

Impact Assessment 2010-11

Main Board Member

The Main Board is made up of 8 resident Board members, 2 local Councillors and 8 independent board members. There are currently 6 serving resident Board members, appointed from each area to roughly represent the proportionate stock levels.

Board members undergo an annual appraisal and skills assessment from which their training and development needs are identified. Certain key training areas, such as the changes to housing regulation and governance in 2010, are provided to all Board members.

The Board operates additionally through 3 sub-committees. One of these, the Service Review Committee, identifies relevant reports to be circulated to local Estate Management Boards for consultation or information. Where consultation has been undertaken, resident feedback is considered and where appropriate incorporated into the final documents.

The process by which resident board members are recruited to the Main Board was amended in 2010/11. Whereas previously members were nominated by Estate Management Boards and automatically appointed, under the revised arrangements the Main Board holds the power to assess nominees' suitability against the agreed eligibility criteria and role profile. Where no eligible candidate is put forward by an Estate Management Board, nominations can be sought directly from estates.

Responsibilities:

- (1) Acting as a member of the Board team, and sharing collective responsibility for Board decisions.
- (2) Attending and contributing to meetings of the Board and its Committees.
- (3) Performing to the highest personal standards in-line with the Code of Conduct.
- (4) Contributing to the strategic direction and policy of the organisation.

The composition of EastendHomes Board is defined by its constitution which ensures that resident members form at least an equal voice with the other largest group within the board membership, independent members.

Evidence:

In July 2009 the Main Board considered and adopted a [policy](#) on hard fixed flooring which introduced a pragmatic approach to giving permission. The Board decision was framed by a range of feedback drawn from local boards and the Service Review Board, which had been generated following a circulation of the proposed new policy to groups of involved residents. Feedback on the draft policy was also considered through an in-depth consultation with uninvolved residents on its clarity and reasonableness.

The Service Review Committee (sub-committee of the Main Board) decided to include a pie chart breakdown of how each pound of income that EEH received was used in the Annual Report.

The Main Board held an Away Day in May 2009 to review priorities for the organisation in the medium to long-term. This informed the Corporate Plan which was produced to cover the period 2009-2014.

“I feel I have a high level of involvement in the decisions made by the Main Board and sub-committees”
Bernard Cameron – Tenant Board Member

Level of evidence:



Medium

Resident Board Members have equal influence on Board decisions and resident influence in operational and strategic decision-making is routinely demonstrated.

Prospects for improvement:



Medium

Profile of the board needs to be diversified to reflect tenure, gender, age and ethnicity. This needs to be incorporated into succession planning for the Board.

Costs to organisation:



High

The Board is serviced by senior officers and a range of training and support is provided to develop Board members in their role.

Impact on organisational direction:



Very High

Residents have a direct influence over strategy and decision-making within EastendHomes and have significant prospects to shape future direction of the organisation.

Conclusion:

Unlike many organisations, resident involvement in running EastendHomes is pivotal to our governance arrangements.

Estate Management Boards

The Estate Management Boards (EMBs) are the elected bodies representing all residents living in homes on estates managed by EastendHomes. The objects of each EMB are to work for the general benefit of the residents and community living on the estates. EMBs are specifically focussed on issues relating to the housing service and the promotion of amenities and activities within the estate area(s).

EastendHomes was set up with five Estate Management Boards to mirror the Housing Choice stock transfer process. These were situated at Mile End, Island Gardens, St George's, Holland and Glamis. Nominees for board membership are required to meet basic eligibility criteria as set out in the constitution. Elections are held where there are more eligible nominees than places available on the board. In addition to elected members, boards can take a collective decision to co-opt either independent or additional resident members to complement the skills base of existing members.

During 2010/11 the Mile End Management Board met regularly. Elections were held for the British Estate in February/March 2011. This refreshed one-third of the board membership, with elections timetabled to be held on a rotational basis. Of an allocated membership of 18, there is currently 1 vacancy.

The Island Gardens housing centre area is represented by a Joint Neighbourhood Board, with membership drawn from both Christchurch and Westferry boards. Elections were held for the Christchurch estate board in October 2010, for all Christchurch nominees. Elections in the Westferry area are yet to take place, and nominees have been based upon historic TRA membership. As such, there is some potential for a democratic deficit to be addressed. Of an allocated membership of 18 to the Joint Board, there are 8 vacancies.

