

2000Resident Involvement Impact Statement 2017-18

Areas of Resident Activity

Resident panel	
<p><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 & 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 31 members, an increase during the year of 3 additional members. Members of the panel have given us valuable feedback which has influenced our services in the following ways.</i></p>	
<p>Members helped us with a protocol for texting etiquette when our texting service went live. Their suggestions included:</p>	<ol style="list-style-type: none"> 1. No text speak 2. Texts to be sent in business hours only 3. Tenants have the option to opt out. <p>Members also suggested various situations, when receiving a text from us would be most useful which we have implemented.</p>
<p>Members had the opportunity to feed into the business plan. Their feedback included:</p>	<ol style="list-style-type: none"> 1. Build more new homes to meet growing housing needs 2. Remain a 'personal' and caring landlord 3. Work in a more efficient and modern way, and offer more choice about how people can access services 4. Continue to be part of local communities <p>This has been reflected in the 5 year plan.</p>
<p>Value for money: This is a quick and easy way for residents to be involved from home, and is a flexible way for us to obtain feedback on our services and address service delivery issues. The cost is minimal</p>	
Policy Reviews	
<p>Resident panel members have been influential over the last year helping to shape our policies and improve services. Some key examples of their impact are:</p>	<p>Pets Policy: Members were equally divided on whether we should give permission for dogs to reside in flats without a sole garden. The policy was amended to continue to allow dogs in flats, but would be prohibited in future in new build flats.</p> <p>Hate Crime Policy: Members thought the policy was comprehensive and we have included a reference to advocates being able to act on behalf of disabled persons and to encourage early reporting of any hate behaviour. Members also gave useful suggestions on how we could publicise the policy.</p>

Value for money: Same as above.	
Hot Topics	
<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.</i>	
Residents were asked what their issues and concerns are and how they could have a more effective voice. They said:	<ol style="list-style-type: none"> 1. Can we review the frequency and format of tenants meetings? – We are following up after every tenant meeting to learn what works well regarding time, venue and topics at their particular scheme. 2. That they are concerned about the lack of new housing at social rent 3. Do we have enough resources to manage our rent arrears due to the cuts in welfare benefits – 4. That they were concerned about the lack of social services resources for people with mental health needs 5. Do staff always know what's best for the tenant – this is not an equal relationship 6. Yes, tenants feel that they are able to communicate their views and have opportunities to engage with us and feel listened to although our process may not be effective because not many people engage. 7. There is a lack of formal structures to be able to consider wider issues affecting the Association. <p>As a result we are surveying our residents following each resident meeting to learn what works for them.</p>
Value for money: The cost of this is minimal and we get good feedback which is constructive and helpful, as long as we pick the right topic that interests people.	
Estate Satisfaction surveys	
<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. The surveys are carried out electronically via survey monkey and via post.</i>	
Surveys carried out were: Merrow Street Darrick Wood Hornsey Road / Tollington Park Pound Green Court.	<p>This is what they said: Generally, residents found Keniston supportive and caring and the quality of work is good. Rubbish dumping is an increasing problem on estates and some attention to detail when cleaning is lacking. There was positive feedback for Hornsey Road and Tollington park as we have a new cleaner.</p> <p>The headline for this year's surveys is that, while satisfaction remains high, there has been some decrease in satisfaction since last year. Satisfaction with cleaning has fallen from 100% to 92% and with gardening from 87% to 84%. We have identified that rubbish dumping is increasing and this has been highlighted as our priority task. Although disappointing, we still meet our 80% target and overall satisfaction remains high.</p>

<p>Value for money: Our response current rate is 37% and since we have remodelled our survey, we are getting more and improved qualitative responses. The direct cost of administrating the survey is minimal, although there are postage costs. In view of this we are increasing our use of survey monkey to help minimise this. There is a slow take up of the survey monkey at the moment.</p>	
<p>Social media</p>	
<p><i>We understand the potential of social media to engage tenants. We use Facebook and Twitter pages to engage with tenants, share event information, provide useful community information and promote resident involvement opportunities. We have specific resident involvement pages being 'Keniston Gossip' for consultations, 'Darrick Wood' set up and run by tenants of the estate and one specifically for the use of the scrutiny panel. We have 356 friends on the Darrick Wood FB page, 137 'likes' on FB and 1475 Twitter followers. This is approximately 10% increase of activity on FB and 23% on Twitter.</i></p>	
<p>Community events held at schemes</p>	
<p><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></p>	
<p>The Darrick Wood Community Group have arranged and funded local activities for residents on the estate. These are:</p>	<ul style="list-style-type: none"> • Arts & Crafts for young children in the summer holidays • Halloween party • Christmas lunches for adults and children (30 attendees) • Fun day (approx. 96 attendees) • Coach trip to Brighton (55 attendees) <p>Members of the group have become more confident and effective in their roles. The members are empowered to make their own decisions with regard to financial matters and events to promote community cohesion.</p>
<p>There have been numerous other events at the sheltered schemes</p>	<p>These are standing items, such as quizzes, coffee mornings and celebratory lunches organised by the sheltered scheme managers.</p>
	<p>In addition to this 2 residents at Perryfield (Crawley) sheltered housing scheme run a weekly craft group for residents and other local older people in the neighbourhood.</p>
<p>Value for money</p>	<p>The courses run at Darrick Wood sheltered scheme is run free of charge by Bromley Adult Education. The DWCG earn income from the hiring of the centre and this money is used to fund the social events that they have arranged.</p>

