

2018-19 Resident Participation Strategy Action Plan Update for December 2018

This action plan lists the tasks that will be carried out by LB Camden in order to support resident participation in the borough during 2018/19, the final stage in the delivery of the Resident Participation Strategy. The Tenant Participation Service will have a key role in the delivery of the action plan with support from housing and wider Council colleagues. The Head of Service will be accountable for delivery and will provide regular updates to directorate and reports to DMCs outlining progress.

No.	Aim	Activity	Progress
1	<p>Get organised and get things done: <i>Supporting Camden's Tenants and Residents Associations.</i></p>	<p>Support Tenancy Services colleagues to develop start-up TRAs, enabling them to become fully registered DMC members.</p> <p>Offer good quality training courses to enhance TRA committee member's</p>	<p>This Quarter, we have been mainly working on supporting a number of TRAs with capacity building and assisting them with bookkeeping and community engagement.</p> <p>We have supported three new TRAs to be established and they are:</p> <ul style="list-style-type: none"> • Crofters Way TRA in Camden • Raglan Estate TRA in Kentish Town • England's Lane Hostel TRA in Hampstead. <p>In addition, there are 3 steering groups supporting budding TRAs in Gospel Oak and Hampstead and we are working to help them engage with their communities.</p> <p>A small number of struggling TRAs are also being given direct support and these total five across all districts.</p> <p>The Tenant Participation Team have organised training on:</p>

		<p>personal and group skills and courses aimed at supporting TRAs who are running TRA halls to make best use of the facilities.</p>	<ul style="list-style-type: none"> • Committee Skills • First Aid • Safeguarding • Conflict Management • Money Management <p>Forthcoming courses in December 18 and January 19 are</p> <ul style="list-style-type: none"> • Community Development • Managing your Hall Effectively <p>A training report is attached to the December DMC pack.</p>
		<p>Support TRAs to achieve their aims through collaborative working with voluntary and community groups and other stakeholders in their local area.</p>	<p>We are currently devising training to support TRAs in running tenant halls, including a course to develop community work skills, which will help TRAs to build relationships with the voluntary sector. A small number of TRAs are already working with voluntary organisations including Blashford TRA, Templar House TRA and Bourne Estate TRA.</p>
		<p>Support more TRAs to set up and run their own websites.</p>	<p>We are currently working with a number of newly established TRAs to help with setting up their own websites. These include Templar House, Churchway and Powis Square TRA</p>

		<p>Support tenants association representatives to be involved in Council initiatives to improve fire safety.</p>	<p>The Fire Safety Advisory Panel continues to work with the council to improve fire safety in Camden. At their last meeting in October, they discussed a number of issues including the quality of works being carried out in relation to fire safety.</p>
		<p>Continue to promote positive activities and projects led by TRAs via the Camden website and social media and through the Housing Newsletter.</p>	<p>Over the past couple of months, we have focused our efforts on engaging with residents through our summer events as well as through surveys to gather their feedback on the TP strategy. We have been successful in having over 1000 face-to-face contact with residents through our summer programme and over 1,200 responded to our online survey. The Autumn Newsletter featured an article on the summer events and on the TP strategy consultation. The next edition of the newsletter will feature news on a number of TRA activities including:</p> <ul style="list-style-type: none"> • Bloomsbury Football Academy project which continues to successfully engage with young people in and around Bourne Estate. The initiative has been extended until the end of January with a view if extending it further if more funding is obtained. • Maitland Park on their successful community event engaging with their community. • Barnes House worked closely with councillors and officers to successfully improve the garden

			<p>area so that it is more accessible and inclusive for all including children and families.</p> <ul style="list-style-type: none"> • Barrington Court who continue to run regular arts and crafts club for local community. <p>Tenants Associations will continue to be encouraged to inform the Tenant Participation Service and other Housing colleagues of positive TRA activities and events in their area in order for the team to ensure wide publicity is given.</p>
No.	Aim	Activity	
2	<p>Make a difference to resident's lives across the borough: <i>District Management Committees</i></p>	<p>Support DMCs to ensure that meetings continue to be engaging and relevant to the resident movement across Camden, ensuring a balance between local issues relevant to TRAs and strategic issues to shape and improve housing services.</p>	<p>At the last joint DMC Chair's Meeting in October, a number of changes were agreed to respond to feedback from DMC members and to ensure that the meetings are engaging for all. These include limiting the time officers spend on presentations to ensure members can have more time to give their views and to ensure all meetings are completed within a maximum of 3 hours.</p> <p>We will work to support this and engage with DMC chairs and members to gather more feedback going forward to ensure continuous improvement.</p>
		<p>Ensure that information presented to DMCs is informative and accessible, facilitating effective scrutiny of landlord performance and ability of residents to influence changes in the landlord service.</p>	<p>We will review the impact of the current changes in the new year and feedback to DMC members.</p>

