



# Southwark Group of Tenants Organisations

Bells Gardens Community Centre,  
19 Buller Close, London,

Campaigning for Housing Rights and Council Homes

SE15 6UJ

## Safer Communities:

- **Residents have an improved understanding of their rights and feel safer where they live, resulting in greater community ownership**

**MEASURE:** -2 surveys on safety issues per year

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** Our disrepair survey has been completed by tenants and residents. This has also been circulated through advice forums so front line staff can complete. This is given alongside our disrepair resource pack that includes templates for reporting, monitoring and logging disrepair.

We have received FOI responses from Southwark Council regarding disrepair. Unfortunately Southwark Council do not record stage 1/stage 2 complaints made against the council for disrepair issues and we are now lobbying to have this so we can build pressure from central government to release funds to support local authorities.

>>As a result of this survey we have developed a “red button approach”. If Southwark Estates (street properties and flats) have high level of disrepair SGTO coordinate service to come together to support them. Working with legal advice providers we are ensuring tenants and residents are safe in their homes and have access to justice. As one of the highest dissatisfied feedback sheets came from the Aylesbury Estate we are delivering an event on the 25.04.19 specifically for Aylesbury Estate tenants and residents to make sure they receive appropriate support. This will be a pilot to see how our red button approach can be delivered in TRA halls across the borough.

>>We also received alarming feedback from disrepair in temporary accommodation. Issues have been raised at Southwark Council Homelessness Forum and we have now met with Ian Swift who has offered us direct support and we can now escalate disrepair in temporary accommodation Southwark Council managers and have been offered a surgery at Bournemouth Road so we can unionise vulnerable people entering temporary accommodation.

>>We have been working with Tower Block UK to roll out their “Fire Safety Checklist” to make sure Tower Blocks across Southwark have appropriate fire safety measures. This will also create a red button approach. A list has been compiled of tower blocks across the borough to focus on.

>>Southwark estates are experiencing problems with district heating systems. This means people’s safety is affected in many ways, ie: carrying boiling water to warm up baths, buying cheap non certified radiators, or freezing. Through surveying people through a series of open questions we have submitted evidence to the New London Plan through Fuel Poverty Action Groups submissions this will shape the New London Plan. Our evidence and case studies supported work with the Department for Business, Energy & Industrial Strategy.

Discussing regeneration on estates and the impact on mental health we gathered 15 in depth case studies of the impact estate regeneration has on people living there. These have been shared in planning meetings with councillors to give them an insight in to additional support they can develop for tenants and residents. We have also contributed these to “regeneration indicators”.

By feeding information into housing committee, GLA, New London Plan EIP we hope that we can shape London wide policy which will allow Southwark to adopt policies for beneficial for the people that live here.

As lots of disrepair complaints received by SGTO were from people in temporary accommodation in the Aylesbury Estate we have been able to use specifically focus activity on this issue and are piloting our disrepair red button approach with the Aylesbury Estate. We have also been able to collect concerns and suggestions from people in temporary accommodation and relay this to Ian Swift and to the Homelessness Forum.

We have developed a log for people to use to report outages on estates. The log is to be used by tenants and residents experiencing outages and is meant as a record of outages across the borough. It was raised by a local tenant that it would be beneficial for everyone to gather the same information to build a picture of heating and boiler outages across Southwark. It is also meant as a diary of outages so people can refer to it.

Case studies are sent to relevant councillors to provide an insight on the issues affecting our tenants and residents. Often we do not receive responses but are hoping to negotiate a way forward where the information can be used affectively. Questions prepared for forums and networks based on memberships concerns, questions asked at various meetings.

**MEASURE:** *-Evidence that attendance at events reflects the profile of tenants and residents in the borough through monitoring.*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** As we have a delegate system, our delegates are elected to represent their estate members. This can mean that people who are vulnerable and/or have protected characteristics and cannot attend are represented at our meetings. Also, our Annual Football Tournament team's registration are from across the borough. The SGTO annual Summer Fest and group meeting are true reflection of our diverse membership. Reference TFMC report 13<sup>th</sup> November 2018 page 1-2 sub section 1,

**MEASURE:** *-Follow up action is identified and progressed through appropriate body*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** Issues are raised at Tenant Council, Area Forums, at various forums and networks we sit on. From our interaction with tenants, group meetings and action meetings, questions are formed to raise at various meetings where councillors or key note speakers will be. Our Group Meetings provide an opportunity for our members to raise issues with appropriate body. Our referral systems to Anthony Gold, Southwark Law Centre, CAB, and Advising Communities also provide this opportunity.

Knife crime summit in June. See TFMC report for 10<sup>th</sup> JULY, (page 1) Police are also provided with CCTV footage and we have requested to have a knife bin at community centre and have chased Simon Messinger from the Met police are still waiting on guidance. The community centre is considered quieter, which means people are more likely to get rid of weapons if they feel that no one is watching them than Sainsbury's in Dulwich.

Following the Grenfell Tower investigation report, there were concerns of insufficient training in evacuating tower blocks and the SGTO in light of this arranged to meet with the London Fire Brigade to ensure the safety of local residents. We have negotiated with the Old Kent Road Fire Brigade that their site be used for us to hold public meetings should there be any further fire safety concerns. Also that SGTO can disseminate information among our members. Michael Scorer attended our AGM and updated our members on meetings he has with the Fire Brigades. By supporting people to complete the "Fire Safety checklist" in our resource room, sharing among members and liaising with frontline services to gather evidence on fire safety issues. At present we have not been alerted to any immediate dangers.