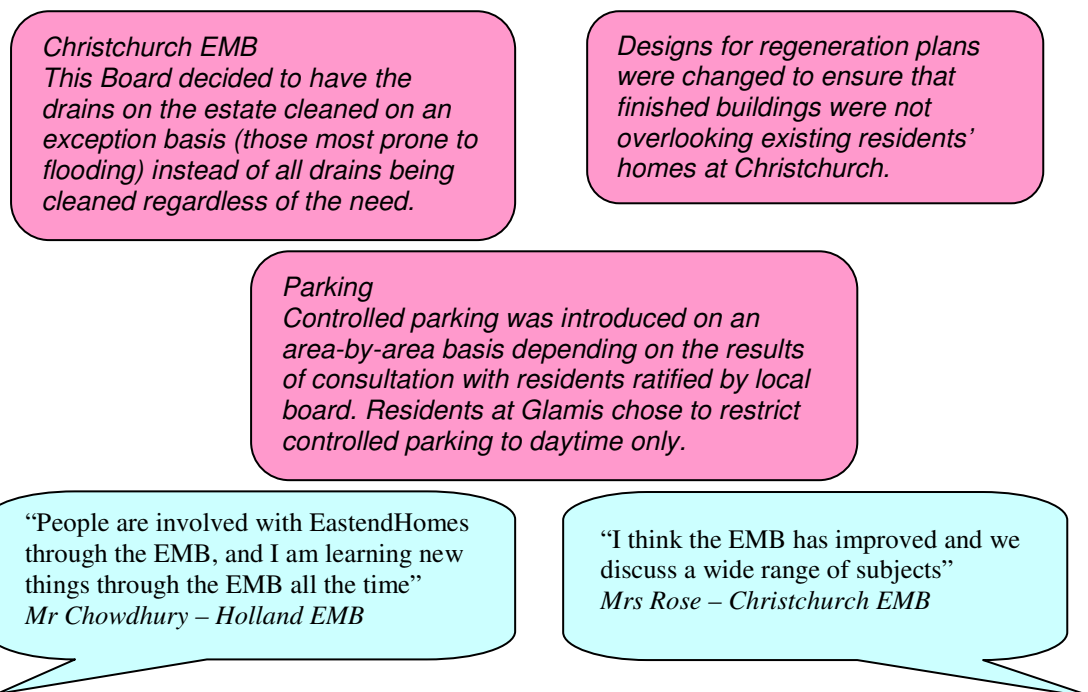
The Holland Estate Management Board stood down in April 2010 and an election process was undertaken for all board positions leading to a full and refreshed board membership. The new board has maintained a level of proportionality to the estate profile in terms of ethnicity, and has increased representation from women, who had previously not been represented. Of an allocated membership of 20, there are five vacancies. The Board reflects the tenure demographic of the estate.

Following elections held in June 2010, the group of residents elected to form the Estate Management Board membership on the St George's estate collectively decided to convert to a Tenants and Residents' Association. This followed lengthy discussions on the adoption of the constitution, which all Estate Management Boards must sign up to. The adoption of the TRA structure was on an initial 6-month trial basis. In July 2011 all residents of the estate were consulted and the outcome was support for the continuance of the TRA as their representative body. Of an allocated membership of 17, there are 5 vacancies.

Elections to the Glamis Estate Management Board, for the full membership, were held in April 2010. Following these elections the successful nominees, following a period of consideration, adopted the constitution proposed for all Estate Management Boards. Of an allocated membership of 18, there are 11 vacancies.

Responsibilities:

- To receive and consider reports prepared by EeH, staff, agents and advisers
- To attend Board meetings, participate fully in discussions and share responsibility within the decision making process.
- To attend appropriate training events or represent the EMB as required.
- To abide by decisions of the Board and uphold the Constitution, and abide by the Code of Conduct.



Level of evidence:



Medium

Local decisions are being influenced by local boards and local performance is being compared to local priorities.

Prospects for improvement:



Medium

Low levels of participation in some areas and universal democratic processes required to ensure effective representation.

Costs to organisation:



Medium

Local housing management staff attend meetings to provide feedback and to obtain information on local resident sentiment and priorities.

Impact on organisational direction:



High

Evidence is demonstrated of local boards having direct influence over matters affecting their estates, whilst matters of wider strategic importance can be discussed and fed back for decisions by the Main Board.

