



CUSTOMER INVOLVEMENT

IMPACT ASSESSMENT FEBRUARY 2023 - 2026



Improving Lives and Places

INVESTORS
IN PEOPLE



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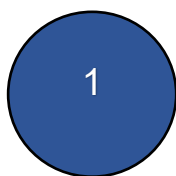
What is this report about?

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
April 2023	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
April 2023	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
May 2023	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
May 2023	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
May 2023	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 sent questions	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

		regarding whether they would like to be involved.		
June 2023	Sheltered complex residents and local nursery party	RCH Group warden and local nursery staff had a combined party to end the multi - nursery term year.	This type of event and additional joint sessions brings the generational residents of Inverclyde together.	3
June 2023	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
June 2023	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
June 2023	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
July 2023	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

July 2023	Charity donation	Staff handed over a cheque to the local Hospice. The money was raised by staff paying to dress down on a Friday throughout the year.	A member of the Hospice team came to collect the cheque, and a photograph was published in the Greenock Telegraph. This donation and two more to other local charities, show RCH staff' commitment to making Inverclyde a better place for people to live.	1
August 2023	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
August 2023	Annual Report to All Customers	Annual Report to All customers who responded to the Customers Eventsurvey in May 2023 were invited along with current involved customers and RTOs 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 st October 2023.	1
August 2023	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
Sept 2023	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

September 2023	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 around 80 people attended, which included 20 children giving a good intergenerational mix.	1
November 2023	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
November 2023	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 ‘improving lives and places’ .	3
November 2023	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
November 2023	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
Dec 2023	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

December 2023	Partnership Christmas lunch for Greenock Central residents	RCHG residents in four multi storeys were given a Christmas lunch at a local 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
December 2023	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
December 2023	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
December 2023	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
December 2023	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

Jan 2024	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
Jan 2024	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
January 2024	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
January 2024	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
Jan 2024	Parental Employment Programme	Collaboration with IC to offer fixed term employment to tenants.	RCH employs 2 staff members through the PEP programme	2
February 2024	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

March 2024	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
March 2024	RTO grant funding	Grant funding given to RTOs following Customer Senate approval. Monies released following successful bids to RCHG for project grant funding.	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
March 2024	Contractor Community benefit	Donation of Easter Eggs	Staff delivered Easter Eggs to local schools and a Boys Brigade group which were donated by Enviraz, a current contractor. This distribution reaches many of our customers' children and our wider communities.	2
March 2024	Jobs Fayre	Collaboration with local school	Staff attended a primary school event looking at jobs in the local area and answered questions raised by the children at the school.	2
April 2024	Work experience	Supporting the EY Foundation to gain work placements for local young people	RCH assisted the EY Foundation by offering some 16-19yr olds work experience to support the 'Your Future' initiative. The students undertook a social media project looking at RCH expanding its use of social media.	2

April 2024	Employment	Apprenticeships completed	6 apprenticeships were completed, and all 6 people were successful in gaining temporary employment at RCHG.	2
May 2024	Mobility project	Cycling without Age – RCHG Support Services team	Support of Greater Renfrewshire and Inverclyde Local Action Group to introduce trishaws to Inverclyde to enable people to get about on wheels who could not otherwise do so.	1
May 2024	Employment	IC and RCHG working collaboratively to employ 3 new employees	RCHG supported the Inverclyde Parental Employment Programme to offer 3 more people employment. This brings the total number of employees joining RCH to 11.	1
June 2024	Inhouse events	Sheltered Complexes	Organised and ran inhouse D Day celebrations for residents and families. Invited local school who brought primary school choir to one of the events to meet with and entertain the residents.	3
June 2024	Community work	3 schools	HFS staff worked with Level 5 construction students to offer work-based experience whilst also carrying out a project. HFS supplied wood to help the students make 3 mud kitchens which were then donated and delivered to primary schools in Inverclyde.	1
June 2024	WIN Day	Across Inverclyde	RCHG staff had used one of their two 'Working In Neighbourhoods' days to give support to communities across 13 sites in Inverclyde. They carried out weeding of local paths, painting handrails, planting beds in community spaces, restocking and tidying a charity shop and decorating a community room in one property as well as other tasks. All materials were supplied by RCHG and some residents and friends joined in.	1

July 2024	Apprentice recruitment	Assessment day	RCHG welcomed young people and offered advice and assessment and recruited two new apprentices.	2
July 2024	Local community award sponsorship	Funded and presented award	RCHG sponsored a local 'Community Champion' award and attended to present the award to the winner at an event in the town hall.	2
July 2024	Family events	Governance team and CI Steering group representatives organised and ran free cinema events during school holidays.	Two free cinema events were offered to RCHG tenants and their families. A child specific consultation took place, and everyone attending had popcorn and refreshments as well as a free entry to a prize draw for 2 x £50 vouchers to be spent in a local school uniform and shoe shop.	1
August 2024	MH awareness	Visit to RCH from local Mental Health charity	'Man On' a charity based in Inverclyde visited to raise awareness of Mental Health and gave information and advice on how to prevent suicide and support yourself and others with mental health.	2
August 2024	RCHG publication to support customers	'Money Talks' magazine published	A magazine was published and made available to all customers giving advice and information on how to get help with finances. It informed that the FWB team will support all customers to ensure they are in receipt of all benefits that they may be able to claim.	2
September 2024	RCHG donates First Aid supplies	RCHG Staff delivered supplies to local youth groups	RCHG donated First Aid supplies to local Scout and Cub groups in Greenock and Inverkip.	3

