Our journey to online scrutiny

by

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KINGDOM Group

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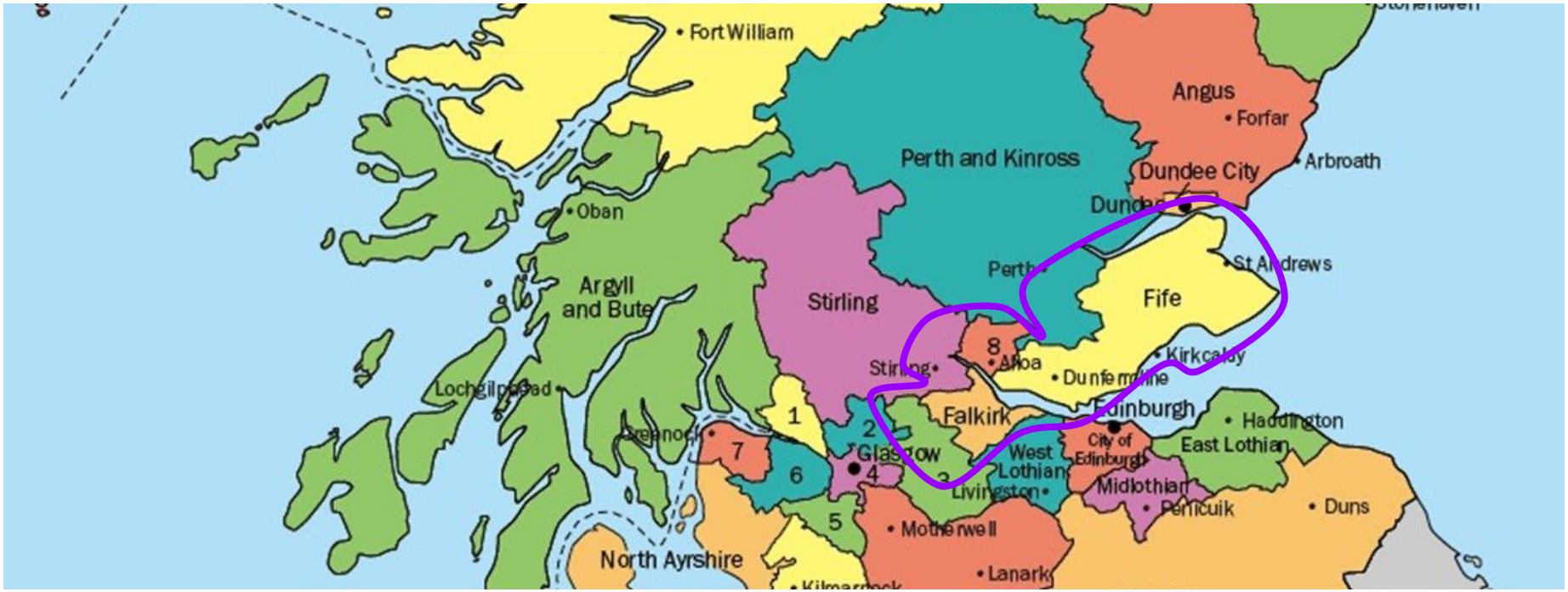
- Provides a range of affordable housing and care services via KHA (Social) KI (Mid Market Rent) KSC (Care Services)
  - Fife, Perth & Kinross, Clackmannan and Falkirk
  - Just over 4,000 social homes and 650 Mid Market

KINGDOM Housing Association

KINGDOM Initiatives

KINGDOM Support & Care

KINGDOM
Group



We operate across a wide geographical area which includes 4 local authorities and many rural and urban communities

Milestones

Set up in 2016

Empty properties (2016)

Landscaping services (2017)

Rent review (2019) – Delivered in partnership with Resident Voices (Fife Housing Group)

Involved in staff recruitment, performance analysis, estate walkabouts, participatory budgeting, and more

Planned Maintenance (online via Zoom since March 2020)

Achievements

Improved performance

Improved landscaping services and satisfaction

Choices: Our participatory budgeting scheme has funded enhanced landscaping features and financial contributions to local projects

Roadshows

Improved rent consultation

Award winning
Scrutiny Panel
2018, 2019, 2020

Regular partnership work

Doing scrutiny virtually since March 2020

Obstacles

1. Lack of confidence
2. Lack of devices
3. Different platforms… security issues? (Zoom, Teams, Skype, Google Meet, Facetime)
4. Screen fatigue

What we did

1. Ongoing support (phone calls before meetings)
2. Provided devices so we all could use the same system
3. We tested them all and chose the best one for us
4. We keep the meetings short and informal
5. Great support and flexibility from our senior managers