We have also joined the Fuel Poverty Action Group campaign for safer homes. In October 2018 we spoke outside the Ministry of Housing and Community and read out statements from our members over disrepair and fire safety concerns. We also presented our evidence to parliament which resulted in the government releasing the first tranche of an estimated £400 million to remove and replace unsafe cladding on social sector high-rise housing to local authorities.



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Further disrepair sessions are planned in partnership with Southwark Law Centre. This work is based on the result of resident's survey and case studies on the disrepair issues in their property to establish what the key areas of concerns are and how it impacts on their lives. A high number of these are in temporary accommodation.

The SGTO contributed to the Social Housing Green Paper Call for Evidence and attended City Hall to feed into the paper through consultation with groups. This allowed us to obtain varied responses and we were also able to support people to independently feed into the consultation which shaped the mayors response to the Social Housing Green Paper. We also provide evidence regularly to the GLA Housing Committee which has shaped its investigation into temporary accommodation and resident voice.

We also support people to feed into consultations for example helping people to tell their story and use these as case studies/ evidence/ press contacts. An example of this is: a tenant who is in Temporary Accommodation in Lewisham (housed by Southwark) to feed into the green paper and he had a specific response to being in Temporary Accommodation and being placed out of the borough and the impact this has on him. The tenant is illiterate and wanted to share his story to bring about local and national change. We drafted his story and submitted it to the GLA Housing Committee where the tenant discussed the impact of being placed in temporary accommodation out of the borough.

Our youth forum are following up on discussions about Knife crime and what estates can do. The SGTO is in conversation Evelyn Akoto- Cabinet Member for Community Safety and Public Health to see how SGTO members can partner in a weapon sweep.

**MEASURE:** *-Public body/partner reports back on progress*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** Our group meetings mean we keep our members updated about responses we receive from public bodies/the council and our questions are minuted with a series of actions included. These are addressed and then answers fed back at the following meetings. If it needs an ongoing work than our campaign or engagement group will take this on. Example: Heating outages were discussed in February's Group Meeting and a follow up campaign meeting was devised to discuss follow up action. As a result we have shaped a response to the **Examination in Public Sustainable infrastructure – greenhouse emissions, energy system and managing heat risk.**

Our new monthly rent arrears session mean that we are reporting back on progress from Southwark Law Centre and evictions prevented. We now sit on various boards including: Exchequer Forum, Forum for Equalities and Human Rights, Advice Forum, Homelessness Forum, Food Poverty Network and we are a steer group member for Universal Credit Network. SGTO prepare reports and feedback to our partner agencies. We also prepare presentations on our work and impact on our members – Examples include:

We were a steering member on the Food Poverty Action Plan and represented social tenants within the plan. We held focus groups to shape the plan and submitted ideas to what would improve food insecurity across Southwark. The Food Poverty Action Plan is now the borough wide approach to food insecurity and obesity.

SGTO were a steering member for the "All change impact of Universal Credit" report produced by Advising Community, Citizen Advice and Southwark Law Centre. We submitted lots of evidence, case studies and completed surveys. In addition to this SGTO facilitated the "client focus groups" that are used within this report. Our expert knowledge on issues facing tenants allowed us to recruit and facilitate discussion that provided the evidence base for the report. SGTO also facilitated

a Lambeth evidence base group to which is in the report. Our insight into problems affected Southwark tenants and knowledge of the services Southwark has allowed us to submit evidence and comments as to why impact is different for Universal Credit claimants in Southwark to Lambeth.

**MEASURE:** *-Number and profile of residents attending workshops*

**RESULTS DELIVERED AGAINST MEASURES 2018/19**

For the past 3 months we have delivered workshops for people in rent arrears. These have had varied age, disabilities and immigration status’.

Footprints collated monthly and reported each quarter in relevant quarter TFMC report:

4<sup>th</sup> qtr. TFMC report 17<sup>th</sup> April / Jan-Mar’18, page 11

1<sup>st</sup> qtr. TFMC report 10<sup>th</sup> July / April-June’18, page 10

2<sup>nd</sup> qtr. TFMC report 13<sup>th</sup> Nov / July-September ’18, page 12

3<sup>rd</sup> qtr. TFMC report 5<sup>th</sup> Feb / Oct-Dec’18, page 11

4<sup>th</sup> qtr. unable to report as quarter not finished

**MEASURE:** *-Outcomes of information sharing – case studies to illustrate impact-Evidence of how residents use this information and its impact*

**RESULTS DELIVERED AGAINST MEASURES 2018/19** A safer community initiative is intended to empower and support residents to take control of their communities by reporting concern residences or businesses that are habitually used for illegal activities. Such activities include drugs, prostitution, gang or criminal activities, child sexual abuse or the unlawful sale or consumption of alcohol. Tenants and residents from all backgrounds across the borough attend the SGTO group meeting and workshops, where professionals are invited and information is shared. The aim is to give the tenants the opportunity to ask relevant questions that are related to them or their communities, this information is cascaded down to various TRAs.

