCTV facility covering 500 homes	<ul style="list-style-type: none"> <li>✓ Customers were consulted in numerous ways over a period of two years and included the development of a customer focus group</li> <li>✓ Following feedback and as part of the Safe at Home initiative, the CCTV facility was introduced and is a 24-hour service providing added safety measures for our communities</li> </ul>	

<b>Nov 2018</b>	RCH Award sponsorship	RCH sponsors the Inverclyde Young Volunteer of the Year award through 'Reach for the Stars'	<ul style="list-style-type: none"> <li>✓ RCH is committed to the community and the residents living here and are pleased to sponsor this award which recognises local young people who volunteer in varying capacities</li> <li>✓ RCH offers more than housing services in the area and will continue to do so to</li> </ul>	
<b>Dec 2018</b>	Winter parties in Port Glasgow and Greenock	RCH facilitated two separate events for people over 75 and or tenants living in our sheltered complexes	<ul style="list-style-type: none"> <li>✓ This annual event help overcome social isolation by bringing people together. RCH supplies afternoon tea, music and entertainment which helps bring people together</li> <li>✓ Tenants have the opportunity to meet up with friends, make new ones and to have fun with staff</li> </ul>	
<b>Dec 2018</b>	Christmas Wreath making	RCH Central Team facilitated this event at Belville Community Gardens	<ul style="list-style-type: none"> <li>✓ Brought people together in local community</li> <li>✓ An opportunity for customers to meet others, try new things and learn new skills, building better communities</li> </ul>	
<b>Dec 2018</b>	Soup, blether and raffle	RCH Central Team staff facilitated a get together and raffle for residents at the BCG 'soup & blether'	<ul style="list-style-type: none"> <li>✓ Helps bring residents together in the community to meet other customers, build friendships and exchange ideas. Staff are available to chat to customers about any concerns they might have. and have the added bonus of a raffle</li> </ul>	
<b>Dec 2018</b>	Cartsdyke Apts Christmas drawing competition	RCH Central Team staff sponsored a competition for residents of the multi storey	<ul style="list-style-type: none"> <li>✓ Helped to bring people together and have fun</li> <li>✓ Encouraged people to come out of their flats to meet their neighbours</li> </ul>	

<b>March 2019</b>	Staff WIN event	RCH staff used their WIN to help Lomond Primary School	<ul style="list-style-type: none"> <li>✓ Staff gave their time to fill planters and clear rubbish helping the school tidy up some areas</li> <li>✓ This is a school that services many of our customers families</li> </ul>	
<b>April 2019</b>	Easter events	RCH Central Team staff organised events for families and children	<ul style="list-style-type: none"> <li>✓ Using grant funding from Cash4Kids staff facilitated Easter events</li> <li>✓ Brought children and families together</li> <li>✓ Encouraged grandparents to get involved</li> <li>✓ Helps build ongoing communities</li> </ul>	
<b>April 2019</b>	Armchair Critic consultation	Rent Arrears Recovery Policy	<ul style="list-style-type: none"> <li>✓ A draft Policy was sent to the Armchair Critics to read and comment on</li> <li>✓ The Customer Service Team used the Armchair Critics' and other involved customers input to develop the final policy</li> </ul>	
<b>May 2019</b>	Clothing Drive	RCH Central Team staff held a nearly new clothes sale	<ul style="list-style-type: none"> <li>✓ Staff collected and advertised the sale</li> <li>✓ Organised the clothing and helped man the stalls</li> <li>✓ Gave the money collected to two local schools</li> <li>✓ Brought residents together to buy good value clothing</li> <li>✓ Helped to build on activities in the local community</li> <li>✓ Encouraged customers to meet up and take part</li> <li>✓ Money raised went back into local area</li> </ul>	

<b>May 2019</b>	Senate Report	RCH Customer Senate delivered their report 'Rent Arrears Recovery' to the Board	<ul style="list-style-type: none"> <li>✓ The Senate presented their findings to the Board and made three recommendations which were accepted by the Board</li> <li>✓ The Senate identified that many customers are in arrears through factors out with their own control</li> <li>✓ The Senate highlighted this in the report so that all customers can access support as early as possible when taking on an RCH tenancy</li> <li>✓ The Senate used evidence to inform their report</li> </ul>	
<b>May 2019</b>	Customers event	RCH held an evening to update customers on RCH changes	<ul style="list-style-type: none"> <li>✓ General Members, the Senate and Registered Tenant Organisations were invited to an event to hear about the proposed service and organisational changes</li> <li>✓ A presentation was given, and round table discussions followed</li> <li>✓ This event meant customers could hear the proposals and have the opportunity to feedback to RCH. They voiced agreement and understanding of the proposed changes. The comfortable environment encouraged people to attend and to discuss their concerns</li> </ul>	
<b>June 2019</b>	Staff WIN Event	RCH Central Team staff donated their WIN hours to Regent Court	<ul style="list-style-type: none"> <li>✓ Staff filled two planters with soil and plants for residents to enjoy</li> <li>✓ Brightened up the area around the multi storey</li> </ul>	
<b>June 2019</b>	Staff WIN event	RCH Central Team staff donated their WIN hours to Wellpark Nursery	<ul style="list-style-type: none"> <li>✓ Staff painted railings to improve the general appearance of the nursery</li> <li>✓ Helped brighten up the area for staff and children</li> </ul>	

