

Appendix A

# Support for Resident Involvement and Tenant Fund Consultation Workshop

## What's your Vision for the Future?

Saturday 19 July 2003

# Today's Agenda

- 10.15 Welcome and Introduction
- 10.30 The Main Conclusions from the Review
- 11.00 Workshop 1 - A Fresh Start for the Tenants and Residents Movement
- *12.00 Tea / Coffee*
- 12.15 Workshop 2 - Better Use of Resources
- *1.15 Lunch*
- 1.45 Workshop 3 - A New Approach by Housing
- 2.45 Plenary Session
- *3.15 Close and Tea / Coffee*

# Entering your PIN

To enable your handset

- When *'Answer Now'* appears on screen:
- Enter the 4 digit number located in the brown envelope
- If you make a mistake press the 'C' key to clear your entry and re type the PIN number



**Please enter your 4 digit PIN number:**

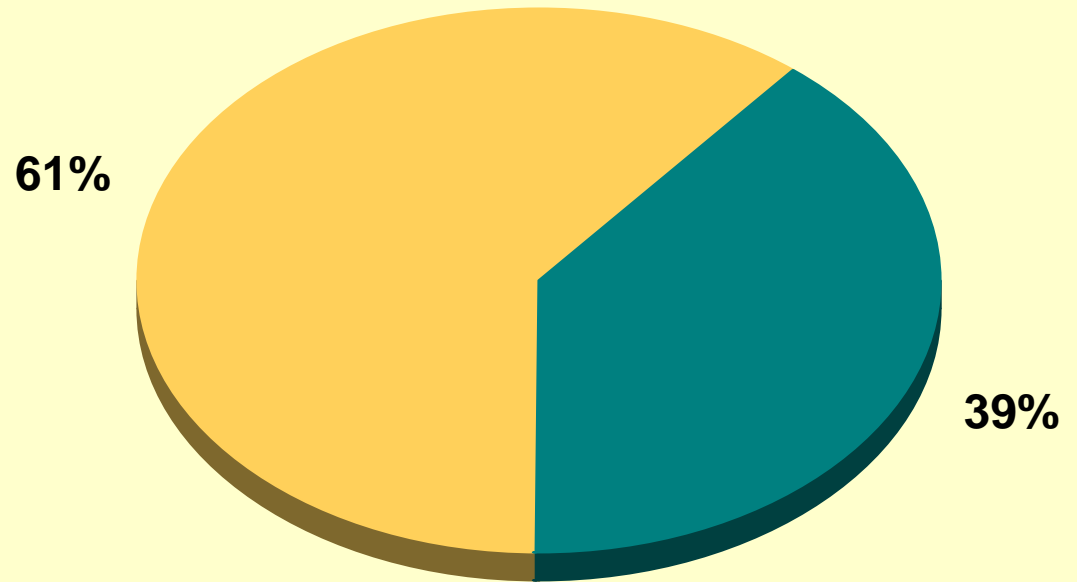
# Using you handset to vote

- When *'Answer Now'* appears:
- Press the key corresponding to the option you wish to select (there is no *send* key)
- If you make a mistake press the *'C'* key to clear your selection and re-vote



# Are you?

- ① male
- ② female



# How old are you?

① under 18

0%

② 18-25

0%

③ 26-35

0%

④ 36-45



17%

⑤ 46-55



11%

⑥ 56-65



17%

⑦ 65+



55%

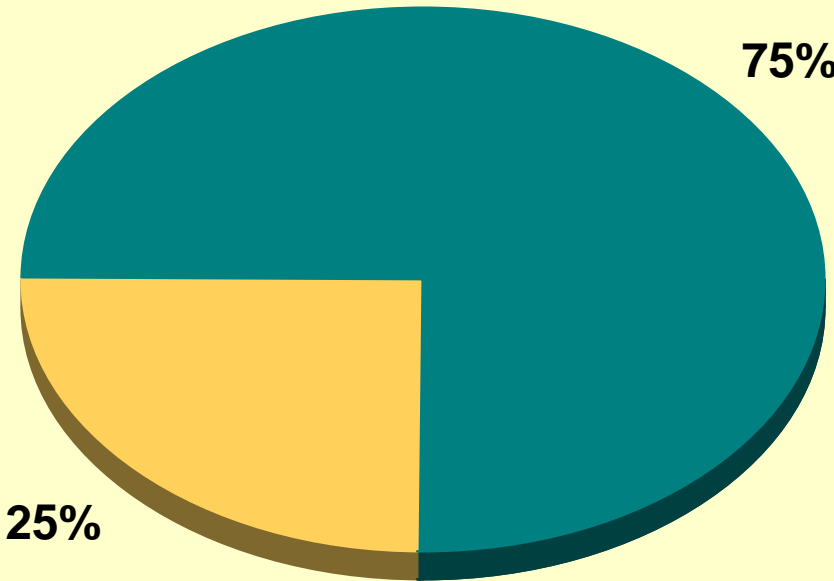
# What ethnicity do you consider yourself?



