

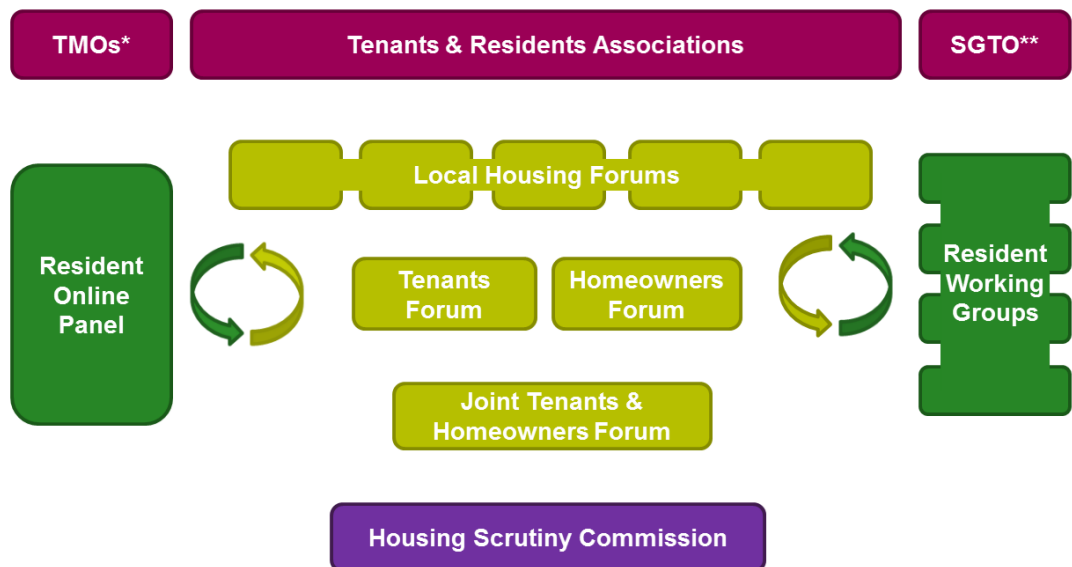
<b>Item No. 5</b>	<b>Classification:</b> Open	<b>Date:</b> 13 <sup>th</sup> April 2023	<b>Meeting Name: Housing and Community Safety Scrutiny Commission</b>
<b>Report title:</b>		Council support for resident-led housing meetings- process improvements, Housing and Community Safety Scrutiny Commission meeting	
<b>Ward(s) or groups affected:</b>		All	
<b>From:</b>		Nat. Stevens, Resident Involvement Manager	

## Recommendation

1. That the Housing and Community Safety Scrutiny Commission note the support for resident-led housing meetings.

## Background

2. The resident involvement team is aware that there is ongoing work to improve resident involvement. The work of the Housing Commission and the Housing and Community Safety Scrutiny Commission are critical to empowering residents to ensure they have a say in how services are designed and delivered. The resident involvement team continues to support the work of both bodies by working collaboratively with the Communities team to service the meetings.
3. The current resident involvement mechanism was agreed by Cabinet in February 2020 and is best set out in the diagram below:



\* Tenant Management Organisations

\*\* Southwark Group of Tenants Organisations

4. There are 5 local housing forums and 2 strategic borough wide tenant and homeowner forums. They all meet quarterly and are serviced and supported by officers of the council.
5. The local housing forums and the borough wide tenant and homeowner forums give residents the platform for their views to be weaved into the decision-making about housing management and landlord services.
6. There are currently 65 active tenants and residents association and the resident involvement team is actively working with residents to revive the TRAs that were active before the pandemic but are currently inactive. The Council delivery plan has a target to increase the number of TRAs and promote other engagement mechanisms. The resident involvement team is working hard with residents to improve meaningful engagement.
7. The resident online panel consists of 600 tenants and homeowners and they are often invited to give their views on specific services or other service improvement initiatives.
8. The resident working groups help to improve the service to meet the needs and aspirations of residents. The resident improvement repairs board is about to be launched. The role of the board will be to scrutinise the repairs service improvement plan including:
  - i. Implementation and forecasts
  - ii. Provide transparency and conversation about the service and key performance indicators (KPI's)
  - iii. Provide residents with a voice to influence change.
9. The Southwark Group of Tenants Organisations (SGTO) provide support to tenant and resident groups through training, advice, information, conferences and more lately coordinate support and assistance with the cost of living and provision of a warm hub.
10. There are currently 17 tenant management organisations (TMOs) managing 4600 council properties through the right to manage statutory and regulatory framework. The tenant management initiatives team regularly meet with the Southwark TMO Committee and support TMOs.

## THE RESIDENT INVOLVEMENT CALENDAR FOR 2023/24

11. There is a renewed energy to ensure that engagement is meaningful and resident led. From September 2022, the respective chairs meet the Cabinet Member for Council Homes and Homelessness, the Strategic Director of Housing, the Director of Resident Services and other senior officers to plan the agenda for each meeting.
12. The agendas and locations of the meetings are resident led and the meetings are resident/homeowner chaired. The meeting is serviced by the resident involvement team and various officers in the housing department attend to respond to specific agenda items. This involves preparing and presenting written reports which are followed by a question and answer session.
13. The chairs, in consultation with residents, determine the agenda for the forum meetings. However, where there are matters that the Council must by law or need to consult on, the items are brought to the attention of the chairs for such items to be included on the respective agenda. The area managers and the tenant and homeowner involvement officers attend the agenda planning meetings with the local housing forum chairs.
14. To aid a smoother process around the administration and delivery of the meetings, a planning procedure is now in place and all dates for forums are planned annually, rooms are booked and diary invites are sent out.

## SUMMARY OF FEEDBACK TO RESIDENTS FOLLOWING THE TENANTS' AND HOMEOWNERS' FORUM MEETINGS IN JANUARY 2023

15. About 850 tenants and homeowners attended the forum meetings on the 11<sup>th</sup> and 12<sup>th</sup> of January 2023. Due to the large number of attendees, not all residents had the opportunity to speak at the meeting.
16. Residents however used the chat room to raise a total number of 105 service issues ranging from repairs, service charges and major works, rent variation, value for money, general housing management and re-housing and set out the status of those enquiries as follows:

17. Number of cases	Status
51	Successfully completed
41	Closed as resident left no contact information
7	In progress
5	Response still outstanding

## **NEXT STEPS**

18. The Council will continue to ensure residents set the agenda for the forum meetings and ensure all officers attend the meetings and respond to the issues raised by residents and act upon them.
19. The Council will continue to follow-up with the various teams about outstanding issues residents raised at the January 2023 meeting as well as the issues that are still in progress.