September 2024	Sheltered complex charity event	Residents	Staff at Stewart House helped residents organise and hold a breakfast event to raise money for the Ardgowan Hospice.	1
September 2024	Sheltered complex charity event	Residents	Staff at John Galt House helped residents organise and hold a coffee morning to raise funds for the McMillan appeal.	3
October 2024	Funding recieved	RCHG staff	An application made by staff was successful and achieved monies to support RCHG customers.	1
November 2024	Floral tribute	HFS Environmental staff	A team of staff designed and planted to floral tributes for Remembrance Day in Gourrock and Port Glasgow	3
November 2024	Residents' parties	Sheltered complex staff	Staff organised Halloween events which encouraged residents to dress up and join neighbours to meet socially over some fun activities and party food.	3
Dec 2024	Community Garden	Housing Team and customers	RCHG staff are helping Belville Community Gardens run joint events planned throughout the year to celebrate their 10 year anniversary.	3
Dec 2024	Real Living Wage	Staff	RCHG implemented the Real Living Wage Scotland for staff ahead of the May implementation date. This benefits staff employed by RCHG and encourages people to choose RCHG as an employer of choice.	1
Dec 2024	Christmas Parties	RCHG	Staff organised and ran Christmas parties for residents in complexes to come together socially. Some local school	3

			children were invited along and sang carols with the residents and received selection boxes donated by RCHG' contractors.	
Dec 2024	Charitable donations	RCHG	The Foodbank, Ardgowan Hospice and Anchor (formerly Man On) received £1000 each as a donation from RCHG.	1
January 2025	Burns supper	Warden Staff	Staff at Seafield House organised and held a Burns Supper for residents and their family to encourage social interaction whilst celebrating Rabbie Burns. They even had a piper attend.	3
February 2025	Intergenerational activity	Warden staff	Binnie Street nursery was invited to bring children along to meet with Riverside Garden residents, whilst icing biscuits together and singing songs and nursery rhymes.	3
March 2025	Apprentices	RCH Group	RCHG celebrated Apprenticeship week by highlighting the achievements of the current apprentices to all staff. This gives staff information they can share with customers to help inform of the opportunities RCHG offers in the local community.	2
March 2025	Community charity support	RCH Group	RCHG ran a staff raffle using smaller contributions from contractors. The monies collected were given to the Inverclyde Foodbank who were grateful to receive the cash donation.	2

March 2025	Customer safety	Caretaker	A caretaker at one of RCHG' high-rise building, prevented a fire getting out of control. He raised the alarm by knocking on residents' doors and called the fire services.	2
March 2025	Customer and community safety	RCHG	RCHG worked closely with Inverclyde Council to ensure the safety of Inverclyde residents during Storm Eowyn. A 'Lessons Learned' session followed which will help inform any future response to storms the same or higher standard.	1
	Investment in staff	RCHG	Two Trade Operatives achieved SVQ level 6 in Occupational Work Supervision. Their commitment to ongoing studying and development in their roles, helps ensure customers benefit from the services we provide, and we retain well qualified staff. RCHG will continue to support all staff in their professional development for this purpose.	2
April 2025	Community walk about	Customer Services staff	Staff took part in a community walk-about organised by the Public Health Scotland and the Scottish Community Safety Network. In attendance were a local Councillor and members of the community. This partnership collective heard from residents about their concerns in relation to ASB, safety and security in our communities.	1
April 2025	Community donation	RCHG' contractor donation	Some nurseries, schools and a Scouting group of Beavers benefited from RCHG' contractors who donated hundreds of Easter Eggs for children living in our community which RCHG delivered.	3
April 2025	Community donation	An RCHG Contractor made a financial donation to be used for the benefit of the community.	Together with the assistance of Belville Community Gardens, Stewart House residents took part in a gardening session. Using plants etc purchased from the money donated by Walker Profiles, they were able to fill hanging baskets and	2

			<p>pots. The residents were hands on and brightened up their living environment. This was beneficial for the residents' mental and physical health and the social interaction, learning and outdoor activity. Bagatelle Court residents also benefited in by having Belville Community Gardens ran a tea making session using flowers and herbs from the same donation.</p>	
April 2025	Easter Party	Wardens and residents	<p>At Seafield House an Easter party was organised with music and dancing for residents and family. Some residents who do not normally take part in communal activities joined in for this special occasion.</p>	3
May 2025	Customer wellbeing and safety	HFS Trade Operatives	<p>Two joiners attending a property identified a customer as vulnerable. They then called for an ambulance and mental health support because the tenant became dizzy and fell over. This is an example of recognising vulnerable customers, liaising with the correct organisations for appropriate help and staying with and supporting our customers until help arrives.</p>	3
May 2025	Customer wellbeing	Wardens and residents	<p>Staff organised VE day celebration parties and dressed up in wartime outfits and had refreshments and a buffet for residents and their families to enjoy.</p>	3
May 2025	Apprentice accomplishments	HFS and modern apprentices	<p>Two modern apprentices successfully achieved qualifications in Business and Administration. They have been supported by staff in the office and their achievements will enhance the skills within the team who work to maintain RCHG properties for our customers.</p>	2

May 2025	Funding for customer facilities	RCHG secures government funding to improve individual tenants' homes by fitting aids and carrying out adaptations.	RCH secured funding of £835k to use for aids and adaptations which are required by tenants in their homes.	<div>1</div>