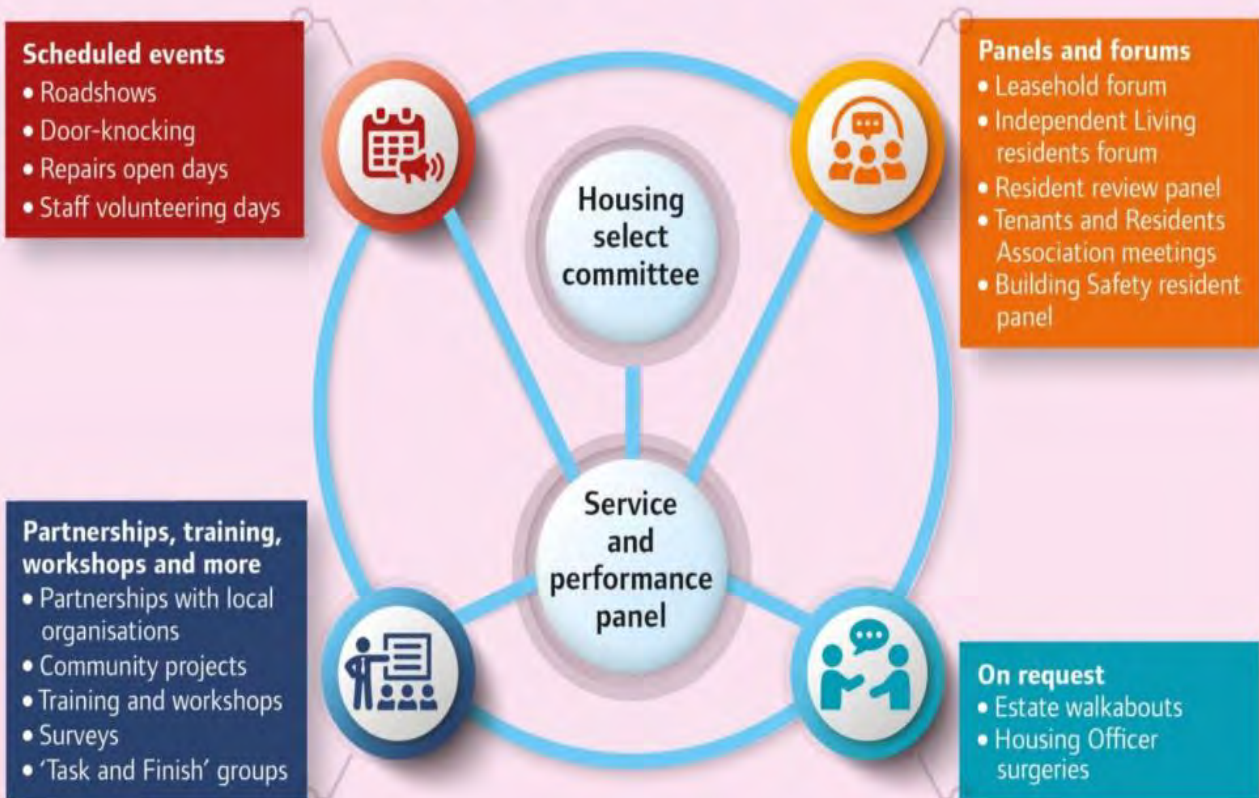




Lewisham

## One year on: Lewisham Council Housing Service's Resident Engagement Strategy and Framework March 2025 - March 2026

### Engagement framework



## Contents

<b>Achievements and impact (March 2025-March 2026)</b> .....	<b>3</b>
1. Resident events and engagement activities.....	3
Resident celebration event (19 March).....	3
Roadshows.....	3
Repairs open days.....	4
Door-knocking.....	4
Housing officer surgeries.....	4
2. Panels, forums, and task groups.....	5
3. Community projects. and social value achievements.....	5
Community food store support.....	5
Environmental projects and community gardens.....	6
‘StreetGames’ project (Crossfields estate).....	6
Seasonal community events.....	6
4. Training, skills and support.....	6
5. Communication, surveys (online sounding board) and digital engagement.....	7
6. Neighbourhood investment and estate improvements.....	7
7. Partnerships.....	8
8. Summary.....	8
<b>Resident Review Panel (RRP) actions, and outcomes</b> .....	<b>9</b>
Summary of achievements and influence of the RRP.....	9
Lettings and voids (new tenants) review (2024).....	9
Major areas where RRP influence directly shaped improvements.....	9
1. New lettable standard and tenant information improvements.....	9
2. Clean and clear homes, Recharge and behaviour change.....	9
3. Support for residents with no furniture.....	9
4. Improving staff empathy and culture.....	10
5. Collaboration between teams.....	10
Completion status: New tenants (lettings/voids service) review.....	10
Achievements across all RRP reviews (2025).....	10
A. Strengthening of complaint handling (repairs complaints review).....	10
B. Independent living service review.....	11
C. Culture change and collaboration.....	11
D. Transparency, improving communication and listening to residents.....	11

