



Our Resident Involvement Strategy Action Plan 2019 to 2022

Make your voice count –

no decision about you, without you

AN ACTION PLAN FOR DELIVERING THESE PRIORITIES

VERSION 4 12/11/19

| Priority | Action | Target | By When | Outcomes |
|--------------------------|--|---|----------------|--|
| Focus on outcomes | We'll: <i>Use the Housing Representatives Forum, Residents' Voice and data from the new repairs service and estate inspections to identify service areas where residents want to see change.</i> | What we're already working on... 1. Ensure that minutes and actions are clear and targeted to key discussion areas. | Ongoing | Residents and officers working strategically together to influence change and make decisions. |
| | <i>Make more use of task and finish groups and commissions. We'll work with residents to consider ideas such as Citizens' Assemblies.</i> | 2. Use voting pads at Residents' Voice and Housing Representatives Forum to ensure we're working to residents' priority areas. | Ongoing | Evidenced based prioritisation of work areas. |
| | | 3. Work with residents to review the effectiveness of the estate inspections process | Ongoing | Ensuring that resident and officer time is well spent on estate inspections and that actions are completed in a timely manner. |
| | | In the shorter term... 4. Use data from customer satisfaction surveys and estate inspections to aid discussions and decision making at service improvement groups and forums. | 01/04/2020 | More structured and evidenced based decision- |
| | | 5. Set up time bound task and finish groups with a clear purpose when necessary. | 01/04/2020 | Tangible and practical achievement of tasks with residents and officers working in partnership |
| | | 6. Ensure our service improvement groups are working with us strategically on projects that reflect priority areas more generally for residents. | 01/06/2020 | Resident and officer time is spent as effectively as possible to achieve the maximum outcomes |
| | | 7. Establish the Defend Council Homes Policy and the processes around this | 31/07/2020 | Residents are empowered and engaged in the process of safeguarding their homes. |
| | | More long term... 8. Explore the idea of a Citizens' Assembly for council housing where residents would be called up at random to represent and have an input into a key work area/discussion | 01/06/2021 | Confirmation that the model of involvement we use is the most appropriate for our residents. |

Working together

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|------------------|--|--|------------|--|
| Working together | <p>We'll:</p> <p><i>Increase the opportunities for TRAs to work together and encourage increased use of community halls and rooms for more activities to benefit residents and to work on the council's aim to reduce loneliness and isolation.</i></p> <p><i>Use meetings and events led by Council teams outside the housing service to engage with residents, gain views, and promote involvement.</i></p> <p><i>Form partnerships across the borough, including stronger links with Housing Associations, charities, funding organisations, and businesses.</i></p> | <p>What we're already working on...</p> <p>1.Continue to use Housing Representatives Forum meetings as a vehicle for increased networking and the sharing of ideas by TRAs.</p> | Ongoing | Increased joint working by TRAs and the sharing of information and ideas |
| | | <p>2.Increased take up of the Community Fund for registered TRA to increase activities especially those based in and around halls and rooms.</p> | 01/04/2020 | New activities and events that build community spirit and trust taking place |
| | | <p>3.Expand our digital hubs partnerships with TRAs to 8 weekly sessions operating from TRA halls,</p> | 01/04/2020 | Increasing digital inclusion and reducing social isolation as well as increasing skills and employability |
| | | <p>In the shorter term...</p> <p>4.Council Housing representatives to be a part of the roll out of Ward Action Groups to more wards.</p> | 01/07/2020 | Ensuring that council housing residents have a voice at ward level on the key areas that are important to them |
| | | <p>5.Link in with organisations such as WorkZone to deliver services from TRA halls and rooms in conjunction with other activities taking place.</p> | 01/04/2021 | Added benefits for the communities we work with, such as increased employment and skills and ASB reduction |
| | | <p>6.Support more activities that recognise the importance of sport, music, food, and art in bringing people together</p> | 01/04/2021 | As above. Have more activities at events that involves doing sports, music, food, and art. |
| | | <p>More long term...</p> <p>7.Find which Housing Associations have properties on/near our estates and make links with them.</p> | 01/04/2021 | More joined up services for residents |