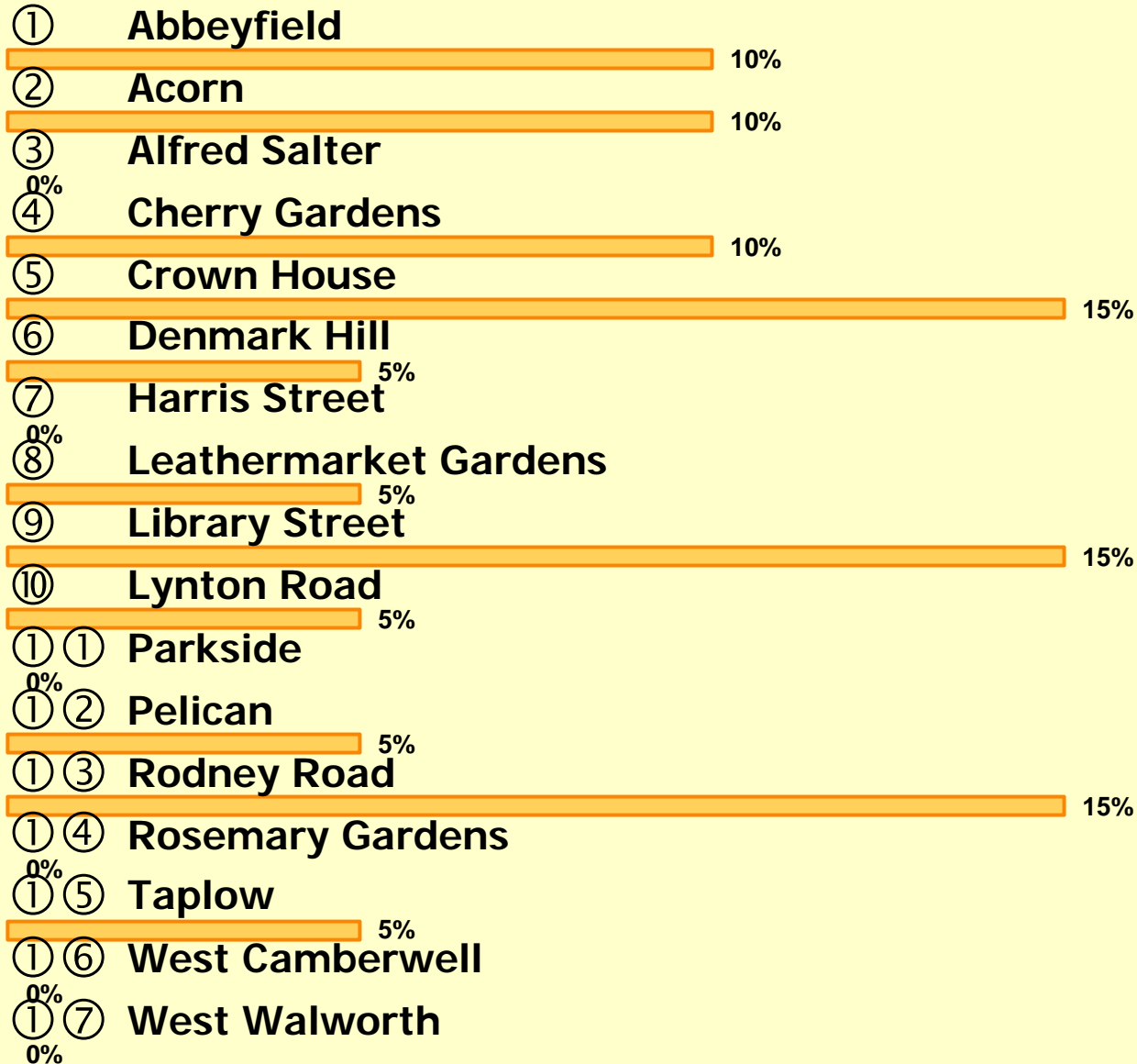


# Do you have a disability or long-term health problem which limits your daily activities?

- ① Yes
- ② No



# In which Housing Neighbourhood do you live?

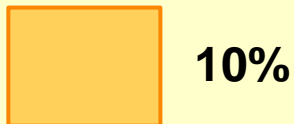


# Are you a tenant or a leaseholder?

① Tenant



② Leaseholder



# Who are you representing here today?

① **T&RA**

*(Tenant and Resident Association)*



② **SGTO**

*(Southwark Group of Tenant Organisations)*

0%

③ **SBMETRO**

*(Southwark Black and Minority Ethnic Tenants and Residents Organisation)*



④ **Leaseholder Organisation**



# How far do you agree/disagree that there is a need for change in Southwark?



# Consultation Key Findings

# Consultation - Support for Resident Involvement

- Questionnaire sent to all T&RA's in Summer 2002 - BV Review of Housing Management
- Information requested included:
  - Where T&RA's go to obtain assistance
  - Support provided by Housing Community
  - Development and value of training
  - Participation in other local community fora
  - Priorities for Community Development in Housing

# Consultation - Tenant Fund

- Focus Groups with T&RA's
- Meeting with Reps of SGTO Executive
- Meeting with past/present members of the Tenant Fund Management Committee
- One to one meeting with the Executive Member of Housing and the Shadow Member
- Funday for all residents held on 14th June 2003



# Existing Umbrella Organisations in Southwark 1

- Currently, Southwark Group of Tenants Organisations (SGTO) and Southwark Black and Minority Ethnic Tenant Organisation (SBMETRO) aim to provide advice and support to tenants and T&RAs
- Current awareness is mixed
- Some T&RAs are unaware of SGTO and SBMETRO activities, whilst others do have contact

# Existing Umbrella Organisations in Southwark 2

- Improvements suggested during consultation:
  - One umbrella organisation / federation to represent ALL tenants with a clear structure and objectives and management and financial accountability
  - A remit for including issues affecting minority communities
  - Increased promotion and awareness
  - A tenants resource centre to provide advice, training, information and best practice

# Existing Umbrella Organisations in Southwark 3

*"There should be one organisation for everyone, open for everyone which works together for all"*

