Investing in involvement statement 2015

Shaping stronger communities by making a difference to peoples lives
Welcome

Welcome to the first CBH Investing in Involvement Statement. This has been developed in partnership with the Tenant Scrutiny Improvement Panel.

CBH are committed to continue to invest in involvement and invest in Cheltenham’s communities. We are working with tenants to ensure that this investment delivers VFM by:

- Reducing costs, by reviewing staff resource and budgets.
- Diversifying income, by gaining external funding and sponsorship.
- Supporting resident led activities, by encouraging and mentoring tenants to take the lead in the community.
- Providing targeted support to vulnerable people, by knowing our community profiles and using this data to shape engagement opportunities.

Community investment has delivered:

- Meetings or activities that directly influence CBH services, engaging 2081 tenants through our scrutiny activities, shaping services working group, new tenant workshops, focus groups and consultation events.
- Support to and partnerships with communities of interest groups. Examples include: Polish Tenants Forum, Disabled Community Forum, Cheltenham Senior Community Voice, English Speaking Club.
- Community hubs with 650 attendances at the Oasis Ability Hub and 33 referrals made for support, training, and counselling. 5846 older people attended CBH’s two community health and wellbeing hubs.
- Community festivals and events, including Digital Inclusion, and Children’s and Older people’s festivals, which were attended by more than 800 people.
- Training or workshop opportunities to 665 tenants.
- Work clubs and skills training to more than 200 people resulting in 48 gaining employment.
- CBH’s 8th Annual Tenant Awards Evening to celebrate inspirational people.
- Enhanced online engagement through Facebook and Twitter, with a total of 1107 followers.
- Young people’s initiatives, ranging from Parent & Toddler groups, Kidz Clubs, Junior Wardens, and Youth Club which had over 1,000 attendances.
Community investment and sponsorship grants

Tenants applied for £5,000 of Community Grants in order to run projects in the community, including:

- Cheltenham Tenants Garden Competition, £1,500
- Rowanfield Living Room Project- Family engagement project through art based activities - £500
- Oasis Ability Hub - Community Mosaic Project - £500
- Community Hub - Dance Project £500
- St Pauls, Community Easter Event £300

Investing in neighbourhoods

£60,000 for resident led environmental improvements

A total of 17 bids were approved with a focus on supporting tenants to make environmental improvements in their local communities. Total spend £58,600
Service improvements – working with you to make a difference

Your Tenant Scrutiny Improvement Panel (TSIP) has scrutinised our services to check the performance standard and to recommend improvements.

**Costs**
- Total staff hours = 18 hours
- Total staff cost = £324

**Savings**
- Scrutiny volunteer hours = 38 hrs
- Scrutiny volunteer hours = £313.50

The impact of this scrutiny resulted in many cost saving and service improvements for tenants and CBH. Examples include:

**Completed**
- The provision of carbon monoxide alarms for all properties with a gas supply
- Window cleaning
- Review of the decoration voucher scheme to offer choice

**Ongoing**
- The installation of showers to all properties
- The offer of a home improvement service (paid for by tenants)

Here is a summary of a recent scrutiny of the voids service

Tenants involved in the Shaping Services Working Group achieved the following:

- Influenced the design of new windows to ensure that they are as easy to clean as possible for tenants above ground floor.
- Helped to choose the range of colours to be made available for paint purchased with a CBH Decorating Voucher.
- Received a range of training, including the tenant self-service portal on the CBH website
- Attended focus groups to influence a range of service improvements. Examples include: new rent card design, and tenant leaflets content and design.

For more information please;