**Healthier Communities:**

- **Residents have access to community services to improve their wellbeing**
- **Residents feel more able to live in accommodation which is warm, dry & safe, & appropriate to their needs**

**MEASURE:** *The profile of the tenant and residents population is reached*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** As a delegate group our members are elected to represent a variety of people on estates. Information we have distributed for events we, or another organisation are hosting has brought people together and encouraged them to participate in their own and wider community. It has given them the ability to learn about Diabetes, how to cook for less money, how to report repair issues that are affecting their wellbeing, bid for a more suitable property and how knife crime is affecting the areas. 4<sup>th</sup> qtr. TFMC report 17<sup>th</sup> April / Jan-Mar’18, page 9

We refer people to Age UK and Southwark Wellbeing Hub for people seeking support with their wellbeing. We link people into events that take place within TRAs and display information in our centre about the various events taking place in our borough. We also share information through our social media and connect people.



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As we provide an “open to all” community space it means that we can take time to listen to people rather than gate keep or only cater for one demographic.

## For example Case Study:

**A gentleman came to our service to find out about bidding. As our service does not operate restricted opening times or a que system we were able to discuss with the tenant. His wife had recently died and he had been left lonely on his estate. He had no one to speak with and was very isolated. By taking the time to talk to him we were able to link him in with his TRA. As the gentleman was shy and nervous we arranged for him to meet the chair of the TRA operating on his estate at SGTO. The chair welcomed him and he now attends the TRA meetings and bingo that happens in the TRA hall. This type of personal engagement happens often within our service and has a very positive impact on the population of Southwark.**

**MEASURE:** *-Activities are targeted if appropriate at groups*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** We identified a high number of tenants coming to us with rent arrears. Therefore now have monthly rent arrears sessions in partnership with Southwark Law Centre. We are just 3 sessions in and have seen 15 people. We also identified people were accessing our resource centre for employment support and therefore now have career coaching in the centre. We have developed an electronic resource for people to use so they can access DWP, Council, and Government services online as well as templates and resources. This was developed as our members said they wanted centralised information. Monthly our Group Meetings invite key speakers based on the need of our members to discuss issues affecting Southwark homes. These range from internet installation, fire safety or boiler outages. Our monthly publication also focuses on issues affecting tenants and residents at the time. We investigate issues affecting tenants and residents and produces Freedom of Information requests, interviews key speakers and gathers research. All of this activity is focus on issues affecting tenants and residents in Southwark.

**MEASURE:** *-Evaluation of training and partnership activity*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** Our work with public health has meant that we have been a key contributor to Southwark’s “Food Poverty Action Plan” we facilitated sessions that shaped the plan and were key contributors and promoters. We have contributed to other projects and educated their team about some of the health inequalities of people on Southwark estates. We continue our positive partnership with Southwark’s Public Health Division who state:

**“Public Health is keen to work through housing to address the wider determinants of health. Working with SGTO is – and will continue to be - very helpful in our food insecurity work due to the understanding they have of tenants and their wide reach into the community. Other public health colleagues are also keen to make connections with SGTO to help with their work (for example, helping to promote the Breastfeeding Welcome scheme through TRAs).”**

We currently send information through Kevin Fenton when we identify issues that affect people’s health on Southwark owned properties. An example of this is a tenant on the Brandon Estate told us the negative impact seeing blue tape was having on younger people in her estate. We supported the tenant to right a statement highlighting this issue.

**MEASURE:** *-Numbers attending & equalities monitoring*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:**

**MEASURE:** *-Self-assessment of those attending courses evaluates satisfaction*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:**

**MEASURE:** *-Feedback is gathered on:*

*-No of courses held –Attendance –Satisfaction -Equalities data*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:**

**MEASURE:** *-Ongoing monitoring on the number of people who are supported to access services provided.*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:**

<b>SGTO Visitors Jan.2019 - Mar.2019</b>					
	Jan	Feb	Mar		Total Visitors
<b>Computer courses</b>	6	7			<b>13</b>
<b>Job/Research/C.V</b>	59	73			<b>132</b>
<b>Home-search</b>	103	86			<b>189</b>
<b>TRA's Total</b>	<b>86</b>	<b>81</b>			<b>167</b>
<i>TRA's Other</i>	9	6			15
<i>Photocopying</i>	31	24			55
<i>Accounts</i>	6	9			15
<i>Hire of Equipment</i>	2				2
<i>SGTO Meetings</i>	38	42			80
<b>SGTO Youth Forum</b>	<b>20</b>	<b>157</b>			<b>177</b>
<b>Other</b>	<b>31</b>				<b>31</b>
	305	404	0		709
<b>VISITORS GRAND TOTAL</b>					<b>709</b>
<b>Copies made for TRA's</b>	7,203	8591			<b>15,794</b>
<b>Referrals Monitored</b>					
	Jan	Feb	Mar		Total
Job Centre	3				3
Pecan	20	12			32
TRA					0
Friend/Family	2	6			8
CAB					0
One Stop	17	16			33
Library	2	5			7
LBS		2			2
N/A, Unknown, Other	53	39			92
	97	80	0		177
<b>Total Referrals</b>					<b>177</b>

**MEASURE:** *-Satisfaction Surveys on housing services such as: works of improvement, repairs & maintenance*



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**RESULTS DELIVERED AGAINST MEASURES 2018/19:** Our disrepair survey includes questions about satisfaction of the council's services. We have a collection of case studies specific where people have not received adequate support from the council. From supporting people to complete Stage 1/Stage 2 complaints we are able to identify areas for the council to improve. These are raised at various forums/through direct contact with managers to improve services.