T&RA Representative

# Tenant Funding 1

- Core Funding:
  - Viewed by some T&RAs as insufficient for their activities
  - Funding is currently used mostly for social events
- Special Funding:
  - Little awareness that this exists:  
*“Is this a new thing? I haven’t heard of it”*  
*T&RA Representative*

# Tenant Funding 2

- Application Procedure:

- Is viewed as far too complicated and needs simplification

*“If you have a background in accounts then fine, but if you go straight in, it’s very hard. Not a hope. It’s a lot to take in if you don’t know what you are doing”*

T&RA Representative

- Past documentation (constitutions etc.) are seen by some as irrelevant to funding
- More support is needed, training is available, but needs to be at more convenient times

# Tenant Funding 3

- Distribution and Monitoring of Funds (1):
  - Clarity is sought over the status of the Tenant Fund
  - From the Council perspective there is an obligation to effectively monitor to ensure accountability on behalf of all those who pay into the Tenant Fund
  - Monitoring by the Central Grants Unit is supported by some, but opposed by others

# Tenant Funding 4

- Distribution and Monitoring of Funds (2):
  - Clear guidelines are needed regarding T&RAs 'saved' funds
  - A debate is sought about the 'under spend' of the Tenant Fund
  - There needs to be greater clarity and improved communication about how funding is distributed as well as the roles and functions of all those involved in tenant funding

# Tenant Funding 5

- Structure:
  - Some feel the management of the Tenant Fund needs opening up
  - Restrictions on individuals length of time in office are suggested to prevent them sitting on multiple committees
  - The use of a neutral body to administer and monitor the Tenant Fund is suggested



# Tenants and Residents Associations 1

- Support from the Council:
  - Improved communication mechanisms need to be put in place between T&RAs and the Council
  - Community Development Officers - Clarity of their role and the consistency of the support they provide needs to be addressed

# Tenants and Residents Associations 2

- Widening Involvement:
  - Widening the membership of T&RAs is sought
  - Assistance is needed to modernise the image and mechanisms for involvement in T&RAs
  - Alternative methods of involvement should also be sought

# Comparison

- Comparison questionnaires from a number of other Local Authorities
- Visits with Tenant and Leaseholder Representatives to:
  - Camden
  - Bolton
  - Liverpool
  - Leicester
  - Hackney

# Key Themes Identified from the Review

- From the Consultation and Comparison process the following 3 key themes emerged:
  - A Fresh Start for the Tenant and Residents' Movement
  - Better Use of Resources
  - A New Approach by the Council to Increase Resident Participation

# A Fresh Start for the Tenants and Residents Movement

- Residents generally aware of the participation structure, but a need for more flexible involvement
- Contact with SGTO/SBMETRO limited and generally not seen as providing the required support
- Evidence suggests that a unified Federation will better serve residents
- Tenants prefer their direct support to come from their Federation

# Better Use of Resources

- Tenant Fund is only allocated to T&RAs and umbrella organisation although ALL tenants contribute
- T&RA's are dissatisfied with the application process
- There is no overall analysis of how money is spent by T&RA's and the current umbrella organisations and there are no performance measures in place

# A New Approach by the Council 1

- Generally a low level of active participation by tenants and leaseholders
- Current participants not generally representative of the diverse local community
- Under representation of BME communities and other groups e.g. young people and people with disabilities
- Current means of resident involvement is not co-ordinated

# A New Approach by the Council 2

- Community Development activity is currently concentrated within the existing participation structures
- Southwark allocates more in officer time and financial support to resident participation
- The future proposals for housing management offer a new opportunity to revitalise resident participation



# Outline for this morning

11.00	Workshop 1–Introduction	Council Chamber
11.15	Workshop 1–Discussion Groups	Assigned Rooms
<i>12.00</i>	<i>Tea / Coffee</i>	<i>Room B</i>
12.15	Workshop 2–Introduction	Council Chamber
12.30	Workshop 2–Discussion Groups	Assigned Rooms
<i>1.15</i>	<i>Lunch</i>	<i>Room B</i>

# Workshop 1 - A Fresh Start for the Tenant and Residents' Movement

- A single Residents' Federation representing ALL residents
- Provision of a Resident resource centre
- New method of electing residents to the new Federation Board
- Federation to provide membership of the Consultative bodies - Tenant and Leaseholder Council
- Federation to take on the support, development and training of Residents

# Room Assignments

- Red Dots            Room A2    (Ground Floor)
- Blue Dots           Room A3    (Ground Floor)
- Yellow Dots         Room A8    (Ground Floor)
- Orange Dots         Room D     (First Floor)

# Workshop 2 - Better Use of Resources

- Provision of a Resident Involvement budget
- Funding to T&RA's to be agreed (**by Tenants**) and administered at Area level
- Funding to be managed through use of a simple Annual Health check
- Funding and monitoring of the new Federation to be undertaken in line with procedures for grant aid
- Any surplus resources, following funding of the core activities to be allocated to the Areas for wider participation activities

# Room Assignments

- Red Dots      Room A2      (Ground Floor)
- Blue Dots     Room A3      (Ground Floor)
- Orange Dots   Room D        (First Floor)

# Agenda for this afternoon

- |             |                              |                 |
|-------------|------------------------------|-----------------|
| 1.45        | Workshop 3–Introduction      | Council Chamber |
| 2.00        | Workshop 3–Discussion Groups | Assigned Rooms  |
| <i>2.45</i> | <i>Tea &amp; Coffee</i>      | <i>Room B</i>   |
| 3.00        | Plenary Session              | Council Chamber |
| <i>3.30</i> | <i>Close</i>                 |                 |

