

# Resident Involvement and Value for Money

## Benefits of resident involvement to:

- North Lincolnshire Homes (NLH) - provides an early warning system about things that are happening (highlighting issues), better customer satisfaction levels, better relations between NLH and customers, more accountability to customers, actual service improvements
- Specific individuals - capacity building for volunteers, social inclusion, access to employment or gained economic activity via training or further education
- Tenants at large - a better housing service, better response on repairs, better housing stock, better quality of life
- Neighbourhoods - community development, cohesion, sustainability

### Value for Money (VFM) Exercise

Question: What do we want to achieve (the measure)?

Desired Outputs: Fully costed menu of options for resident involvement

Comparison of housing organisations resident involvement budgets & satisfaction ratings

Best Practice in resident involvement structures identified

Resident Involvement Impact Assessment Report

A Tenants Newsletter that details resident involvement costs per household, how involvement has improved efficiency and how it demonstrates value

Desired Outcomes: Agreed value for money resident involvement structures for North Lincolnshire Homes

Raised awareness of resident involvement achievements by stakeholders

A better understanding of NLH for volunteers

A more economic, efficient and effective resident involvement service

Savings identified on efficiencies, re-invested into other things that tenants want

Value for Money: Projects can only be value for money if desired outcomes are met

Guidance: Tenant Involvement KLOE 5 and Value for Money KLOE 32

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## A framework for assessing value for money:

- Input (resources in) – what do we need to provide that? E.g. financial cost, how many people, transport, venue, staff time, volunteer time
- Output (methods) – product you can see. E.g. involvement activity (focus group, conference, report etc.)
- Outcome (results) – what has changed? E.g. increased satisfaction levels, better quality of life, better understanding of topic
- Impact – measure of outcome. E.g. percentage change, figures (quantitative change), comments/feelings (qualitative change)
- Make judgement of VFM based on what costs are and what benefits are

## An 'Impact Resource' matrix:

This example shows how a matrix can be used to assess whether a specific resident involvement structure is indeed value for money.

	Resource/Costs Low	Resource/Costs Medium	Resource/Costs High
Impact Low			
Impact Medium			
Impact High			

## The total cost of the Resident Involvement Service:

The 2008/9 budget for Resident Involvement is –

Exclusive of salaries	£28,624
Inclusive of salaries	£206,776

It should be noted that the resident involvement budget excludes stationery (paper, postage etc.), planned publications (Key News tenant's newsletter etc.) and marketing & promotional materials. These items are held within other corporate budget areas.

At 28 August 2009 we have:

Tenancies	11,798
Properties	9,860

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## **Cost for resident involvement excluding salaries**

Annual cost per tenancy is £2.43

Weekly cost per tenancy based on 52 wks is £0.046

Weekly cost per tenancy based on 48 wks is £0.05

Annual cost per property is £2.90

Weekly cost per property based on 52 wks is £0.055

Weekly cost per property based on 48 wks is £0.06

## **Cost for resident involvement including salaries**

Annual cost per tenancy is £17.52

Weekly cost per tenancy based on 52 wks is £0.34

Weekly cost per tenancy based on 48 wk rental is £0.37

Annual cost per property is £20.97

Weekly cost per property based on 52 wks is £0.40

Weekly cost per property based on 48 wk rental is £0.44