## Engaged Communities:

- Residents & organisations have greater access to community space & premises
- Organisations can demonstrate they work more frequently in partnership across communities
- Residents have the skills & confidence to increase their use of online services and reduce digital exclusion
- Residents feel more involved in planning & decision making about changes to their local area which impact on their lives e.g. the built environment, planning decisions & regeneration initiatives
- Residents are given more opportunities to provide feedback that improves services
- Raise the profile of the services on offer and increase capacity of SGTO
- Tenant and resident focus
- Residents have increased opportunities & support to volunteer

**MEASURE:** *Range of organisations and community groups making use of premises is monitored.*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** Footprints collated monthly and reported each quarter in relevant quarter TFMC report:

4<sup>th</sup> qtr. TFMC report 17<sup>th</sup> April / Jan-Mar'18, page 11

1<sup>st</sup> qtr. TFMC report 10<sup>th</sup> July / April-June'18, page 10

2<sup>nd</sup> qtr. TFMC report 13<sup>th</sup> Nov / July-September '18, page 12

3<sup>rd</sup> qtr. TFMC report 5<sup>th</sup> Feb / Oct-Dec'18, page 11

4<sup>th</sup> qtr. unable to report as quarter not finished

**MEASURE:** *-Feedback is analysed and shared with the appropriate organisations with a view to adjusting our service provisions.*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** We have formed partnership working with Southwark Law Centre, Advising Communities, CAB, Anthony Gold and the frontline advice sector who now distribute our disrepair survey. Due to severe disrepair on the Aylesbury Estate we have arranged a 10 yrs on event. Where front line services are coming together and an introduction of Homes Act 18.

**MEASURE:** *-Increase SGTO engagement with residents/ organisations who aren't already engaged or who aren't using the centre.*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** SGTO is continually expanding their partnership work and have a career coach from Hyde Housing 'Love London Working' training and employment programme. The coach attends SGTO one day a week to support clients and Southwark residents. The Career Coach has helped clients to reflect on their actual and perceived barriers of employment. Clients are encouraged and given confidence in seeking employment in areas they may not have considered. The Coach has assisted clients review focus on job searches and complete job applications, interview preparations and draft CV's. Clients are provided with tailored guidance making them feel supported which has increased their confidence.

In August the SGTO hosted an advice roadshow in partnership with the CAB for local residents about Universal Credit, council tax and rent arrears as well as other issues that people face. Through SGTO engagement roadshow we were able to identify area of needs and support of a TRA. The SGTO were able to contribute and encourage people to join their TRA to improve their area. We have started producing #thusdaythoughts using case studies from local residents. Through promoting stories on social media it has led to people enquiring about TRAs and ways to get involved to support their neighbours. The SGTO is currently communicating with residents interested in forming a tenants association representing Downtown Estate. SGTO have embarked on planning an Engagement Roadshow to meet with residents across the borough. The roadshow commenced in November at Butterfly Walk Shopping Centre in Camberwell.

Through joining forums, networks for example we can promote our services as the voice of tenants in Southwark. We have developed a positive working relationship with Job Centre Plus who refer people to us regularly to use our resource room. Other positive relationships include schools, GP surgeries, early learning services, colleges, advice services, business networks where we are have a cross referral system.

**MEASURE:** *-Produce an engagement plan on the premises needs of TRAs to cover the 3 tiers: TRAs with halls; TRAs with a committee room; TRAs without premises*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** Discussion took place at the board and should ask Andrew Matheson how to go about doing this.

**Action:** Margaret to ask Andrew Matheson if there is a document already in use by the council on the following.

- To produce an engagement plan document on the premises needs of TRAs to cover the 3 tiers: TRAs with halls; TRAs with a community room; and TRAs without premises.
- To design evaluation form that take the profile of residents into account. This is to be used in any event carried out by us and in partnership with other organisations.

**MEASURE:** *-Target TRAs without halls and support them with their needs*



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**RESULTS DELIVERED AGAINST MEASURES 2018/19:** Cherry Gardens Development Tenants and Residents Association formed in 1991 have been meeting informally approximately for over 10 years. The committee became a recognised committee constituted April 2018. SGTO have attended committee meetings held outside of local properties. This has impacted upon the committee working cohesively and operating efficiently. SGTO met with the Chair and has offered support in making enquiries to secure a meeting place in the short and mid-term. A local Church and community centre has been identified as a potential meeting space which has to be agreed by the committee.

Harfield Gardens, Camberwell East is a small estate without a committee and hall. SGTO approached nearby Lettsom Estate TRA Vice-Chair seeking permission for Harfield Gardens resident's to use the hall. The Vice Chair has agreed for the group to use the hall and will seek formal agreement from the committee once it has been confirmed space is required. SGTO engaged with and met active residents of Harfield Gardens to discuss the possibilities in starting a TRA. SGTO has met with the assigned RSO and are in the process of working with the council to encourage resident engagement.

- Pelican Estate TRA has offered use of their halls to estates without premises and we are connecting local TRAs to this venue.
- As the Aylesbury Estate do not have a hall to use we have arranged that they use Anthony Gold to hold meetings.
- In Walworth we have negotiated free use of a basement of a community café on the Walworth Road for local TRAs to use.
- Clifton Estate who have recently started up again are now using Oliver Goldsmith hall.
- TRAs without halls are offered use of the Bells Gardens Community Centre.

**MEASURE:** - *Enable TRAs with halls to improve information about the resource with a view to increasing access and accessibility*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** Through Signposting and directing inquiries to TRA with halls they have been able to hire their halls where Bells gardens hall is not available. We partnered with London Tenant Federation to provide Facebook and Twitter social media training so groups can promote their services and engage online. As we provide computer training in our resource room people can learn how to use a computer.

