

**WestKent**

Places to live. Space to grow.

# Voice of the resident

Emma Henry



## Who we are

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- West Kent Housing Association
- Almost 8,000 homes- all in Kent
- Scrutiny panel formed in 2020
- A dedicated resident involvement team was established in 2022 and a refreshed involvement model was created

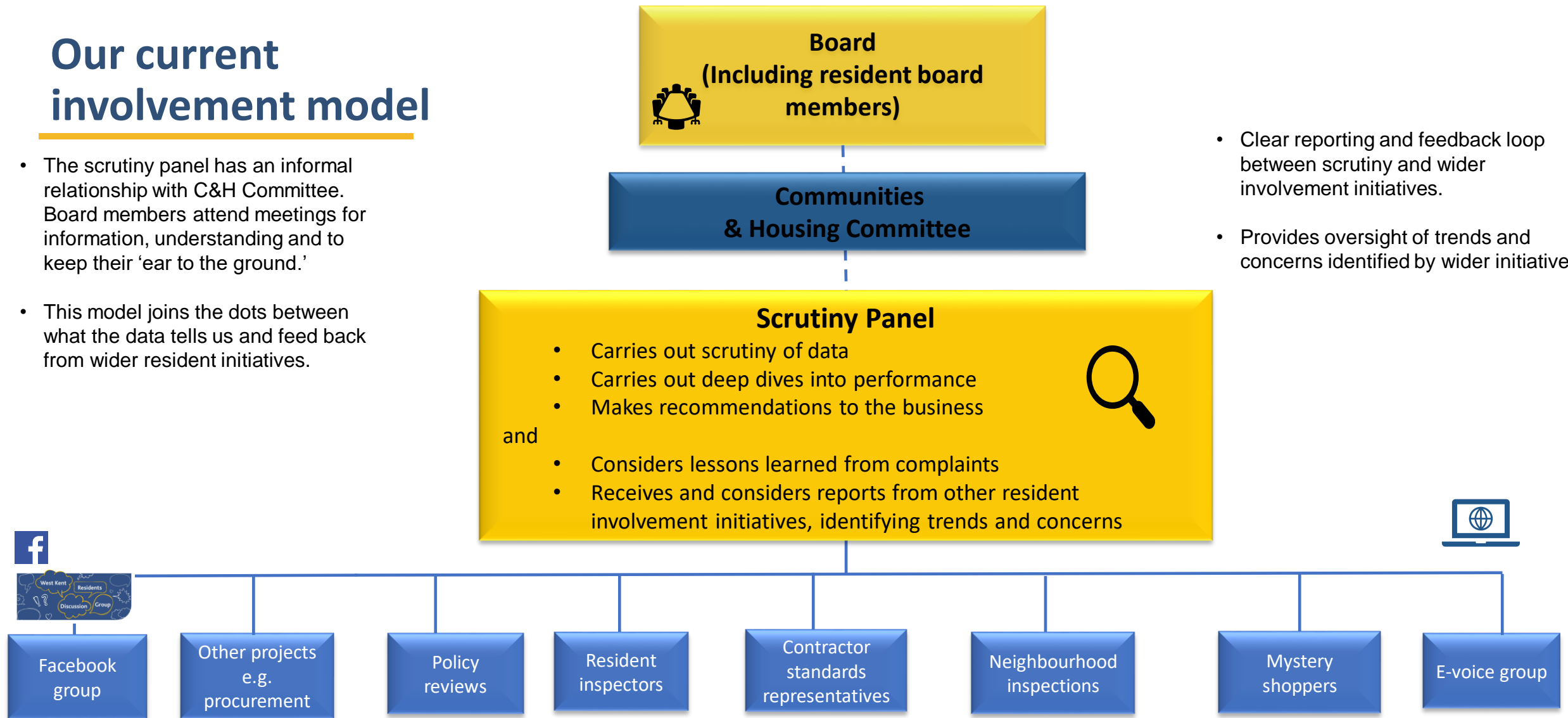




# Our current involvement model

- The scrutiny panel has an informal relationship with C&H Committee. Board members attend meetings for information, understanding and to keep their 'ear to the ground.'
- This model joins the dots between what the data tells us and feed back from wider resident initiatives.

- Clear reporting and feedback loop between scrutiny and wider involvement initiatives.
- Provides oversight of trends and concerns identified by wider initiatives.



Flow of information and reporting

# The scrutiny panel

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- Formed in 2020
  - Completed three reviews
  - Present all review reports to the Communities and Housing Committee
  - No permanent chairperson- review lead selected for each review
  - Review performance data and trends quarterly to identify areas for improvement
  - Involve wider groups of residents in reviews
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# Scrutiny reviews

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## Training and employment service

Key outcomes:

- An additional member of staff being appointed
- Increased and wider promotion of the team and its function internally and externally
- Improved links with younger residents and local schools

## Repairs review

Key outcomes:

- Improvements in communication and follow on repairs being integrated into new housing management system
- A series of self-help videos for residents created
- Increased training made available to operatives around vulnerabilities such as dementia

## Voice of the resident

First draft of recommendations being considered.

# Voice of the resident review

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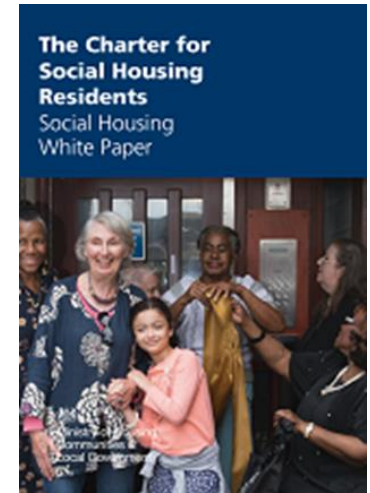
## Background:

### The national context :

- Increased focus on how housing providers listen and respond to residents
- Consumer regulation
- What's changed for individuals and communities post-Covid?

### West Kent context:

- Resident feedback on communication- repairs review
- Lack of feedback being a barrier to involvement
- Collection of data is great, but what about the 'ear to the ground'?
- To inform the resident involvement strategy



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# What the panel wanted to know...

- How does West Kent collect information from residents?
- How is resident feedback (informal and formal) fed back into the organisation so changes can be made?
- How can West Kent 'find out what they don't know' and make sure all voices are heard?

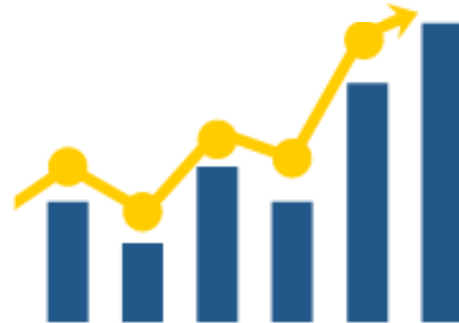




## The process

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- Data!
- Talking!
- Mapping!
- Resident research!





# Findings

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## Key areas:

- Making it easy for residents to be heard- inclusive communication and involvement options and tackling any barriers
- Bringing all resident feedback (both formal and informal) together internally, to identify key themes and set priorities
- Letting residents know they've been heard, and the action taken based on their views



# Outcomes

We are working with staff across the organisation to agree and action recommendations

The recommendations fit in with work we are doing to bring the strands of feedback together



**Thank you for  
listening!**

**Any questions?**

