

Resident Involvement Impact Statement 2015-16

Areas of Resident Activity

Resident panel	
<i>Our resident panel currently has 34 members. Our resident panel works to give us feedback on services and current issues. Members have given us valuable feedback on policy reviews and current issues and received a regular bulletin of all resident involvement activities.</i>	
Policy Reviews	<p>Housing Management policy: no real outcome from the resident panel.</p> <p>Keniston's business plan: Members of our resident panel told us that they were concerned about rents and affordability and whether this will push people out of London; the impact of allocations policies on local neighbourhoods and the effect of fixed term tenancies on sustainable communities.</p> <p>Selection and Allocation policy: The review of this policy led to questions concerning the right to buy but this is likely to require a separate policy.</p>
Other consultations	
<i>Various consultations are carried out with the Resident panel or specifically with scheme based residents.</i>	
Estate issues	<p>Foxley Hall: consulted on parking arrangements</p> <p>Burnhill House: worked with residents to improve the cleaning service</p> <p>Darrick Wood: consultation carried out with residents regarding the purchase and location of a bike store</p> <p>Nethewode Court: consulted on a bike store, an estate improvement paid for by BHBN</p> <p>Darrick Wood sheltered: were consulted on the use of the laundry room</p> <p>We have also started to use survey monkeys for satisfaction on estate services.</p>
Other consultations	<p>These include a website survey and Equality and Diversity, both via survey monkey</p> <p>Various short polls carried out on social media regarding the wider issues that social housing currently face.</p>
Social media	
<i>A concentrated effort this year to promote the use of social media through Twitter and Facebook in order to update tenants on news and engage our tenants. It has been used to promote good advice such as money saving tips, and to provoke discussion on the issues and challenges facing our tenants.</i>	
Increase the use of social media	<p>Our Facebook is full of interesting news and tips, but is still used as more of a notice board rather than interactive.</p> <p>The Darrick Wood Facebook has more interaction, not with us, but more for each other, sharing information about local traffic problems and news from the local school for example. This was a Facebook page set up by residents and used by residents.</p>

Community events held at schemes	
<i>Community events include community action days, involving local partners and / or fun days to promote a sense of belonging and cohesion.</i>	
Youth Services	<p>Bromley Youth continue to provide local summer activities which our residents can attend. They also attend our Darrick Wood fun day.</p> <p>One of our residents, a retired teacher, is a volunteer at the homework club</p> <p>One of the members of the youth club won an award for her services as a volunteer assisting with the younger group.</p> <p>A joint Halloween party was held in partnership with the Darrick Wood Community Group (DWCG).</p>
Sheltered Schemes	<p>Sheltered residents had a coach trip to Ruxley Manor Garden centre paid for by the DWCG; exhibitions and presentations by Comfort Plus and Local personal and domestic care companies; in addition to this they had regular bring and share lunches, bring and buy sales, and weekly keep fit, coffee mornings, games and craft afternoons plus a slimming club and police surgeries.</p> <p>All sheltered schemes had a Christmas lunch plus entertainer.</p> <p>Another scheme's activities include an Easter buffet, Valentine's day lunch, Halloween lunch, summer afternoon tea and a summer trip to Brighton.</p> <p>One scheme has a darts team who meet weekly, plus clothing sales, visiting optician and hairdressing.</p>
Fun days	<p>We held fun days at Nethewode Court to which the Dogs Trust and the police came; Burnhill House where Dr Bike, Help on your Doorstep and Mind attended and the Darrick Wood fun day paid for and organised by the residents' group.</p>
Darrick Wood Community Group	
<i>The group have developed this year in their interest for running courses for local people, and raising funds for community events.</i>	
Resident fund raising	<p>Members raised funds via boot sales, plant sales and selling refreshments at local park days; they also raised funds for charity via the Macmillan coffee morning. Other income is from private hiring and professional hiring from the Bromley Healthcare clinic and the Bromley breast feeding clinic.</p> <p>We had enquires from a yoga teacher and music club but they did not pursue; a dance club had a trial but did not continue.</p>
Training	<p>Courses run were: Microsoft office basics and improvers, Online basics and improvers, nail art, make up and eyelash tint. All courses were run free of charge in partnership with Bromley Adult Education.</p> <p>Other courses paid for by the group were: first aid for babies and children; first aid for adults; fire safety awareness; food safety in catering; healthy eating on a budget.</p>
Community events run by the Darrick Wood Community Group (DWCG)	<p>The group held a leaving party for the outgoing youth leader from Bromley Youth</p> <p>Funded and helped to arrange a community action and fun day on the estate</p>

	<p>New Year's Eve community lunch</p> <p>The baby and toddler group has now ceased.</p> <p>The DWC oversee the running of the community centre and use any income from hiring for the benefit of the community e.g. fun days and training. Members of the community can hire the centre privately for family parties for example, and sometimes professional groups hire. Unfortunately, Bromley Healthcare have ended their sessions at the centre which provided the group with an income of £1500 per year.</p>
Resident meetings and Management Team Walkabouts	
<i>We continue to hold residents' meetings twice yearly and regular walkabouts at each scheme. Here we promote local partnerships offering digital support / financial support and benefit advice as well as getting feedback on the services we offer.</i>	
Better Homes, Better Neighbourhoods	
<p>Tarling Close</p> <p>Nethewode Court</p> <p>Darrick Wood</p> <p>Burnhill House</p>	<p>An additional lift is completed at the sheltered scheme</p> <p>A brick built cycle store with cycle hoops was completed</p> <p>Tiling has been completed to bin stores making it easier to keep clean</p> <p>Improved lighting has been installed to the garage area</p>
Other	
Talkback	Talkback, our resident newsletter continues to be distributed 3 times a year with a focus on articles by our tenants.
Volunteering	1 resident is a volunteer at the Bromley Youth club to assist with the homework club.

Events at the community centre			
There have been no additional groups that have made a regular booking, but the centre continues to be hired by tenants for private functions.			
Weekly child minding group continues			
Twice weekly youth club			
Twice weekly Bromley Health care			