



Minutes of the 4EF Meeting

7pm Tuesday 15th March 2022

St John's Community Centre

Present

Residents: Candida (chair), Arthur (mins), Jenny, , Kim, Maureen, Jill, , Daniel, Jackie, Ahmed, Dan

Advisor: Mike

OH: Kimberly Wadham-Castles (Head of Resident Engagement) Yasin Ahmed (Manager, Resident Engagement)

Apologies: Peter Kristopherson (Kingsbridge) Maggie, Lesley, Glen, Eliza, Deidre, Pam, Juliet

Resident Engagement Feedback – Kimberley and Yasin

- 1300 residents gave feedback on the online survey and over 150 at face to face meetings.
- Consultation feedback trends –
(There was trouble with spam boxes when sending out emails about the consultation)
 - That there is not enough opportunity to feedback about services,
 - Residents want to be more involved in decisions about their services,
 - Residents say they want to join groups to help change things
 - Communication from OH was seen as a big problem. This needs to be done using all media not just digital
 - More Transparency is needed
 - Young people want to be involved (maybe a youth Panel)
 - A Resident Engagement App has been requested
 - Residents want to be more involved in the scrutiny of services
see Yasin's doc
- 5 Themes Emerged
 - A Stronger working partnership
 - Resident led Scrutiny
 - Improve 2 way communication
 - Community development
 - Residents becoming engaged.
- What does a stronger partnership look like?
 - Involving more residents on committees and boards?
 - Residents want more influence on the services that affect their homes.
- OH has just announced that they have created 3 positions on Customer Services Committee for residents (2 tenants and 1 leaseholder - There are not enough shared ownership properties for them to be represented on the Board or Committees)
And the Resident Board Member position has become vacant.
- Area Panels – these are hopefully being re-jigged soon to be more accountable to residents.

Discussion on the Feedback

7. A new Resident governance structure needs to be introduced – just tacking residents onto the resident services committee doesn't achieve responsible influence. How residents get appointed to these posts is fundamental to how they represent residents and the meaningful role residents can have in helping to improve services.
8. OH has been appointing residents to its panels and board. This is obviously unsatisfactory from the residents point of view and probably counter productive for OH as they don't get as honest feedback.
9. Resident panel chairs have been observers on the Customer Services Committee (CSC).
10. Changes that could make representation more representative:
 - Can residents select the candidates for interview?
 - Head of resident engagement could be involved in the interview.
 - Representatives need to be resourced so they can consult with residents and report back.
 - Transparency – minutes are published and observers allowed.
11. Residents experience of area panels is very negative so we are disappointed that they have been allowed to continue when they have been so unrepresentative for so long.
12. Area panels are going to be re-set: there will be a 3 year max tenure, and members will have to attend TRA meetings.
13. While the proposals to put more residents on the CSC is responding to residents' concerns, it is still before any engagement strategy has been agreed so it can be seen as undermining residents participation again. It is OH doing things to residents in its top down / authoritative mode – "OH knows what's best for our homes".
14. What about a Shadow Governance Structure that includes a more extensive Residents' Customer Services Shadow Committee?
15. Where will residents who are difficult/insistent on Boards and Panels stand. Who will have the power to move them if they continue to try to stick up for the residents point of view?
16. If residents are put in the position of selecting staff and contractors, this needs to be approached carefully as they don't always have an appropriate level of training, experience and accountability. However, Resident focussed questions and point of view can be very valuable and needs to be introduced.
17. Resident led scrutiny –
 - There could be a resident led service inspection / scrutiny programme.
 - Residents do need to be involved in feedback about contractors and the quality of work.
 - Should residents be doing OH Officers jobs for them by inspecting work?
 - What is the balance between using residents' scrutiny and professional expertise?
 - It saves money to get work done better than to keep coming back.
 - There needs to be phases: contractors checking their work, the landlord and the resident – each from their own perspectives, being able to record it and ensure a response is actioned where necessary.
18. One of the roles of the TRA is to have an advocacy role where residents can come and refer their problems. This has always been important to resolving estate issues but has been undermined since TRA members do not have the automatic ability to talk to Officers – only through the CCC.

However some positive relationships have built up between staff and residents despite this.