**ANNUAL RESIDENT ENGAGEMENT SUMMARY REPORT (2025- March 2026)**

*A year on from implementing the Resident Engagement Strategy & Framework (2025–2028)*

**‘Resident Engagement Framework’ (REF) action list update  
(February 2026) .....12**

- Overall progress of REF actions ..... 12
- (2025- March 2026)* ..... 12
- Actions in progress by outcome theme (RSH consumer standards) ..... 12
- Where the work sits (by team) ..... 13
- What kind of work is open (by sub-category)..... 14
- Estate based actions ..... 15
- Summary ..... 15

## ANNUAL RESIDENT ENGAGEMENT SUMMARY REPORT (2025- March 2026)

*A year on from implementing the Resident Engagement Strategy & Framework (2025–2028)*

### Achievements and impact (March 2025-March 2026)



Over the past year, Lewisham Council Housing Services has delivered a wide-ranging, resident centred programme of engagement, community activity, and support, reflecting the ambitions and values of the Resident Engagement Framework (2025–2028).

Across estates, community centres, partnership networks, and online, the past year has demonstrated how important consistent, accessible, and meaningful engagement is to building trust and delivering excellent housing services for residents.

#### 1. Resident events and engagement activities

##### Resident celebration event (19 March)

Held at Goldsmiths University, this event brought together tenants and leaseholders to:

- Thank residents involved in panels, forums, and local projects.
- Showcase the new Resident Engagement Strategy.
- Provide direct in person access to housing teams, contractors, and partners through a marketplace.
- Celebrate resident contributions with an awards ceremony presented by the Mayor (Brenda Dacres)



##### Roadshows

Roadshows continue to be a core method for improving transparency, sharing updates, and resolving issues.

Virtual and in person roadshows included:

- Virtual roadshow (12 February 2025), focused on waste management and the stock condition survey.
- Honor Oak roadshow (20 May), a large inperson event with multiple council teams and partners.
- SE13 Lewisham Central in person roadshow (July), focused on street properties and listed buildings. Held at Lewisham Shopping centre on a Saturday.
- Damp & Mould focused webinar (13 November)
- Webinar/ roadshow (19 November), attended by over 80 residents; included updates on the mock inspection, ombudsman, stock condition survey, and resident portal.

## ANNUAL RESIDENT ENGAGEMENT SUMMARY REPORT (2025- March 2026)

*A year on from implementing the Resident Engagement Strategy & Framework (2025–2028)*

- Webinar/ roadshow (12 February 2026), attended by over 80 residents; included updates on gas compliance contract management, and the repairs service,

### Repairs open days



Repairs open days have grown into one of the most valued forms of direct access to staff.

Events held across the year included:

- Pepys Estate (January, 2025)
- Dacres/Bampton Estates, Sydenham Centre (May)
- Kender/Somerville, New Cross (July)
- Winslade Estate, New Cross (October)
- Deptford Lounge Repairs Open Day (November)

These events provided access to:

- Repairs and maintenance teams
- Major works
- Fire & building safety
- Housing management
- Sustainability and income teams
- Community partners offering health checks



### Door-knocking

Monthly door-knocking increased understanding of estate issues and gathered resident views on policies and services.

It helped us to reach residents who may not engage digitally or formally. Estates door-knocked included:

- Hillcrest estate
- Knowles Hill Crescent
- Lower Sydenham
- Dacres, Trinity and Hensford Gardens
- Woodpecker estate

### Housing officer surgeries

Surgeries were held on the Pepys estate, with a new surgery established on the Winslade estate, to provide ongoing in-person access to frontline officers.



