

Resident Involvement Impact Statement 2019-20

Areas of Resident Activity

| Resident panel | |
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| <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 grown by 2 to 29 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 | The results from the panel were amalgamated with the public consultation carried out with our Darrick Wood residents which are shown later in this document. |
| New logo | 5 members responded and views were quite mixed, the project is on hold for now. |
| Easy read tenancy | 6 members responded. Members liked the presentation, said it was clear and we added 'No Smoking in communal areas' to the good neighbour section as suggested by a panel member. |
| Annual report 18/19 | 3 members responded and said they would like to hear about our development plans and how tenants are being consulted. They wanted to hear more tenant voices. They liked hearing about our purpose and aims for the future and wanted more comparison with the benchmarking – and suggested that we include 'highs and lows'. Also, most just wanted to hear about their own estate. |
| Domestic Violence consultation The National Housing Federation (NHF) conducted a consultation on the introduction of a legal duty to be placed on local authorities to provide support that meets the needs of the victims of domestic abuse and their children. | We asked the panel for their comments on this topic and fed this back to the NHF. Our panel members made a few points, most importantly speeding up the time to respond, and a more sympathetic response from other agencies. |
| What animal is Keniston? | We replicated one of the tasks from the staff awayday with our panel, and the response gave us some insight into our identity from a resident's perspective. 4 tenants responded. Generally, residents thought we were |

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| | diverse, strong and tough, hardworking, protective, caring and able to move quickly but also slow to take on ideas. |
| Revised information leaflets | Leaflets were updated with current information rather than an in-depth review as to the content. They were also modernised with a new look and layout. Residents were consulted on the look and feel, and they said it was more fresh, modern and more appealing to read. |
| Selection & Allocation Policy | A summary of changes was sent to the panel and 4 members responded and said that the policy covered everything and was clear and precise. |
| 50 th year anniversary | 2 members responded with ideas for local environmental improvements; Members were asked for ideas on a tenant conference to celebrate the anniversary. However, MT agreed that the cost may outweigh the benefit and it is on hold at this time. |
| Other Consultations | |
| Bickley grounds maintenance contract – forum established | Following an initial tenant meeting just after Keniston acquired the Stonewater stock, it was established that the residents of the Bickley estate were dissatisfied with the ground's maintenance. A resident group of 5 was formed to oversee the procurement of a new grounds contractor which is now in place. The group also considered the future of a pond, and it was agreed to fill the pond in and replace with a patio and a bench. |
| Biomass heating at Southwood Close | It was also established that the residents of Southwood Close, Bickley were unhappy with the Biomass boiler largely due to its ineffectiveness. Options were discussed at tenants' meetings, and it was agreed with residents to proceed with the option to install gas central heating. |
| The future of Darrick Wood Community Centre | The Community Centre is coming to the end of its life, and staff worked with the community group to develop some ideas based on what the community want and how can it be achieved. Members of the centre held coffee mornings and began to carry out a door knocking exercise to complete a survey. This project is now on hold due to budget constraints there are no plans to replace the community centre, it was felt that we shouldn't continue for fear of raising expectations. |
| Post Boxes at Robert Whyte House | Residents were unhappy that their post was insecure as it was placed in pigeon holes. Residents were consulted on a variety of post boxes and colours and a resident group of 6 chose the version they would like. These are in place. |

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| Darrick Wood Landscaping Consultation | Residents were asked about design improvements for the estate. Comments will be used any plans for development at Darrick Wood. | | | | | | | | | | | | |
| Other Groups | | | | | | | | | | | | | |
| Merrow Street Improvement Group | We continued with our work with the resident group and have installed raised beds for planting, access to water, a bench and resurfacing in preparation for a marked out play area due to be completed 20-21.. | | | | | | | | | | | | |
| Darrick Wood Sounding Board | We held 1 meeting with the sounding board in June, where we shared plans with the group in preparation for the public consultation carried out later that month. | | | | | | | | | | | | |
| Darrick Wood Community Group | The DWCG were responsible for hosting their own fun day and organising a minibus trip to Polhill garden centre and a coach trip to Hastings for sheltered residents | | | | | | | | | | | | |
| 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. | <p>Last year our editorial panel reviewed:</p> <ul style="list-style-type: none"> • Talkback magazines • Easy read tenancy agreement • Information Sheets | | | | | | | | | | | | |
| 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> | | | | | | | | | | | | | |
| 9 surveys were carried out attends two hours per day three times a week. | <p>Overall Satisfaction at the schemes was as follows:</p> <table> <tr> <td>Merrow Street</td><td>90%</td></tr> <tr> <td>Lyham Road</td><td>75%</td></tr> <tr> <td>Foxley Hall</td><td>93%</td></tr> <tr> <td>Darrick Wood GN Houses</td><td>89%</td></tr> <tr> <td>Darrick Wood GN Flats</td><td>93%</td></tr> <tr> <td>Darrick Wood HFOP</td><td>94%</td></tr> </table> | Merrow Street | 90% | Lyham Road | 75% | Foxley Hall | 93% | Darrick Wood GN Houses | 89% | Darrick Wood GN Flats | 93% | Darrick Wood HFOP | 94% |
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| | <p>Pound Green Court 80%</p> <p>Tarling Close 100%</p> <p>Hornsey Road 91%</p> <p>In the main residents complained about other residents' disposal of rubbish and misuse of bin stores. This is currently our biggest environmental anti-social behaviour issue on estates.</p> <p>Some feedback on streetlighting, and we informed residents that we are due to upgrade our lighting to more energy efficient LED lighting over the next 3 years.</p> <p>A resident asked for a translation service at Crawley tenant meetings which we will offer.</p> <p>There was some feedback about the lack of mobile phone signal at Darrick Wood which we hope to address by introducing a communal WiFi system.</p> |
| Social media | |
| <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 created our first Youtube video.</i></p> | |
| <p>DWood Facebook 397 friends Keniston Facebook 201 followers Twitter 1714 followers LinkedIn 200 followers Youtube video – Changing a 2D bulb - 51 views</p> <p>Interaction on Facebook has increased slightly, and a bigger increase with our followers on Twitter. We aim to shift towards digital engagement online, but we must consider the 25% of our residents who don't go online for a month or less. <i>(taken from Resident Satisfaction Survey 2018)</i></p> <p>The local Darrick Wood Facebook has the most engagement, but this was set up for residents to exchange information with each other, and acts as an excellent neighbourhood hub, raising awareness of issues to each other, asking for help are some examples.</p> <p>Residents do ask questions on our Keniston Gossip page.</p> | |