**MEASURE:** - *Input into consultation on area plans*

**RESULTS DELIVERED AGAINST MEASURES 2018/19** We are a steering member of the Southwark Planning Network representing tenants and residents in Southwark owned properties. Now we have established a core training team and have been working with tenants and residents to engage with planning processes. We have developed resources to engage TRAs with the planning process and in partnership with Southwark Law Centre have piloted training for TRAs with a focus on engaging with the Southwark Plan. We have delivered this to a Southwark North TRA which has shaped our resources and FAQs. We are now able to role these workshops out across Southwark.

In our resource centre and through our digital data base we direct people to the Southwark Planning Map where people can interact with planning applications in their areas.

**MEASURE:** - *Facilitation of engagement events.*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** SGTO have embarked on an Engagement Roadshow starting in 2018 taking part in the Bermondsey Blue Unity in Community event and arranging an exhibitor stand at Butterfly Walk Shopping Centre, Camberwell.

<b>1<sup>ST</sup></b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Total</b>
<b>Computer Courses</b>	35	16	29	80
Job/Research/C.V	60	39	43	142
Home-search	155	57	68	280

<b>2<sup>nd</sup></b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Total</b>
<b>Computer Courses</b>	30	17	31	78
Job/Research/C.V	48	48	42	138
Home-search	76	85	78	239

<b>3<sup>rd</sup></b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Total</b>
<b>Computer Courses</b>	21	18	7	46
Job/Research/C.V	61	59	28	148
Home-search	84	70	47	201

**Total to date: Computer courses 204**

**Total to date: Job Search 428**

**Total to date: Home Search 720**



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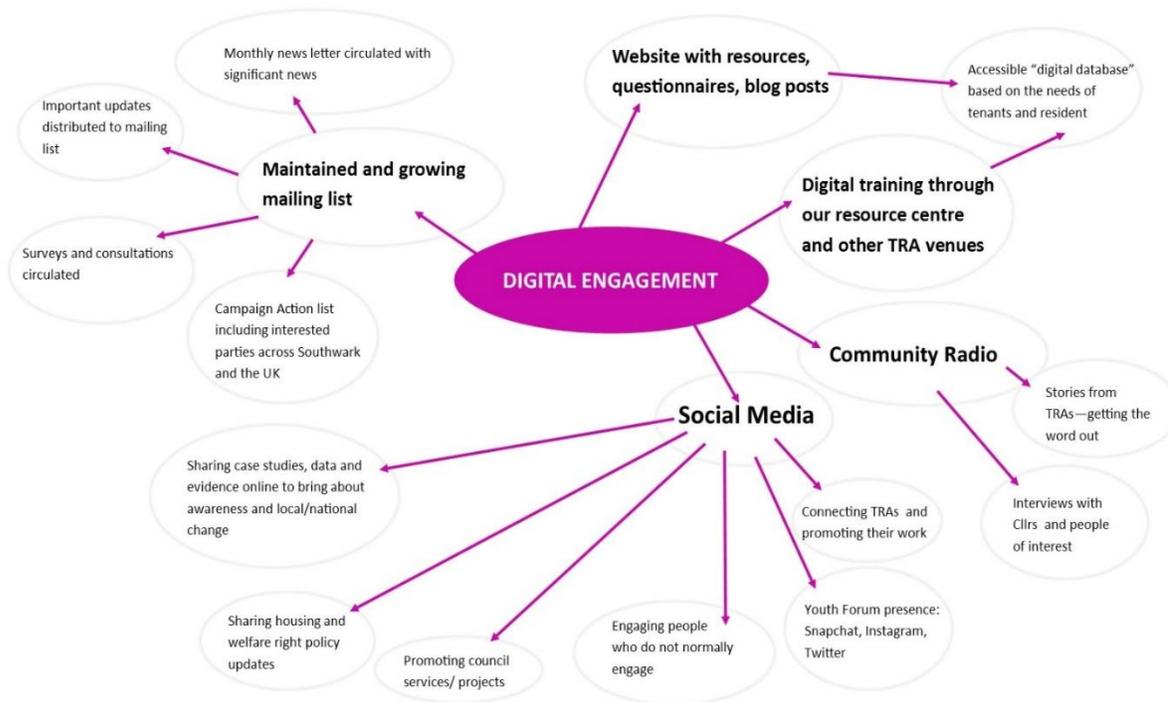
**MEASURE:** - *Engagement with residents who don't attend meetings – produce a plan to engage people digitally to broaden engagement and reach full tenant and resident population profile – taking into account Equalities protected characteristics*

## **RESULTS DELIVERED AGAINST MEASURES 2018/19:**

Through our work with the Forum of Equalities and Human Rights and raising issues with the Equalities and Human Rights Panel we have raised concerns over the lack of internet in Traveller and Gypsy sites, Temporary Accommodation, sheltered accommodation, various estates and the non-sufficient internet in many of the estates which will impact people with protected characteristics.