# Workshop 3 - A New Approach to Increase Participation

- Transfer of the Housing Community Development function to Housing Management
- New post in Housing Management to deal specifically with Resident Involvement issues
- New post to provide link with the new Federation
- New ways of involvement to be encouraged/set up
- Other Housing staff to provide day-to-day support to T&RA's

# Room Assignments

- Red Dots      Room A2      (Ground Floor)
- Blue Dots     Room A3      (Ground Floor)
- Orange Dots   Room D        (First Floor)



# Interactive Plenary Session

# The current state of Tenant Participation

Lack of  
trust

Too much  
interference by  
the council

Need for  
change

Successful

Disappointing

Lack of  
co-operation  
by community  
development

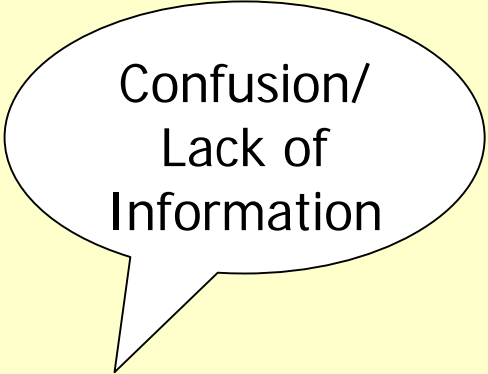
# The current state of Tenant Participation



Apathy



Lack of  
enthusiasm




Confusion/  
Lack of  
Information



Disgusting



politicised



Volunteers  
have a lack  
of time

**Please enter your 4 digit PIN number:**

# Feedback from Workshop 1 – A Fresh Start for the Tenants and Residents Movement

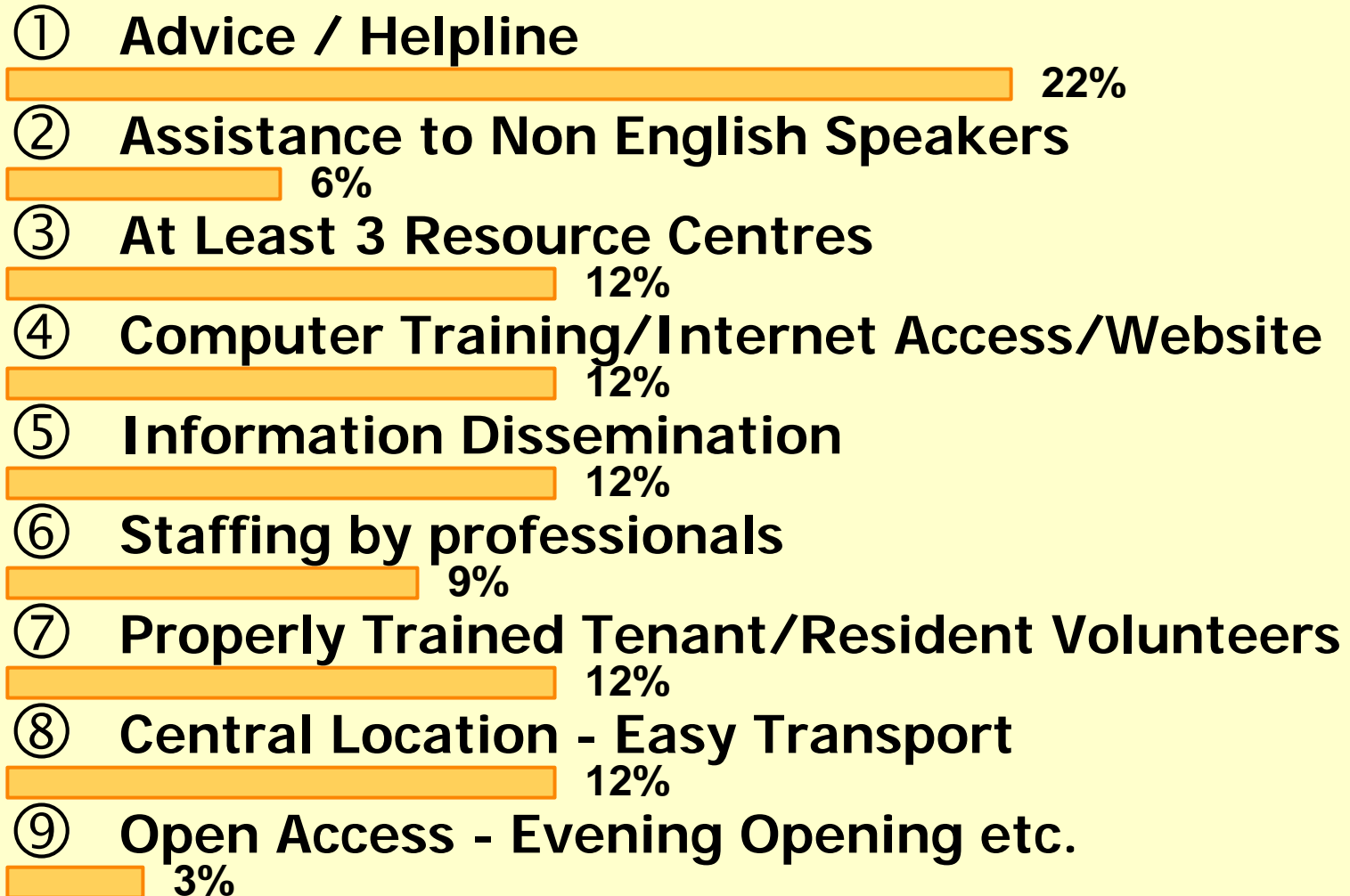
# What do you see as the key priority to make the new Federation work?

