

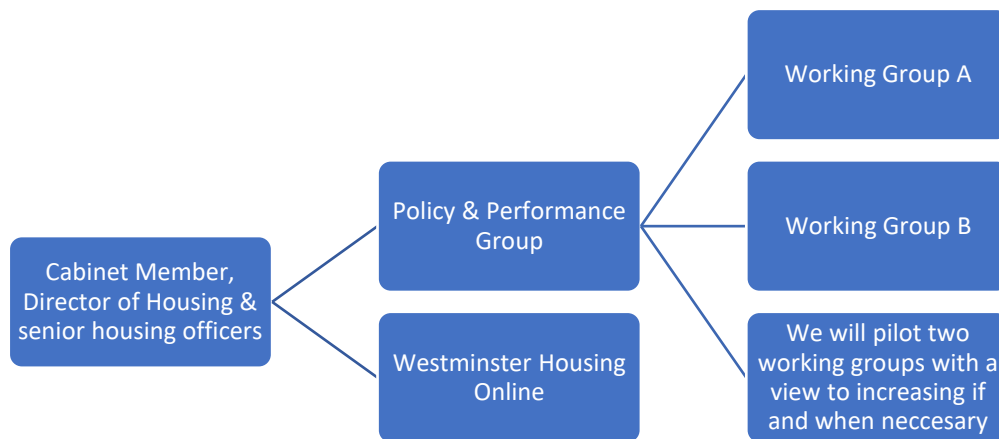
## Appendix 1:

### Proposed engagement forums

This paper sets out specific arrangements we plan to put in place for formal city-wide resident engagement as well as some additional local commitments. These plans are not set in stone, we will continue to develop this approach by agreeing what works well and considering what can be improved.

#### City-Wide Resident Engagement

This section of the paper describes the arrangement we will implement in place of the previous formal engagement structure that was made up of a Resident Council and four Area Panels. The diagram below shows that there will be one Policy & Performance Group, with a similar strategic function to the old Resident Council. Instead of the previous Area Panels we will facilitate Working Groups where residents can focus on city-wide areas of shared interest and collaborate with officers and Cllrs to deliver service improvement.



Each group will operate independently but resident representatives on the Policy & Performance Group will have a role in choosing the topics to be addressed by working groups that will be of benefit in helping to improve the housing services Westminster provides. The diagram above illustrates that relationship. In addition to these groups we will maintain an email survey group open to all residents that will be known as Westminster Housing Online. Further detail on each of these city-wide engagement forums, their purpose and how they will work is set out below. This diagram focuses on city wide groups and does not show local briefings which are described in detail later in this paper.

Any resident that needs help to gain the skills needed to take part in Westminster Housing Online will be able to seek that support from the Resident Engagement Team. All other city wide groups will include the option for participants to attend in person if it is safe for them to do so.

<p>Policy &amp; Performance Group</p>	<p>This will be the main strategic steering group for formal resident engagement over the next three years. It will empower residents to monitor and comment on performance by scrutinising policies, strategic priorities, and service standards. This group will receive reports on learning and improvements arising from feedback, it will discuss the Ombudsman’s annual landlord performance report, and it will also help prioritise topics for working groups to address.</p> <p><b>Chair:</b> Meetings of this group will usually be chaired by a deputy or councillor appointed by the Cabinet Member for Housing Services.</p> <p><b>Membership:</b> A tenure and area balanced committee of 12 resident representatives. Our aim is to ensure that the committee is representative of all residents. Cllrs and involved residents will oversee the committee selection process which will involve a short written application, shortlisting and an assessment event. The committee may choose to co-opt additional members with specific expertise if needed.</p> <p><b>Attendees:</b> When appropriate, or relevant to the agenda, meetings of this group may be attended by the Cabinet Member for Housing Service, the Director of Housing and senior officers accountable for the service areas to be discussed.</p> <p><b>Frequency:</b> This group will meet six times a year.</p> <p><b>Meetings:</b> Meetings will be held on week day evenings excluding Fridays and will be hybrid so residents can attend in person using a council venue or join remotely using MS Teams. Meetings of this group will be open for any interested resident to observe although only resident representatives on the committee, Cllrs and officers will be able to participate in the discussion.</p> <p><b>Lead Officers:</b> Meetings of this group will be facilitated by the Resident Engagement Manager who will also be responsible for feeding back to resident representatives on actions arising from previous meetings. The Resident Engagement Manager will be accountable to the Cabinet Member and the Director of Housing.</p> <p><b>Local Links:</b> Members of local resident groups will be able to apply to join this group, as will any interested resident. The chair of any recognised local resident group will be able to submit questions or suggestions in advance for consideration during meetings of this group. The Resident Engagement Team will ensure that regular updates on the activities of this group are shared in newsletters and by other means as required.</p>
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<p>Working Groups</p>	<p>These groups will be time limited. They will enable residents to take on a specific issue or project and the group will close when that work is complete. That could involve scrutinising a particular service area or reviewing a new or difficult process within the service. We will initially create two working groups. The number of working groups will be flexible so the structure can respond in an agile way to the needs and capacity of involved residents and the housing service. Representatives on the Policy and Performance Group will prioritise and select working group topics from a list produced by the Resident Engagement Team in collaboration with colleagues across the housing service.</p> <p><b>Chair:</b> Working group meetings may be chaired by an interested Cllr appointed by the Cabinet Member for Housing Services.</p> <p><b>Membership:</b> Up to 20 residents can join one working group. If interest is very high, and more than 20 eligible residents register to take part, an application process will be used to select participants overseen by Cllrs and involved residents. That will involve a short written application, shortlisting and if necessary an assessment event.</p> <p><b>Attendees:</b> Officers will attend as appropriate according to the planned agenda.</p> <p><b>Frequency:</b> Working groups will have some flexibility to plan their own meetings as often as required and can request the use of council venues. Formal meetings facilitated by WCC officers and chaired by Cllrs will occur every other month.</p> <p><b>Meetings:</b> Formal meetings will be held on week day evenings excluding Fridays and will be hybrid so residents can attend in person using a council venue or join remotely using MS Teams. Formal meetings will be open for any interested resident to observe. Only residents who are on the working group, Cllrs and officers will be able to participate in the discussion.</p> <p><b>Lead Officers:</b> Working group meetings will be attended by the relevant senior officer directly responsible for the service area, process or project under review. That officer will be responsible for feeding back to resident representatives on actions arising from previous meetings. Meetings of these group will be facilitated by a member of the Resident Engagement Team.</p> <p><b>Local Links:</b> Members of local resident groups will be able to apply to join working groups, as will any interested resident. The Resident Engagement Team will ensure that regular updates on the activities of these groups are shared in newsletters and by other means as required.</p>
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Westminster  
Housing  
Online

