

Resident Involvement Impact Statement 2020/21

Areas of Resident Activity

Resident panel	
<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 has decreased by 2 to 27 members. Members of the panel have given us valuable feedback which has influenced our services in the following ways.</i>	
The future development of new homes at Darrick Wood	We conducted a second public consultation on the proposed new homes online via Teams, due to the ongoing COVID19 pandemic. We made feedback forms available for those unable to attend on the day. An estate wide consultation was held on the proposed landscaping.
Resident Panel survey	<p>We carried out a survey to help us understand how well we performed during the first lockdown and how we could organise our operations coming out of lockdown. 16 members took part. Mostly, our communications during lockdown were appreciated. A few members felt that more phone calls and emails would have been appreciated.</p> <p><i>"I understood everything that was sent to me. I also appreciated the phone calls to make sure that I was alright."</i></p> <p><i>"I think you have kept things good the whole time."</i></p> <p><i>"I like the phone texts, e-mails and I love the colour A3 newsletters."</i></p> <p><i>"I have only had to make one call to "the office", which was answered as normal, much more so than many other organisations I have tried to contact, so all credit to KHA."</i></p> <p><i>"Fortunately I didn't / don't need much from KHA during the lockdown."</i></p> <p><i>"Current ways are ample - text messaging I find especially useful, as the info is accessible while I am on the go."</i></p>
New RI leaflet	Email consultation asking members to comment on a new Resident Involvement leaflet.
Panel news e-bulletin	This is sent out twice a year giving members an inside look at what is happening at Keniston and reports back on any involvement we have had with the panel.
Annual report 19/20	We carried out a consultation exercise with the panel on the upcoming Annual Report, gathering feedback on their preferences, also comparing with other Association's reports. The suggested amendments were included in the final document produced.
50 th year anniversary	Most of our planned celebrations had to be cancelled due to the pandemic. However we managed to host two charity fundraising events. We held a cake sale at Darrick Wood (£100.70) and a table sale at Whites Meadow (£185.50). Sadly, the plans for a stakeholder evening event were also cancelled. We created a 50 th logo to use in our publications.

Other Consultations	
Bickley grounds maintenance contract – forum established	We formed a working sub group including local residents, to help us appoint a new grounds maintenance contractor.
Biomass heating at Southwood Close	We carried out a successful installation of individual boilers to 37 properties, with 2 residents not to have this work completed.
Resident survey	A survey was sent to all residents asking them how they felt we had been communicating with them during lockdown. 75 residents took part in this. We received very high levels of satisfaction with the way we communicated with our customers during this time, via social media, our website, information leaflets, as well as individual calls to our more vulnerable customers.
Other Groups	
Darrick Wood Community Group	The DWC group has disbanded but due to the pandemic they have not yet completed their final AGM, which was due in 2020. Their funds have been taken in-house. Residents will be able to ask for community funding for events and training at Darrick Wood.
Editorial Panel	
The Editorial Panel was set up to review leaflets and other communications. Members of the panel individually proofread our communications and review areas such as design layout and ensure that it is understandable.	Last year our editorial panel reviewed: <ul style="list-style-type: none"> • Talkback magazines • Annual Report
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>	
5 surveys were carried out	Overall Satisfaction at the schemes was as follows: <p>Silver Court/Byers Court 89%</p> <p>Nethewode Court 100%</p> <p>Burnhill House 73%</p> <p>Perryfield House 100%</p>

