

RESIDENT CONSULTATION



Background

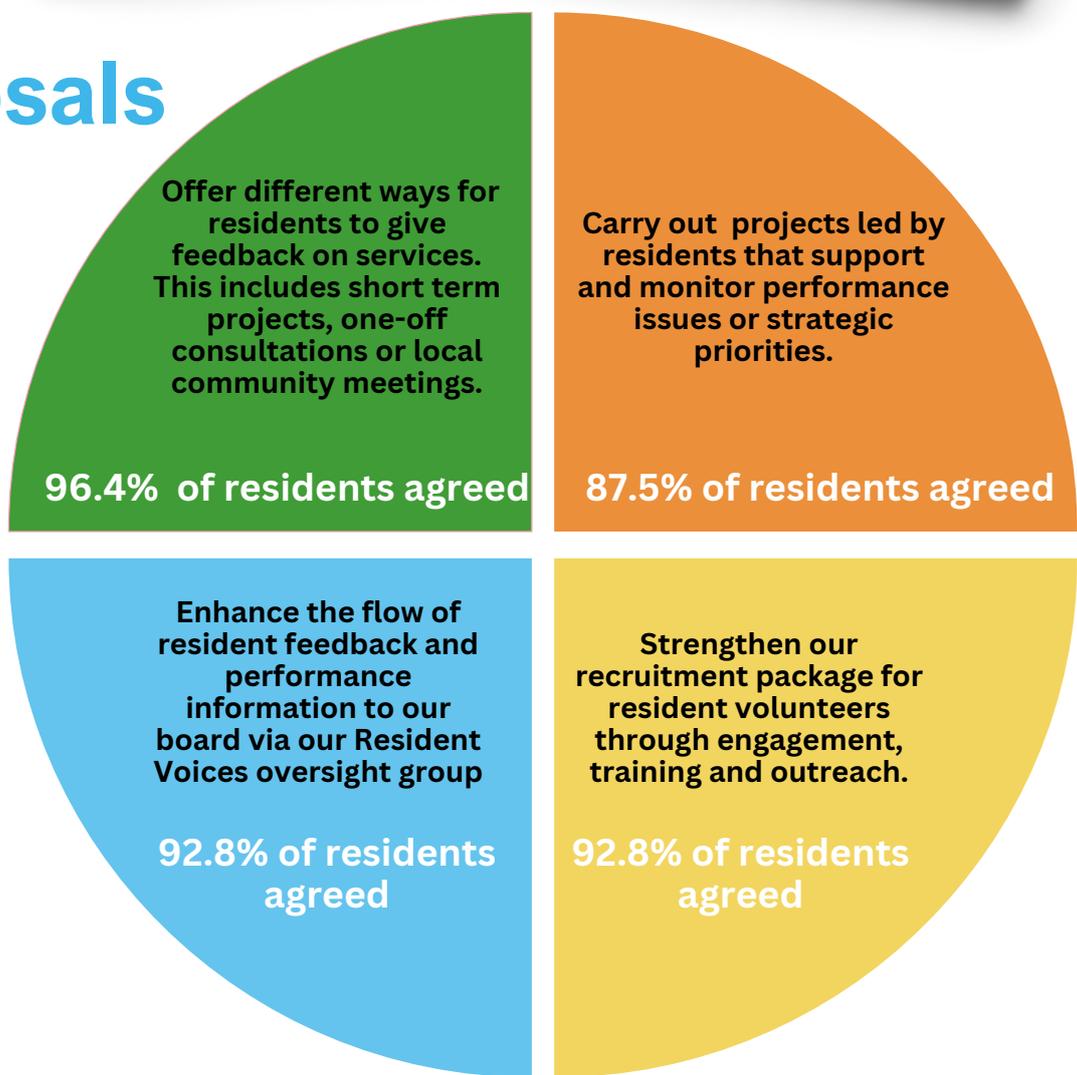
The proposed changes to our resident involvement and engagement model reflects the feedback we have received from consulting our involved residents since August 2023.

The model also reflects our Better Together strategy and the new Consumer Standards being introduced nationally.

The changes reflects our key principles of involvement and engagement co-designed with residents in 2021: inclusive, connected and measurable.

The final stage was a survey in Connections magazine asking for feedback on our key proposals. We received 56 responses overall.

Proposals



Themes

These were the four most common themes from resident responses to the survey.

The size of the text represents the most frequently discussed theme.