Consistency

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|-------------|--|---|------------|--|
| Consistency | <p>We'll:</p> <p><i>Develop training sessions for those currently involved and those who want to be involved that focus on transferable skills for involvement, work and education</i></p> <p><i>Encourage Council staff to use their annual volunteering allowance to benefit residents</i></p> <p><i>Work with Tenants' and Residents' Associations to develop local agreements about how we work with them on specific areas</i></p> | <p>What we're already working on...</p> <p>1. Replace individual service improvement group budgets with one central budget that all groups and forums can apply to.</p> | 01/04/2020 | A more efficient way to administer spending and a chance for groups and forums to work jointly on bids for funding activities. |
| | | <p>2. Encourage all registered TRAs to work with us to develop an annual development plan to show all the areas they are working on, things they plan to do, and how we can support them.</p> | 02/04/2020 | Clear aims and goals agreed with TRAs as well as the agreed support we'll provide |
| | | <p>3. Refresh our training offer with a menu of options, recognising that people learn in different ways. Provide appropriate training for involved residents where there is a demand. We'll develop online e-learning modules of training that residents can access and complete at a time that's convenient to them and form links with established training providers, where suitable.</p> | 06/06/2020 | Residents feel supported and able to fully carry out their roles |
| | | <p>More long term...</p> <p>4. Establish a volunteering programme for staff in the Economy department to give back to the communities they serve. We'll set up team challenges for staff to use at least one of their volunteering days per year.</p> | 31/12/2021 | Stronger relationships between residents and council officers. |
| | | <p>5. Look at opportunities to link in with contactors to maximise any social value element of contracts.</p> | 31/12/2021 | Maximising any social value from our partner contractors for the benefit of residents of the borough |

Communication

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|----------|---|---|------------|---|
| | <p>We'll:</p> <p><i>Make sure residents have the information they need to work with us to make decisions, and keep people informed about issues they have contributed to.</i></p> <p><i>Explore other ways of sharing information and communicating for example social media to expand our avenues of communication.</i></p> <p><i>Make sure we consult with you on important issues such as planned maintenance, new waste and recycling enclosures, or a proposal to install CCTV.</i></p> | <p>What we're already working on...</p> <ol style="list-style-type: none"> Continuously add to the Get Involved mailing list as part of all our activities | Ongoing | Communication with as wider range as residents as possible. |
| | | <ol style="list-style-type: none"> Develop a bulletin for involved residents, including a young people's section | 31/12/2019 | Get information out regularly and share good news and ideas |
| | | <ol style="list-style-type: none"> Standardised communications across all planned and major works. We'll use the engagement as an opportunity to consult on wider issues than just the works (e.g., satisfaction surveys on caretaking). | 01/04/2020 | A smarter way of working to engage with residents while already engaged. Better informed residents, less complaints and members enquiries. A greater level of data and feedback we can use to shape our services. |
| | | <ol style="list-style-type: none"> Work with TRAs to make better use of Nextdoor to advertise local activities. | 01/04/2020 | More residents either attending TRA meetings or having a say online. Strengthened TRA committees. |
| | | <ol style="list-style-type: none"> Notice board content project to improve consistency and quality of information | 01/04/2020 | Increased inclusion of residents who aren't online |
| | | <p>In the shorter term...</p> <ol style="list-style-type: none"> Use electronic lift notices to advertise services, events, and the bulletin. | 31/07/2020 | Reach a wider audience of residents more effectively |
| | | <ol style="list-style-type: none"> Work with residents to develop a consultation policy, exploring new ways of consulting, such as online surveys, door knocking, and text surveys. | 31/07/2020 | Consistent approach to consultation from start to finish. Increased response rate to consultations. |
| | | <ol style="list-style-type: none"> We'll work with residents to develop a services directory | 31/07/2020 | Residents will have a clearer understanding of the services we offer and which team to contact. |
| | | <p>More long term...</p> <ol style="list-style-type: none"> Provide service improvement group members with digital resources such as tablets. | 01/04/2021 | Promote paper-free involvement and more information close to hand to aid decision-making |
| | | <ol style="list-style-type: none"> Set up an online portal to better share information and promote relevant discussions before and after meetings | 01/07/2021 | Greener borough with less paper being used. Better informed residents with information to hand more quickly. |