Interesting Observations, Comments and Questions on Engagement

19. There seems to have been a shift of responsibility from the HA to residents about dealing with certain repairs and monitoring ASB etc. Residents are expected to take a more active role in this and not rely on staff to report everything. If this is the case, has it been communicated to residents?
20. Established Community groups and TRAs should be made better use of as they are valuable networks, roots in the community and have useful feedback to give. Instead, they often feel sidelined and a nuisance. TRAs need to be supported for their useful scrutiny and to highlight where change is needed.
21. What power/influence is OH willing to give residents groups in the future?
22. Are all OH officers buying into the Resident Engagement process? Is there a commitment from the whole organisation?
23. A clearer escalation of the Complaints Service is being put in place.
24. Shouting loudly doesn't make things happen. What does?
25. Where is the accountability going to be in this new Engagement Strategy – this needs to be approached carefully so that it is able to be effective without creating negativity.
26. Where are the teeth going to be? This needs to demonstrate genuine and clear influence, not just lip service.
27. How do OH get to the point where they can deliver what residents want?
28. One key change residents want is the return of Estate Officers and Area Managers who can sort out problems and be held to account.
Are OH saying they will come and consult about local managers/officers or just put in place what they want?
29. "We'll get back to you" has become such a deflating, disempowering and pessimistic response – as it's a real surprise when someone actually does! It is used as a way to shut residents up.
30. Continuity in staff is important and has been a real issue for a long time in OH.
31. Everyone needs to be able to give feedback easily and appropriately. Why do OH make it so difficult?
- 32.

Mike's Report (attached):

33. Mike has responded to the Government's Tenant Satisfaction Measures Consultation:
 - It is not fair to compare HAs as they are not comparable as their areas and tenants are so different.
 - Is a league table the best way or would a traffic light benchmark be a more useful evaluation?
 -
34. Samuda – in the other OH regeneration areas residents have had a lot of influence at this beginning stage than Samuda has had so far.

We will write to Paul responding to his reasons for not automatically having a masterplan for the estate.

35. Paul Handley's Email:

Broadly our vision for how we would approach an option appraisal for this larger project matches the 4EF's.

We do feel that creating some form of vision or manifesto for how residents would like to see the estate change is a sensible first step, before then using that document to generate options to match that vision. Those options would then be iterated upon and whittled down to a preferred option in a similar way to our current process. All this in consultation and collaboration with the community.

We would also (as with the other projects) encourage the eventual steering group to appoint their own ITLA to work with them and One Housing in delivering the consultation and developing such a document.

The only points I have reservations over is the idea that there would be consultation with residents to develop a consultation plan for the project. As you know I am not in support of consulting about consultation because it is a very difficult concept to get people engaged with. I would however expect to have discussions with the appointed steering group (supported by the ITLA) to inform how we consult with the wider community.

With regards to expanding the initial consultation to the wider estate; we are open to doing that. At present we want to get a good sense of the views of the residents to the south of the estate as this is most commonly raised by residents and staff as an area that would benefit from regeneration. If those discussions lead us to engage with the wider estate, then we will do that.

We would be keen to discuss the best way to do that with the community and the local authority as the initial stages of engagement progress.

Just to reiterate, this is the very very early beginnings of what could be a large consultation exercise. There is still time to develop and refine an approach.

Paul Handley

Attached to email:
Mike's Report
Yasin's Feedback PP presentation.

Kedge, Starboard & Winch Resident Steering Group

- The RSG met this month via Zoom.
- OH gave an update on the following:
 - They are carrying continuing with the 1-2-1 sessions with the residents who did not attend the November design event. 27 residents have now completed their one to ones out of a total figure of 64 eligible people which amounts to 44%.
 - In terms of rehosings, two adult children have accepted properties and should be moving out very soon. The first tenant from Winch House to accept a property will also be moving out soon.
 - The next design event will follow after the procurement of the JV partner as progress on design issues will come to the fore once the partner is on board.
- It was agreed that OH will provide the ITLA with a list of people who are definitely moving back to the new development as it would be good to target them and attempt to boost the numbers of the RSG, given the number of members who are moving away permanently.
- The recruitment of the Joint Venture is underway. The prospective bidders for the Joint Venture company were short listed to three organisations – Mount Anvil, Hill and Taylor Wimpey. However Hill have withdrawn, as the timing is not right for them and they have a number of major projects on the go currently. The RSG members met with and took part in a walk around of the blocks with Mount Anvil and Taylor Wimpey.
- This will be followed, at a later date, by formal questions in an interview setting and last week we met to discuss the themes of the questions to be asked which include sustainability, JV structure, financial fallout from building safety issues and construction on a tight site.
- The RSG meet again next month.

