



Mystery shopping

Community Sponsorship

Community festivals & events

Tenant scrutiny

Community Groups & TARA's

Training & skills enhancement

Shaping services group

Focus groups and consultation

New tenants workshop

Working Groups

Communities of interest Hubs and focus groups

Bursary Scheme

# Investing in involvement statement 2015

Shaping stronger communities by making a difference to peoples lives



# CBH Investing in Involvement Statement

## 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.



CBH collected and are maintaining  
**95%**  
of tenant profiling information



**£27,000**  
Generated from  
external sources to support  
CBH tenant training opportunities

## 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.

<b>Costs</b> Total staff hours = 18 hours Total staff cost = £324	
<b>Savings</b> Scrutiny volunteer hours = 38 hrs Scrutiny volunteer hours = £313.50	<b>Total number of scrutiny recommendations</b>  <b>34</b>
The impact of this scrutiny resulted in many cost saving and service improvements for tenants and CBH. Examples include:	
<b>Completed</b> <ul style="list-style-type: none"><li>• The provision of carbon monoxide alarms for all properties with a gas supply</li><li>• Window cleaning</li><li>• Review of the decoration voucher scheme to offer choice</li></ul>	<b>Ongoing</b> <ul style="list-style-type: none"><li>• The installation of showers to all properties</li><li>• The offer of a home improvement service (paid for by tenants)</li></ul>

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;**

Visit: [www.cheltborohomes.org](http://www.cheltborohomes.org), Email: [communityinvolvement@cheltborohomes.org](mailto:communityinvolvement@cheltborohomes.org) or  
Contact Tracy Palmer-Jones, Community Involvement Manager, 0800 408000 (ext 5916)