Conclusions:

The local governance framework remains an integral feature of EastendHomes' strategic approach to resident involvement. However while the local board structure collates and gives voice to the considerations of a limited number of 'involved residents', the organisation is adopting a range of additional mechanisms as a means of ensuring direction takes account of the wider resident base.

Resident Scrutiny Panel

EastendHomes has introduced a new Resident Scrutiny Panel to give residents an opportunity to review and scrutinize EastendHomes' performance across all areas. This includes monitoring compliance with the 'local offers' developed to meet the new regulatory framework introduced by the Tenant Services Authority in 2010.

Ten panel members have been recruited at the outset and have received bespoke initial training to assist them in their role and develop an understanding of the organisation. Panel members are being encouraged and supported to develop the skills to decide for themselves the areas on which they wish to focus for detailed scrutiny. Panel members reviewed and agreed amongst themselves revisions to the Terms of Reference for the Panel, to meet their expectations and requirements for the Panel's role. As part of their initial review of their profile and potential workload, the panel agreed to reduce their maximum membership to 15.

Support for the group has included access to an independent adviser to support the group through their first year of activity. In addition all panel members have been allocated a mentor from within EastendHomes to help discuss and explain information provided. Childcare and travel expenses are paid together with a small annual incentive payment.

This panel is in its infancy and considerable levels of support and assistance are being provided to develop fully the role intended and to fulfil its intended aim of ensuring EastendHomes has effective scrutiny arrangements in place.

Level of evidence:



Low/Medium

The panel is established but still in its infancy.

Prospects for improvement:



Medium/High

Panel is well-supported and has potential to form an effective part of governance arrangements.

Costs to organisation:



Medium

As part of the initiation process each panel member has been assigned a mentor from senior management with whom they can consider the detail of subjects to be discussed at future panel meetings. Training and support has been provided using in-house staff to encourage familiarity and maintain cost control. An independent support consultant has been engaged for the first 12 months with future continuation to be decided upon with the panel.

Impact on organisational direction:



Medium

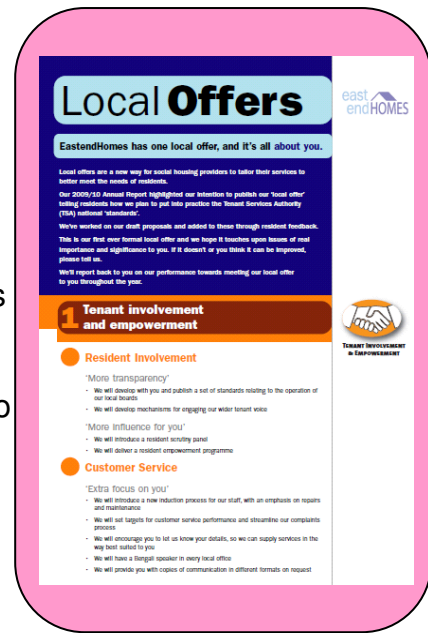
The remit of the panel is to scrutinise EastendHomes' strategic and operational direction and as such has the potential to make a significant impact on organisational direction. Their initial area of focus has included fire safety which coincides with an area of both priority and change within the organisation, and where work remains to be completed in detail with the panel.

Conclusion:

The panel is in its infancy but has already begun to develop specific areas of interest including fire safety. Support mechanisms including mentoring of individual members by EastendHomes officers, and the attendance of an independent adviser for the first year are in place to assist the panel to become established. The panel has the power and support to make significant impact including calling the Service Review Committee to account. However given that the Panel is relatively new, continued support will need to be provided to assist in developing the effectiveness of its role and work. Further recruitment to the Panel will also need to be kept under review.

Local Offers

EastendHomes residents were heavily involved in the consultation process during the development of 'local offers'. Different methods of consultation were used to provide opportunities for involvement for different groups of residents. The final version of the local offers was published and circulated to all residents together with the corporate newsletter, to seek to obtain maximum publicity.



Level of evidence:



High

Residents were invited to participate in the process for setting local offers through a Residents' Conference, the Annual Report, the website, and through newsletters. The final version was printed as a leaflet and distributed to every EastendHomes property.

Prospects for improvement:



Medium

Review through the Resident Scrutiny Panel should maintain relevance of local offers. It is imperative that they continue to be kept in the public domain.

