

Resident Involvement Impact Statement 2016-17

**Areas of Resident Activity**

<b>Resident panel</b>	
<i>The resident panel is our resident consultation panel. Members can provide their feedback online, by phone or by post and at a time which is convenient to them. This is a quick &amp; easy way for residents to be involved from home, and is a flexible way for us to obtain feedback on services. Our resident panel currently has 28 members. 4 new members joined the panel, but 10 residents left the panel when the panel was reviewed, leaving an overall a reduction of 6 members.</i>	
Meet the staff day	An event was held for members of the resident's panel to meet with the new Chief Executive and Keniston staff. 4 members attended and were informed of Keniston's achievements during the past year, and its plans for the future.
Focus group	We ran a focus group with regard to a Tenant Incentive Scheme. 6 people attended and gave valuable feedback.
Value for money: The cost of the meet the staff day event was approximately £550 and was considered not good value for money, in terms of the number attended and their output and we will reconsider how we hold this event in future. The focus group cost approximately £210 in terms of staff time and tenant expenses. However, the output from the group was valuable.	
<b>Policy Reviews</b>	
Rent Arrears Policy	6 Resident Panel members responded to a questionnaire about the policy. Most agreed with the general principles but wanted to add a choice of communication methods, such as email, and to allow leaseholders access to the same services. These 2 recommendations have been incorporated into the policy. We are also asked to consider incentives for prompt rent payment.
Value for money: The cost of canvassing the views of our resident panel is low, approximately £46 in staff time and we get good feedback from this.	
<b>Hot Topics</b>	
<i>From time to time we post bite sized questions to our resident's panel and on social media. This has proved an effective way to obtain views from residents, some of whom have not engaged with us previously. It is flexible and doesn't take much time.</i>	
Mergers	Residents said they would like the opportunity to vote on a merger, and would be willing to merge with another organisation which had the same ethos as Keniston.
Letting to under 35's	Most respondents thought it was discriminatory not to let to under 35's. We are piloting a proposed amendment to policy that under 35's will be offered a studio where the shortfall in rent is less than a 1Bed.
Increasing the eligibility age for sheltered	In response to consultation, and repeated requests at Tenants' Meetings, we have increased the age from 55 – to pensionable age (currently 62)
Credit Cards for rent payments	Respondents were very mixed in their responses. We are running a 6-month pilot to accept credit cards for rent

Credit Unions and membership fees	payments although this will not be promoted or encouraged. Respondents were mixed as to whether Keniston should pay the membership fee or not. On investigation we thought that there are better banking accounts available, although the savings account is worth it in order to be eligible for a loan with reasonable interest rates. For this reason we will not be looking to pay the first year membership fee.
Should we build for shared ownership? Building for older people	Very few responded and preferred VRTB All respondents said that they would prefer to stay in their own home and in a mixed community, but would like bungalows.
Rubbish & recycling	Are people uneducated about recycling – or just lazy? - A tenant said they would like us to pay more attention to tenants with untidy gardens.
Value for money: The cost of this is minimal and we get good feedback, as long as we pick the right topic that interests people.	
<b>Estate Satisfaction surveys</b>	
<i>We carry out surveys every other year on a scheme by scheme basis and are specially focused on the services provided by Keniston paid for out of the service charge. 8 schemes were surveyed, and the comments below are the recommendations we are carrying out.</i>	
Dromore	Residents asked us to be more efficient when adjusting time clocks for winter and summer time. A procedure is now in place across all those schemes affected.
Burnhill House	Residents asked for additional colourful plants in the planters, and this work is due to be carried out shortly. Residents queried a more energy saving lighting system, and we are looking into this within our upgrade programmes.
Lyham Road	Residents were unsatisfied with the garden in that it lacked colour. Bulbs have been planted, and we are looking to replant a central bed this summer at the residents' request.
Value for money: The direct cost of administrating the survey is minimal, but it takes a great effort to get over 50% in responses. Approximately £100 is further spent in obtaining more responses. We currently post, email, telephone and door knock and we will be including surveys by text this year. We also offered a prize draw, but this did not encourage more responses. However, the feedback is very valuable to us.	
<b>Social media</b>	
<i>Social media includes Twitter and Facebook and to date we have 321 friends on the Darrick Wood Facebook; 44 members on the Keniston Gossip; 119 likes on the Keniston Facebook, 1138 followers on Twitter.</i>	
<b>Community events held at schemes</b>	
<i>Local events are a good way for residents to meet other residents and Housing Officers to discuss local issues and concerns. Community events include community action days, involving local partners and / or fun days to promote a sense of belonging and cohesion.</i>	
Activities at the sheltered schemes	In addition to the usual quizzes, coffee mornings, bring and buys, darts teams there has been a summer trip to