*Select 3 Options*



# What services should the Residents' Resource Centre provide?

*Select 3 Options*

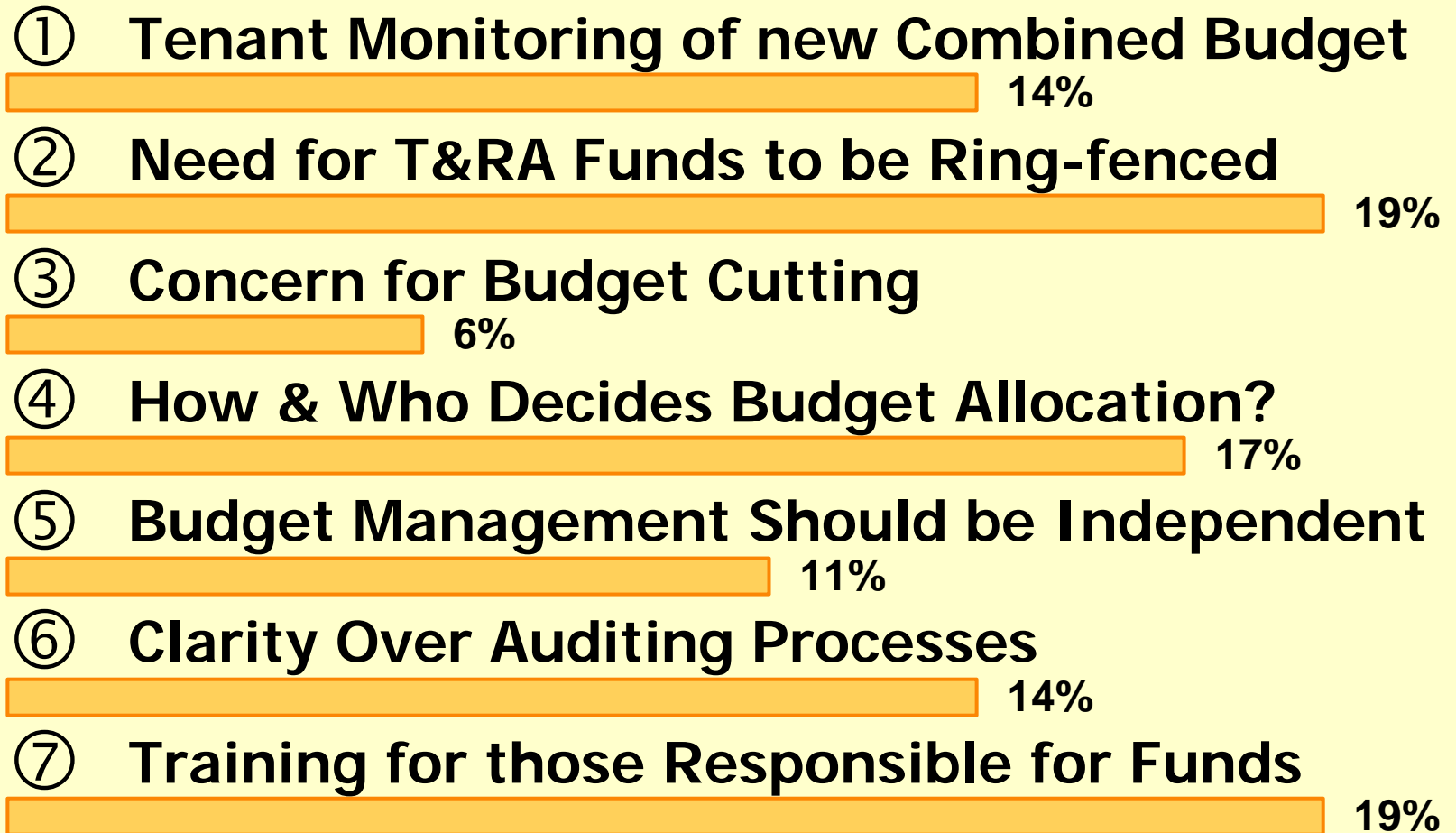