We have worked with local hostels and people in temporary accommodation to provide 1:1 support. Through 1:1 support we identify trends and adapt our service through this. An example of this has been the recent changes to rent meaning people in temporary accommodation will have to apply for Housing Benefit if they are receiving Universal Credit. We can help people apply for Housing Benefit in our resource room, this information was promoted to frontline services and our information will be included in the text message the council send out to notify people of the change. We have connected with the Traveller and Gypsy sites to offer them use of our resource room and Southwark Traveller Action Group are directing people to us. We also offer 1 to 1 assistance to people who require a higher level of support for people with protected characteristics. We had previously worked with Thames Reach to make sure TRAs have appropriate digital support. We have developed the below Digital Engagement Plan. We also offer 1 to 1 assistance to people who require a higher level of support for people with protected characteristics.

We have developed the below Digital Engagement Plan and had worked with Thames Reach to make sure TRAs have appropriate digital support.



All our meetings are minuted, and are circulated to people. Updates are delivered via social media, publications sent in post, emailed and through website. We have piloted radio programmes to reach people through the radio. Through operating an open door system we are one of the few recourse centres left where people can drop in to get information and get linked in with TRAs. By taking referrals from local agencies ie: Job Centre Plus see a high number of people who are vulnerable and can get them appropriate support. Another key part of our engagement is people sending through printing requests and account verification. This allows us to have a dialog with them about our services.

**MEASURE:** - Survey to obtain feedback on areas of improvement

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** We have carried out Survey on the following to obtain feedback on areas of improvement; half term club, summer fest and youth football competition. Survey from the SGTO road show on resident’s involvement with or without their TRA. Our tenant’s participation and feedback is important to us in improving our services. We have design the form below to enable us gather data on our service provision.



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The Survey will take less than two minutes to complete and your time is appreciated.

We value your comments and look forward to your feedback, as the quality of our service provision is based on it.

You can circle, underline or highlight as appropriate.

1. How are you involved in your T&RA and or SGTO?

(please tick all that apply)

Chair	Group Delegate	Service user
Secretary	SGTO Board Member	

2. How long have you been associated with the SGTO?

3. How would you rate the SGTO's services?

Hall hire	poor	average	good	excellent
Campaigns	poor	average	good	excellent
Dispute resolution	poor	average	good	excellent
Training and Support	poor	average	good	excellent
Publications	poor	average	good	excellent
Help with funding application	poor	average	good	excellent
Access to Outreach Workers	poor	average	good	excellent
Support with drafting policies				
And procedures	poor	average	good	excellent
Capacity building for T&RAs	poor	average	good	excellent
Research and report	poor	average	good	excellent
Free hire of exhibition				
Materials	poor	average	good	excellent
Reconciling and verification				
Of T&RA accounts	poor	average	good	excellent?

1. How could we improve our services?

.....  
.....  
.....  
.....

2. Any additional comments

.....  
.....  
.....  
.....

Thank you for completing our survey, please return your completed form to [info@sgto.co.uk](mailto:info@sgto.co.uk) or post it to the Bells Centre address above.

**MEASURE:** *-Satisfaction survey on the number of TRAs making use of SGTO resources – monitoring level of satisfaction.*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** Our members are given satisfaction surveys and these are available in our resource room and on our website. From feedback we shape our services. Case study: A feedback from a tenant using the resource room and accessing our courses have requested that we have more online courses available. We have now developed a database of online courses that tenants can engage with and directing people towards “Future Learning”.

**MEASURE:** *-Monitor overall usage of website- analyse top pages visited and tailor information provided based on usage. Link this to the broader engagement plan.*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** As part of our engagement plan we want our website to be a place that people visit for independent resources as well as promoting Southwark Council resources. We are able to analyse usage of our website and identify the type of activity people engage with, we are currently building up online resources for people to engage with. As part of engagement plan we want to market our resources to meet a wider audience and meet need.

**MEASURE:** *Measures to increase the number of existing TRAs in the Borough currently 140 Based on baseline information provided by Resident Involvement Increase by 5*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** SGTO has embarked on visiting communities without a TRA. Outreach began exploring Bermondsey East neighbourhoods visiting and engaging with residents in particular Millpond Estate and Kirby Estate. Initial response has been positive in starting a TRA and activities. SGTO met with one of the residents responsible for adorning Kirby Estate with England flags during the 2018 World Cup football championships. Interest has been followed up with leafletting brochures on estates outlining the benefits and SGTO’s support in starting an association. Outreaching with residents assisted SGTO identify key residents who actively engage with their community with an invitation to get in touch with SGTO for support and advice. SGTO have been working closely with Leather market JMB to assist in reinstating a struggling TRA facing dissolution. Working alongside an RSO, SGTO have supported the Bermondsey Street Chair who is the only remaining Officer with guidance and moral support to continue in her role. Several residents have been identified to potentially fill the role as committee officers and it is envisioned that a fully functioning committee will be reinstated. One of SGTO’s aims has been to reach residents residing in the furthest reach of the borough. Following engagement and outreaching the surrounding areas of Bermondsey, SGTO have developed relationships which have assisted in identifying key residents from Downtown Estate. Downtown resident’s initial response has been both positive and encouraging. SGTO have begun the process in developing a relationship and arranging to visit residents and the estate to support establishing a TRA.



