



# CUSTOMER INVOLVEMENT

## IMPACT ASSESSMENT FEBRUARY 2023 - 2026



Improving Lives and Places

INVESTORS  
IN PEOPLE



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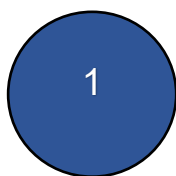
## What is this report about?

We are always looking to enhance further, the ways in which our customers can interact and influence our service delivery. As seen in our Customer Strategy, customer involvement enables us and our customers to come together to share ideas, knowledge and continue to build good working relationships, services and communities.

This impact assessment records activities we have undertaken to meet and contact customers, to hear their views and to record the impact the specific activity has had. This will help us to plan future activities that are of the most interest to our customers.

## Level of Impact

It is important for us to check that we are succeeding in terms of customer involvement and that the time and effort given by customers is helping us to improve the services we deliver. We have undertaken a self-assessment of each activity to determine if this is the case..



**1** - this is where changes have been made to our policies and procedures; or will affect the way services are provided; or has generated positive interest in RCH; or where there was a high social value.



**2** – this is where changes may be local, but will have an impact on the way services are provided; or where there is an element of social value



**3** – this means that services have been affected at a local level, or will only have an impact for a small number of tenants; or where there is moderate social value.

**Please note that whilst something has been graded as having a low level of impact this does not negate the impact it has had on those affected by the type of involvement and it can be the case that, by its nature, certain types of involvement will only ever have an impact at a more local level.**

### Summary of Customer Involvement 2023 – 2026

Month / Year	Type of Customer Involvement	Who was involved and what happened	How has this been used to improve the services for customers	Impact
<b>April 2023</b>	Jobs Fair	HR Team had a stand at the Inverclyde Jobs Fair.	Encouraging local people to apply for vacancies with the RCH Group. This helps to retain people locally and to potentially apply for local housing.	2
<b>April 2023</b>	Cost of Living Day	The Financial Wellbeing Team manned a stand at the Wise Group event. In Greenock Town Centre	Staff assisted and Inverclyde residents to identify what benefits they could potentially apply for and advised how to go about applying for them. This will help people who may be struggling to pay rent or other bills.	2
<b>May 2023</b>	Sponsorship of Community Champion	RCH Group sponsored an award, as part of the Greenock Telegraph Community Champions event 2023	This sponsorship informs customers of our commitment to the area and to our customers.	3
<b>May 2023</b>	Celebration party	RCH Group staff and residents at John Galt House	Staff organised an afternoon tea party at John Galt House to celebrate and mark the new King's coronation. This helped bring residents together to enhance their experience of living in one of our sheltered complexes. Meets the 'Every' customer happy and 'Every' opportunity taken.	3
<b>May 2023</b>	Customer Involvement Survey	CX Feedback survey - all customers with a mobile phone number received a text with the questions and those not having a mobile but with an email address also were	285 customers responded to this survey confirming that they wanted to be involved, however, when they were further contacted a much smaller number agreed to take part in involvement opportunities.	2



