

## Resident Involvement Impact Statement 2018-19

**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 27 members.. Members of the panel have given us valuable feedback which has influenced our services in the following ways.</i>	
Members were consulted on the Annual Report and asked what they want to see in the report and what improvements could be made from the previous one.	<ul style="list-style-type: none"> <li>• Members liked the layout, facts &amp; figures and the content</li> <li>• They wanted to see what plans we had for Development (completed)</li> <li>• And refurbishment and rebuild projects on other estates. (none completed during this year and will carry forward to this year)</li> </ul>
Review of the tenancy pack	<ul style="list-style-type: none"> <li>• Members said they thought the amount of information was correct and relevant.</li> <li>• They'd like to see new photographs and an improved layout of the folder.</li> <li>• They liked the magnet</li> <li>• They felt that 'My Tenancy' was not explained very well</li> <li>• Suggested we promote the website</li> <li>• And include more practical information e.g. how to put credit on meters</li> </ul> <p>The feedback will address these points in our new tenancy pack which is due to be implemented in 2019-20.</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	
<b>Other Consultations</b>	
Joint Consultation with Bromley Council Allocations team and the homeless reduction strategy.	<ul style="list-style-type: none"> <li>• A survey was carried out with the Darrick Wood Community group.</li> </ul> <p>Primary concern was around adult children who have disabilities who won't be able to care for themselves without their parents.</p>
The future of Darrick Wood survey Here are the top 5 items mentioned	<ul style="list-style-type: none"> <li>• Mobile Phone coverage (a project is ongoing with regard to installing WiFi on the estate)</li> <li>• Road gritting in winter (completed)</li> <li>• Dealing with dog mess (extra dog bins ordered)</li> <li>• Dealing with anti-social behaviour (ASB review for 2019-20)</li> <li>• More play facilities for children (project is ongoing with regard to the future of the community centre)</li> </ul>
Joint consultation with Healthwatch	<ul style="list-style-type: none"> <li>• We hosted a focus group for older people which were facilitated by Healthwatch.</li> </ul>