Continuity

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| Continuity | <p>We'll:</p> <p><i>Look at expanding the Investment Group model of residents proposing ideas and then being responsible for agreeing ideas to include other community events and activities.</i></p> <p><i>Make better use of customer feedback, complaints, and insights to inform service improvement in areas like the new repairs service and review of sheltered housing management</i></p> | <p>What we're already working on...</p> <p>1. Work with sheltered housing residents to review the role of the Sheltered Housing Tenant Representative</p> | 01/04/2020 | Confirm the role is delivering for sheltered housing residents and check that we are offering all of the support that we can |
| | | <p>2. Widen the membership of the Reading Group to include all Housing Representatives Forum members</p> | 01/04/2020 | Hear from a wider range of voices and views to ensure our documentation is clear, accurate, and to the point |
| | | <p>3. Provide service improvement groups with data on complaints and compliments relevant to their work areas.</p> | 30/06/2020 | Increased information to make informed decisions and hold officers to account |
| | | <p>4. Trial a new local meeting format called Community Voice to understand more about estate and block priorities and key areas to work with residents on.</p> | 30/06/2020 | Clarity on local priorities obtained in a fun and informal way. |
| | | <p>More long term...</p> <p>5. Create a fund to support activities such as youth clubs, homework clubs, language classes, intergenerational activities etc</p> | 01/04/2021 | Investment in people and communities as well as environmental improvements |
| | | <p>6. Work with residents to plan and deliver an engaging and interactive conference</p> | 31/12/2021 | Opportunity to inform, engage, consult, and work in partnership with residents and showcase involvement in the borough |
| | | <p>7. Annual review by members of service improvement groups to determine effectiveness of group</p> | 31/12/2021 | Capture the successes and lessons to learn for the service improvement groups and what we can do better to support them. |

Keep listening

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|----------|--|---|------------|--|
| | <p>We'll:</p> <p><i>Make sure that the recommendations from the Hackitt Report about the residents' voice are a part of daily housing operations.</i></p> <p><i>Work hard to hear from more voices from a more diverse range of residents in the borough with the aim of doubling the size of our resident involvement database during the time of this strategy.</i></p> <p><i>Work with you to establish Block and Street Champions, so we can hear from residents living in small blocks and street properties and other harder to reach communities.</i></p> <p><i>Make links with local schools to establish a Voice of the Youth for Council housing communities, with representatives sitting on Housing Representatives Forum</i></p> | <p>What we're already working on...</p> <p>1. Set up a Block and Street Champions Forum and ensure stronger representation at our Housing Representatives Forum.</p> | 01/04/2020 | Stronger voice for residents in street properties and small blocks |
| | | <p>2. Make stronger links with groups who represent our residents where English isn't their first language. Celebrate the cultural diversity of our estates through activities and events.</p> | 30/06/2020 | Strengthening representation from groups we're not currently working with |
| | | <p>More long term...</p> <p>3. Make sure residents have access to information related to building safety that is relevant to where they live and use events like Brew with a Crew to raise awareness of fire safety.</p> | 30/04/2021 | Transparency for our residents |
| | | <p>4. Establish a Disabled Residents Housing Group to work with us on the key issues affecting disabled residents in terms of their housing needs.</p> | 31/12/2021 | Strengthening representation from groups we're not currently working with |
| | | <p>5. Set up a Voice of the Youth panel to champion the priorities and views of our younger residents and ensure they have representation at our Housing Representatives Forum</p> | 31/12/2021 | Ensuring we're listening to the next generation of council housing residents |
| | | <p>6. Explore the option of working with TRAs to support youth clubs in TRA halls and rooms.</p> | 31/12/2021 | At least one TRA supported to launch pilot youth club |
| | | <p>7. Utilise high profile venues in the borough to encourage young people to get involved</p> | 31/12/2021 | Increased voice of young people in decision making. Connecting with the future generation. |
| | | <p>8. Produce a video on what it's like for young people in Hammersmith & Fulham living in council housing.</p> | 31/12/2021 | Video would be by young people, for young people, but would act to break down barriers and bring generations together. |