



KEY PERFORMANCE INDICATORS FOR 2018 – 2019

STRATEGIC OUTCOMES		INDICATORS	IMPACTS	MEASURE
<i>Safer Communities:</i>	<ul style="list-style-type: none"> Residents have an improved understanding of their rights and feel safer where they live, resulting in greater community ownership 	<ul style="list-style-type: none"> Issues are identified based on community requests and organise regular workshops, meetings and campaigns where experts are invited to provide advice, regarding housing related matters to inform residents of current developments, changes and risks. Fire safety and repairs, knife crime as safeguarding measures etc. 	<ul style="list-style-type: none"> Residents are better informed and able to ask questions and challenge certain policies that impacts on safety within their communities’. Residents are able to share information with their communities and neighbours Communities feel better able to influence safety issues 	<ul style="list-style-type: none"> 2 surveys on safety issues per year Evidence that attendance at events reflects the profile of tenants and residents in the borough through monitoring Follow up action is identified and progressed through appropriate body Public body/partner reports back on progress Number and profile of residents attending workshops Outcomes of information sharing – case studies to illustrate impact Evidence of how residents use this information and its impact
				1

<p>Engaged Communities:</p>	<p>Residents & organisations have greater access to community space & premises</p> <p>Organisations can demonstrate they work more frequently in partnership across communities</p> <p>Residents have the skills & confidence to increase their use of online services and reduce digital exclusion</p> <p>Residents feel more involved in planning & decision making about changes to their local area which impact on their lives e.g. the built environment, planning decisions & regeneration initiatives</p>	<ul style="list-style-type: none"> ○ Centre is well used ○ Maintained and accessible ○ Range of organisations making use of venue ○ Work in partnership with local organisations that provide essential services. E.g. Citizens Advice Southwark, Southwark Law Centre, Garden Organic, Neighbourhood Police, Community Southwark, Pecan, Job centre Plus, Southwark Council etc. ○ Provide free resource centre which is accessible to Southwark Residents 5 days a week and is recognised as a hub for range of online skills training. <ul style="list-style-type: none"> ● Provide free online accredited basic computer training courses to residents. ● Provide Digital workshop to increase online inclusion and awareness. ○ Create a platform through our monthly meetings to inform residents on new policies, e.g. Planning and Regeneration 	<ul style="list-style-type: none"> ○ Local residents have a suitable space to hold meetings, family functions and physical activities that strengthen community belonging, wellbeing and involvement. ○ Provide expert advice from professional service agencies covering a variety of circumstances affecting our residents ○ Residents have use of a PC to learn and enhance their digital skills. ○ Promote training courses offered by the Council in addition to those we provide to ensure we are all working at taking digital inclusion forward. ○ Gives a better insight into local and national policies by working in conjunction with other appropriate organisations to review plans for specific areas, such as the Old Kent Road, Elephant & Castle, Peckham Town Centre, Canada Water & 	<ul style="list-style-type: none"> ○ Range of organisations and community groups making use of premises is monitored ○ Feedback is analysed and shared with the appropriate organisations with a view to adjusting our service provisions. ○ Increase SGTO engagement with residents/ organisations who aren't already engaged or who aren't using the centre ○ Produce an engagement plan on the premises needs of TRAs to cover the 3 tiers: TRAs with halls; TRAs with a committee room; TRAs without premises ○ Target TRAs without halls and support
------------------------------------	---	--	--	--

	<p>Residents are given more opportunities to provide feedback that improves services</p> <p>Raise the profile of the services on offer and increase capacity of SGTO</p> <p>Tenant and resident focus</p> <p>Residents have increased opportunities & support to volunteer</p>	<ul style="list-style-type: none"> ○ We encourage residents to be involved at estate level through their T&RAs, Area Housing Forums. Community Councils & SGTO meetings. ○ Increase capacity of TRA's by promoting SGTO services in each edition of the Tenant, and on the website. Services provided, such as: <ul style="list-style-type: none"> • Printing (with SGTO logo on) • Account verification • Resource Room • Training • Equipment hire • Hall Hire • T &RA Support • Campaign support • Stakeholders support ○ Support and advise existing, struggling and defunct TRA's in conjunction with the Council's Community Engagement Section. ○ Provide platform for TRA members to be elected onto the SGTO board and to volunteer in the resource room whilst 	<p>the impact of the new Southwark Plan.</p> <ul style="list-style-type: none"> ○ This will increase resident participation and should lead to improvement in local services ○ Greater community involvement ○ Organisation has intelligence and able to analyse community needs for information and services to inform service planning ○ Increase participation in local community activities. ○ TRA members have increased confidence and leadership skills which can lead to other transferable skills by joining 	<p>them with their needs</p> <ul style="list-style-type: none"> ○ Enable TRAs with halls to improve information about the resource with a view to increasing access and accessibility Outcomes for residents of course Input into consultation on area plans ○ Facilitation of engagement events. ○ Engagement with residents who don't attend meetings – produce a plan to engage people digitally to broaden engagement and reach full tenant and resident population profile – taking into account Equalities protected characteristics ○ Survey to obtain feedback on areas of improvement ○ Satisfaction survey on the number of TRAs
--	--	--	--	---