		sent questions regarding whether they would like to be involved.		
<b>June 2023</b>	Sheltered complex residents and local nursery party	RCH Group warden and local nursery staff had a combined party to end the nursery term year.	This type of event and additional joint sessions brings the multi - generational residents of Inverclyde together.	3
<b>June 2023</b>	Knitting Club	The retirement Co-ordinator runs a knitting group and the group donated 50 hats for newborn babies.	This group offers an opportunity for residents to meet in a social setting without having to travel away from their homes. Together they donated knitted goods to the local maternity hospital. This donation is good for the group and also for the Inverclyde community who have residents who will benefit from this.	3
<b>June 2023</b>	RCH Group WIN Day	All staff carried out clean-up work in multiple areas of Inverclyde.	Staff have painted fences, picked up litter, planted around buildings and weeded overgrown areas in back courts and carparks. This brightens up areas for customers to sit in and enjoy.	2
<b>June 2023</b>	JGH Fete	Wardens, Caretakers and customers	The wardens organised a fete and one of them took the lead and arranged to get Raffle Prizes, Pizzas and donations for the day, from a number of businesses. This brought the residents and their families together in a safe and fun environment.	3
<b>July 2023</b>	Bay Street Garden Open Day	Housing Staff and HFS Grounds Maintenance held an open day for customers at the new Community Garden in Bay Street	The event brought residents, staff and local Councillors together for a day of fun activities. Space has been made into a community garden for all residents to enjoy. Residents had the opportunity to talk to a number of staff and councillors and raise issues in a comfortable and open environment.	2
<b>July 2023</b>	Charity donation	Staff handed over a cheque to the local Hospice. The money was raised by staff	A member of the Hospice team came to collect the cheque and a photograph was published in the Greenock Telegraph. This	

		paying to dress down on a Friday throughout the year.	donation and two more to other local charities shows RCH staff commitment to making Inverclyde a better place for people to live.	1
<b>August 2023</b>	Senate Investigation	Commencement of ASB senate investigation - The Customer Senate with the support of 3 additional customers have commenced an investigation into ASB procedures at RCH. This will be concluded and recommendations presented to the Board in February 2023.	If approved by Board, the recommendations will seek to enhance the overall customer experience with regards to ASB procedures at RCH.	3
<b>August 2023</b>	Annual Report to All Customers Event	Report to the survey in May 2023 were invited along with current involved customers and RTO's to attend an event to discuss our upcoming Annual Report to Customers.	Approx 25 customers attended the event and provided useful feedback on the report which was finalised and published on 31 <sup>st</sup> October 2023.	1
<b>August 2023</b>	Meta skills and fair working practice	The RCHG Young Persons Forum developed some videos to use in schools and in youth employment schemes. These will highlight and show the opportunities for young people who come to work at RCHG.	These will be utilised across schools and schemes in Inverclyde and will help to encourage and support local employment.	3

<b>Sept 2023</b>	Policy Consultation	Dampness & Mould draft Policy consultation	Draft Policy published online and emailed to involved customers to gain feedback. Customers responding took part in a prize draw.	1
<b>September 2023</b>	Seafield House tea party	Staff assisted residents to hold and take part in a Mad Hatters Tea Party.	Staff assisted residents to dress up and socially mix with neighbours and family members whilst raising money for their social fund. There was entertainment and approx 80 people attended which included 20 children giving a good intergenerational mix.	1
<b>November 2023</b>	Riverside Gardens charity fundraiser	Staff helped residents raise £820 by hosting a McMillan coffee morning and raffle	Local businesses donated raffle prizes and residents and their families attended the coffee morning to raise funds for the charity. Local primary school children attended to sing and join in the fun.	2
<b>November 2023</b>	Annual Report to Customers published	Published online and in hard copy, the report highlights RCHGs performance for the last year. It also presents the results of the latest STAR survey.	This report is available to all RCHG customers and presents our performance in comparison to other Scottish social landlords and highlights our achievements over the last 12 months as we pursue our vision as an Association focussed on ‘ <b>improving lives and places</b> ’.	3
<b>November 2023</b>	Seafield Halloween Party	Staff assisted residents to dress up in Halloween costumes for a fun party.	This brought all residents together in a fun activity and encouraged arts and crafts activities for all.	3
<b>November 2023</b>	Salvation Army Christmas Toy Appeal	RCHG staff were encouraged to support the toy appeal.	This activity supports the local area by providing toys to children who are in families who may be struggling.	2