Costs to organisation:



Low

Initially costs were associated with consultation and publicity, whereas costs going forward will be largely tied into the Scrutiny Panel.

Impact on organisational direction:



High

The local offers provide a framework to promote resident scrutiny of organisational direction and performance. Assessment of compliance each year in the Annual Report to tenants keeps the offers relevant and focussed.

Conclusion:

Local offers are the framework which translate local priorities into regulatory requirements and effective scrutiny of these will be undertaken by the Resident Scrutiny Panel, which has numerous levels of support as detailed above.

Estate Inspectors

Generally, satisfaction with cleaning and maintenance services has improved during the period in which resident inspectors were being trained and developed to assist EastendHomes in performance assessment.

Residents attending estate inspections get a copy of the inspection record which is then reviewed at the next inspection, demonstrating practical impact on services delivered.

Status Satisfaction 2007/2010

	Holland	Island Gardens	Mile End	St George's / Glamis	Overall
Cleaning of communal areas					
2007	68.6%	76.6%	72.4%	80.7%	75%
2010	74.5%	85.0%	77.3%	75.0%	78%
Grass and shrub beds					
2007	49.1%	68.5%	74.0%	74.5%	71%
2010	68.2%	71.8%	76.2%	75.2%	74%
Communal repairs					
2007	46.7%	60.2%	58.1%	58.7%	58%
2010	73.3%	61.5%	63.6%	63.1%	64%

Level of evidence:



Medium

Approximately one-quarter of inspections currently have an inspector attending.

Prospects for improvement:



Medium/High

Efforts to encourage more involvement through resident networks and the Resident Empowerment Programme.

Costs to organisation:



Low

Training for inspectors is provided in-house and residents receive a small incentive reward for each inspection attended.

Impact on organisational direction:



Medium

Resident inspectors are kept informed of the progress on matters which they raise.

Conclusions:

The continued improvements in both performance and customer satisfaction in estate services demonstrate that this area of resident involvement has impacted positively on EastendHomes' approach to and delivery of this service.

Questionnaires and Satisfaction Surveys

EastendHomes routinely gathers and analyses feedback from its service users on the range of services it provides. Expressions of dissatisfaction are reviewed to identify themes and can provide the initiator for service delivery change.

The reduced satisfaction for the responsive repairs service in 10/11 (76%), resulted in changed working practices within the new contract which began in April 2011, this included a same day call from the housing centre to the resident on the day of the appointment to ensure information loop closure.

Resident feedback on gas servicing resulted in an abandonment of initial cold calling to a pre-notified call on all occasions.

A range of poor satisfaction performance with the lettings service in 09/10 was addressed by an informal training programme for housing centre staff delivered by the lettings manager.

Residents reported limited satisfaction with being offered an appointment when they were reporting a repair. This led to specific monitoring of appointments being offered for all in-dwelling jobs. Feedback on failure to comply with this performance objective is included in staff supervision on the front-line. Contractors, with whom we have a shared Appointments Diary, report back when they are passed jobs which would qualify for an appointment to be booked but haven't been.

Satisfaction with anti-social behaviour case handling and outcome were improved by introducing arrangements for weekly contact with the complainant and centralization of the service satisfaction collection and collation.

Level of evidence:



Medium/High

EEH commissioned a STATUS survey in 2010 and aims to carry out annual organisation-wide surveys. Individual surveys for services are carried out on a responsive basis. There is recurrent evidence that service dissatisfaction triggers improvement.

Prospects for improvement:



Medium/High

Commitment to high levels of surveying, including 100% of all repairs raised, and annual satisfaction surveys. Mechanisms have been developed for the interrogation of dissatisfaction data as drivers of service improvement.

Costs to organisation:



Medium/Low

Especially where questionnaires can be produced internally, costs can be controlled.

Impact on organisational direction:



Medium/High

Questionnaires and surveys can allow a large number of residents to provide telling feedback.

Conclusions:

Questionnaires and satisfaction surveys provide a useful baseline for identifying trends in customer sentiment in specific service areas, and for locating areas for improvement and gaps in service delivery. The STATUS survey (to be replaced by STAR) has provided a useful tool to compare performance across time and against peers.

Service User Panel

The Service User Panel is made up of local residents. The Panel reviews EastendHomes policies and service delivery issues, by completing a simple questionnaire through the post.

