



**London Borough of Hammersmith & Fulham**

# **Report on Resident Involvement Summer Engagement Events**

**Prepared By:**

Resident Involvement Team  
Housing Department  
Hammersmith & Fulham Council  
Town Hall  
King Street  
Hammersmith  
London W6 9JU

## 1. Introduction

The Resident Involvement Team has undertaken a programme of summer estate engagement events between May – August 2015. The purpose of these events was to:

1. Encourage increased resident involvement and engagement both at a local level through TRAs and in terms of the department's resident involvement structure.
2. Promote the work of the Residents' Commission and encouraging wider resident engagement in the process.
3. Giving residents an opportunity to meet with key service providers in their neighbourhoods.

## 2. Rationale

One of the key aims of the engagement events was to increase resident involvement in areas where there has been limited representation to date.

The engagement events programme was developed by considering either:

- Where there is either currently no Tenants and Residents Association (TRA) or where there is a TRA that may require further support to engage with the community.
  - Where an event is already being planned by the TRA or the area housing team
  - Where there are planned maintenance works
- Or
- Where an estate engagement pilot has not been carried out before.

## 3. Summary of Events

The agreed aim was to undertake twenty estate engagement events between May – August 2015; split evenly between the North and South. Details are provided below:

### May 2015

- Rainville Court – 28 May 2015 (South)
- Verulam House - 29 May 2015 (North)

### June 2015

- Lillie Mansions – 10 June (South)
- Sulgrave Gardens – 11 June 2015 (North)
- Charcroft Court & Westwick Gardens– 15 June 2015 (North)
- Aldine Court - 23 June 2015 (North)

- Philpot Square – 27 June 2015 (South)  
*(TRA event that was supported by the Housing Department)*

### July 2015

- Emlyn Gardens – 1 July 2015 (North)
- Field Road (Muscal House and William Morris House) - 8 July 2015 (South)
- Sullivan Court – 16 July 2015 (South)
- Fulham Court & Barclay Close\* – 18 July (South)
- Batman Close – 20 July 2015 (North)
- Ashcroft Square – 21 July 2015 (North)
- White City Estate – 25 July 2015 (North)  
*(Wider estate event that the Housing Department and TPAS attended)*

### August 2015

- Aintree Estate (Chasemore House, Donnelly Court, Lannoy Point and Hartopp Point) – 5 August (South)
- Clem Atlee Estate – 6 August 2015 (South)  
*(Wider estate event that the Housing Department, Pinnacle, and TPAS attended)*
- Edward Woods – 8 August 2015 (North)  
*(Wider estate event that the Housing Department, Pinnacle, and TPAS attended)*
- Lancaster Court – 12 August (South)
- Woodmans Mews – 17 August 2015 (North)
- Bayonne Estate (Crefeld Close, Lampeter Square and Laundry Road) – 19 August (South)

\* Unfortunately, the Fulham Court and Barclay Close event could not take place on 18 July 2015 due to some concerns that were raised by the Health and Safety team.

## 4. Format

The Resident Involvement Team and Area Housing Teams publicised the estate engagement events to residents on the respective estates prior to the event date via flyer drops through letter boxes and posters in communal areas.

In most cases, unless a variation was agreed with the TRA, the estate engagement events took place between 4 – 6pm. A central area was set up as the focal point of the event using an LBHF branded gazebo. For smaller estates of around 100 properties, officers from the Resident Involvement team, TPAS and Area Housing

team attended and met with residents. For larger estates, they were accompanied by representatives from:

- Pinnacle Estate Services
- Mitie Responsive Repairs
- H&F Planned Maintenance

Door knocking took place at all events to increase awareness, resident surveys were completed where residents were happy to participate. Where there was no response information on the Residents' Commission and ways to get involved with the Housing Department was posted through the door. Appendix 1 shows a copy of the resident survey.

### 5. Findings

Across the nineteen events that took place, the Resident Involvement Team, TPAS and colleagues from the area housing teams have reached out to residents living in 5,480 properties (around 32% of council housing stock).