Alice Shepherd House & Oak House Resident Steering Group

- Residents have now received their ballot papers. The ballot will last for 24 days and closes at 5pm on Thursday 24th March 2022. There are no meetings during this period or contact with OH. The ITLA has been door knocking to see if residents need any last minute questions responded to. As of Tuesday 8 March 2022, 33.7% of eligible residents have voted.
- If there is a ballot in favour of regeneration, there will be break before getting down to the detailed work of designing the layouts, materials etc of the new homes. Therefore it will not be until June that the next cycle of meetings, workshops etc. for residents to input into the designs.
- The ITLA has given notice that he will step down after the ballot, so that the RSG will have to appoint a new ITLA.

Kingsbridge Resident Steering Group

- Following the drop in consultation on the financial implications of each option for leaseholders, was held on Wednesday 2nd February 2022, there will be a Zoom meeting for leaseholders on tonight.
- The Cycle 5 exhibition was supposed to be in February 2022, but I still have no date yet as to when that will commence.

“South Samuda”

- Following on from the last meeting, a number of points were put to OH. We are still awaiting their response.
- OH are already behind as they wanted to form a Resident Steering Group in the week commencing Monday 14th March 2022. No meetings to elect a Resident Steering Group has been issued,
- This project will be the biggest they will have undertaken on the Island and I suspect that they will have more than enough to set up a RPG. In that case I would suggest they elect a Resident Steering Group from the volunteers but use all the volunteers as the focus of quarterly meetings to maximise resident involvement. However the Resident Steering Group should not work with One Housing until they have developed their own manifesto on how they are consulted and what they want from the process.

Consultation on the introduction of Tenant Satisfaction Measures

- In November 2020, the Government published its Social Housing White Paper, setting out plans for a new consumer regulation regime including clear and comparable tenant satisfaction measures (TSMs) for all social housing providers.
- These will be considered, among other evidence, to get a rounded view of performance of social housing providers. This will be required through a new TSM Standard as part of the Consumer standard. The TSM Standard would apply in addition to the regulator’s other standards and would not in any way amend or replace them
- As part of a new consumer standard there will be two types of TSMs, performance related TSMs (e.g. repairs on time) and specific questions in a dedicated tenants perception survey (not transactional surveys following works).
- The current planned timetable is that this will come in to force from 1st April 2023, for collection of data, with data submitted in summer 2024 onwards and published from autumn 2024. Data will then be collected and published on an annual basis.
- The summary of the proposed TSMs is:
 - Overall satisfaction using a tenant perception survey
 - Keeping Properties in Good Repair
 - Homes that do not meet the Decent Homes Standard (which will be reviewed following a government consultation as indicated in the White Paper which mentioned including factors like communal areas)
 - Repairs completed within target timescale
 - Satisfaction with repairs
 - Satisfaction with time taken to complete most recent repair
 - Maintaining Building Safety
 - Gas safety checks
 - Fire safety checks
 - Asbestos safety checks
 - Water safety checks
 - Lift safety checks

- Satisfaction that the home is well maintained and safe to live in
- Electrical checks (This may be added following a government consultation)
- Effective Handling of Complaints
 - Complaints relative to the size of the landlord
 - Complaints responded to within Complaint Handling Code timescales
 - Satisfaction with the landlord's approach to handling of complaints
 - Tenant knowledge of how to make a complaint
- Respectful and Helpful Engagement
 - Satisfaction that the landlord listens to tenant views and acts upon them
 - Satisfaction that the landlord keeps tenants informed about things that matter to them
 - Agreement that the landlord treats tenants fairly and with respect
- Responsible neighbourhood management
 - Anti-social behaviour cases relative to the size of the landlord
 - Satisfaction that the landlord keeps communal areas clean, safe and well maintained
 - Satisfaction that the landlord makes a positive contribution to Neighbourhoods
 - Satisfaction with the landlord's approach to handling of anti-social behaviour
- In order to respond to the deadline, in consultation with the Chair I submitted a response welcoming the reintroduction of tenant satisfaction measures however under their proposals they want to allow landlords to be able to choose the most appropriate method for them! The response pointed out that this creates issues with comparability. HouseMark has produced guidance for the pros and cons of the various collection methods. We know from experience that people tend to give different responses over the phone, compared to sitting there answering a web survey where they feel they have more time to consider their answer. A mix of methods, and blended approaches are likely to be used, that it will make fair comparisons practically impossible. We suggested an annual survey by post and through the internet so that residents have choice) that was simple and independent of the landlord to truly measure how good housing associations and Councils actually are.