Bromley regarding Housing Needs and working to help local people get the best out of health & social care services.	
Hosted a fun day at Merrow Street in order to carry out consultation on the future of the play area.	<p>Residents gave us various ideas including</p> <ul style="list-style-type: none"> <li>• Improved security for the area</li> <li>• Ball area</li> <li>• Benches</li> <li>• Raised beds</li> <li>• Gym equipment</li> </ul>
<b>Other Groups</b>	
Merrow Street Improvement Group	<ul style="list-style-type: none"> <li>• A group of 7 residents advising on plans for the future of the play area</li> </ul>
Darrick Wood Sounding Board	<ul style="list-style-type: none"> <li>• A group of approximately 12 interested residents giving their feedback on plans for development and estate improvements. 2 meetings have been held, one with the development consultant looking at site options we ran 2 conducted tours of the estate. Concerns were around landscaping and future maintenance, parking and extra traffic, and disabled adapted units.</li> </ul>
<b>Policy Reviews</b>	
Resident panel members have been influential over the last year helping to shape our policies and improve services.	Safeguarding policy: There was no feedback regarding this policy review.
Value for money: Same as above.	
<b>Editorial Panel</b>	
The Editorial Panel was set up to review leaflets and other communications. Members of the panel individually proof read our communications and review areas such as design layout and ensure that it is understandable.	<p>Last year our editorial panel reviewed:</p> <ul style="list-style-type: none"> <li>• Talkback magazines</li> <li>• Standards of Service Information sheet.</li> </ul> <p>Feedback was around use of language, fonts and background colours. These points were included in our amendments.</p>
<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.</i>									
Members of the resident panel were asked whether we should offer some payment to the new Chair and whether this should be extended to other board members.	<ul style="list-style-type: none"> <li>• The majority of the members voted to pay the Chair</li> <li>• Views were mixed on extending the pay to the rest of the board.</li> </ul>								
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.									
<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. The surveys are carried out electronically via survey monkey and via post.</i>									
Surveys carried out were: Silver Court, Islington Perryfield House, Crawley Sunningdale Court, Crawley Nethewode Court, Bexley	<p>Overall Satisfaction at the schemes was as follows:</p> <table> <tr> <td>Silver Court</td> <td>100%</td> </tr> <tr> <td>Perryfield House</td> <td>100%</td> </tr> <tr> <td>Sunningdale Court</td> <td>93%</td> </tr> <tr> <td>Nethewode Court</td> <td>95%</td> </tr> </table> <p>Satisfaction has decreased slightly for cleaning and gardening services at Sunningdale Court and Nethewode Court. At Sunningdale, this was due to resident misuse in terms of dumping rubbish, litter and fly tipping. At Nethewode Court, we have had an issue with the Caretaker taking sick leave, and the cover arrangements aren't as good.</p>	Silver Court	100%	Perryfield House	100%	Sunningdale Court	93%	Nethewode Court	95%
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Value for money: Our response current rate is 38% a marginal increase from last year. Surveys are sent by email using survey monkey and posted where we don't have an email address. Text reminders are sent nearer the closing date.									
<b>Social media</b>									
<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 386 friends on the Darrick Wood FB page, 143 'likes' on FB and 1660 Twitter followers. This is approximately 4% increase of activity on FB and 13% on Twitter. We now have LinkedIn and YouTube.</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>	
The Darrick Wood Community Group have arranged and funded local activities for residents on the estate. These are:	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. <ul style="list-style-type: none"> <li>• Darrick Wood Fun day</li> <li>• Trip to Garden Centre for older residents</li> <li>• Halloween party</li> <li>• Children's Christmas lunch</li> </ul>
There have been numerous other events at the sheltered schemes	These are standing items, such as quizzes, coffee mornings and celebratory lunches organised by the sheltered scheme managers. <ul style="list-style-type: none"> <li>• An 8-week wellbeing course was run at the Darrick Wood sheltered scheme. This was delivered by Bromley Well who work to improve health, wellbeing and independence.</li> </ul>
	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. There were approximately 12 attendees and they have booked another course later in the year.
Value for money	The courses run by Bromley Well was free of charge. The DWCG earn income from the hiring of the centre and this money is used to fund the social events that they have arranged.
<b>Training for residents</b>	
We aim to develop residents' potential, and want to provide training to help our residents build capacity. We have formed a partnership with Clarion Futures and CAP Job Club.	
Clarion Futures has a large investment programme, working with Love London Working and provides support, skills and employment across our London boroughs	<ul style="list-style-type: none"> <li>• 14 referrals made</li> <li>• 8 are engaging on courses</li> <li>• 1 gained an apprenticeship at Clarion</li> </ul>
CAP (Christians against poverty) Job Club - Orpington	<ul style="list-style-type: none"> <li>• 1 person engaged, and has booked for the next course and is now volunteering at the church.</li> </ul>
Value for money: Courses provided by Clarion Futures and CAP are free.	

<b>Management Team Walkabouts</b>	
<i>We arrange monthly estate walkabouts throughout the year to identify concerns that local tenants have and consider improvements that could address the issues. A number of repair issues were raised and dealt with. Residents gave us feedback on My tenancy and recommended 4 improvements – 2 of which will be taken forward to BHBN. 18 residents attended overall.</i>	
<b>Value for money:</b> Cost £4600 in terms of staff time.	
<b>Resident meetings</b>	
<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 17 meetings and 164 tenants attended overall.</i>	
Tenant meetings have helped us identify some issues, most notably ASB issues in Crawley. Otherwise, discussion has been feedback on estate services and repairs. Feedback from a previous survey gave us an indication of the best time to hold a tenant meeting. They appreciate the text reminders and would like an agenda on the reverse of the invite. This has been implemented.	
<b>Value for money:</b> 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.	
<b>Better Homes, Better Neighbourhoods</b>	
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"> <li>• SUNNINGDALE COURT: Recycling bin</li> <li>• DARRICK WOOD: Additional dog bin</li> <li>• PERRYFIELD HOUSE: Motion sensor lighting</li> <li>• NETHEWODE COURT: dummy camera</li> <li>• SUNNINGDALE COURT SH: Garden furniture</li> <li>• DARRICK WOOD: Landscaping</li> <li>• TARLING CLOSE: Better bins</li> <li>• MERROW STREET: Railings to secure play area</li> <li>• SUNNINGDALE COURT: CCTV</li> </ul>
<b>Scrutiny panel</b>	
Recruited 3 panel members, although 1 has left.	<ul style="list-style-type: none"> <li>• Panel members are working to measure the effectiveness of the resident panel. Awaiting report (due by September)</li> </ul>