		learning operational skills within the office. E.g. work experience	their TRA or becoming a trustee to the board.	<p>making use of SGTO resources – monitoring level of satisfaction.</p> <ul style="list-style-type: none"> ○ Monitor overall usage of website- analyse top pages visited and tailor information provided based on usage. Link this to the broader engagement plan. ○ Measures to increase the number of existing TRAs in the Borough currently 140 Based on baseline information provided by Resident Involvement Increase by 5 ○ Regular monitor on the Number of residents engaged with and supported to become TRA committee. ○ Number of TRAs where mediation and brokering provided ○ Number of TRA supported
--	--	---	---	---

				<ul style="list-style-type: none"> ○ Maintain ongoing engagement with ward councillors through SGTO mailing list, invitation to meetings and events, community council, area forum, and tenants' council. ○ Organise a meet and greet the staff and board event for councillors.
<i>Greener Communities:</i>	Residents are more able and willing to access community spaces especially local green spaces.	<ul style="list-style-type: none"> ○ Promote and support TRA's in completing the Cleaner, Greener, Safer funding application. ○ Provide information about existing organisations in Southwark that focus on Environmental Issues. 	<ul style="list-style-type: none"> ○ This will encourage community cohesion whilst improving their environment for the benefit of all ages. 	<ul style="list-style-type: none"> ○ Provide resident feedback on the results of successful projects through our Tenant and the Website.
<i>Vibrant Communities:</i>	More young people feel ready to engage with education, work and training.	<ul style="list-style-type: none"> ○ SGTO supports young people from across the borough to develop their skills and confidence through the Youth Forum. ○ The Youth forum has encouraged and assisted young people to fundraise for their own projects. 	<ul style="list-style-type: none"> ○ This will encourage and build relationships between the youth across the borough by integrating the young people from various TRA's. ○ This will give the youth the opportunity to engage in an activity together and gain experience in fundraising for future events. 	<ul style="list-style-type: none"> ○ Number of youth participants. ○ Number of fundraising events engaged in. ○ Through canvassing feedback from the youth involved. ○ Based on the

	<p>T&RAs are supported to maximise their income & manage their money better</p>	<ul style="list-style-type: none"> ○ Support young people to give presentations and deputations to appropriate decision makers and key stakeholders. ○ Provide work experience for students from local schools and colleges and encourage young people to participate in the work streams of the SGTO ○ We support initiatives to eradicate knife crime and create awareness on sexual exploitation by working in conjunction with existing initiatives by the Police, Council and other organisations. ○ Support residents in providing bookkeeping workshops to improve confidence in managing TRA finances and applying for small grants. ○ Residents can access the SGTO resource centre and partake in free accredited Lessons in Financial Education (LiFE) and learn my Way. 	<ul style="list-style-type: none"> ○ This will build confidence and develop skills in: <ul style="list-style-type: none"> • public speaking • presentation ○ This will help prepare the young people with an introduction into the work environment and enhance their knowledge and skills. ○ Work with T&RAs to encourage greater estate participation. ○ Gives TRA's a better understanding in managing their funds, keeping accurate financial records and minimise malpractice. ○ This will increase skills in budgeting and money management and improve financial awareness. 	<p>feedback received from students and tutors.</p> <ul style="list-style-type: none"> ○ Canvass impact statements from the police, council and voluntary organisations ○ Put in place engagement plan for working with Southwark Youth Advisors and the Youth Community Councils ○ 5% increase in number of accounts verified and feedback received. ○ Monitor the number of participants in the scheme and regularly evaluate with the providers the impact of the training. ○ Monitor outcomes through follow up and participant evaluation ○ Equalities monitoring
--	---	--	--	---