# Feedback from Workshop 2 – Better Use of Resources



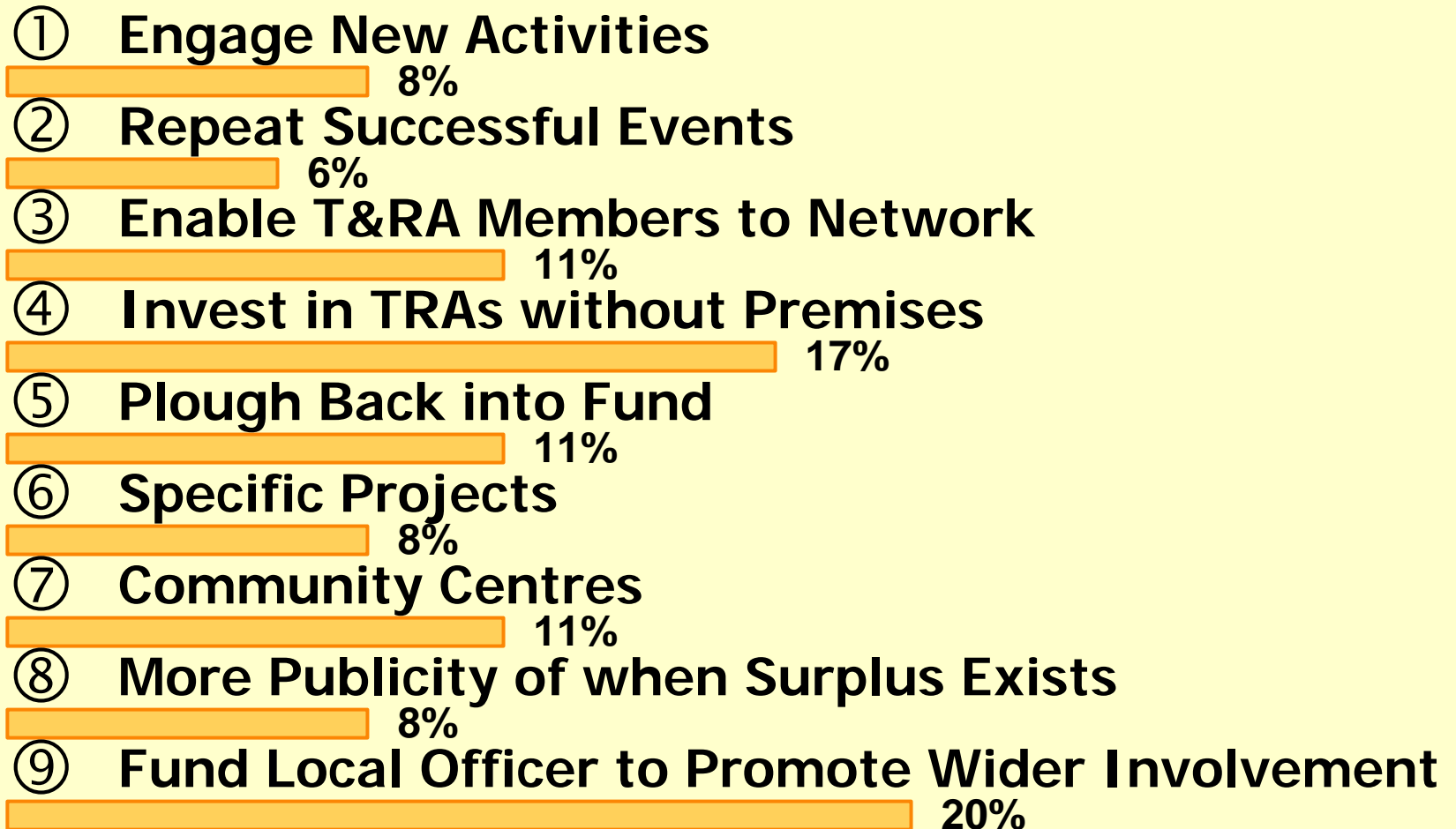
# What aspects of the resourcing proposals might need attention to make them work in practice?