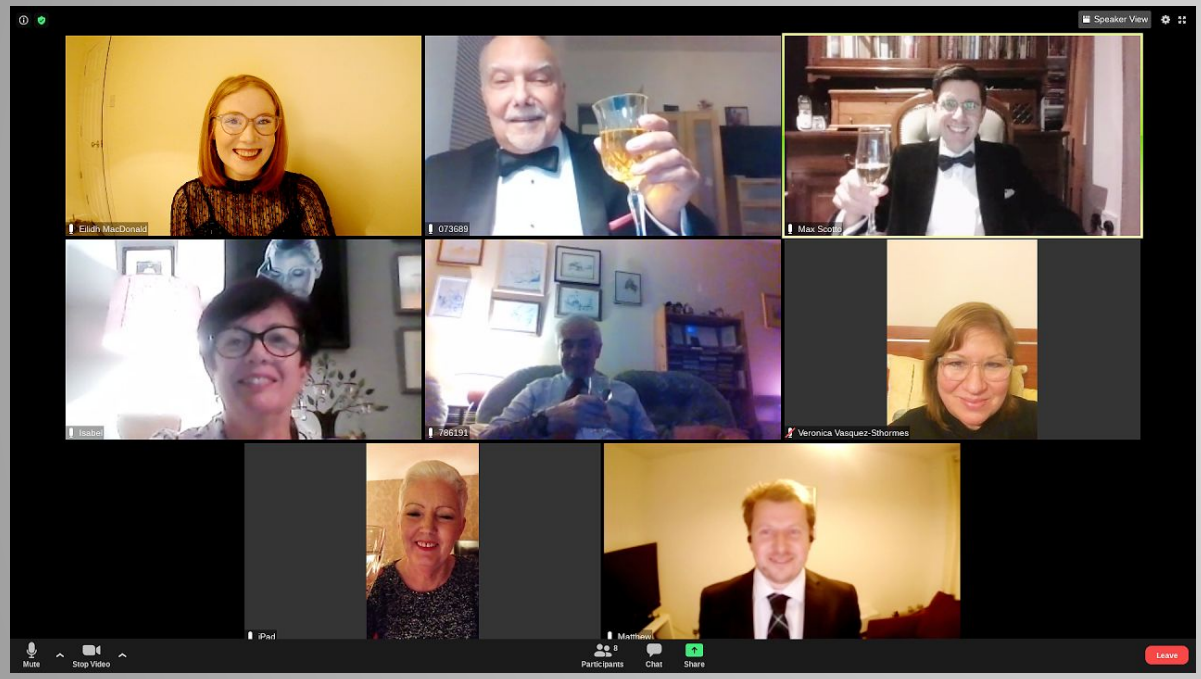
Obstacles

Another thing “imposed” on us rather than our choice… really, or was the appetite for online enagagement always there?

What we did

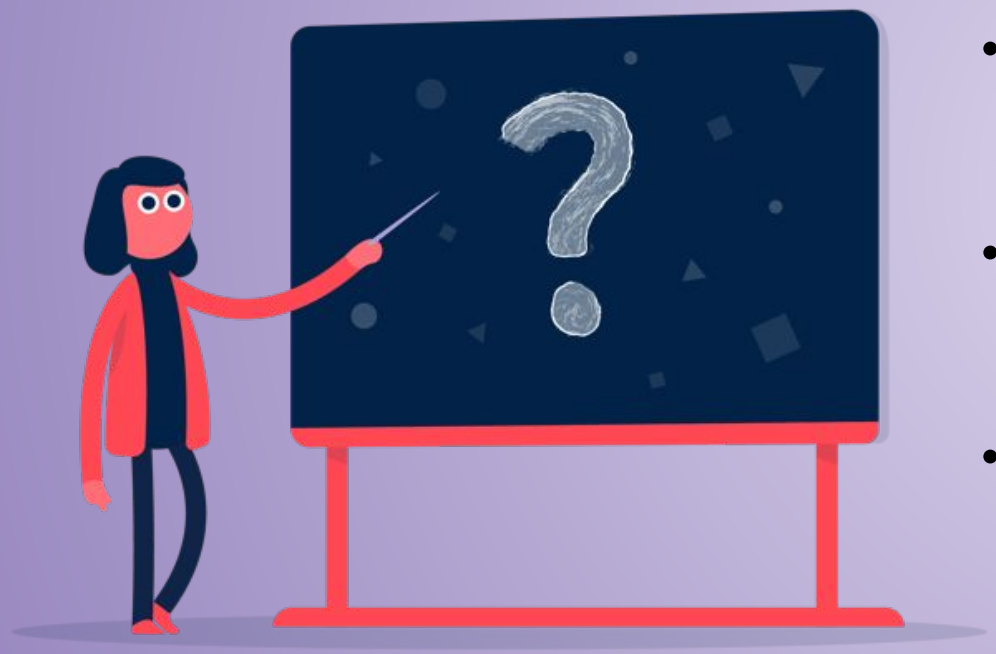
1. We can chose: to do nothing or to do something
2. Full survey - 315 responses
   - 67% ask us to develop more opportunities
   - 50% provide training and support to participate
   - 88% preferred to engage online
   - 50% using Facebook or similar
   - 36% attending events in person
3. Created fun opportunities to learn:
   - Virtual coffee and quiz mornings during lockdown
   - Two large events (Gatherings) with workshops, raffles and awards
   - Virtual roadshows targeting specific housing estates
   - Secured extra help and support

Benefits of working online



- Increased membership and experience
- Better community representation
- Shorter and more frequent meetings
- Easier to engage with other external groups
- Easier to share information
- Easier to work as a team
- We can still have fun
- We keep in mind our purpose “to make a positive difference”

What the future holds



- We are piloting a system to work remotely and share information and discussion online (Mighty Networks)
- We will continue to review other aspects of repairs: reactive repairs and cyclical maintenance.
- We hope to work together with another Scrutiny Group (Fife Housing Association)
- After the pandemic it is likely we will continue working on a blended approach - having some face to face meetings with some people while others connect remotely.

Is this a distant memory … or a reminder of why what we do matters? … People matter