## 2. Panels, forums, and task groups

### Panels and forums supported included:

- **Leasehold Forum.** (virtual meetings held January, March, July, September, November)
- **Independent Living Forum (ILF).** New forum set up and members recruited. Key discussions on safety, communal spaces, and service improvements
- **Resident Review Panel (RRP).** See separate full report on RRP progress.
  - Repairs complaints: 30/34 actions completed
  - Independent Living review: 20/20 actions completed
- **Building safety panel.** Ongoing recruitment and meetings with residents in high-rise blocks
- **Tenant Advisory Board (TAB).** Launched November 2025. 12 members with majority undertaking CIH Level 2 training
- **Damp & mould focus group.** Three meetings held with resident focus group



## 3. Community projects. and social value achievements

### Community food store support

Support continued for the four resident-led food stores at:

- Feed the Hill (Achilles Street, New Cross)
- Evelyn (estate, Deptford)
- Rehoboth (Hazel Grove, Sydenham)

Support included:

- Excel and first aid training for volunteers via Ideal Boilers
- Ongoing partnerships with Action Against Hunger
- Inclusion in the borough's Food Justice Action Plan
- £18,000 of social value supporting food stores and the Bank of Things across the year.



## ANNUAL RESIDENT ENGAGEMENT SUMMARY REPORT (2025- March 2026)

*A year on from implementing the Resident Engagement Strategy & Framework (2025–2028)*

### Environmental projects and community gardens

- Gardening days at Aston Heights and Tyson Road
- Community Garden Forum (quarterly)
- Hillcrest Pond consultation (flood-prevention partnership project)
- Forest school style outdoor learning space at Bridgehouse Gardens funded by Veolia
- 'London Mural Festival' artwork at Pelican House
- Volunteer(staff) garden clearance Scheme. Staff volunteer days clearing gardens for vulnerable residents. Recently supported residents in New Cross, Deptford, and Sydenham.



### 'StreetGames' project (Crossfields estate)

- Continued with support from social value funding
- Regular youth engagement with positive feedback

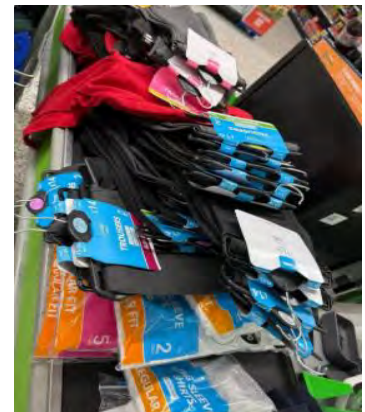
### Seasonal community events

#### 'Back to School' uniform giveaway and community BBQ (Hazel Grove)

- Over 100 residents attended
- Supported by gas contractor BSW (£500 uniform donation)
- Pre-loved uniforms from Lewisham Council staff

#### Independent living resident's Christmas party

- Funded through contractor social value contributions



## 4. Training, skills and support



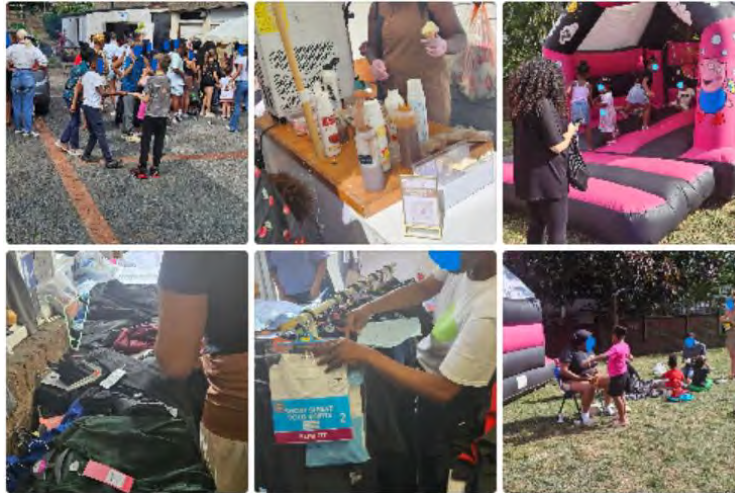
- **Fire safety training (April):** Delivered by housing's Fire Safety Team- targeted young people and care leavers.
- **Budgeting training (May):** Delivered with 'Welfare & Benefits' team, it received excellent resident feedback.
- **Tutors United**
  - Free tutoring for years 5 and 6, prioritising temporary accommodation residents
  - Expanded to a second site through additional funding bids
- **CIH qualifications**
  - Over 50 residents have expressed interest
  - CIH Level 2 offered to Tenant Advisory Board members.

