**Consultation summary**

**The resident engagement strategy panel**

* A panel of residents were set up to oversee the consultation for the resident engagement strategy.
* Over 100 residents applied to join the panel, the 10 members were selected to be representative of a variety of demographics, tenures and areas that matched the make up of LCHS residents.
* The panel met in person and online a total of 4 times, with ongoing communication outside of meetings.
* The panel approved the approach, questions and monitored this during the consultation period.

**Who did we engage?**

* There was regular monitoring of the feedback and responses and areas were targeted where responses were low to ensure the consultation was representative of residents
* A shorter survey was developed to the main survey to aid conversational feedback, for example when discussing engagement more informally on the doorstep/ in focus groups.
* The survey was translated to Somalian, French and Spanish.

**Innovative approaches to engagement**

***Utilising partners (food stores, youth projects and projects we’ve funded, garden groups schools)***

LCHS Community Relations team works with a number of partners and has supported a range of residents led and projects for residents. These partnerships were utilised during the consultation period, in order to reach out to a more diverse range of people.

**Calendar of engagement events and communications approach**

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| **When** | **What** | **Who** | **Numbers (where relevant)** | **More info** |
| **Communications** | | | | |
| May 2024 | Lewisham Council Housing's (LCHS) Community Investment Funded projects | Projects funded by the Community Investment Fund). |  | Previous funded projects will be contacted and asked to promote to residents that engaged with the LCHS funded project and complete themselves if resident |
| June 2024 | Youth engagement - local schools | Schools in areas where there are high numbers of LCHS managed properties |  | All Lewisham schools (primary and secondary) in areas where a large amount of LBL residents live were emailed, to ask for inclusion to the survey link in their newsletter. |
| June 2024 | Targeted letter to street properties | Street property residents |  | We have written to street property residents with a targeted letters that includes an option to feedback on how street property residents would like to engage (eg TRA for stret properties) |
| June 2024 | Targeted letter to 80+ | Tenants over 80 |  | We sent a paper copy of the survey to all residents over 80, with a free returns address for the survey. |
| May-June 2024 | Text messaging | Doorknocking areas |  | Residents were informed ahead of our visit to their estate, this text included a link to the survey |
| May-July 2024 | Text messaging | All residents |  | Staggered approach via wards. Timetable is available. |
| May-July 2024 | Email | All residents signed up to marketing |  | the link to the survey was included in the weekly community relations newsletter, and the newsletter sent out by comms quarterly |
| **Engagement** | | | | |
| May-July 2024 | Doorknocking | Targeted at residents in areas with a low response/ high numbers of properties |  | We door-knocked residents on a weekly basis assessed responses regularly and door-knocked areas where we had the lowest response rate. |
| July 2024 | Promotion to Winslade Estate residents | Winslade estate residents |  | Flyers distributed via Bridgehouse Gardens project |
| July 2024 | Food store visit @ FtH, Sydenham, Evelyn and Rehoboth | Resident members of food stores supported by LCHS |  | We visited/ volunteered at the store(s) to promote/ engage LCHS resident members |
| July 2024 | Youth engagement - Young Mayors | 11-21 year olds |  | Emilio attended a meeting with the Young Mayors to seek their view (through a workshop) on their preferences for engageement and community development suggestions. |
| June 2024 | Youth engagement - Bank of Things | Young people |  | Flyers dropped for distribution to beneficiaries |
| June 2024 | Vietnamese family partnership | Vietnamese language speakers (as first language) |  | Emilio attended weekly luncheon club meeting with printed copies of the survey that had been translated into Vietnamese. VFP support workers guided attendees through the survey in Vietnamese and answered any questions they had. 24 surveys were completed. |
| July 2024 | Fomal groups engagement | Service and performance panel, TRA chairs, Resident Scrutiny Panel |  | Focus group for all formal panels |
| **Event** | | | | |
| June 2024 | Community fete | Independent Living Residents |  | Residents from all independent living schemes will be invited to attend this event. |
| May-July 2024 | Community gardening groups | Community garden participants (LCHS managed land) |  | LCHS provide supported to over 12 community gardens who have a network of engaged residents who are involved.We will work with them to attend gardening days/ promote the consultation. |
| May 2024 | Hillcrest Community Clean-Up Day | Hillcrest Estate residents |  | ES attended with flyers which were given out to resident volunteers. Flyers also distributed to engaged residents trying to set up a TRA for them to give out to other residents. |
| May 2024 | Evelyn TRA meeting | Evelyn estate residents |  | letter sent to residents with date on 22424. Attended meeting. |
| July 2024 | All resident event at Lewisham shopping centre | All residents |  | We hand a stand at Lewisham Market and informed all residents we would be there if they would like to complete/ discuss resident engagement |
| July 2024 | Woodpecker Community event | Woodpecker estate residents |  | In partnership with MP and assemblies team, Emilio attended |
| June 2024 | Event (National Trust- Sayes and Trinity) | Evelyn ward |  | We attended community days with National Trust and promoted the consultation |

