

Resident Involvement Impact Statement 2021/22
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 has 27 members. Members of the panel have given us valuable feedback which has influenced our services in the following ways.</i></p>	
<p>Resident Panel consultation</p>	<p>We consulted with the panel throughout the year via email and zoom on new policies. Comments from the panel included:</p> <p>Complaints - <i>“I have read the draft complaints policy and it all looks good to me. There is one thing I am not clear on: where it says the initial raising of an anti-social behaviour case will not be treated as a formal complaint. Where there have been several complaints over a period of time about the same resident, is each complaint to be treated as the initial raising of a complaint or will each complaint be treated as an on-going problem? How long does there need to be between complaints for it to be on-going or is each new complaint treated as an initial raising?”</i></p> <p>Fire Safety - <i>“This looks good to me. I did wonder why smoke alarms were not mentioned and if they should be. Keniston put two in my house after Grenfell.”</i></p> <p>Gas Safety - <i>“It’s an excellent and comprehensive policy. It seems to cover everything. I particularly like your policy on assisting vulnerable people and those that may install their own appliances. I’m sure tenants will feel very secure with this document and I can’t fault it. Thank you for your efforts.”</i></p> <p>We also asked for their comments and suggestions on leaflets, future plans and procedures:</p> <p>Strategic Plan update - <i>“If Keniston starts new developments, will staffing increase? We don’t want services to get worse. We support Keniston growing and taking on more properties, but we want the personal quality service to continue – for existing and new residents.”</i></p> <p><i>“Keniston is responsible and helpful. It’s a shame you don’t manage more properties. The council tenants where I live have terrible issues. I want to see Keniston flourish in the future, as there’s a lot of responsible work you can do.”</i></p>

Service standards leaflet - *“Thank you for the opportunity to comment and suggest amendments to the amalgamated Service Standards document. In general it is a model of clear, plain and eminently understandable English with an excellent exposition of Keniston's standards and expectations. I particularly like the "Accountability" section.”*

Managing Unreasonable Customer Behaviour procedure – *“the procedure is commendably thorough and generally balanced, reasonable and equitable, and will no doubt give much needed reassurance to staff who are subject to such unreasonable behaviours, on that basis it cannot be faulted, indeed it is to be supported and praised.”*

In addition we sent out a hot topic discussion item about **untidy gardens**. Comments included:

“I must admit I read your last e-mail with a smile, i.e. here at Sunningdale some of the gardens are disgusting and they have so much rubbish in they put it outside their back gates, resulting in the increase of rodents, RATS and MICE, and as for the state of buildings some are in such a bad state this is due to Keniston not knowing who live there and not carrying out visits, after all the houses are your property, But I don't know how you can make it better because some just don't care, I think the one way would be more home visits by Keniston housing staff.”

“I feel that contacting the tenants firstly with concerns, either with a personal visit or phone call, a list of family and friends should be compiled then family and friends of the tenant who is struggling should be contacted to arrange help for the tenant, the tenant and the family / friends should be informed that if action is not taken private contractors will have to be used to put gardens or indeed properties back to suitable standards, and if no friends and family then engaging the tenant from the start with the information is the only way forward. I do believe already that in our tenancy agreement any damage deemed to be made by the tenant through neglect or purposeful are legally able to be recovered from the tenant and rightly so.”

We sought the panel's views on a suggestion for a new **staff award**. The feedback was in favour and this will be launched in 2022/23:

“I think this is a really good idea, we have the same thing where I work i.e., awards recognising staff input and achievements. It's nice to receive an accolade, especially when we often think that our jobs are thankless!”

	<p><i>"Sounds like a good idea but I don't think I have found a baddie yet!"</i></p> <p><i>"I think it is a good idea and a certificate and voucher would be nice."</i></p>
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.
Other Consultations	
Resident STAR survey	<p>We carry out a STAR survey with all our residents every three years.</p> <p>Nearly nine out of 10 residents (88%) are satisfied with our overall services and 363 residents completed the survey.</p> <p>Some residents quotes included:</p> <p><i>"Overall, I do believe Keniston is one of the top housing providers we have in this area. I would never move."</i></p> <p><i>"Keniston has been great since moving here. I feel it's a safe place to live, which allows me peace of mind to raise my daughter. I know I can always call Keniston, and a friendly, non-judgemental person will be on the other end of the phone. Keniston, you've been great. Thank you for having me."</i></p> <p><i>"Very secure and well-maintained housing, with excellent staff and great customer service."</i></p> <ul style="list-style-type: none"> • 90% of residents are satisfied with how we managed through the pandemic – with most people giving us '10 out of 10'. • 92% Friendly & approachable staff • 89% We are easy to deal with • 86% Able to make your views known • 85% Satisfied with maintenance & repairs • 92% Satisfied with attitude of repair workers • 83% Satisfied with quality of home