10 tenants will begin this training in March 2026, funded by Lewisham Tenant's Fund (LTF)

## ANNUAL RESIDENT ENGAGEMENT SUMMARY REPORT (2025- March 2026)

*A year on from implementing the Resident Engagement Strategy & Framework (2025–2028)*

- **‘Fresh Life’ programme**
  - Hospitality skills training for 8 residents
  - Leading to employment, work experience and further training
- **STEM workshops (supported by ‘Frankhams’)**
  - Workshops for children and parents
  - Science activities and take-home experiments
- **Free clothes mending sessions (Make Mee Studios)**
  - Delivered in libraries (North and South Lewisham)
  - Over 50 garments repaired
  - Funded through social value provided by ‘LES’



## 5. Communication, surveys (online sounding board) and digital engagement

- Website updated to reflect the new strategy
- ‘You said, we did’ updates on progress and will be shared with residents
- SMS updates for community safety events, consultations and opportunities
- Hundreds of residents engaged across a wide range of surveys including:
  - Waste management
  - EV charging
  - Play space design
  - Food growing
  - Repairs feedback
  - Annual report surveys

## 6. Neighbourhood investment and estate improvements

Achievements include:

- £100K NCIL funding success (for Winslade and Woodpecker estate improvements)
- Additional NCIL bids across ball courts, hostels, public realm safety, and play spaces
- Door entry system ballot at Knowles Hill Crescent
- Goodwood Road play area redesign based on resident preferences



# ANNUAL RESIDENT ENGAGEMENT SUMMARY REPORT (2025- March 2026)

*A year on from implementing the Resident Engagement Strategy & Framework (2025–2028)*

## 7. Partnerships



Residents benefited from partnerships with:

- Ideal Boilers
- Veolia
- RGE Services
- Travis Perkins Managed Services
- 'Fresh Life' programme
- Make Mee Studios
- Local schools, community groups, and voluntary organisations
- Action Against Hunger
- Lewisham Local
- The National Trust
- Youth and play providers



## 8. Summary

Across the year, the 'Resident Engagement Framework' has delivered:

- More accessible engagement opportunities
- Greater visibility of housing services
- A wider range of community events
- Stronger partnerships driving social value
- Improved environmental, social and financial support for residents
- Empowered resident panels with real influence over services

This year shows the framework working as intended: widening participation, strengthening trust, and ensuring the voices and priorities of Lewisham residents guide service improvement.

## **Resident Review Panel (RRP) actions, and outcomes**

### **Summary of achievements and influence of the RRP**

The Resident Review Panel continues to play a significant role in shaping service improvements across Housing, Repairs, Voids and Independent Living.

Their recommendations have consistently resulted in changes to policy, practice, communication, culture, and joint-working, with most actions already completed and others progressing well.

#### **The Resident Review Panel has been instrumental in:**

- Raising standards
- Pushing for consistency and fairness
- Improving communication and transparency
- Supporting vulnerable residents better
- Driving cultural change within services
- Creating stronger alignment across Housing

#### **Below is a summary of this year's achievements:**

### **Lettings and voids (new tenants) review (2024)**

The 2024 review shows strong progress, particularly on actions affecting tenant experience at sign-up, information provision, and improving culture between teams.

## **Major areas where RRP influence directly shaped improvements**

### **1. New lettable standard and tenant information improvements**

#### **RRP influence:**

The panel stressed the importance of transparency, including telling new tenants exactly what condition the property is in and what repairs will happen after they move in.

#### **Achievements:**

- Signed lettable standard and handover sheet now included in all sign-up packs
- This directly reflects RRP feedback from previous reviews about residents needing clarity at the start of their tenancy.

### **2. Clean and clear homes, Recharge and behaviour change**

#### **RRP influence:**

The panel emphasised the need for stronger expectations around how tenants leave their homes, and the financial consequences where needed.

#### **Achievements:**

- Recharge procedure launched, following resident and other stakeholder engagement, and publicised across multiple channels
- Clear messaging now on the website and repeated in resident communications in response to RRP's push for better education and fairness.