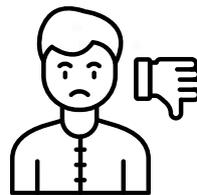
These themes from the survey reflect the most common feedback heard throughout the consultation period.

Resident feedback needs to be acted on

Housing services are poor and inconsistent

The current involvement groups need to remain

The involvement opportunities and the model needs to be inclusive



You said, we will



Resident feedback needs to be acted on

1

If you require feedback from the residents then you need to give back feedback to when, where, who, what, where and how. Let them know what is happening, the delay and the timeframe - honest, open and frank.

What is important is that you show concrete evidence of how NHG has listened to residents' feedback as currently... the trust between residents and NHG has been broken as NHG has consistently not delivered.

I would ask that I'm still not sure I understand what the RVG discuss and share with the Board currently... There is a need for enhanced feedback and flow of information, once there are further discussions.

Our response

We will remodel our oversight and scrutiny groups to ensure resident feedback is heard and acted upon by Notting Hill Genesis. The new 'Resident Forum' will gather up insight to agree new projects and have continued oversight of these projects progression. We will ensure there is greater transparency, clear and consistent communication in a variety of formats so residents are kept informed of decisions and progress and what difference their time is making to the service.

You said, we will



The involvement opportunities and the model needs to be inclusive

2

More opportunities for residents like myself who have health limitations ... to provide feedback, one-off surveys etc without having to commit to actually attending events etc would be welcome... I would still appreciate updates/newsletters and to feel 'part of' the resident action community.

There is a need of "trust" to re-engage between NHG & all Residents and ensure how Projects are run and finished, successfully. There should be a review after the Project is completed to see if the actions were implemented.

- *Ensure that residents, who are not technologically savvy, are to be included in any new groups.*
- *Are these Projects going to ensure there is a spectrum of resident attendees (General Need, Supported Housing, Leasehold etc)?*

I feel that the time has come now that the organisation does not give in to the people who stamp their feet the loudest . There are so many residents who stand on the periphery and do not shout the loudest but have a lot to offer,so let them have a chance.

Our response

The involvement and engagement team are expanding their communication and outreach to hear from a broad range of residents. We are committed to ensuring that all residents can get involved in a number of different ways and hear from all tenures and locations and backgrounds across our communities with a key emphasis on Equality, Diversity and Inclusion. We will support our work with more robust training and supporting including around access to digital.

You said, we will



Housing services are poor and inconsistent

3

I really hope that above is all put into action as currently and in the past NHG services are below adequate

One area I feel strongly about is ensuring the feedback is acted upon at the right levels. Yes to governance but how this feeds back to the front line also needs to be considered and strengthened. Resident involvement seems to be working well, but residents and leaseholders are not encouraged to provide feedback on how their own buildings are being managed...why should I put my effort and energy into resident involvement projects, when our own building is left to rot and is not being managed properly?

I hope that residents feedback will be taken into account in the future, because so far any feedback usually got shot down with chat gpt style complex phrases, but no real communication.

Our response

We know we need to do better and listening to residents and acting on it is a key commitment in our Customer strategy. The new involvement and engagement model will enable us to target key areas of service for improvement. The new Consumer Standards also means we will need to show that we're compliant and are acting in line with a code of practice set by the Regulator of Social Housing surrounding four expectations around safety and quality, transparency, influence and accountability, neighbourhood and community and tenancy.

You said, we will



The current involvement groups need to remain

4

It is all valuable. However, that is only valuable if it is acted upon and if the residents who are on these various engagement teams are looking at matters impartially.

In Kensington and Chelsea a local scrutiny panel already exists which is committed to ensuring scrutiny and accountability of NHG services, in particular repairs performance, is carried out. This is locally based resident led Scrutiny which is entirely in line with the Regulator's new Transparency and Accountability Standard set to take effect from April 2024. NHG should continue to support this and provide opportunities for NHG residents in other areas of London who also wish to carry out scrutiny of NHG service delivery and performance where they live.

Seems to be that feed back [is] gathered via various groups but that excludes residents who might have valuable contributions to make but do not want, or are unable to join a residents group.

Our response

We recognise the strength of feeling from some of our involved residents, especially those who have been involved in a long time. The experience and passion of those groups will still be needed and welcomed as we adopt our new model, and we are pleased to see how many of them have been involved in recent project work. We want to make sure that the important work and commitment of the current groups not only continues but is further amplified through a wider variety of involvement opportunities and delivers good outcomes for residents.