

Residents' Working Group: Workshop One
28th March 2019, 6-8pm

The Residents' Working Group met on 28th March 2019 for the first in a series of workshops to review the Council's participation structures. The first meeting provided an overview of the process and outlined what would be included in the upcoming workshops. It was an opportunity for participants to comment on the proposed topics and to ensure everything that needed to be covered was included.

Participants also had the opportunity to introduce each other and it was explained that the co-vice-chairs of the Borough Residents' Forum will be chairing the workshops on an alternate basis. The four Area Housing Panels and the Co-op Forum were represented on the group which contains a mix of tenants and leaseholders.

Current participation structures

The group considered the current [resident involvement service standards](#) and [participation structure](#) which includes both formal and informal routes of participation. The group will come back to these throughout the process.

An overview of participation levels in the Borough was presented to the group.

- In 2018/19 there were 54 accredited Residents' Associations:
 - Central – 13
 - Eastern – 19
 - Southern – 8
 - Western – 14
- 7,886 properties are covered by an RA - 24% of total stock.
- The largest RA covers 720 properties (Doddington West) and the smallest covers 16 (James Searles Lodge).
- 12 Resident Management Organisations (co-ops) across the Borough where residents have taken over the management of their homes.
- RMOs cover 3,029 properties across Wandsworth.
- They vary in size from estates which cover 17 properties (Chatham Court) to ones which cover over 800 (Patmore).
- 17 Housing Community Champions – The Housing Community Champions scheme was established in 2013. The scheme is designed to recognise residents who are making a difference in their community and improve opportunities for involvement, in particular for those who are living in an area without an existing RA. They have access to a pot of funding to support their community work – e.g. community garden tools, support to run events etc.

A breakdown of Area Housing Panel and Borough Residents Forum membership was provided.

Meeting	No. of tenant reps	No. of leaseholder reps	Total
Central AHP	17	13	30
Eastern AHP	20	21	41

Southern AHP	4	17	21
Western AHP	9	19	28
BRF	5	11	16

Workshops

The group were given an overview of the proposed topics for the following three workshops and given the opportunity to comment on these.

Workshop Two: Constitutions and formal structures

- Area Housing Panel, Borough Residents' Forum and Co-op Forum:
 - Align constitutions
 - Membership and ensuring groups are representative
 - Code of conduct
 - The role of meetings
 - Frequency and dates of meetings
- Major works consultation process
- Involvement in procurement of contracts
- Training opportunities and annual conference for RAs
- RA handbook

Workshop Three: Informal participation and encouraging wider participation

- Housing Community Champions
- Estate Inspections
- Examples of best practice within the sector
 - Readers' panels
 - Pop-up engagement on estates
 - Resident inspectors
- How to widen participation
- Webpages on participation

Workshop Four: Performance reporting and communication

- Performance reporting
 - Borough Residents' Forum performance information
 - Area Housing Panel / Co-op Forum performance reports
 - Annual report and focus group
 - Co-op monitoring reports
- Satisfaction surveys
- Complaints data

Next steps

The following dates were agreed for the upcoming workshops:

- Workshop 2 - Wednesday 17 April
- Workshop 3 - Wednesday 15 May
- Workshop 4 - Thursday 27 June