<b>Dec 2023</b>	Rent increase consultation	Phase 2 of the customer consultation	Continuing the customer consultation on rent charges which included roadshows, leaflets and online consultations, the final phase brought the total number of responses to 1600.	1
<b>December 2023</b>	Partnership Christmas lunch for Greenock Central residents club.	RCHG residents in four multi storeys were given a Christmas lunch at a local Central residents club.	Staff managed invitations and transport to enable many RCH residents were able to enjoy a Christmas lunch which was funded by HSCP. This brought many residents together for a happy and fun afternoon in the festive period.	1
<b>December 2023</b>	Voluntary revamp of guest room at Stewart House	Two members of staff used a nearly new donated bed to kick off a revamp of the resident's guest bedroom facility.	The room is used by residents' families and friends coming to visit them at Stewart House. Staff put new pictures, bedding and curtains in the room to brighten and refresh the facility.	3
<b>December 2023</b>	12 Days of Christmas	Free draw for customers in lead up to Christmas	RCHG contractors donated multiple vouchers and gifts for a customer draw in the festive period as part of the Community Benefits aspect of their contracts. Many customers benefited from the large amount of shopping vouchers from various supermarkets and High Street stores, selection boxes and decorating vouchers.	2
<b>December 2023</b>	Charitable donations	RCHG made a £1000 to the 3 staff nominated charities	The funding was made available from the conference budget and staff agreeing to forego a staff Christmas event and was donated to the Ardgowan Hospice, Starter Packs and Inverclyde Food Bank. These are the charities RCHG staff currently support.	1
<b>December 2023</b>	Selection boxes and chocolates	RCHG received hundreds of selection boxes from suppliers/contractors	Various Staff members helped to deliver hundreds of selection boxes to children in many schools and some nurseries, across Inverclyde. Some were also donated to Action for Children, Salvation Army, the Homeless Centre and Barnardos for distribution. Some staff also delivered boxes of chocolates to residents who are still decanted out of their Bagatelle homes.	2

<b>Jan 2024</b>	RTO/TARA meetings	RCH staff attend RTO/TARA meetings	RCH staff attended in 2023 and will continue to attend in 2024 to meet with members of the community and other local representatives to discuss issues in the specific community area.	1
<b>Jan 2024</b>	Community Council meetings	RCH staff attend Community Council meetings	RCH staff attended the meetings throughout 2023 to discuss issues relating to the area covered by the specific council. They engage with Councillors, Police Scotland and others and will attend throughout 2024 for the purpose of ensuring local communities' issues are addressed.	1
<b>January 2024</b>	Policy consultation	Rent Arrears Recovery Policy consultation	The draft policy was published online linked to publicity on RCH social media. The link was emailed to all involved customers and RTOs to review the policy and respond with comments. All customers responding had their names entered into a prize draw.	1
<b>January 2024</b>	Policy Consultation	Tenancy Sustainment and Vulnerable Customers Policy consultation	The draft policy was published online linked to publicity on RCH social media. The link was emailed to all involved customers and RTOs to review the policy and respond with comments. All customers responding had their names entered into a prize draw.	1
<b>Jan 2024</b>	Parental Employment Programme	Collaboration with IC to offer fixed term employment to tenants.	RCH employs 2 staff members through the PEP programme	2
<b>February 2024</b>	Local charity donations	Staff raffle	Staff purchased raffle tickets for prizes which were donated by suppliers. The money raised was split between the three staff nominated charities.	3



<b>March 2024</b>	Open day at RCHG for apprentice week	An open event for young people to attend and see what employment opportunities RCHG provides.	RCHG apprentices led the event at Clyde View by showcasing their own experiences and answering questions. The sessions were open to young people and their friends and family and were well attended.	1
<b>March 2024</b>	RTO grant funding	Project grant funding to RTOs	RTOs were encouraged and supported to bid for £1000 to utilise for environmental projects and two were keen to do this. They were supported to apply for monies to donate trees to be planted in their groups' names in their local communities. This was part of a larger environmental project being undertaken by the RCHG. RCHG has also funded plaques to mark out the areas where the groups trees are being planted. The areas will be open to all of the community to enjoy the green spaces.	1