### **3. Support for residents with no furniture**

#### **RRP Influence**

The panel highlighted that many new residents move in with nothing and need support.

#### **Achievements:**

## ANNUAL RESIDENT ENGAGEMENT SUMMARY REPORT (2025- March 2026)

*A year on from implementing the Resident Engagement Strategy & Framework (2025–2028)*

- Increase in amount available, and promotion of the resident hardship fund which is accessible to tenants who need support to buy essential items, and funded through social value.
- The Council is working with 'End Furniture Poverty', and other organisations to access funding to support residents.
- Lettings Team has embedded Lewisham Volunteer Service support details (Community Connections) into new tenant info
- Signposting to internal Welfare Benefits is now systematic where appropriate.

### 4. Improving staff empathy and culture

#### RRP influence:

Across all reviews, the panel raised that frontline interactions need to be empathetic and grounded in lived experience.

#### Achievements:

- Training for Housing Officers and Lettings staff on resident experience and additional support is largely complete.
- Actions to support culture change have been established and embedded.

### 5. Collaboration between teams

#### RRP influence:

The panel repeatedly highlighted silo working as a barrier to good service.

#### Achievements:

- Cross-service meetings are now established, even when managers are absent
- RRP's push for transparency and accountability has clearly driven improvements in how services coordinate around a void.

### Completion status: New tenants (lettings/voids service) review

Category	Complete	Overdue	In Progress	Not Yet Due	Total
Lettings/Voids 2024 Review	12	3	1	4	20

- 60% of due actions are already completed.
- Overdue actions mainly relate to staff time and corporate prioritisation (e.g. training rollouts, IT system delays).

### Achievements across all RRP reviews (2025)

Review	Complete	In progress	Not Complete	Not yet due	Ongoing	Outstanding	Overdue
Independent Living	12	0	0	0	7	1	0
New Residents – 2024 review	13	1	0	4	0	0	3
Repairs complaints	25	0	0	0	7	0	0

#### Total completed actions across all reviews:

- Over 70 actions completed
- Major cross-cutting themes where RRP has had measurable impact

#### A. Strengthening of complaint handling (repairs complaints review)

- Training delivered to staff
- Quality assurance embedded in letter writing and communication.

## **ANNUAL RESIDENT ENGAGEMENT SUMMARY REPORT (2025- March 2026)**

*A year on from implementing the Resident Engagement Strategy & Framework (2025–2028)*

- Learning from complaints now systematically captured and reported
- Residents involved in communication reviews

### **B. Independent living service review**

- Majority of actions are complete, including engagement strategy, resident forums, training, refurbished schemes engagement, and policy updates.
- The Independent Living Forum launch (June 2025) is a direct outcome of RRP's recommendation for more structured engagement for independent living residents

### **C. Culture change and collaboration**

RRP feedback about siloed working has:

- Driven more regular cross-service meetings,
- Improved IT/data sharing aspirations,
- Strengthened collaboration between teams in the housing directorate.

### **D. Transparency, improving communication and listening to residents**

Across reviews:

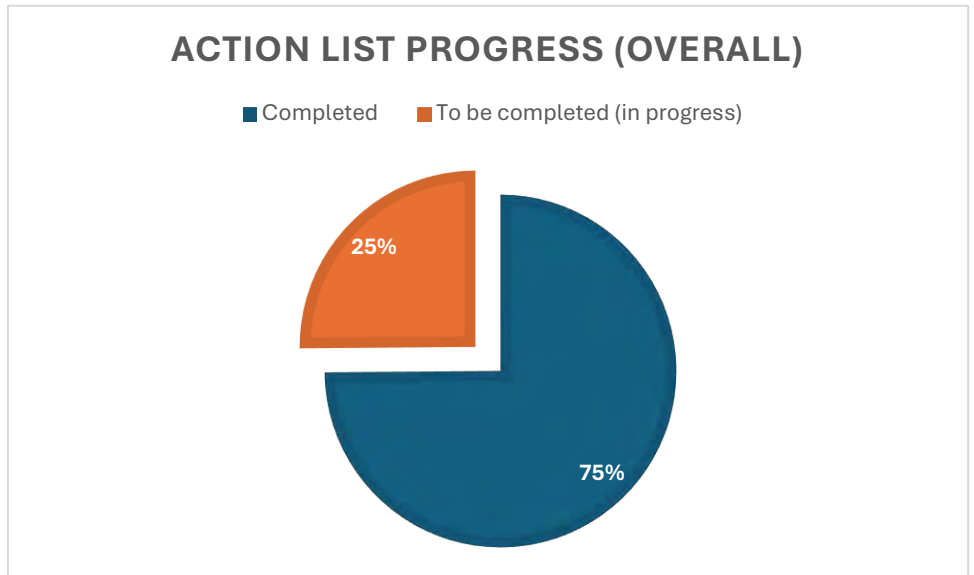
- Tenant satisfaction measures now built into monitoring.
- Policies updated and published online.
- More info being shared through newsletters and resident forums.
- RRP invited to future contractor meetings.