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| Completed a survey | 153 |
| TRA meeting attendance | 32 |
| In person meeting attendance | 30 |
| Virtual meeting attendance | 24 |
| Community event attendance | 20 |
| Event/ meeting about new homes | 16 |
| Workshop/ focus group attendance | 12 |
| Employment/ training support | 12 |
| TRA Chairs meeting attendance | 10 |
| Leasehold forum attendance | 10 |
| Building safety event | 8 |
| Complaints | 8 |
| RSP member | 6 |
| Phone call | 6 |
| Email | 5 |
| I don’t know about any meetings | 4 |
| Love 2 Dance/ Albany youth projects | 3 |
| Major works discussion | 3 |
| housing officer visit | 3 |
| Involved resident | 2 |
| Mayor/ MP/ councillor contact | 2 |
| Over the phone surveys | 2 |
| Meet me at the Albany | 1 |
| Service charge | 1 |
| Portal | 1 |

**The response(s) and feedback**

* ***164 of respondents stated they haven’t recently engaged with Lewisham***

**Residents were asked why they don’t engage with Lewisham Council Housing**

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| *Need more regular leaseholder mtg. The 1-1 breakout session were great so you could speak to different heads about issues was FABULOUS Please reinstate* |
| *This survey is the first time I remember being asked about the service we receive* |
| *We are just not being heard by the council any consultation you do is not thought out it’s never long enough the questions are never the right ones.* |
| *We used to have regular meetings on a monthly basis for the tenants in our neighbourhood but these were dropped by the council.* |
| *When making a noise and drug complaint as requested by the police, the form was too long and shut down half way. Revise forms. Make uploading of video easier, not straightforward and accessible to do.* |

**Residents were asked if they felt they had an opportunity to tell us about the service they receive (responses in pie chart below**

**Residents were asked about any training they might need to support engagement,**

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| **Type of training** | **Amount of requests** |
| *Digital support (wifi, devices, etc)* | 17 |
| *CIH (all levels)* | 7 |
| *Building a successful business* | 1 |
| *Repairs* | 1 |
| *How to develop more TMOs in Lewisham* | 1 |
| *Tutoring* | 1 |
| *Fundraising (community garden, etc)* | 1 |

**46** residents stated they would like training. The table below shows some examples of the type of training residents requested.

**Residents were asked what their priorities were in relation to LCHS, the chart below includes where respondents stated it was ‘very important, and important’ to them that LCHS focus on this area.**