# Southwark Group of Tenants Organisations

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Campaigning for Housing Rights and Council Homes

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SGTO identified St Crispins as a committee struggling to operate and engage residents. SGTO provided pastoral care and support listening to a member's needs and concerns. Due to lack of experience SGTO redesigned literature encouraging residents to attend a forthcoming AGM. St Crispins was under threat of becoming dissolved hence it was critical that as much residents as possible attended the meeting. SGTO encouraged the most active member to remain in their position by providing moral support. SGTO initiated leafletting the estate and whilst doing so formally introduced themselves and the committee member to residents. Residents were provided with the benefits of having a committee and encouraged to attend the meeting and participate as a member. This resulted in the AGM receiving a large number of residents in attendance and an invigorated committee attracting new members

**MEASURE:** *-Regular monitor on the Number of residents engaged with and supported to become TRA committee.*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:**

**MEASURE:** *Number of TRAs where mediation and brokering provided*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** The Lucy Brown Social Club Sheltered Housing at Lucy Brown House residents contacted SGTO seeking support with relationship breakdown between outgoing and incoming committee members. The previous committee was dissolved during the AGM following the constitutions cycle of committee members. An AGM was recently called whereby the Sheltered Housing Officer contacted the council to officiate but received no response. Richard presided over proceedings and the outgoing committee were happy to step down but have not handed over financial statements and business documents. They all also walked away after the meeting. SGTO received contact from several residents alleging accusations bullying and homophobia towards some residents one who was experiencing mental health issues unable to defend themselves. SGTO provided guidance and assisted the manager alleviating further contention. All parties accepted SGTO'S guidance and refrained from further negative interactions. SGTO were requested to mediate and informed the council of their findings outlining that the committee were also in Limbo as they required a formal officiating to be recognised as a constituted committee. SGTO's actions triggered the council's intervention to arrange a meeting between members. SGTO supported the new committee by offering support in auditing the accounts.

**MEASURE:** *Number of TRA supported*

**RESULTS DELIVERED AGAINST MEASURES 2018/19: (124 TRAs supported between April-December 2018)**

**Meetings attended in this quarter: 1<sup>st</sup>**

- 30 in Peckham, Walworth, Dulwich, Peckham and Nunhead
- 2 in Bermondsey East and Borough and Bankside.
- 16 in Camberwell East and West, Borough and Bankside, Bemondsey East and West and Rotherhithe.

**A total of 48 TRA's were supported in this quarter.**

**Meetings attended in this quarter: 2<sup>nd</sup>**

21- In Peckham, Walworth, Dulwich, Peckham and Nunhead

4 - In Bermondsey East and Borough and Bankside.

17 - In Camberwell East and West, Borough and Bankside, Bemondsey East and West and Rotherhithe.

**A total of 42 TRA's were supported in this quarter.**

**Meetings attended in this quarter:**

30 – in Peckham, Walworth, Dulwich, Peckham and Nunhead

1 – in Bermondsey East and Borough and Bankside.

3 – in Camberwell East and West, Borough and Bankside, Bemondsey East and West and Rotherhithe.

**A total of (34) TRA's were supported in this quarter: 3<sup>rd</sup>**

**Grand total to date: 124 meetings**

**MEASURE:** *Maintain ongoing engagement with ward councillors through SGTO mailing list, invitation to meetings and events, community council, area forum, and tenants' council. Other methods of engagement can be discussed.*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** This year we have carried out our meet and greet with councillors. Councillors are now on our mailing list, they are invited to our group meetings, receive minutes, and other literatures.

**Greener Communities:**

- **Residents are more able and willing to access community spaces especially local green spaces.**

**MEASURE:** *-Provide resident feedback on the results of successful projects through our Tenant and the Website.*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** We are members of Food Alliance and as such, engage often with community garden projects. Our recent activity has meant arranging pro-bono advice for community gardens in estates to provide legal advice on how to protect gardens as Assets of Community Value. This will mean that green spaces are given additional protection against large scale planning applications. We are also contributing to the work of Garden Organic such as tracking community gardens and will be contributing to a community garden map.

We promote projects through social media and the Tenant. As a printing and resource centre we are sent lots of information to print by various groups and if applicable we display the events in our resource room, in the Tenant and promote on social media. Our Tenant magazine is available to everyone through our website.



**RESULTS DELIVERED AGAINST MEASURES 2018/19:** The youth forum is canvassing other young people through the SGTO summer fest, football competition, group TRA meeting and its own meet and greet and end of year party event. Reference *TFMC report 13<sup>th</sup> November 2018 sub section (5) page: 9-10*, Reference *TFMC report 5<sup>th</sup> February 2019, section (5) page: 15-16*.

**MEASURE:** *-Based on the feedback received from students and tutors.*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** Feedback from the SGTO youth forum (students) has led to pilot scheme half term club at the Bells Community Centre.

**MEASURE:** *-Canvass impact statements from the police, council and voluntary organisations*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** The youth forum participated at the tenants conference 2018 has led to the Camberwell Metropolitan Police inviting the forum to their summer community engagement day 18<sup>th</sup> May 2019. An invitation from the council to the youth forum to the fifth evidence session on Thursday 4<sup>th</sup> April (Criminal Justice and the Police)

**MEASURE:** *Put in place engagement plan for working with Southwark Youth Advisors and the Youth Community Councils*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** A meeting with Cllr Evelyn Akoto to who is assisting on a meeting between the SGTO youth forum, Southwark Young Advisors and Community Councils. Reference *TFMC report 5<sup>th</sup> February 2019, sub section (5) page: 15<sup>th</sup> -17<sup>th</sup>* further plans to engage with other youth groups and organisation in the borough.

**MEASURE:** *-Monitor the number of participants in the scheme and regularly evaluate with the providers the impact of the training.*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:**

**MEASURE:** *Monitor outcomes through follow up and participant evaluation*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:**

**MEASURE:** *-Equalities monitoring*

**RESULTS DELIVERED AGAINST MEASURES 2018/19:** Discussion was had and the attached sample obtained from the council but was considered too intrusive by our membership.