## ‘Resident Engagement Framework’ (REF) action list update (February 2026)

### Overall progress of REF actions

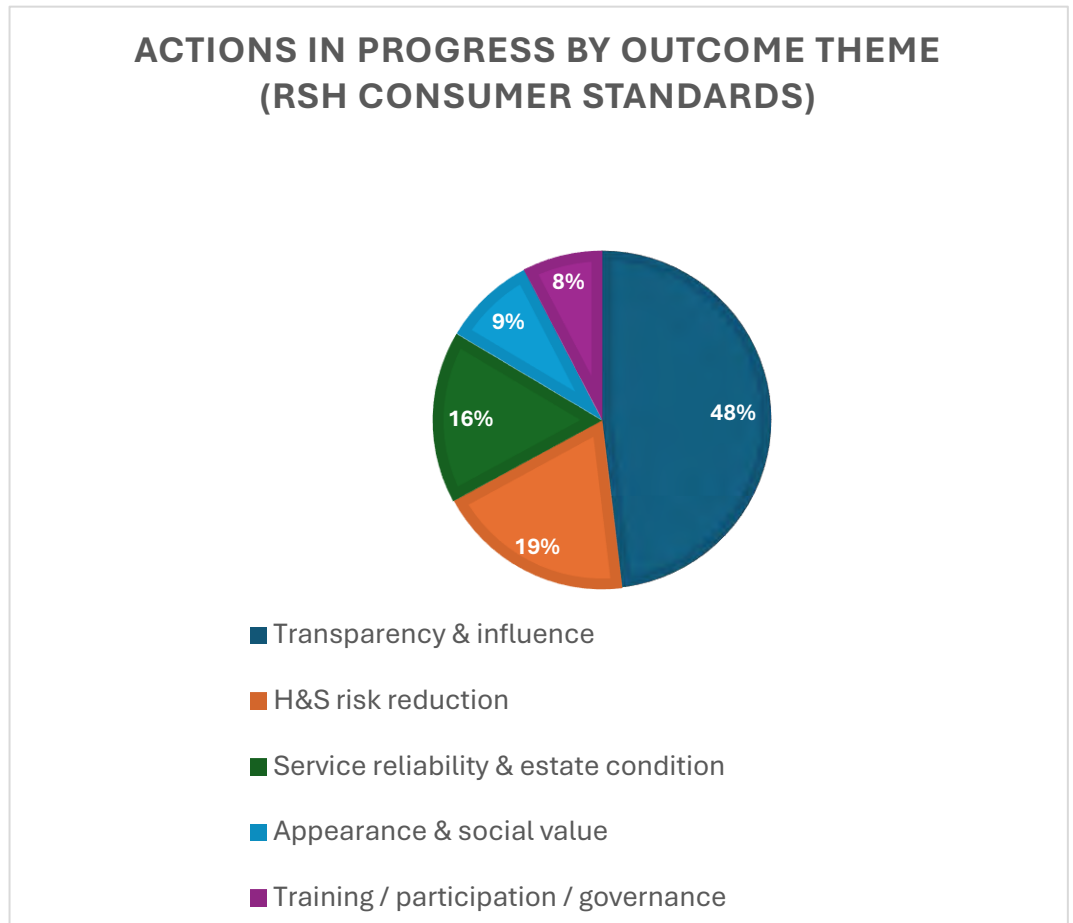
(2025- March 2026)

- **Total actions:** 191
- **Completed (Green):** 143 (74.9%)
- **To be completed (Actioning):** 48 (25.1%)