		Ensure that DMC members are made aware of how their views make a difference and are taken by the Cabinet Member for Housing to Cabinet and influence decisions made there.	
		Provide induction training for new DMC members and training in chairing for new and existing Chairs.	Since September we have inducted three new members to the DMCs.
		Work with DMCs to review DMC funding guidance to ensure that the best use is made of this budget.	This review of DMC funding guidance will be carried out in January/February 2019 as part of the TP strategy development.
No.	Aim	Activity	
3	Savings for the community: <i>Community Cashback</i>	Provide advice and information to Brookfield and Una House TRAs in response to their interest in tenant management of the caretaking and cleaning services.	Advice and information was provided to both Brookfield and Una House TRAs after expression of interest, however both decided against pursuing at this time.
		Raise general awareness amongst Camden staff, resident representatives and Members and provide advice to residents on the options.	This is an ongoing activity; the TMO Liaison Officer has briefed Ward Housing Managers, Members and the Tenant Participation team on Community Cashback and will continue to provide briefings on request.
No.	Aim		
4	Running local services the way that you want: <i>Tenant Management Organisations</i>	Apply the new TRA halls and community room's policy to facilities run by TMOs.	We have two TMOs who also run community halls. We were planning to negotiate an Agreement for management of those halls in in 2nd Quarter however, We deferred this work until they

			<p>completed their 5 Year continuation ballots conducted early October. We now plan to commence work on this policy during 3rd and 4th quarters.</p>
		<p>Offer a high standard of regulation and support to TMO's to ensure compliance with their management agreements.</p>	<p>During the 1st Quarter of the financial year, we conducted the TMOs' End of Year monitoring inspections. This included assessment of the 7 TMOs Bi-annual, performance for last six months of the year plus their Annual Reviews on Governance, Finance and Customer Service to ensure they are meeting the requirements outlined in their Modular Management Agreements (MMA).</p> <p>We have also commenced the second round of monitoring inspections for 1st six months of 2018-19, which checks Key Performance Indicators on their service provision.</p>
		<p>Organise four of the TMOs 5 Year Continuation Ballots.</p>	<p>Every 5 years, in accordance with the Management Agreement the TMOs have to conduct an independent continuation Ballot. 5 of the 7 TMOs had their ballots this held in late September. All 5 achieved successful ballots to continue managing their estates for a further 5 years.</p>
		<p>Maintain a central <i>Approved Contractor</i> list and negotiate better deals through joint procurement and look at possibility of sharing resources between the TMOs to help them save money.</p>	<p>The central Approved Contractor list is now in operation and the TMOs are finding it very useful. The TMOs have looked at sharing resources between TMOs – particularly handymen to help cover another TMO's handyman being on annual/sick leave but</p>

			further work is being carried out this year on how the administration will work and staff flexibility.
		Assist Russell Chambers TRA to submit another proposal to continue managing their caretaking and cleaning service for another 5 years.	We have delayed setting up a new agreement following advice from the leasehold team as the full consultation took place 4 not 5 years ago. Work will now commence in 4 th quarter 2018-19.
		If Godwin & Crowndale ballot is successful try to move them over to new MMA, negotiate new Agreement and Schedules under the Right to Manage 2013 regulations.	A draft MMA has now been sent to Estate Manager in June and we are waiting on the committee to go through draft at their next meeting to start the negotiations process.
		Conduct 5 Year Reviews on those TMOs in operation over 5 years.	The 5 Year Reviews are a major piece of work and will commence now as the TMOs have achieved successful ballots. We envisage that this will take three months and once concluded a report and action plan will be provided to the TMO outlining any work if required to meet the standards in the MMA.
		Support TMO Liaison Group Meetings to ensure they are relevant and engaging on Strategic issues and help improve services.	<p>The council facilitates TMO Liaison Group meetings every quarter to allow representatives from each of the TMOs to meet up and discuss strategic issues which affect all the TMOs. We have covered a number of topics so far – Fire Safety, Safeguarding, Hoarding, Security Patrol and GDPR.</p> <p>The Cabinet Member, Better Homes attended a meeting and is attending another as wants to keep in touch with the TMO groups.</p>

			We also link some of the relevant subjects discussed by DMC and National Federation of TMOs.
No.	Aim	Activity	
5	Working together to make improvements: <i>Resident scrutiny</i>	Support continued successful resident engagement in the Fire Safety Advisory Panel.	We continue to support the residents engaged in the Panel and we are finding that having created a reserve list of residents interested in the work of the Panel has proven successful. We will look to replicate this in the future for other panels that are set up.
		Establish an approach to resident involvement in monitoring the Responsive Security Contract.	We have now consulted DMCs on the draft terms of reference for the Responsive Security Patrol Monitoring Panel. We have now received nominations from all DMCs and we will be holding selection in December in readiness for the Panel to start in February 2019.
		Consult with tenants to develop an effective revised approach to tenant scrutiny which aligns with the priorities of the District Management Committees.	After consultation with DMCs in June, a new pilot approach is now proposed in the engagement report.
		Review the success of the new approach in quarter 4 2017.	To be carried out in quarter 4.
No.	Aim	Activity	
6	Vibrant TRA halls great neighbourhoods: <i>TRA halls</i>	Devise and roll out a project plan to implement key aspects of the TRA halls and Community Rooms Policy in order to deliver well used and vibrant TRA halls.	Senior Tenant Participation Officers (STOP) will make available to the DMC and TRA members in their patch the list of TRAs / halls they will be prioritising.
		Continue to sign up where agreed TRAs running halls to the Memorandum of Understanding and the Tenancy at Will.	We are currently negotiating with 4 TRAs to sign up to the Tenancy at Will / Memorandum of Understanding and the Tenancy at Will.

