

# Consultations

Value for Money: 😊😊😊

Level of Impact: ✅✅✅

What are they?	What has happened? (Outputs)	So what? (Outcomes and impact)	Value for money (Resources and costs)
<p>Consultations are undertaken when changes are proposed to services or when residents contact us about issues impacting on them in their local area.</p> <p>A meeting or survey is conducted with residents by appropriate staff.</p> <p>Joint Action Plans or Proposals are developed outlining service improvements and timescales.</p> <p><b>Purpose and Aims</b></p> <ul style="list-style-type: none"> <li>To seek the views of residents on the services they receive.</li> <li>To identify service areas for improvement.</li> <li>To agree plans for improvement and timescales.</li> </ul>	<p><b>Claypit Lane Consultations</b></p> <p>Working in partnership with Sandwell MBC, residents of Claypit Lane were consulted on plans to improve the front driveways at the scheme. All residents were invited to a local consultation event to discuss and approve improvement plans.</p> <p><b>Central Site Consultation</b></p> <p>A consultation meeting was arranged with residents at the Central Site in Birmingham. Residents were invited to share their ideas and decide on the service improvement options at the scheme.</p> <p><b>Decent Homes Consultations</b></p> <p>Around 500 properties were refurbished as part of the Decent Homes Programme. Residents were consulted and kept informed of progress at each stage of the process through consultation meetings, home surveys / visits and information packs.</p>	<p><b>Improved Services</b></p> <p>Feedback from consultations resulted in improvements, changes in services and the provision of additional services. Examples include:</p> <ul style="list-style-type: none"> <li><b>Claypit Lane</b> All the residents of Claypit Lane agreed to the improvements which included new fencing, marking out of parking bays and improved security to walkways.</li> <li><b>Central Site Consultation</b> Residents in Edgbaston reviewed the services they receive and recommended improvements. Trident responded by employing a Central Site Co-ordinator to deal with estate issues, improve responsive repairs and develop community-led initiatives. This has resulted in: <ul style="list-style-type: none"> <li>Improved security at the scheme.</li> <li>A new laundry facility.</li> <li>Partnership working to reduce incidences of rough sleepers.</li> <li>Increased resident engagement activities and events.</li> <li>Regular estate walkabouts and partnership meetings.</li> </ul> </li> </ul>	<p><b>Budget:</b> £1,500</p> <p><b>Input:</b></p> <p><b>Staff Commitment:</b> (includes preparation, organising events, publicising, reports, meetings and surveys)</p> <p>Trident staff participating in consultations included Senior Management and representatives from Neighbourhoods and Services, Asset Management and Finance.</p> <p><b>Residents' Time:</b> Can vary depend on consultation method. Between 20 minutes to 2 hours per resident for each activity.</p>

# Consultations cont...

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	<p><b>TSA Regulations Consultation</b></p> <p>A joint consultation event was organised by members of the Midland Network for Resident Involvement. The aim of the event was to increase awareness of the Tenants Services Authority and allow residents to shape the new regulatory framework. Over 70 residents from across the network attended the event.</p> <p>Trident worked with residents to produce a DVD containing their views on current service provision and future requirements. The DVD was submitted to the TSA to form part of their consultation.</p>	<p><b>Decent Homes</b></p> <p>A range of consultation methods allowed residents to discuss the layout and design of kitchens, bathrooms and heating systems. Residents selected the colours and types of products fitted to their property (e.g. kitchen units, heating systems, colour of wall tiles, etc).</p> <p>Interpreters were used to facilitate the flow of information when required. For example, staff assisted with interpreting at our Chinese elderly scheme in Birmingham.</p> <p><b>TSA Consultation</b></p> <p>Increased awareness of the Tenants Services Authority. Residents views will shape the future regulatory standards for social housing.</p> <p><b>Improved accountability</b></p> <ul style="list-style-type: none"> <li>• Representatives from all levels within Trident attended the consultation meetings.</li> <li>• Residents discussed and selected the required services which Trident delivers.</li> <li>• Improved communication between residents and Trident.</li> </ul>	