Training for residents	
We aim to develop residents' potential, and want to provide training to help our residents build capacity. We work in partnership with Bromley Adult Education and most courses are free or free to people on benefits.	
The health and social wellbeing of our sheltered residents is an important consideration for Keniston – these are courses that have been run at the sheltered schemes:	<ul style="list-style-type: none"> • Creating a miniature herb garden • Window boxes and planters • Everyday cookery for smaller households • Knitting for the festive season • Winter cooking
Other courses for Darrick Wood residents include:	<ul style="list-style-type: none"> • CIEH Level 2 Award in Food Safety in Catering • Digital skills – online basics • Universal Credit workshop in partnership with Bromley Council • Budgeting course (in-house)
Value for money: Courses provided by BAE are either free or free to people on benefits. The Darrick Wood Community Group funds those who are not on benefits. The Community Involvement Officer advertises the courses, and time on recruiting people to attend a course.	
Management Team Walkabouts	
<i>We arrange monthly estate walkabouts throughout the year to identify concerns that local tenants have and consider improvements that could address the issues. Some recommendations are put forward as a Better Homes, Better Neighbourhood initiative. 20 people joined us on the walkabouts. 12 recommendations for improvements were made and have been completed. We also picked up 3 cleaning issues; 31 communal repairs; 10 grounds issues; 4 tenancy issues and 8 environmental ASB issues.</i>	
	Residents have suggested improvements and these have generally been about landscaping, fencing, signage and a communal tap
Value for money: Cost £4515.39 in terms of staff time.	
Resident meetings	
<i>We generally hold 1 meeting per year at each scheme unless a particular issue requires a more frequent meeting. Tenants meetings allow us the opportunity to discuss issues affecting residents and also gives us the opportunity to discuss wider issues, and more about the services we provide. We have carried out 12 meetings and 125 tenants attended overall.</i>	
	Typically we use the opportunity to promote our services such as community involvement, My tenancy, and our texting services. We also discuss maintenance issues and future investment as well as wider issues such as

	welfare reform and fire safety. Tenants give us feedback on our cleaning and gardening and our maintenance contractors. We have also promoted any financial inclusion services and products such as the Green Doctor and smart meters.
Value for money: Each tenant meeting costs approximately £100; We are currently surveying our residents following each meeting to ascertain preferable meeting times, venues and topics so that we can target this resource more effectively.	
Better Homes, Better Neighbourhoods	
The BHBN budget of £55,000 was available last year for residents to be able to introduce small improvements to communal areas. Residents can recommend improvements via management team walkabouts, tenants meetings or via the Scheme Caretaker or Housing Officer. The bids are considered and agreed by the BHBN panel made up of housing management and property services staff.	
Projects completed were:	<ul style="list-style-type: none"> • Removal of large trees in sole gardens at DARRICK WOOD, which residents could not afford to remove themselves. • Installed new bin stores at SUNNINGDALE COURT to ease the rubbish dumping. • Installed new bin store gates at BYERS and SILVER COURT to prevent vagrants from sleeping there. They are also more visually appealing. • Provided an additional bike store at MERROW STREET and NETHEWODE COURT as existing ones are filled. • Lay tiling to the lift lobby floor at NETHEWODE COURT – which is easier to clean and looks attractive • Remove and renew wall to car park entrance at PERRYFIELD to make parking easier for residents • Erected an iron railing at DARRICK WOOD to prevent anti-social behaviour • Installed a canopy over the rear stairwell at HORNSEY ROAD to keep the communal floor clean and dry to prevent people from slipping • Installed additional security lighting to bike and buggy store at SUNNINGDALE COURT for security reasons • Installed a LED motion sensor light at DARRICK WOOD for security for residents at night time. • Provided plants for tenant maintained communal garden at SUNNINGDALE COURT
Other	
Talkback and other publications	We have recruited increased membership to the editorial panel by 1 to 3.
Volunteering	Our volunteer who runs the Homework Club at the Youth club is continuing.
Works Experience	The daughter of a tenant joined us for one weeks works experience. This was in partnership with the local school.

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			