			understanding. This year officers are proposing to sign up a further 20.
		Deliver the project plan by reviewing the status of each hall and community room against the policy and stock condition survey, placing each one on the appropriate footing and developing the appropriate framework of support needed for each TRA.	To be rolled forward to quarter 4.
		Where appropriate work with TRAs to negotiate 3 rd party leases.	Senior Tenant Participation Officers are holding conversations with 3 TRAs where it has been identified that 3 rd party leases might be required.
		Ensure that all appropriate checks are carried out around, fire, safety health and safety and gas and electrical safety. Ensure that safeguarding training is attended by user groups running activities for children and vulnerable adults and all halls have appropriate insurance cover.	Each STPO is responsible for monitoring compliance in their patch. The TP team has been working with the fire safety team to update the list of TRA halls that need FRAs in 2019.
		Make agreements with TRAs around payment of utilities and place halls and community rooms on the corporate account where appropriate.	STPOs have been moving TRAs onto the Council's Corporate account in accordance with the TRA Halls and Community Rooms Policy. This quarter 2 more halls have been moved to the account.
		Ensure that each hall is correctly listed and coded on the Northgate database and Cinder.	This task will be completed by Q4.

		Secure a set of keys for each hall, log and store them in the key vault at 5PS.	This task will be completed by Q4.
No.	Aim	Activity	
7	Welcoming the voice of experience: <i>Sheltered Housing Forum</i>	Conduct a successful election of members across schemes to the Sheltered Housing Forum.	Sheltered Housing Forum elections took place over the summer with 19 out of 23 scheme represented with 7 new members.
		Work with the Sheltered Housing Forum to ensure that Forum meetings and scheme meetings with residents continue to be engaging and relevant.	<p>Terms of references have been reviewed and are being consulted on with the view to have them discussed at the February Forum Meeting.</p> <p>New guidelines have been drafted to replace the current code of conduct and this will be discussed at the February meeting.</p>
		Engage residents in the Sheltered Housing Forum in consideration to rebranding and marketing of Sheltered Housing and further develop ideas proposed at the workshops held during the allocations scheme review.	This is planned to be carried out during in the new year.
		Run a successful gardening competition with a high participation level across schemes.	<p>The gardening competition took place throughout the summer with residents from 10 schemes taking part in the competition.</p> <p>The competition had four categories judged with support from grounds maintenance. Sycamore Court won the overall prize and all entries were recognised in an award ceremony in September 2018.</p>

		Involve elderly residents in our general needs stock in some of the Sheltered Housing activities.	Currently, there are a number of TRAs work with sheltered schemes in their areas to involve and engage with older residents.
No.	Aim	Activity	
8	<i>Consistently high quality engagement:</i> <i>Ensure that engagement is varied and accessible to all Camden residents.</i>	<p>Work with DMCs and TRAs to plan, carry out wide consultation and develop a Resident Participation Strategy 2019 – 2022 which aligns to the wider aims in Camden 2025.</p> <p>Explore learning from community conversations in development of the approach.</p>	<p>DMCs were consulted on the proposals to consult residents on the TP strategy.</p> <p>So far, we have received around 1200 responses to our survey in addition to the face-to-face conversation we residents who attended the summer events.</p> <p>Initial findings from the survey are available in the appendix to the engagement report in the December pack.</p> <p>A draft new strategy will be formulated in January 2019 and shared with DMC in March round.</p>
		Administer the tri-annual elections to the Leaseholder’s Forum, filling the 5 posts in each district.	This has now been completed and the new forum has now had its first meeting.
		Roll out and publicise the ‘rules of engagement’ for frontline staff drafted in Q4 2017.	Following the tenancy services review, we will work with all estate officers to remind them of these and encourage them to use them as part of the way they engage with residents and TRAs
		Continue to develop the accessible online tools around resident participation available for residents,	All online forms have now been reviewed and are available online.

		<p>including all required forms and guidance.</p>	
		<p>Work with corporate colleagues to deliver a programme of successful Summer engagement events across Camden themed to Camden Vex, the centenary of women suffrage. Use these as an opportunity for face to face engagement and to build community links.</p>	<p>Camden Vox housing events have now taken place and we have successfully engaged with 1150 members of the community who attended the events.</p>
		<p>Put in place a plans for conducting the 2019 STAR version of the (tenant satisfaction) survey.</p>	<p>The approach to STAR 2019 has been agreed. Sample surveys of general needs, sheltered, leaseholders and TMOs will be carried out in the Spring of 2019. An update to the December DMC round will be provided.</p>