	<p>We scored a bit lower than three years ago (95%), so we are following this up. We will be developing an individual estate focus from the STAR survey findings. We will use this to aid discussions for our tenant association meetings and to inform our “you said, we did” section in customer publications.</p>																						
<p>Editorial Panel</p>																							
<p>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>	<p>Last year our editorial panel reviewed:</p> <ul style="list-style-type: none"> • Talkback magazines • Annual Report 																						
<p>Estate Satisfaction surveys</p>																							
<p><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></p>																							
<p>11 surveys were carried out between April 2021 and March 2022.</p>	<p>Overall Satisfaction at the schemes was as follows:</p> <table border="1" data-bbox="712 794 1261 1334"> <tbody> <tr> <td>Dromore</td> <td>100%</td> </tr> <tr> <td>Hornsey Road/Tollington Park</td> <td>100%</td> </tr> <tr> <td>Pound Green Court</td> <td>100%</td> </tr> <tr> <td>Darrick Wood (general needs) houses</td> <td>94%</td> </tr> <tr> <td>Foxley Hall</td> <td>92%</td> </tr> <tr> <td>Darrick Wood (general needs) flats</td> <td>89%</td> </tr> <tr> <td>Bickley Estate</td> <td>88%</td> </tr> <tr> <td>Darrick Wood sheltered housing</td> <td>86%</td> </tr> <tr> <td>Tarling Close</td> <td>77%</td> </tr> <tr> <td>Lyham Road</td> <td>75%</td> </tr> <tr> <td>Marrow Street</td> <td>67%</td> </tr> </tbody> </table>	Dromore	100%	Hornsey Road/Tollington Park	100%	Pound Green Court	100%	Darrick Wood (general needs) houses	94%	Foxley Hall	92%	Darrick Wood (general needs) flats	89%	Bickley Estate	88%	Darrick Wood sheltered housing	86%	Tarling Close	77%	Lyham Road	75%	Marrow Street	67%
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	<p>Where we scored lower satisfaction results, residents feedback on the standard of cleaning and gardening. Three estates have since seen changes in the site staff or contractor responsible, with improvements being recognised. Regular inspections are completed to assess the standard of cleaning and ensure expected standards are being met.</p> <p>A small number of improvement items were also suggested, including increased lighting in some estate areas.</p>
<p>New Home lettings surveys</p>	
<p><i>We carry out surveys for all the new homes we let each year. These surveys ask specific questions about the service we provide throughout the lettings process. The surveys are carried out in conjunction with our six week settling in visit.</i></p>	
<p>40 survey responses were received from 45 new lets between April 2021 and the end of March 2022.</p> <ul style="list-style-type: none"> • 100% agreed we kept them up to date during the process • 100% felt our staff were polite and helpful throughout • 98% were satisfied or very satisfied with how Keniston dealt with the whole allocations process • 98% agreed we gave enough information about their new home and the local area • 90% felt that their was a reasonable amount of time given from receiving their offer to their tenancy commencing <p>Comments from new residents included:</p> <p><i>“how helpful everyone at Keniston has been and the contractors that have been to the property have been very professional and helpful.”</i></p> <p><i>“Keniston have always been very supportive and understanding of my situation.”</i></p> <p><i>“I want to use this opportunity to say thank you to all Keniston staff. You have all been wonderful, making the moving process as easy and comfortable as possible. Thank you very much.”</i></p> <p><i>“In an ideal world would have had longer to move into the property.”</i></p>	
<p>Social media and comms</p>	
<p>We have continued to publish via our social media platforms to keep our residents informed of our services and related advice on the impact of 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.</p> <p>Darrick Wood Facebook 405 friends (+10) Keniston Facebook 237 followers (+15) Keniston Gossip group 73 members (+3) Twitter 1790 followers (+12) LinkedIn 340 followers (+49) YouTube – No public videos this year but used for private meeting recordings.</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>3 community events were held</p>	<p>Perryfield House charity table sale Resident's 100th birthday celebrations at Tarling Close Whites Meadow charity table sale</p>
<p>Training for residents</p>	
<p>Clarion Futures – Love London Working</p>	<p>We continue to make referrals to the LLW initiative via Clarion Futures, although the number of referrals are fewer having reached out to all our residents with the initiative.</p>
<p>Debt advice</p>	<p>Our rent income team referred residents to:</p> <ul style="list-style-type: none"> • Christian's Against Poverty • HOYD in Islington • Citizen's Advice Bureau • SSAFA, the Armed Forces Charity • Thames Water Sure Plus Customer Assistance Fund <p>These services offer specialist debt advice to those in need of assistance.</p> <p>We assisted many residents throughout the year in applying for Housing Benefit, Council Tax Benefit, Universal Credit, Resident Support Funds and Personal Independence Payments.</p> <p>We successfully secured:</p> <ul style="list-style-type: none"> • 14 Discretionary Housing Payments for residents in need of additional payment contributions towards their rent. • Housing and Council Tax benefit backdated to 2018 following appeal