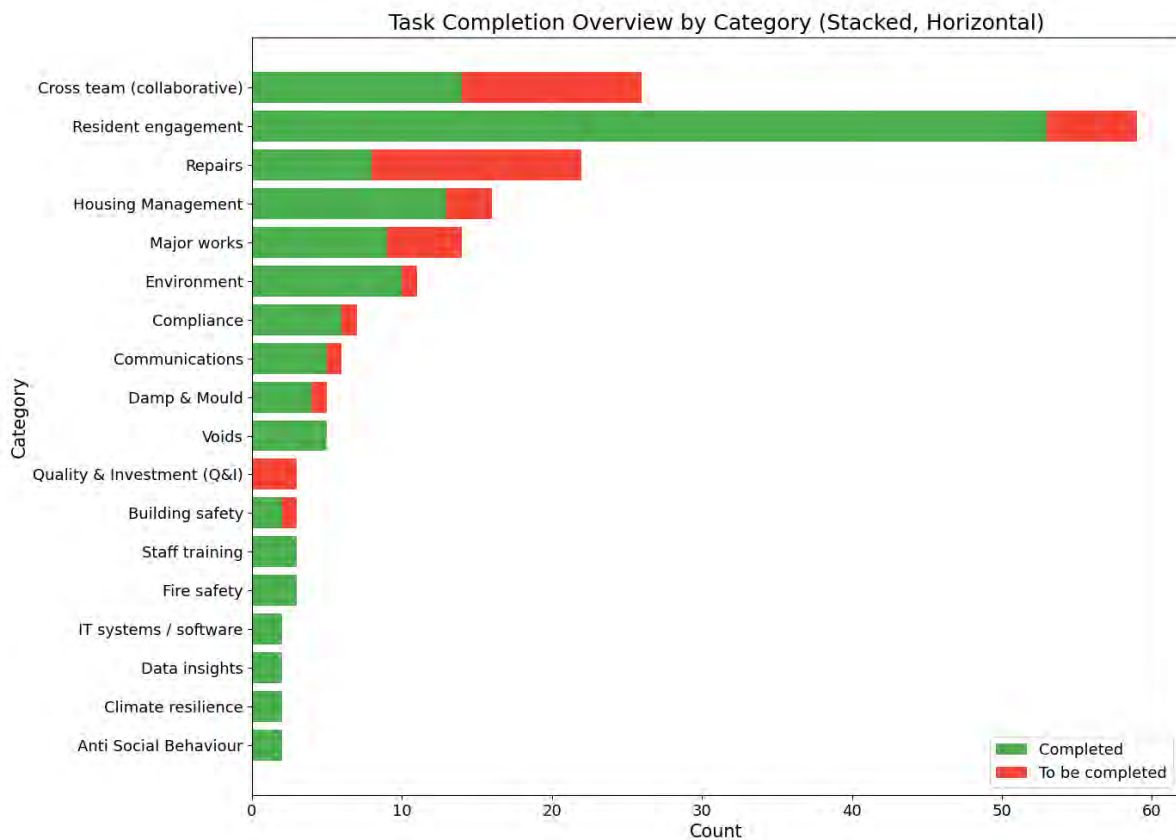
### Actions in progress by outcome theme (RSH consumer standards)

- Transparency & influence: **38**
- H&S risk reduction: **15**
- Service reliability & estate condition: **13**
- Appearance & social value: **7**
- Training / participation / governance: **6**



**ANNUAL RESIDENT ENGAGEMENT SUMMARY REPORT (2025- March 2026)**  
*A year on from implementing the Resident Engagement Strategy & Framework (2025–2028)*

**Where the work sits (by team)**



- **Anti-Social Behaviour:** 2 completed, 0 to be completed
- **Climate resilience:** 2 completed, 0 to be completed
- **Data insights:** 2 completed, 0 to be completed
- **IT systems / software:** 2 completed, 0 to be completed
- **Fire safety:** 3 completed, 0 to be completed
- **Staff training:** 3 completed, 0 to be completed
- **Building safety:** 2 completed, 1 to be completed
- **Quality & Investment (Q&I):** 0 completed, 3 to be completed
- **Voids:** 5 completed, 0 to be completed
- **Damp & Mould:** 4 completed, 1 to be completed
- **Communications:** 5 completed, 1 to be completed
- **Compliance:** 6 completed, 1 to be completed
- **Environment:** 10 completed, 1 to be completed
- **Major works:** 9 completed, 5 to be completed
- **Housing Management:** 13 completed, 3 to be completed
- **Repairs:** 8 completed, 14 to be completed
- **Resident engagement:** 53 completed, 6 to be completed
- **Cross team (collaborative):** 14 completed, 12 to be completed