Level of evidence:



Low

Activity peaked in 2008/09 and was limited in 2010/11.

Prospects for improvement:



Low

Membership has been falling and it has been difficult to maintain the groups due to an inconsistent level of workload. Appropriate for amalgamation with the new Tenant Voices initiative (with a lower involvement expectation) to widen involvement and boost membership.

Costs to organisation:



Very Low

Small incentive payment paid to each member, given low membership total cost has been very low.

Impact on organisational direction:



Low/Medium

Limited membership to suggest revisions in looking at policies and leaflets.

Conclusion:

This involvement mechanism is to be merged into the Tenant Voices initiative where the commitment of individual participants is more fluid and a large base of participants means that consultations can be tailored to specific groups with a particular interest or expertise.

Tenant and Resident Associations

EastendHomes provides continuing support and assistance to resident-led TRAs. Currently there are five TRAs actively engaged with EastendHomes – Glamis Residents' Association; Bede Residents' Association; Westferry TRA; St. George's TRA; and Christchurch Tenants Residents Association.

Tenant and Resident associations can provide effective advocacy on a range of issues on behalf of their estates. These can include day-to-day housing management issues and shaping regeneration plans.

Level of evidence:



Low/Medium

TRAs only exist on some EastendHomes estates and interaction with these bodies is supplementary to the primary relationship to the EMB for that area, with the exception of the St George's TRA.

Prospects for improvement:



Low/Medium

The EMB governance framework provides a parallel form of local engagement and may limit TRA scope and influence.

Costs to organisation:



Low

TRAs are independent of EastendHomes and can represent modest expense in terms of engagement with them.

Impact on organisational direction:



Low/Medium

By their nature, TRAs are self-servicing and interact with EastendHomes directly in relation to their areas of concern. There is not a fixed remit for the operation of TRAs within the organisation and they shape their interests and priorities to the issues affecting the estate.

Conclusion:

Although their Code of Conduct and Constitution must be compatible with EastendHomes' requirements, they have autonomy to shape their role as they are independent from EastendHomes' governance framework. In order to support and recognise a group, EastendHomes will ensure that a TRA's remit and functioning broadly corresponds to our community groups.

Tenant Voices

To date over 140 residents (Tenant Voices) have been recruited who are willing to review policies, answer simple questionnaires, and provide opinions on service delivery. Tenants Voices are a new, more passive approach to getting tenants involved. A common opinion voiced by residents signing up to participate in this exercise is that they would much rather have their views recorded over the telephone than go through the more time-demanding process of attending regular meetings.

Tenant Voices were contacted to determine how the changes made to non-dependent Housing Benefit calculations had impacted on their financial capability. This survey found that 46% of affected residents did not know about the changes being made to Housing Benefit entitlements, and 55% of those asked said that they were finding it harder to meet their everyday living expenses. EastendHomes ensured that specific support was directed to households experiencing difficulty in budgeting.

Level of evidence:



Low

Only one survey has been undertaken to date as a pilot, however a growing number of 'recruits' have been identified for future programmes.

Prospects for improvement:



High

Potential is in place to get detailed information and feedback on services provided from a wide range of residents including many not currently engaged through more traditional involvement methods.

Costs to organisation:



Medium/Low

Set-up costs mainly centre on publicity, costs which are budgeted for elsewhere. Ongoing costs will mainly be staff time.

Impact on organisational direction:



Medium

Feedback from Tenant Voices supplements information gathered through questionnaires and other involvement methods to provide data on satisfaction with services provided and guidance on how service delivery can be improved. Data obtained through the initial exercise has been used in collaboration with partners to develop financial capability initiatives across the borough.

Conclusion:

This new initiative provides opportunities to harness resident opinion as specific service reviews and plans are considered and developed.

Community Groups

EastendHomes maintains relationships with a number of community groups on our estates to meet the interests and development of specific interest groups within communities. EastendHomes regularly draws on the experience of these groups to provide feedback on operational service delivery.

When the repairs service review was carried out in 2010, the **British Estate Bengali Women's Group** was engaged in a focus group on the repairs service. This provided specific feedback from a client group disproportionately underrepresented in EastendHomes traditional involvement structures. Most importantly, the group gave feedback which challenged some of the service assumptions which would previously prevailed. For the Bengali Women's Group, repairs completion took precedence over religious observance or gender concerns.

