

Appendix 1: TSMs – Summary of Coproduction and Tenant Engagement

Summary

Council-wide coproduction and meaningful tenant engagement are essential to delivering a responsive and effective housing service.

At Hammersmith and Fulham, we have a range of formal tenant engagement structures that enable our tenant to have a meaningful involvement in how the housing service is delivering and scrutiny of how it is performing.

These engagement structures were key that has supported our increase scoring in our 24/25 Tenant Satisfaction Measurement (TSM) scores compared to 23/25 TSM scores.

Overview of formal engagement structures

As of October 2025, we have:

- 29 TRAs, 6 improvement groups, plus leaseholder engagement
- Over 200 regularly involved residents
- More than 75 engagement meetings and engagement activities take place each year
- In excess of 1000 hours per year of resident time working with us at meetings
- Over 750 contacts on our Get involved emailing list

Following the 2023/24 Tenant Satisfaction Measures (TSM) results, we engaged with residents through our formal engagement channels to better understand their experiences and expectations. A key theme that emerged was the need to revise our survey methodology from online and telephone formats to significantly higher percentage of face-to-face engagement.

Residents told us this would better reflect our community-focussed services and tenants would be more inclined to engage, if chosen as part of the random surveying selection by BMG, the independent surveying company.

In response to this feedback, we implemented this change for the 2024/25 TSMs, which led to a significant improvement in results, as shown in accompanying slides and paper.

By listening to residents and adapting our methods accordingly, we continue to strengthen trust and deliver a more responsive housing service.

We have shared details of our action plan to improve housing services with our involved residents at the Housing Representatives Forum meeting on 15 July 2025.

We are demonstrating to residents we are listening to their feedback and keeping them updated and involved in our journey of improvement through co-production by:

- Publishing our Tenant Satisfaction Measures (TSM) results on the LBHF website and in the Our Place newsletter.
- Exploring the reasons for satisfaction/dissatisfaction with Housing Services and comparing the 2023/24 and 2024/25 results to evidence our trajectory of improvement.
- Providing a Directors' Reports to our bi-monthly Housing Representatives Forum to present strategic updates on the work on Housing teams and the journey of continuous improvement we are on.
- Continuing our focus on complaint management and lessons learnt following on our recommendations from the Housing Ombudsman.
- Discussing the factors that may improve residents' perception of building safety with our Fire, Building Safety & Repairs Working Group.
- Carrying out a consultation with tenants on refreshed housing policies, which included engagement drop-in sessions and working with our resident service improvement groups.
- Delivering surgeries before all Housing Forum meetings to provide an opportunity for personal casework to be handled and for increased networking of residents and officers.
- Repairs & Neighbourhoods colleagues attend Tenants & Resident Association (TRA) meetings to update on service activities and respond to casework.
- Resident led task-finish group that focused on the Neighbourhood and Community consumer standard. The task and finish group started in June 2023 to September 2024. The recommendations were reported back to September Housing Residents Forum with recommendations, which includes the revised TRA constituents and guidance.

Here is a summary table of our tenant engagement groups: -

Forum	Function	Frequency
<u>Housing Representatives Forum</u>	Gathers and communicates the views and activities of TRAs, Sheltered Housing Representatives and other involvement groups.	Six meetings per annum.
<u>Sheltered housing forum</u>	A consultative body between the housing department and its' sheltered tenants which considers housing proposals, consults on the management of sheltered schemes, reviews performance and more.	Six meetings per annum
<u>Fire, building safety and repairs working group (FRAG)</u>	FRAG works closely with the housing department on fire, building safety and compliance, as well as repairs.	Six meetings per annum
<u>Disabled People's Housing Strategy Implementation Group (DPHSIG)</u>	Set up in 2021 to work with disabled residents to co-produce the Disabled People's Housing Strategy and its implementation.	Eight meetings per annum
<u>Housing and estate services working group (HEWG)</u>	Works to improve estate services, including caretaking, cleaning and grounds maintenance services, as well as housing management services more generally.	Six meetings per annum
<u>Investment Group</u>	A group of residents who assess resident-led bids for environmental improvements and allocate funding to projects, often bringing unused communal spaces on estates back into use, including as: community growing gardens; herb gardens; green roofs, re-wilding, play areas and outdoor gyms.	Four meetings per annum
<u>Leasehold Surgeries</u>	One stop shop engagement events where leaseholders can raise casework with all relevant housing teams and receive information and updates on services the council is providing.	Six surgery sessions per annum