This online engagement group will enable all residents to give feedback and engage with the service. Residents will subscribe to receive surveys by email which can be completed online at a time that suits them. Each survey will be on a different topic that is a priority at the time. This will help inform other engagement forums and build an in-depth picture of what residents feel about specific topics.

**Membership:** Any eligible resident will be able to join this email survey group. There is no upper limit on the number of participants. Residents will be able to register on our website and can unsubscribe whenever they wish.

**Frequency:** Surveys will be sent regularly and as required to inform other resident engagement groups or the work of officers across the housing service.

**Lead Officers:** These surveys will be created, sent and feedback analysed by the Resident Engagement Team in collaboration with colleagues across the housing service.

**Local Links:** Members of local resident groups will be able to join this groups, as will any interested resident. The Resident Engagement Team will ensure that regular updates on the activities of these group are shared in newsletters and by other means as required.

## Engaging with local residents

As part of this review, we have not proposed any changes to the dedicated support we offer for recognised local resident associations/groups. We will continue to support and liaise with them at a local level as we have in the past.

In addition, we will offer local online housing service briefings by local housing managers. Their purpose and how they will work is set out below. Any resident that needs help to gain the skills needed to join a local briefing online will be able to seek that support from the Resident Engagement Team.

Local Briefings	<p>These online briefings will give residents the opportunity to hear and ask questions about the work of the housing team. This will include key updates from across the service as well as information about what has been happening locally. There will then be an opportunity to highlight any ongoing estate, neighbourhood, or patch wide issues. Local issues raised would feed into and be tracked via the relevant estate action plans which are available for residents to view on our website. Likewise with issues regarding estate inspections. Individual issues should not be raised in this open forum.</p> <p><b>Chair:</b> Local Briefings will be delivered by a local Housing Officer. The Resident Engagement Manager will work closely with local managers to ensure Housing Officers receive the training and support needed to deliver briefings effectively.</p> <p><b>Membership:</b> All WCC residents living in the area covered by the briefing will be able to join the briefing on MS Teams.</p> <p><b>Attendees:</b> Other officers will join as appropriate according to the planned agenda.</p> <p><b>Frequency:</b> Local Briefings will be held monthly.</p> <p><b>Meetings:</b> 45-minute briefings will be held on week day evenings excluding Fridays and will be accessible online so residents can join remotely using MS Teams. Any resident that has difficulty joining online can request support to do so from the Resident Engagement Team.</p> <p><b>Lead Officers:</b> The Housing Officer will be responsible for feeding back to residents on actions arising from previous briefings.</p> <p><b>Local Links:</b> Members of local resident groups will be able to join these briefings, as will any interested local resident.</p>
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## Explanatory Note

There were two proposals included in our resident engagement consultation that we will take forward in a different way.

ASB Case Reviews	<p>We recently piloted ASB case reviews. Resident reviewed anonymised ASB cases presented as case studies. Residents shared feedback with service leads and gained a better understanding of the work we do to manage ASB.</p> <p>Having completed a cost benefit analysis of the resources that went into delivering the case review sessions and the lessons learned from them we decided to try a different approach. Rather than continue with case review sessions we will add ASB to the list of service areas that a working group might review. So we will still be working with residents to improve our ASB service but in a slightly different way.</p>
Youth Engagement	<p>Following the recent reorganisation of the service, responsibility for working with young people and specialist partners to advocate for young people will now sit outside the new formal resident engagement structure and within the Advocacy team. This will include support for developing a tailored youth engagement approach. As that new approach comes together, we will continue to work closely with specialist colleagues in the advocacy team to ensure that young people have the opportunity to express their views on housing services. Youth engagement can also be discussed at resident association or group meetings or at local briefings with the local Housing Officer.</p>