St Georges Women's Gardening Group

This group grew vegetables in raised lined beds in organic soil. The women have already successfully grown a year's crop and have shared out the harvest. Following on from this involvement, some of the members participated in the 2010 Residents' Conference. One of the members was nominated and won an award at the Star in the Community Awards 2010.

Christchurch Women's Craft Club

Meets every Friday – making greeting cards, crocheting, glass painting and knitting. Some members of the group have since volunteered for participation in the Resident Scrutiny Panel, and have showcased their activities at the Residents' Open Day in July 2011.

Wheler House Gardening Group

After one seasons growing and harvest, the group are looking forward to a full years planting and resultant harvest next year.

Level of evidence:



Medium

A number of groups are in existence across all estate areas, and with a variety of interests.

Prospects for improvement:



Medium

Wide non-engaged communities are becoming involved in routine involvement opportunities through engagement with these groups.

Costs to organisation:



Low

Engagement with such groups requires minimal expense. For many activities EastendHomes has been able to support community groups in attracting funding from external sources.

Impact on organisational direction:



Low/Medium

Direct impact on organisation is limited to informal expressions of opinion and service delivery feedback, however interaction with community groups can also aid with recruitment to other, more formal, methods of involvement.

Conclusion:

Maintaining informal relationships with community groups often engages with under-represented residents within our formal governance structure and provides the opportunity to familiarise residents with EastendHomes.

Focus Groups

EastendHomes has convened focus groups to assist with reviews of particular services, and for other key areas, such as Equality and Diversity.

Membership of these groups has tended to be fluid and attendees are often drawn from other resident groups on estates. Focus groups have tended to meet on an “as required” basis, or to have time annexed to an existing meeting.

EastendHomes will continue to use focus groups when benefit can be gain from a detailed discussion of a topic, in support of service reviews or for major strategic matters.

As part of the Best Value Review of the repairs and maintenance service in 2010, residents identified that insufficient priority was given to TV aerial repairs within the existing contract specification. The contract specification for the new TV aerial maintenance contract being procured in 2011 was therefore amended to include faster initial attendance to all TV aerial repairs.

Level of evidence:



Medium

Focus groups meet on an “as required” basis.

Prospects for improvement:



Medium

Difficulty retaining membership of groups long-term, alternative methods of engagement may generally prove more cost-effective.

Costs to organisation:



Low

Minimal expense is required to support focus groups beyond venues and small-scale expenses for participants.

Impact on organisational direction:



Medium

Focus groups can provide detailed and considered resident feedback on service delivery issues, when a competent and resourced group can be established effectively.

Conclusion:

Focus groups are able to provide detailed feedback on the specifics of service users' experiences.

Mystery Shopping

EastendHomes has run a number of ad hoc mystery shopping exercises to assess the quality of service delivery using a mixture of staff and trained residents. These exercises have helped to identify weakness in frontline service delivery and assisted in targeting staff training. The focus of mystery shopping training which has been provided has been to task resident mystery shoppers to replicate incidents from within their own life experiences. This has limited the areas on which the 'shops' have focussed and has therefore not necessarily provided further detail about areas where there are suspected gaps in service delivery.

However the mystery shopping exercises have been sporadic and there has been limited buy-in from residents, with only a handful who are consistently available and have been trained.

Level of evidence:



Low

Mystery shopping exercises are infrequent and ad hoc. This additionally makes it difficult to identify a consistent group of trained resident shoppers to participate in exercises.

Prospects for improvement:



Low/Medium

Current limited number of residents participating can make it difficult to plan and co-ordinate future mystery shopping exercises. However attempts to recruit further residents are being made through the Resident Empowerment Programme.

Costs to organisation:



Low

Mystery shoppers receive a small incentive payment upon completion of a fixed number of 'shops'. Training is carried out using in-house expertise to save on costs.

Impact on organisational direction:



Low/Medium

Where results can be obtained, mystery shopping can have utility in identifying service delivery improvements. However current small scale limits impact in practice.

Conclusion:

Funding has been allocated for the Scrutiny Panel to commission mystery shopping exercises to target their areas of concern.

Complaints

Analysis of the complaints received by EastendHomes in 2009/10, in comparison with nationwide figures obtained through the Housemark benchmarking service, was carried out as part of the review of the complaints policy in January 2011. This showed that EastendHomes had fewer complaints per property than the national average, and significantly fewer complaints concerning repairs and maintenance, which is the most common cause of complaints both for EastendHomes and nationwide. However the analysis also showed that EastendHomes had an unusually high representation of complaints concerning customer service, complaints relating to anti-social behaviour, and complaints regarding 'other' issues.