*Select 3 Options*



# What would your priorities be for spending any local surplus money?

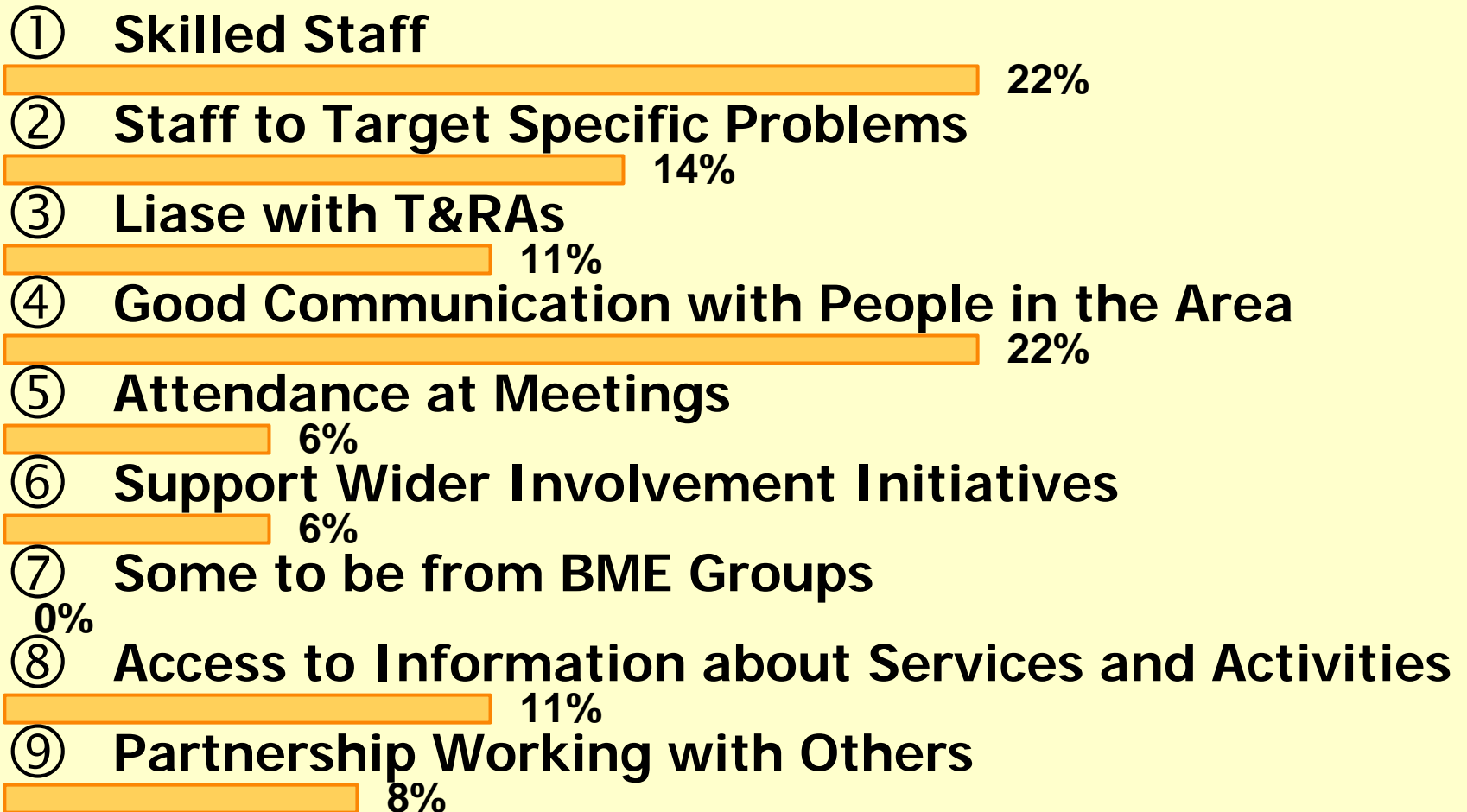
*Select 3 Options*



# Feedback from Workshop 3 – A New Approach by Housing

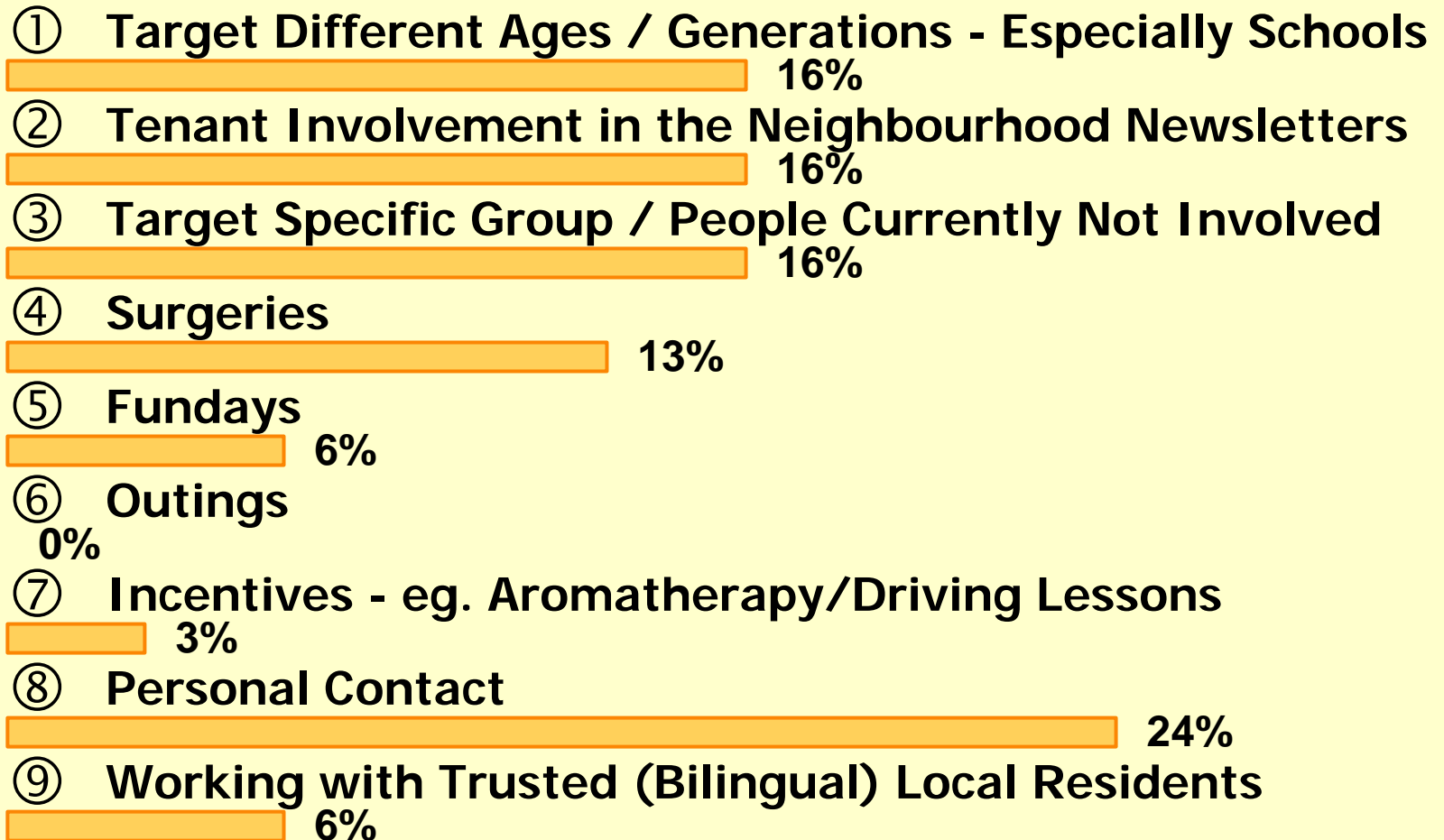
# What are the priorities for the resident involvement staff based in area offices?