Equality monitoring form

Introduction

The standard introductory text that is supplied below should be included to introduce questions and provide assurance on data protection.

About You

To make sure we are providing fair services to all of Southwark's diverse communities, it is important that we ask you a few questions about yourself. You are under no obligation to provide the information requested, but it would help us greatly if you did. The information will be used to help us plan services that meet the needs of all its users (please edit this sentence for what you propose to use the information for). Your responses will be kept confidential and any information published will be made anonymous. The information will be used in a statistical format only.



# Southwark Group of Tenants Organisations

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Age: Are You...

Under 16

16-17

18-24

25-34

35-44

45-54

55-64

65-74

75-84

85-94

95+

Prefer not to say

Disability

Are you disabled?

Yes

No

Please tick a box or boxes below which best describes your disability

Hearing / Vision (e.g. deaf, partially deaf or hard of hearing; blind or partial sight.)

Physical / Mobility (e.g. wheelchair user, arthritis, multiple sclerosis etc)

Mental health (lasting more than a year. e.g. severe depression, schizophrenia etc)

Learning disability (e.g. dyslexia, dyspraxia etc)

Memory problems (e.g. alzheimer's etc)

Prefer not to say

If you wish to specify your disability, please do so here:

What is your ethnic background? Please pick one section below and tick one box.

White or White British

British

English

Scottish

Welsh

Northern Irish

Irish

Gypsy, Roma or Irish Traveller

Other European

Other White (please specify if you wish):

Black or Black British

- Black British
- Caribbean
- Nigerian
- Ghanaian
- Sierra Leonean
- Somali
- Other African
- Other Black (please specify if you wish):

Asian or Asian British

- Asian British
- Indian
- Bengali
- Chinese
- Pakistani
- Vietnamese
- Filipino
- Any other Asian (please specify if you wish):

Mixed Background

- White and Black Caribbean
- White and Black African
- White and Asian
- Other mixed background (please specify if you wish):

Other Ethnic background

- Arab
- Latin American (please specify if you wish):
- Any other ethnic background (please specify if you wish):
- Prefer not to say

Preferred language (only to be asked where relevant)

- English
- Other (please specify if you wish):

Religion or belief

- Christian
- Sikh
- Hindu
- Muslim
- Jewish
- Buddhist
- No religion
- Prefer not to say
- Other religion or belief (please specify if you wish):



# Southwark Group of Tenants Organisations

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## **Campaigning for Housing Rights and Council Homes**

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Marriage or civil partnership status (only to be asked where relevant)

- Married
- Divorced
- Widowed
- Registered in a civil partnership
- Separated
- Surviving member of a civil partnership
- Formerly in a civil partnership which is now legally dissolved
- Never married or never in a civil partnership

Gender and Gender Identity

- Male
- Female
- Other Gender Identity (Please specify if you wish) .....
- Prefer not to say

Pregnancy or Maternity (only to be asked where relevant)

Are you currently pregnant and / or on maternity leave?

- Yes
- No
- Prefer not to say

Sexual Orientation

- Heterosexual/straight
- Lesbian/Gay woman
- Gay man
- Bi-sexual
- Other (please specify if you wish)
- Prefer not to say

- T&RAs are supported to maximise their income & manage their money better

**MEASURE:** -5% increase in number of accounts verified and feedback received.

**RESULTS DELIVERED AGAINST MEASURES 2018/19:**

Numbers of TRA Account Verification 1st

<b>April</b>	<b>May</b>	<b>June</b>	<b>Total</b>
Cherry Gardens	Conant & Ratley	Acorn	3
Setchel	Cossal Walk Golden	Croxted	3
Arnold	ASCO	Bessemer Grange	3
Draper	Mardyke House	Brandon 3	3
Crawford	Nelson Square Gardens	Congreve & Barlow	3
Pelican Plus		1	
<b>5</b>	<b>6</b>	<b>5</b>	<b><u>16</u></b>

Saving to TRAs (**£300 x 16 = £4800**)

Numbers of TRA Account Verification 2nd July

	<b>August</b>	<b>September</b>	<b>Total</b>
Bermondsey Street	Canada Estate	Manor TRA	<b>3</b>
Vauban	Kinglake	Rennie & Manor Hall	<b>3</b>
Magdalen	Caroline Garden	Dodson & Amigo	<b>3</b>
North Peckham	North Peckham	Brayard	<b>3</b>
Wydham & Comber			<b>1</b>
Brunswick Park			<b>1</b>
Brimtonroy			<b>1</b>
Lettsom			<b>1</b>
Setchel & Longfield Hall Fund			<b>1</b>
Astbury			<b>1</b>
Tabards Gardens South			<b>1</b>
<b>4</b>	<b>4</b>	<b>11</b>	<b><u>19</u></b>

Saving to TRAs (**£300 x 19 = £5700**)



# Southwark Group of Tenants Organisations

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## Campaigning for Housing Rights and Council Homes

Numbers of TRA Account Verification **3rd** (no officer in place to verify accounts until Dec.)

Hawkstone

TRA

Gateway TRA

Penrose TRA

(£300 x 4 = £1200)

Grand total: 39 verifications

Total savings to TRA's: **(£11,700)**

We have a spreadsheet that we record when an account is brought to us and when they need it by.

In the last two months, **26** accounts has been verified without any complaints but complements.