Of the 86 complaints received in 2009/10, exactly half (43) had a learning outcome recorded, an action which EastendHomes would take to mitigate against such an incident recurring. In the other cases, either a learning outcome was not recorded or it was felt by the staff reviewing the complaint that a learning outcome was not identifiable and that no action could be taken to prevent a recurrence.

Resident involvement in the complaints process has been embedded since the inception of the organisation and resident board members have been routine members of the final review panel within the complaints process. As the complaints process was highlighted for review within the local offer consultation process, the policy and procedure were reviewed in January 11 and resident involvement was expanded to include the potential for increased resident involvement via Board or Scrutiny Panel membership.

Level of evidence:



Medium/High

EastendHomes maintains a robust tracking of learning outcomes from complaints to service improvements. Direct resident involvement in assessing complaints is limited in the complaints process to the most serious cases (other than in the role of the service user or complainant). Thematic analysis is included in the Annual Report and in routine reports to governance boards.

Prospects for improvement:



Medium

Increased measures introduced to support resident participation in panels.

Costs to organisation:



Low

Limited resident involvement costs as complaints form a core part of service delivery structure.

Impact on organisational direction:



Medium/High

Learning outcomes identified from complaints can have major service delivery ramifications.

Conclusion:

The complaints process provides a structured method of investigating expressions of dissatisfaction from customers of the organisation from which EastendHomes can seek to improve services.

Compliments

EastendHomes maintains a Compliments Register, used to provide positive feedback to staff members when praise has been received. 26 compliments have been recorded across the organisation in the year 1st April 2010 to 1st April 2011. Compliments can either be made informally or via a resident feedback form, available in local housing centres.

Where staff are nominated by residents for excellent service, then their performance is referred to and reviewed by the Service Review Committee and incentives can be authorised.

Level of evidence:



Medium

A record of received compliments is held centrally.

Prospects for improvement:



Medium

Residents are invited to commend staff members for excellent service through various initiatives.

Costs to organisation:



Very Low

Compliments received are acknowledged to those recognising staff. Incentive payments can be made.

Impact on organisational direction:



Low

Where a compliment and subsequent award is made, it may impact on the motivation of an individual, it is unlikely to affect the organisational direction.

Conclusion:

While compliments have a relatively low impact in terms of resident involvement overall, they are one of the simplest methods by which an individual is empowered to recognise the efforts of EastendHomes staff.

Open days/ Events

Open Days are held as a way of engaging with residents in general, and as a consultation method for specific projects, particularly regeneration schemes to be undertaken on estates.

A consultation event in Mile End, to discuss the use and development of green spaces around Eric Street, involved local partners as well as EastendHomes staff members.

A representative from the local police force attended to discuss local issues and answer questions from residents. As well as display boards and staff members to explain the proposals to residents, there were some craft activities to occupy young children whilst their parents participated in the consultation.



At a consultation event on the Glamis estate in March 2010, residents were invited to review and comment on the proposals for the regeneration of their estate. Held in a local community facility, residents were provided with information to explain EastendHomes' plans for improving the appearance, security and energy efficiency of local buildings.

Staff members were on hand to discuss the plans with residents, whilst children attending the event could have their face painted if they didn't show a keen interest in architectural plans and modelling.



Level of evidence:



Medium

Open Days and events have been held for a wide range of regeneration schemes, as well as for other projects such as communal spaces. These allow fairly informal gathering of resident opinion, as well as engaging residents with issues affecting their homes and neighbourhoods.

Prospects for improvement:



Medium

Events are generally held on an ad hoc basis.

Costs to organisation:



Medium

Costs of hosting such events can vary, but generally are restricted through using EastendHomes venues, and re-using presentation equipment etc..

Impact on organisational direction:



Medium/High

Open Days and events can range from those of minimal impact, to key elements of engaging residents with the regeneration programme and ensuring that details included within plans address residents' priorities and aspirations.

Conclusion:

Open Days are particularly effective at demonstrating visually the impact of regeneration schemes upon an estate. They allow for unstructured and unprompted feedback which contributes significantly to how estates are developed.