


# Residents' Forum

Value for Money: 😊 😊

Level of Impact: ✅

What is it?	What has happened? (Outputs)	So what? (Outcomes and impact)	Value for money (Resources and costs)
<p>The Residents' Forum is the key body which we consult, inform and involve.</p> <p><b>Purpose and Aims</b></p> <ul style="list-style-type: none"> <li>The Residents' Forum aims to represent residents' views to Trident.</li> <li>It helps provide a structure to hold Trident to account.</li> <li>It enables informed discussion around service delivery and improvement.</li> <li>Forum members access training to increase their knowledge and skills. This should empower residents to hold Trident accountable for improving services.</li> </ul>	<ul style="list-style-type: none"> <li>Over the period of 2008/2009, the Residents' Forum held four meetings attended by 21 residents.</li> <li>The Forum's membership continued to decline during this period.</li> <li>The Forum provided comment on the key corporate, strategic and policy issues.</li> <li>Plans to incorporate a new corporate structure resulted in a review of resident involvement at a strategic level. The Residents' Forum was dissolved in December 2008 and members were consulted on the introduction of a new body to compliment the new structure, the Housing Forum.</li> </ul>	<p><b>Improved Accountability</b></p> <ul style="list-style-type: none"> <li>The Forum was kept informed of departmental restructures conducted in 2008.</li> <li>The Tenants' Forum was instrumental in the planning and setting up of the Service Steering Groups (i.e. Asset Management, Leaseholders and Neighbourhoods and Services).</li> <li>A review was conducted on the effectiveness of the Residents' Forum and how it could drive forward resident involvement in the new Group structure. The review concluded that a new body be developed with a stronger focus on scrutinising services and overseeing the steering groups. This will be developed during 2009/2010.</li> </ul> <p><b>Empowering Residents</b></p> <ul style="list-style-type: none"> <li>Residents' Forum members have accessed training to increase their knowledge, skills and confidence.</li> </ul>	<p><b>Budget:</b> £3,000</p> <p><b>Input:</b></p> <p><b>Staff Commitment:</b> (includes preparation, presentations, writing reports and meetings).</p> <p>Staff involved included the Chief Executive, Chair of the Board, Senior Management, Executive Support and Community Engagement Co-ordinator.</p> <p><b>Residents' Time:</b> 1 day per meeting (including reading documents, training and research).</p>

# Residents' Forum cont...

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		<p><b>Service Improvement</b></p> <ul style="list-style-type: none"><li>• The Forum reviewed and agreed three applications to the Trident community fund.</li><li>• The funding resulted in improving community relations and sustaining resident involvement at a local level.</li><li>• The Forum was involved in the tendering process for the selection of the new contractor, Connaught, through the Matrix Partnership.</li><li>• The Residents' Forum asked to be regularly updated on resident engagement planning and delivery. Members also gave comments on how to develop the plans.</li></ul>	