Annual Leave

- I will be away from Saturday 19th March 2022 and return on Saturday 2nd April 2022.

Website

- The statistics from the website show the number of visitors as at 13 Mar 2022.

2017	VISITORS	2018	VISITORS	2019	VISITORS
January 2017	n/a	January 2018	292	January 2019	619
February 2017	237	February 2018	514	February 2019	791
March 2017	189	March 2018	857	March 2019	881
April 2017	202	April 2018	502	April 2019	824
May 2017	627	May 2018	409	May 2019	1,037
June 2017	236	June 2018	371	June 2019	1,113
July 2017	442	July 2018	354	July 2019	1,542



Report of the Independent Advisor

15th March 2022

2017 VISITORS		2018 VISITORS		2019 VISITORS	
August 2017	333	August 2018	381	August 2019	1,032
September 2017	428	September 2018	398	September 2019	980
October 2017	386	October 2018	663	October 2019	854
November 2017	336	November 2018	619	November 2019	1,304
December 2017	333	December 2018	461	December 2019	1,426
Total	3,749	Total	5,821	Total	12,403
Average	341	Average	485	Average	1,034

2020 VISITORS		2021 VISITORS		2022 VISITORS	
January 2020	1,783	January 2021	1,081	January 2022	706
February 2020	1,945	February 2021	1,087	February 2022	790
March 2020	1,279	March 2021	987	March 2022	314
April 2020	1,003	April 2021	1,068		
May 2020	1,116	May 2021	1,051		
June 2020	1,241	June 2021	1,008		
July 2020	1,190	July 2021	879		
August 2020	1,196	August 2021	739		
September 2020	1,049	September 2021	811		
October 2020	1,358	October 2021	1,017		
November 2020	1,306	November 2021	919		
December 2020	1,442	December 2021	1,072		
Total	15,908	Total	11,719	Total	1206
Average	1,325	Average	976	Average	603

The breakdown of the most frequently visited pages:

2020	Jan	Feb	Mar	Apr	May	Jun
Home Page	796	922	803	728	722	976
Contact Us	630	840	740	629	540	575
Latest News	125	183	167	96	138	198
Alice Shepherd & Oak RSG	87	133	216	119	138	162
Kedge Starboard & Winch RSG	76	95	81	102	160	84
Kingsbridge RSG	27	42	36	13	22	34

2020	Jul	Aug	Sep	Oct	Nov	Dec
Home Page	1009	972	879	1552	1332	1,248
Contact Us	556	856	709	701	689	1,008
Latest News	233	189	115	123	127	179
Alice Shepherd & Oak RSG	176	105	147	140	201	229
Kedge Starboard & Winch RSG	135	107	66	61	74	115
Kingsbridge RSG	43	47	53	41	118	77



Report of the Independent Advisor

15th March 2022

2021	Jan	Feb	Mar	Apr	May	Jun
Home Page	925	1,120	1,193	1,059	949	1,004
Contact Us	727	522	566	587	458	395
Latest News	182	152	149	182	198	252
Alice Shepherd & Oak RSG	156	200	185	164	221	398
Kedge Starboard & Winch RSG	71	145	88	181	157	332
Kingsbridge RSG	78	117	70	74	53	80

2021	Jul	Aug	Sep	Oct	Nov	Dec
Home Page	773	584	635	717	738	735
Contact Us	496	437	531	464	462	504
Latest News	157	139	141	113	102	116
Alice Shepherd & Oak RSG	211	198	208	182	175	138
Kedge Starboard & Winch RSG	87	92	98	82	130	84
Kingsbridge RSG	70	49	16	43	66	104

