

Task and Finish Project – e’noticeboards

Project Group:

Two residents from the Collective Panel
Staff Member

Schedule:

18th & 19th September – Research
27th September - Planning Meeting
3rd - 9th October - Door knocking and phone
call surveys
16.10.18 – Report to ‘New Group’

Background

A number of members of the Collective Panel were unhappy with the e-noticeboards when they were installed and still feel that they are not worth the money that was spent on them. It was felt that the noticeboards were insufficiently used and at times irrelevant to tenants. No tenants or residents were consulted over the installation, which was a regular complaint from members of the Collective and Specialist CAPs. This issue has been raised at Collective and suggested as a T&F project.

The e-noticeboards were installed in 2014 at a cost of £2,559.72 each plus VAT. The running costs are approximately £80.00 per year, per board which comes from the Estate Services Budget and not charged to the schemes. There has been no maintenance charges to date, if there were, they would be met by Estate Services.

The project group decided to look at how they are currently being used and speak to tenants and residents to see if they value them and what if any, improvements could be made.

Research

- The costs of installation
- Information held on noticeboards during the project
- Survey Feedback and results from door knocking exercise
- Feedback from estate officers and scheme managers
- Noticeboard flyer advertising a prize draw

Findings

There are 11 schemes with noticeboards and 14 noticeboards in total. NCHA control how long each message stays on screen and how long there is between each rotation. Currently, a flyer remains on screen for approximately 15 seconds. Some flyers can be held on screen for longer i.e. if we want to draw attention to them. The Prize Draw flyer was held for 2 minutes at a time during the project, before the rotation continued.

Content on screens were looked at on the following schemes:

Baseball Walk – 18 rotations and a wall noticeboard (included 2 Leicester flyers on recycling & waste collection which was not seen on the others)
Midland Court - 15 rotations + wall noticeboard
Railway Court - 15 rotations + wall noticeboard
Stanwick Court - 15 rotations + wall noticeboard
Crescent West – 14 rotations no wall noticeboard

Flyers on e'noticeboards: Tenants responsibility, fire safety information, home insurance scheme info, Nottingham Credit Union information, variety of ways to contact or follow NCHA on social media, reporting repairs, My NCHA, getting involved, ASB, You said We did content from LINK

The content on screens on all 5 schemes contained similar information. All the boards mentioned included the scheme manager timetable indicating where the scheme managers are on a daily basis.

An Estate Assistant administers the noticeboards. Their role is to input the information onto the noticeboards received from Estates and other service areas upon request. The admin is ad-hoc and input as and when requested. There is no record of what has been displayed.

Survey results:

195 surveys were sent out via email to tenants and residents living in blocks with e'noticeboards. 14 responses were received.

28 responses were completed by door-knocking, 1:1 and phone surveys

60% of respondents to the survey actively look at the noticeboard.

76% of those checked the board at least once a week

Fire information, home insurance and local information were listed as the most useful to tenants and residents. Other suggestions for inclusion from tenants residents and staff are listed under recommendations and in the survey results.

Prize Draw flyer:

There were no respondents to the noticeboard flyer offering £20.00 to contact the TIO to indicate they had seen the message.

Conclusion

60% of residents in schemes with noticeboards look at them and 76% of those look at them at least once a week. However, although 60% responded positively to the survey – there was no interest in the prize draw.

Some of the information is valued by some of the residents. Local information should remain including contact details for NCHA, fire safety information, contents insurance information and any local information.

Baseball Walk held the best example of local information e.g. recycling and waste collection.

Recommendations

1. A process and procedure on e'noticeboards should be created
2. The boards should be updated on a regular basis
3. The number of inserts should be logged and monitored by the Estates Manager and 'New Group'
4. Service areas reminded to send specific message at certain times of year and during campaigns (Christmas is coming – don't forget to pay your rent as well)
5. A list of information is required to indicate what should be displayed (basics)
Car parking regulations, recycling, events, universal credit, training, lifts out of order
6. Create specific flyers for e'noticeboards rather than input generic flyers used in LINK etc.
7. Display communal repairs reported and target dates
8. Display when gardeners are visiting
9. Keep wording to a minimum for maximum impact
10. Promote who the Income, Estate and Tenancy Support Officer is for their scheme
11. Promote tenant involvement opportunities, vacancies and upcoming events
12. Reconsider the timing loop between flyers
13. Make the graphics and animation more interesting and eye catching.

Documents attached:

1. Appendix 1 [list of schemes](#) with e-noticeboard
2. Appendix 2 example of flyers [1](#) and [2](#) on noticeboards (tenants responsibility/home ins)
3. Appendix 3 copy of the [survey questions and results](#)