**The resident engagement framework options explained**

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| What | More information |
| Service and Peformance Panel | To continue as is (quarterly meetings). There will be recruitment for new panel members after a set amount of time on the panel. A new Chair will be recruited every 4 years. New TOR to be created for panel, in partnership with SPP. |
| TRAs | Engagement with TRAs will continue but no longer with TRA Chairs meetings taking place quarterly.  TRAs, instead, will be engaged on their preferred approach to engagement to ensure accountability, particuarly in relation to responding and resolving individual TRA meeting actions.  TRAs will be able to approach the service and performance panel, and will be asked ahead of SPP meetings if they have any agenda items for discussion that are concerning residents that they would like the SPP to discuss.  All existing TRAs will be assessed to ensure they’re meeting their constiution and are an official TRA. Official TRAs will be asked to provide a calendar of meeting dates and senior leaders will be invited to attend meetings, alongside housing officers where appropriate/ issues aren’t being resolved. |
| Resident Scrutiny Panel | To continue as is. With increased promotion and communication on the work they do (particularly on the website) |
| Partnerships Resident groups (eg. Gardening groups) | Resident groups (eg. Gardening groups)  Relationship building with community leaders/ resident representatives  Community/ neighbourhood groups or support agencies  Partnerships to support with training, older and younger residents  Lewisham strategic partnership network and other Council services |
| Leasehold forum | Will continue as is. To discuss with Head of Home Ownership on any potential changes. |
| Workshops/ focus groups | These will continue and can be requested by service areas on areas (policies, strategies, etc) where they need/ would like to engage residents |
| Community Investment Fund | The annual community fund will continue with support sought from contractors to fund this through social value. The ‘Community Investment Fund’ panel made up of primarily residents will continue to assess bids alongside the Young Mayors (Youth bids) |
| Community projects/ events | We will continue to support exisiting community projects and events that benefit LCHS residents (eg foodstores on estates).  We will consult residents on their prioirites annually to deliver community projects (primarily environmental improvement and training) that benefit residents, and enable LCHS to engage residents from building trust, these will be funded through social value/ fundraising. |
| Surveys | Online sounding board  Resident surveys (TSMs, STAR)  Surveys will be carried out in person through targeted monthly doorknocking |
| The Academy/ Training | We will continue to offer training to residents, this will focus on CIH/ housing training that enables them to develop their housing knowledge. This would be funded with support from Lewisham Tenants Fund/ Social value. |
| Communication | Social media, text messaging, newsletters, etc  This will be continued but a clearer process (developed in partnership communications) will be in place on how to promote resident engagement to include what we’ve done and keeping residents informed (regular website updates)  A wider comms group with other Council teams has been set up with the Council’s Director of Communications and Engagement, to ensure collaboration is taking place. |
| Panels/ Task & Finish groups | Panels support with particular areas (eg complaints), or provide a resident perspective/ input (community investment fund).  Service areas can request a panel is formed, although it may start off/ work more like a task and finish group.  A clear process for accountabilty should be built in with a focus on communicating (providing feedback) and an annual check in (by the service and performance panel) on areas that have had panel input/ a task and finish group in place to ensure their feedback has made and continues to make a difference.  Panel members may wish to consider putting themselves forward for positions on the service and perfomance panel. |
| Roadshow | A member of LCHS senior leadership team will attend and present an update on services being provided. This will include work on the transformation programs, and any key changes in staff and structure that will impact residents.  They will also provide information of any upcoming areas of engagement and offer the opportunity for residents to take part.  There will be 4 roadshows annually, with dates confirmed annually and promoted throughout the year. Two will be virtual and two will be in person.  They will only be for common issues and not individual issues. Although a drop in could be in place to pick up individual issues ahead of the meeting. |
| Door-knocking | Monthly doorknocking will be carried out by the community relations teams. Other members of staff will be invited. Areas doorkocked will be targeted based on other things to promote (eg. Estate community days). There will be a targeted approach to doorknock on estates/ residents where we don’t hold an email address for residents. During winter months older/ more vulnerable residents will be targeted. |
| Estate walk abouts | These can be requested by residents, or resident groups/ TRAs. The request will come to the community relations team who will arrange for relevant staff/ stakeholders to attend and promote more widely to residents. A named contact (staff member) will be allocated at each walk about to ensure residents can follow up on any issues that aren’t resolved. This contact will be the most relevant contact for the issues being raised (eg repairs, environment, housing management). A process will be in place with clear timescales in place of when issues will be resolved. |
| Property services open days | These will take place across estates, and aim to go to a different estate each time to offer an in person opportunity for residents to meet staff and report repairs/ asset management issues. A calendar of these will be set in January 2025 in partnership with the repairs team. Other relevant staff (Eg housing officers, wider council services) will also be invited to attend. |
| Housing officer surgeries | These will be developed in partnership with housing officers and focus on areas where there is a relevant space to hold them on the estate/ close by, and the resource available to hold them. It may not be appropriate for all estates, but they should be trialled where possible and how often they take place/ whether they take place will be based on how many residents are attending. |
| Volunteering | All Lewisham Council staff have an option to volunteer for a day. We are piloting, in partnership with the gardening team, a garden clearance project to tackle overgrown gardens in individual properties, where the residents is unable to carry out the work. These properties are referred to the team by the housing officer.  We are piloting this w/c 22 July and if succesful with set dates for further sessions and promote the opportunity to all Council staff. |
| Street Properties | Further engagement (doorknocking, email with survey) will be carried out with street properties to develop an approach to ensure street property residents are engaged/ informed and their preference for how this is done. It may be no more than ensuring a street property resident sits on the service and performance panel. |
| Indepdent Living residents forum | Independent Living (IL) residents will be invited to join the new independent living forum, which is focused on supporting IL residents and understanding/ mangaing issues that arise across independent living schemes. |

**No longer part of framework**

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| **What** | **More information** |
| TRA Chairs meetings | There will be no more quarterly meetings faciltated by LCHS. Relevant staff will be available to attend meetings where TRA Chairs request this (should they continue to meet indepedently).  A new approach to engaging TRAs will be developed with the TRAs that ensures they have a clear route of communication with LCHS on estate issues, and they will be invited to the Roadshows which will be open to a wider groups of residents. |
| Quarterly Housing Management Board meetings | These will not be set quarterly, but a request will be made by the Chair to meet when any key decisions/ discussions need to take place with senior leaders, SPP Chair and RSP Chair. |
| Commonplace | This will be replaced with a web based opportunity for residents to provide feedback about their estate/ block/ area they live and request estate/ localised walkabouts or meetings with LCHS residents and relevant stakeholders. |