2022	Jan	Feb	Mar	Apr	May	Jun
Home Page	636	567	223			
Contact Us	482	367	206			
Latest News	140	90	29			
Alice Shepherd & Oak RSG	139	90	48			
Kedge Starboard & Winch RSG	77	57	28			
Kingsbridge RSG	79	66	19			

Mike

Michael Tyrrell

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The Consultation

One Housing

- 149 residents have attended face to face and virtual meetings
- 1348 residents have fed back to an online survey
- 53% tenant, 23.5% leaseholder, 23.5% shared owner
- 1059 flats or maisonettes, approximately 289 houses
- 91 staff consulted and 7 team meetings attended
- Partnership work and agreement on themes by all Resident Panel members

Consultation trends

One Housing

- 87% homeowners and 67% tenants feel there is not enough opportunity to get involved or feedback
- 1077 residents want to feedback/get involved
- 80% feel residents do not have enough influence in OHG decisions
- 50% respondents want more surveys and polls
- 62% want a wider range of online opportunities to get involved
- 181 want to apply for Resident Panels, only 188 (of 1348) know that the Panels exist
- 631 want to scrutinise and recommend service improvement
- Residents want regular updates about OHG performance and a way to scrutinise it
- 94% want to hear feedback from other residents and how OHG addressed the feedback
- Repairs, customer service and estate services top priorities



Feedback trends

One Housing

from face to face

- Communication needs to improved both ways
- Don't just rely on digital – use noticeboards more
- Residents do not have enough influence in OHG decision-making
- No strong links or communication (also transparency) between residents, the Panels and the Board
- Limited accountability of poor OHG services
- Young people feel underrepresented; they want to feed into services, i.e. regeneration
- No scrutiny activities
- Want to see performance information

Ideas on activities from residents

One Housing

- Residents including homeowners feeding into newsletters; sharing good news stories
- An engagement app – networking and information tool
- Scrutiny panel or group
- Continue to support community initiatives
- Train residents to do low level repairs
- More residents on the Board
- More accessible training for residents on understanding housing and things to help them keep a tenancy
- Youth Panel
- Young people to be involved in consultations – would like incentivised

Resident Engagement Strategy

One Housing

Themes

- 1 • Stronger working partnerships with our residents
- 2 • Resident-led scrutiny leading to service improvement
- 3 • Improved two-way communication
- 4 • Community development
- 5 • Supporting our residents to become engaged

Theme one

One Housing

Stronger working partnerships with our residents: More influence in top level decision-making that links to your home

- More involved residents
- More influence in One Housing strategic decisions – resident members on committee and Board
- Stronger, more defined Resident Engagement structure including Panels
- Opportunities for involvement in resident facing staff recruitment, reviewing policy, selecting contractors and influencing social value priorities
- Developing services together

Resident-led scrutiny leading to service improvement

- Resident-led service inspection programme
- Enabling the independent 'critical friend' relationships
- More scrutiny of services
- Performance information on the website with feedback mechanism
- Escalation processes and more opportunity to hold One Housing to account

Improved two-way communication with our residents

- Resident newsletters
- Building and fire safety information
- Consultation
- Creation of a residents' digital platform
- Link to Customer Experience Strategy aims
- Raise awareness of RE opportunities and benefits internally and externally
- Embed RE and Customer First ethos across OHG
- Communication preferences acted on

Community Development: Identifying needs and addressing these to build stronger communities

- Neighbourhood improvement – working with local groups
- Fundraising and support
- Community project work
- Community Champions
- Link to Housing Management Plans
- Strengthen communities

Supporting residents to become engaged: Providing more opportunities for our residents to talk with us

- Feedback about resident recommended improvements – “You said; We did”
- Louder Resident Voice – merger pledge
- Awareness raising of resident engagement activities
- Training, induction and capacity building
- Digital platform creation
- Creating easy ways for residents to feedback and ‘get involved’
- Relationship building and working towards mutual trust
- Collect and utilise more customer insight and feedback

☰ 🔍

Next Steps

- Further consultation and co-creation of activities that sit under each theme with residents
- Develop year one action plan with residents
- Draft Resident Engagement Strategy 2022-2025
- Customer Service Committee agreement of strategy – June 2022
- Strategy Launch – June 2022