*Select 3 Options*



# What innovative methods of involvement do you think would be most successful in your area?

*Select 3 Options*



# The Future for Tenant Participation

Decisions already made without consultation

Crime a larger issue - harms participation

Process not demonstrating objectivity

Less activities for young people

Optimistic

Structured

harder

Excluded

A brighter future

TAs may fade

# The Future for Tenant Participation

Chaos

Unsure

Run by and  
for the  
residents

New  
proposals still  
debatable

Streamlined

Don't confuse  
consultation  
with getting  
what we want

More tenant  
empowerment

No conclusion/  
implementation  
yet

# How far do you agree/disagree that there is a need for change in Southwark?

① strongly agree



② agree



③ neither agree nor disagree

0%

④ disagree

0%

⑤ strongly disagree

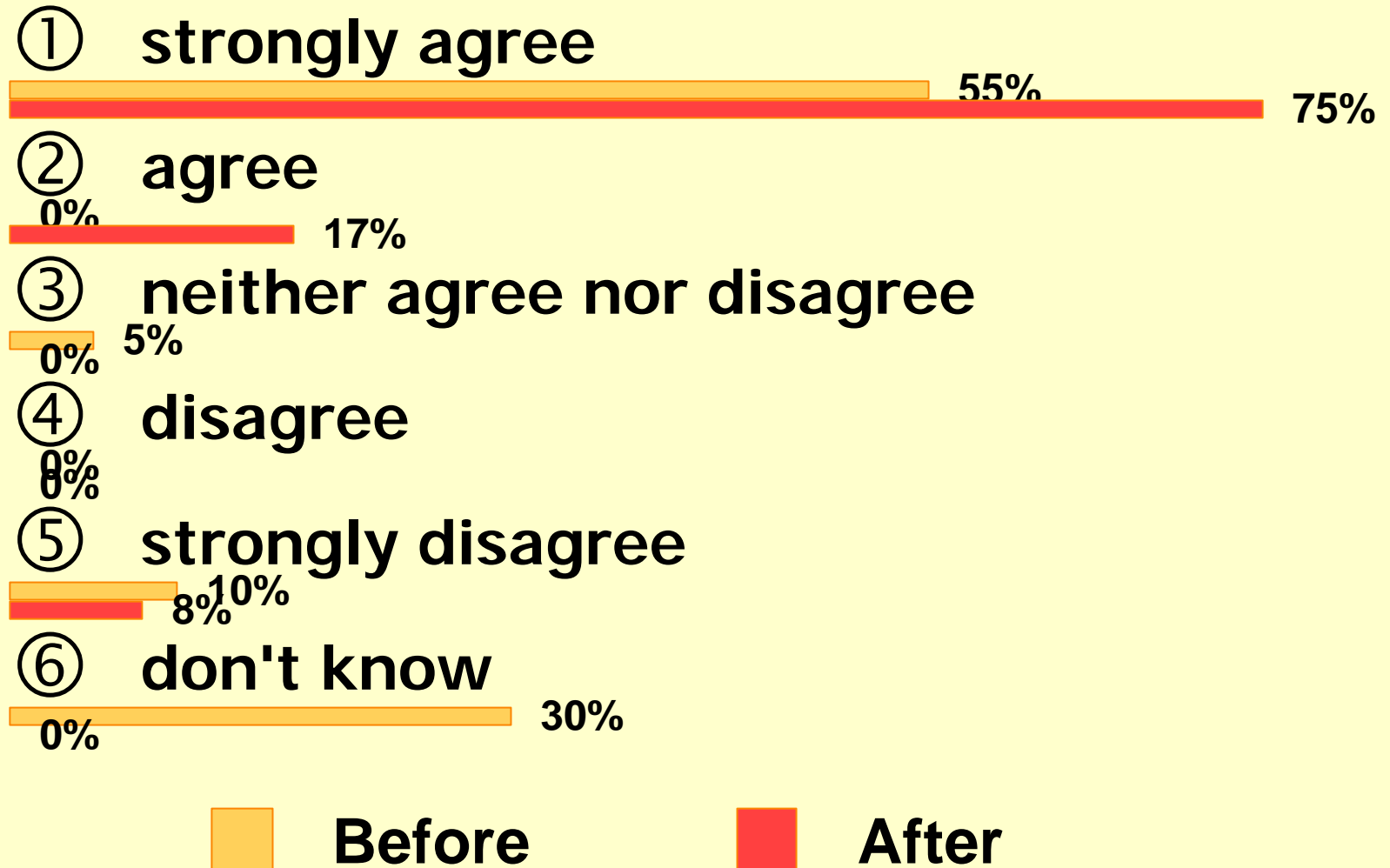


⑥ don't know

0%



# How far do you agree/disagree that there is a need for change in Southwark?



Thank you all for attending

We hope you found the day  
interesting and worthwhile

# Have you found today worthwhile?

① Yes



② No

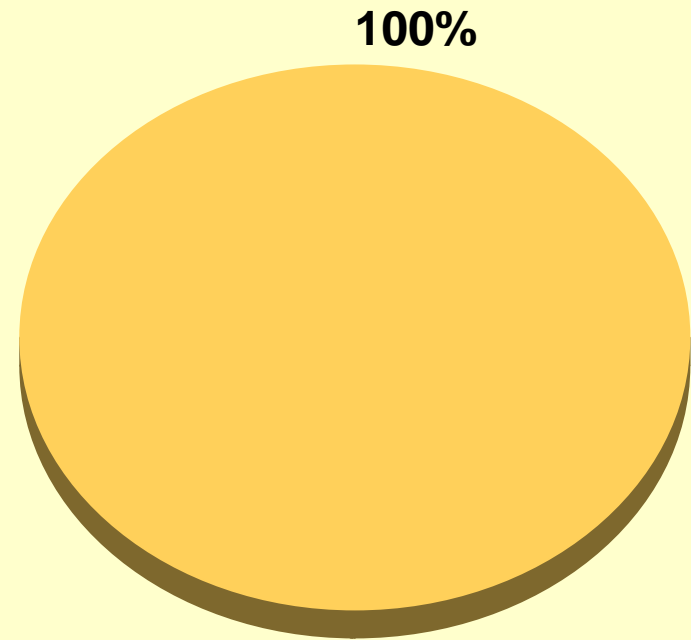
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③ Not Sure



# Would you like to see more consultation workshops in the future?

- ① Yes
- ② No
- ③ Not Sure



What happens next?