Feedback on services is less so because residents are unwilling to express their opinions online. We do share links to our online surveys on Facebook but it is not possible to tell how many are completed from that source.

We were able to interact on Facebook with the scrutiny panel and attaching documents was useful.

Community events held at schemes

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.

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| 8 community events were held | <p>Darrick Wood fun day</p> <p>Credit Union drop-in session at the Darrick Wood Community Centre -</p> <p>Public consultation on Darrick Wood development</p> <p>Minibus trip to Polhill for the Darrick Wood sheltered residents organised by the group</p> <p>Coach trip to Hastings as above</p> <p>Sweet memories café, a new initiative at Robert Whyte House inviting older people from the wider community. The café runs one afternoon per month.</p> <p>Lyham Road fun day</p> <p>Christmas parties at the sheltered schemes + a number of events run at the sheltered schemes to celebrate valentines day /Halloween and Saint days.</p> |
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Training for residents

We aim to develop skills and knowledge to help build confidence and enable people into the working world.

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| Darrick Wood Sheltered Scheme – courses delivered in partnership with Bromley Adult Education and Bromley Well – an organisation which provides help for residents to stay well and remain independent. | <p>Healthy meals for smaller households</p> <p>Living Well course</p> <p>Memory boxes & frames</p> <p>Bromley Well follow-up talks x 3</p> <p>Craft course</p> |
| Darrick Wood Community Group paid for and arranged for these courses for the wider community at Darrick Wood. The | <p>Getting online computer drop-in x 3</p> <p>Massage course</p> <p>Healthy eating on a budget</p> |

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| courses were delivered by Bromley Adult Education and XbyX Bromley. | Essential first aid for all ages |
| At Bickley XbyX Bromley delivered a computer course And Bromley Well delivered a presentation at a Sweet Memories Café afternoon | Getting online computer drop-in Health and wellbeing. |
| 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. |
| 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. 23 residents attended overall.</i> | |
| 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. We have carried out 20 meetings and 228 residents attended.</i> | |
| Tenant Meetings | The police attended one meeting advising sheltered residents about phone scams; We took the opportunity to promote our online portal, My tenancy, how to report ASB, who their rent income officer is. We asked if residents had any fire safety concerns – only Perryfield House asked to see the FRA which was given to them. Residents were asked for feedback on our estate services as well as the new customer service team. |
| Stock Renewal meetings | Projects included new kitchens, windows and installation of gas heating at Bickley. |
| 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"> • SUNNINGDALE COURT: Recycling bin • DARRICK WOOD: Additional dog bin • PERRYFIELD HOUSE: Motion sensor lighting • NETHEWODE COURT: dummy camera |

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| | <ul style="list-style-type: none"> • SUNNINGDALE COURT SH: Garden furniture • DARRICK WOOD: Landscaping • TARLING CLOSE: Better bins • MERROW STREET: Railings to secure play area • SUNNINGDALE COURT: CCTV |
| OD surgeries | A programme of monthly estate visits commenced. In addition to attending coffee mornings at sheltered schemes, 4 surgeries were carried out at schemes and a 6 people attended. |
| Scrutiny panel | |
| A panel of 2 members | The panel completed their report on their review of the effectiveness of the resident panel and the report went to the board. The Tenant Scrutiny Panel was asked to undertake this review into Keniston's resident panel and the panel decided to scrutinise how effective the panel is and whether their input had any impact on Keniston's actions. |