In summary:

- 389 surveys were completed across the 19 events (a 7% return rate)
- 49% of residents who were surveyed were interested in getting involved or are already involved at a local level through either an existing TRA or setting up a new group. The Resident Involvement team is continuing to receive further expressions of interest in the post through the Get Involved flyers.
- 53% of residents who were surveyed were interested in finding out more about how to get involved in council initiated resident involvement (via the agreed involvement structure)
- 22% of residents who were surveyed were aware of the Residents' Commission.
- 19% of residents who were surveyed were aware of the purpose of the Residents' Commission.

Appendix 2 provides more information on residents' awareness of the Residents' Commission on an estate by estate basis.

Residents have identified the following factors as being some of the best aspects of living in their neighbourhoods:

- Community spirit – there was consistent pattern of feedback related to the friendliness of neighbours and the generally good feeling and sense of community between residents.
- Proximity to shops and transport links
- Proximity to parks and green spaces
- Upkeep of green spaces on estates

The following key issues and concerns have been identified across the events:

- Lack of children's play equipment and allocated areas such as football pitches and tennis courts.
- Quality and reliability of lifts
- Planned maintenance and cyclical works required
- Parking and quality of estate roads and signage and line painting
- Perceived lack of enforcement and action taken against anti-social behaviour
- Lack of communication with residents when repairs and planned maintenance works are due to take place.

Before the estate engagement events and the Residents' Commission briefing meetings took place, there were 32 registered TRAs across the borough. As a result of the engagement days, there are currently eight TRAs who are in the process of forming or have been re-vitalised. This represents a 25% increase in local level representation.

- Charcroft, Westwick, & Sulgrave Gardens – forming either as one TRA or separate TRAs. Awaiting access to meeting facility.
- Pellant Road (Aintree Estate) – forming and working closely with Mitie, the appointed repairs and maintenance contractor, on estate regeneration plans
- Aldine Court – forming.
- Philpot Square, Ashcroft Square, and Edwards Woods – rejuvenated TRAs with new committee members and an increased focus on community involvement

There are also four resident groups who have formed as a result of the Residents' Commission, but weren't a part of the estate engagement programme. These are:

- Rainville Estate
- St Peters Terrace
- Lakeside Road
- Verulam House

## 6. Progress & Follow up

The Resident Involvement Team is in the process of writing to residents on each estate to provide a summary of the feedback that was received and to explain the outcomes from the event and where residents can get further information.

Additional contact is also being made with residents who expressed an interest in either forming a TRA or becoming a part of the resident involvement structure. Further support and information will be provided as enquiries progress.

## 7. Success Criteria

The Resident Involvement Team will continue to monitor the success of the events programme by considering:

- The number of residents we engaged with
- The feedback from the engagement surveys
- The number of matters that were resolved
- The level of interest and follow up action in setting up a TRA
- The number of residents who expressed an interest in joining the resident involvement structure and who subsequently work with the department to develop and improve services.

### 8. Lessons Learnt

1. Door knocking was much more successful in terms of completing surveys and finding out resident's views than the central gazebo point. This activity was particularly effective when there were a sufficient number of officers working in pairs on large estates.
2. More community activities at the central meeting point should be considered at future engagement event programmes to encourage greater involvement and give the events more of an identity. This could include children's activities, barbeques, or picnics etc.
3. Introduce a better way to close the loop following the engagement event in a particular area to ensure that we are trying to speak to and seek out the views of as many residents as possible.
4. The involvement offer needs to be more immediate and tangible. Mystery shopping was a popular choice because residents who are not currently involved can understand it and can participate from the comfort of their homes. We should be looking to sign people up to groups at future events, so residents can understand the outcome of their participation more immediately.
5. Contractors attending similar events in future like this programme should show a more responsive approach, logging works orders at the event and confirming with residents how matters will be followed up.
6. Future engagement programmes should look to incorporate more gap sites and street properties and should therefore perhaps be known as Neighbourhood Engagement Events.