	Rye; themed tea parties such as the Queens 90 <sup>th</sup> birthday, the Paralympics, Halloween and Valentines. There have been 3 coach trips to local garden centres, and Wisley Gardens. The Crawley scheme held a gardening competition in partnership with the Local Authority.
Social events	Generally we select 2 schemes per year on a rotation basis to carry out an evening social event. This year social get togethers at Pound Green Court and Lyham Road achieved a 50% turn out.
	This is an annual event and is generally organised and funded by the Darrick Wood Community Group
Value for money	Most events at the sheltered schemes are self-funded, and the Darrick Wood Community Group pay for coach trips to garden centres. Each evening event costs approximately £200 in terms of staff time and buffet food.
Fun days	Darrick Wood fun day: This is an annual event and is generally organised and funded by the Darrick Wood Community Group
<b>Darrick Wood Community Group</b>	
<i>The group exist to fund raise to pay for activities and courses for the benefit of the community. The group manages bookings for the centre, which include a twice weekly karate club, weekly mother and toddler club and private parties. The group lost a significant source of income when Bromley Healthcare withdrew from use of the centre. Unfortunately, the group were also unsettled by the sudden death of their Treasurer/ Cleaner and stalwart of the group. The group struggles to recruit a new Treasurer and Secretary.</i>	
<b>Training for residents</b>	
We aim to develop residents' potential, and want to provide training to help our residents become more work ready.	
We work in partnership with Bromley Adult Education and most courses are free or free to people on benefits. Courses held for 16-17 were:  Other training included:	We work in partnership with Bromley Adult Education (BAE), and most courses are free of charge for our tenants to attend. Courses include: <ol style="list-style-type: none"> <li>1. Microsoft Office intermediate 3 attendees</li> <li>2. Nail art 7 attendees</li> <li>3. Intro to eyebrow and eyelash treatments 5 attendees</li> <li>4. UV Gel nails 8 attendees</li> <li>5. Microsoft Publisher 3 attendees</li> <li>6. Creative art for mindfulness 4 attendees</li> </ol> Other courses included: <ol style="list-style-type: none"> <li>1. Essential first aid for all ages 7 attendees</li> <li>2. Essential first aid for parents 3 attendees</li> <li>3. Money and business course 3 attendees</li> </ol>