## ANNUAL RESIDENT ENGAGEMENT SUMMARY REPORT (2025- March 2026)

*A year on from implementing the Resident Engagement Strategy & Framework (2025–2028)*

### What kind of work is open (by sub-category)

Subcategory	Completed	In action	Not yet started
Communications	29	1	1
Resident experience	22	2	0
Environment	7	2	0
Damp & Mould	7	1	0
Policy & Governance	6	3	0
IT systems and software	6	0	0
Gas Repairs & Communication	5	2	0
Fire safety	5	1	0
Community Investment Fund	5	0	0
Property condition	5	1	0
Staff training	5	0	0
Community Projects	5	1	0
Health & Safety	3	4	0
Communal spaces	3	4	0
CIH Training	3	0	0
Anti-Social Behaviour	3	1	0
Play	3	5	0
Engagement	3	0	0
Contractor management	2	3	0
Play areas	2	0	0
Sustainability	2	0	0
Garages	1	0	0
Trees	1	0	0
Planned works	1	1	0
Lifts	1	0	0
Social value	1	0	0
Leaseholders	1	0	0
Tenant & Residents Associations (TRA)	1	0	0
Independent living	1	0	0
Survey	1	3	0
Safeguarding	1	0	0
Case ownership	1	0	0
Repairs portal	1	0	0
Roofing	0	1	0
Lighting	0	4	0
Drainage	0	1	0
Door entry	0	1	0
Building safety	0	1	0
Voids / Lettings	0	2	0
Repairs	0	1	0
Heating	0	1	0

## ANNUAL RESIDENT ENGAGEMENT SUMMARY REPORT (2025- March 2026)

*A year on from implementing the Resident Engagement Strategy & Framework (2025–2028)*

### Estate based actions

Estate walkabouts are carried out on estates where requested by residents, or where a combination of challenges are impacting resident's enjoyment of their home and the environment.

The locations listed below reflect estates where estate walkabouts were carried out. The 'borough wide' actions reflect actions that relate to services received by all, or many residents.

Locations with the most outstanding actions:

- **Somerville, SE14: 18** outstanding (**10** completed)
- **All** (borough-wide items): **10** outstanding (**6** completed)
- **Evelyn: 4** outstanding
- **Vaughan Williams Close, SE8 4AW: 4** outstanding

#### Next steps:

We will propose a cross-team action plan for housing teams: repairs (lighting, paving, drainage), comms, and ASB/environment actions- to clear down actions that have not progressed.

We will discuss this with the relevant residents/ TRAs and ensure good engagement and communication throughout the process.

### Summary

Analysis of all categories shows strong overall progress, with most areas demonstrating high levels of completed (Green) actions and only a small number showing ongoing progress

#### Strengths

- Several areas have achieved 100% Green completion, including *Staff Training, IT Systems & Software, Community Investment Fund, CIH Training, Social Value, Sustainability, and Leaseholders*.
- High-volume resident-focused areas such as Resident Experience, Environment, and Damp & Mould show solid progress, with the majority of actions completed and only minimal ongoing work.

#### Areas requiring continued focus

- A number of estate-condition and operational subcategories have more Amber than Green, particularly Health & Safety, Communal Spaces, Lighting, Play, and Contractor Management. These typically involve multi-team dependencies or works requiring inspections, contractors, or physical interventions.
- Technical categories such as Heating, Door Entry, Roofing, and Drainage have *no Green actions yet*, signalling slower progress.

#### Risk areas

- Communications is the *only subcategory containing Red actions*, and also has one of the highest total action counts, indicating pressure and potential bottlenecks affecting wider transparency and resident messaging.

#### Overall picture

Across the framework, most activity is trending positively, with the majority of subcategories demonstrating substantial completion.

Ongoing work is concentrated in areas linked to repairs, estate condition, safety checks, and multi-team processes, which naturally require longer resolution times. Communications remains the key area where targeted improvement will have the largest impact.