Grant funding	We secured grant funding from Household Resident Support Fund for household appliances to assist 3 of our residents.
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.</i>	
Walkabouts	10 walkabouts completed, with 51 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	<p>Kitchen refurbishment consultations took place with 90 households, including 11 households which were delayed due to COVID19.</p> <p>The kitchen refurbishment consultation process included:</p> <ul style="list-style-type: none"> • inviting residents to attend a kitchen selection appointment to enable them to view various samples and choose their kitchen unit style, worktop, wall tile colour, new floor covering and wall paint colour, and to discuss the kitchen layouts with consideration to improve, where reasonably considered possible • a kitchen planner appointment • providing residents with a kitchen pack specific for their property - this includes an information leaflet explaining what to expect whilst the work is in progress, the proposed kitchen layout and selection form, therefore, allowing residents to check the details and request alterations. <p>Post kitchen survey feedback included:</p> <p><i>"I must say that Keniston housing has gone way past my expectations and the quality of service from all departments has been brilliant."</i></p> <p><i>"Great selection for kitchens. Great communication and great work by the contractors."</i></p> <p><i>"Just Perfect - don't think anything else is needed, thank you Keniston."</i></p>

	<p>Resident meetings for all other contracts were replaced with letters and information leaflets and in most cases also involved individual survey appointments to households. We carried out:</p> <ul style="list-style-type: none"> • 60 heating upgrades at Darrick Wood and Sunningdale Court • 8 window and front door replacements, with the front door style and colour fitted as per residents individual choice. <p>Survey feedback following the boiler replacements included the following from residents:</p> <p><i>“The work was carried out well to a high standard and has improved my home.”</i></p> <p><i>“Really quick installment, lovely guys that did it and the heating has been amazing since.”</i></p> <p>Cyclical decorations were carried out at:</p> <ul style="list-style-type: none"> • Burnhill House • Merrow Street • Foxley Hall <p>Foxley Hall – cyclical decorations garage door colour scheme</p> <p>During an estate walkabout in 2021, residents had commented that the colour scheme of the garages could be improved on. In response to this, as part of our cyclical decoration programme, we asked all at Foxley Hall to vote for their preferred colour scheme, with the view that the chosen scheme will be selected as per the majority choice vote received. 21 out of 36 responded with the majority choice vote being black.</p> <p>Satisfaction surveys are sent to all residents involved and results circulated to Keniston staff, contractors and published on our website.</p>
Better Homes, Better Neighbourhoods	
<p>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.</p>	
<p>Projects completed were:</p>	<ul style="list-style-type: none"> • Additional salt bin provided • New bench in communal gardens

	<ul style="list-style-type: none"> • CCTV cameras in several sites to deter anti-social behaviour • New steel bike store doors • Several dog bins provided on estates • Additional planting/improvements to landscaping on 3 estates • Professional cleaning to façade canopy • New composting bins provided • Contribution to re-siting of re-cycling bins
Foodbanks	
	<p>We advertised the benefits of the Bromley Foodbank and Church Community Larder at St Nicholas Church in Orpington and requested donations. Residents donated many goods and these were delivered by Keniston staff.</p> <p>Keniston received a special letter of thanks for our donations from the Bromley Foodbank in July and September 2021. We extended our thanks to our residents.</p> <p>We issued foodbank vouchers to residents in need throughout the year.</p>
Wellbeing calls	
Keniston wellbeing calls	Compared to 2020/21, as COVID restrictions eased, we were able to scale back on our wellbeing calls. We carried out 234 welfare calls.