Events organised and paid for by the DWCC were:	<p>Customer Service (1) – we had an opportunity to work in partnership with Bluewater to deliver up to 6 free training courses in customer care, but having tried to run the course twice, we could not continue with the lack of numbers.</p> <p>2 resident panel members volunteered for training via TPAS, but on both occasions TPAS have cancelled due to lack of numbers.</p> <ol style="list-style-type: none"> <li>1. Sheltered coach trip to Coolings garden centre</li> <li>2. Queen’s birthday street party/BBQ</li> <li>3. Family coach trip to Hastings</li> <li>4. Community action and fun day</li> <li>5. Halloween party</li> <li>6. New Year community lunch and memorial plaque unveiling</li> </ol>
<p>Value for money: Courses provided by BAE are either free or free to people on benefits. The Darrick Wood Community Group has usually paid for those who are not on benefits. The Community Involvement Officer advertises the courses, and much of her time is spent on recruiting people to attend a course.</p>	
<p><b>Management Team Walkabouts</b></p>	
<p><i>We arrange monthly estate walkabouts throughout the year to identify environmental issues that local tenants are concerned about and consider improvements that could address the issues. Some recommendations are put forward as a Better Homes, Better Neighbourhood initiative.</i></p>	
<p><b>Value for money:</b> Cost £4032 in terms of staff time; We would like to meet more tenants, and it is hoped our new texting service reminding tenants of the date will help with this. We have condensed some inspections in the same boroughs to the same day, thereby saving on staff time and travel, and this has saved £1300</p>	
<p><b>Resident meetings</b></p>	
<p><i>We generally hold 2 meetings per year at each scheme. Sometimes this is to discuss a particular issue, for example, to address a racism problem at a sheltered scheme, we invited the Safer Neighbourhood Team to discuss this, or at another scheme we invited the safer neighbourhood team to assist us in dealing with a particular anti-social behaviour issue. The meetings allow us the opportunity to discuss issues affecting Keniston and we ask for feedback on our service such as cleaning and gardening.</i></p>	
Issues raised at tenants meetings that Keniston has addressed	<ul style="list-style-type: none"> <li>• Silver &amp; Byers Court: tenants were concerned about security as undesirable people were gaining access to the block. We installed better locks and bolts; installed an extra camera to the existing CCTV system and we will be installing gates to the bin area.</li> <li>• Hornsey Road: complained about their door entry system and their issues were addressed with a recent</li> </ul>

	<p>upgrade. Tenants report there has been significantly less unwanted callers.</p> <ul style="list-style-type: none"> <li>• Sheltered schemes: asked for Wi-Fi in the communal lounge. This has been installed.</li> </ul>
<p><b>Value for money:</b> Each tenant meeting costs approximately £100; The number of attendees vary between 1 &amp; 6. Very few attend in the winter. Meetings at Sheltered schemes are still popular. It is proposed to carry out 1 tenant meeting per year between the months of March- October, with the intention of holding a 2<sup>nd</sup> if there are particular issues to discuss. This will save approximately £400</p>	
<p><b>Better Homes, Better Neighbourhoods</b></p>	
<p>A budget of £110,000 was set aside to carry out estate improvements. This year, we used the entire budget to an improvement at Tollington Park. This is a scheme of 6 flats in Hornsey Road. Residents complained of suspected drug dealers on the stairwell and gangs from the nearby Andover estate were known to gather nearby.</p>	
<p><b>Resident Groups</b></p>	
<p><i>We will assist with setting up a residents group where there is interest.</i></p>	
Sheltered schemes	<p>A group of residents at Tarling Close, supported by the Sheltered Scheme Manager fund raise and pay for activities at the scheme. An attempt was made to replicate this at Darrick Wood, but unfortunately required too much of the Community Involvement Officer's time, so it became uneconomic to pursue.</p>
<p><b>Outcome of Complaints and Resolutions</b></p>	
Policy or service changes as a result of outcomes of complaints or resolutions:	<ul style="list-style-type: none"> <li>• Water leaks: Have run several promotions to increase the take up of a low cost insurance scheme.</li> </ul>
<p><b>Other</b></p>	
Talkback	<p>We have recruited 2 people to the editorial panel. They proof read our articles for Talkback, and give us feedback on the latest edition.</p>
Volunteering	<p>Our volunteer who runs the Homework Club at the Youth club is continuing.</p>
Training	
Board members	<p>We received 2 enquiries to become a board member. One was declined due to rent arrears, and we have tried unsuccessfully to channel their interest towards tenant scrutiny. Another came to observe but has not been able to commit to the post.</p>

<b>Events at the community centre</b>			
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			