	<p>Sunningdale Court 86%</p> <p>Where we scored lower satisfaction results, residents feedback on the standard of cleaning and suggested an increased provision. Regular inspections to assess the standard of cleaning had been less than usual due to the pandemic, but is now being monitored on a regular basis to ensure expected standards are being met. An increase of cleaning provision is a service chargeable item and we would need to consult with residents before increasing any provision.</p> <p>A small number of improvement items were also suggested, including a change of door entry to include CCTV and increased lighting in some estate areas.</p>
Social media and comms	
<p>This past year social media has been heavily used to keep our residents informed of our services and related advice on COVID19. We have also shared public resources and information of relevance.</p>	
<p>The Keniston Gossip group has been used by residents to talk to each other and ask for help or advice. On the Darrick Wood Facebook group, a resident during lockdown asked if a neighbour could collect a prescription and successfully found some help.</p>	
<p>DWood Facebook 395 friends (-2) Keniston Facebook 222 followers (+21) Keniston Gossip group 70 members Twitter 1778 followers (+64) LinkedIn 291 followers (+91) Youtube – No public videos this year but used for private meeting recordings.</p>	
Covid information leaflets	New COVID19 information leaflets were created and made available on the website. We also emailed them to residents.
Community events held at schemes	
<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>	
2 community events were held	<p>Most events had to be postponed due to COVID19. 2 charity sales events were held.</p>
Training for residents	
No training held due to the pandemic.	

Clarion Futures – Love London Working	We continue to make referrals to the LLW initiative via Clarion Futures, although the number of referrals are reducing on account of having reached all our residents with the initiative. Courses for last year were cancelled due to the pandemic.
Debt advice	Our rent income team referred residents to: <ul style="list-style-type: none"> • Step Change Advice • Christian’s Against Poverty • HOYD in Islington • Citizen’s Advice Bureau These services offer specialist debt advice to those in need of assistance.
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. Walkabouts were suspended during lockdown, so only two occurred during 20/21. They have resumed in April 2021.</i>	
Walkabouts	2 walkabouts completed, with 9 residents attending.
Resident meetings	
<i>We generally hold stock renewal meetings when required plus 1 tenant meeting per year at each scheme, unless a particular issue requires a more frequent meeting. Sometimes stock renewal and housing management tenant meetings were combined. 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.</i>	
Tenant Meetings	None
Stock Renewal meetings	Replacement kitchen selection appointments took place with 58 households. These appointments were followed up with a kitchen packs sent via email or post. The kitchen packs included new kitchen layout plans, information leaflets and confirmation of kitchen selection made. For all other contracts we replaced physical meetings with Information Leaflets sent via email or post which included: <ul style="list-style-type: none"> • 33 heating upgrades at Darrick Wood and Nethewode Court • 39 gas central heating installation <ul style="list-style-type: none"> -plus individual appointments to residents’ homes during grant process. -plus contractor survey appointments to individual homes prior to the work starting to discuss works • 10 x window and front door replacements

Carers Rights day in conjunction with Age UK	One of our Rent Income Officers was amongst the speakers at this zoom event in November, aimed at local residents in Islington.
Better Homes, Better Neighbourhoods	
Better Homes, Better Neighbourhoods is a scheme available 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"> • large pond filled in • new composting bins erected
Scrutiny panel	
A panel of 2 members	We advertised for increased membership of the panel and received some interest from potential new members, which will be followed up as restrictions ease.
Foodbanks	
	<p>We advertised the benefits of the Bromley Foodbank and asked for donations weekly during the period when Government restrictions were eased. Residents donated many goods and these were delivered by Keniston staff to the warehouse.</p> <p>We advertised a new Church Community Larder in Orpington, both via email and on our website, with local residents from Bickley and Darrick Wood being able to access free food.</p> <p>We issued foodbank vouchers to residents in need and delivered 2 hampers at Christmas donated from the Foodbank.</p>
Wellbeing calls	
Keniston wellbeing calls	<p>When lockdown first started, we carried out between 150-200 wellbeing calls each week to our customers. As a result of these calls, we referred some residents onto Age UK befriender service, as loneliness was an issue we highlighted. We also put some customers in touch with their local authority and other agencies for assistance with getting food shop deliveries and medical supplies.</p> <p>For the whole year, we estimate we engaged with approximately 1400 residents.</p>