

HOUSING REPRESENTATIVES FORUM
16 JULY 2019, 11-1PM

Please read all papers in advance of the meeting and have any points or comments that you wish to raise ready before the meeting.

Council Chamber, Hammersmith Town Hall			
Surgey session for all individual issues in the Mayor's Foyer – 10.30 - 11AM with the Council's Direct Labour Organisation (DLO), Responsive Repairs Contract Managers, Pinnacle Estate Services, Pinnacle Housing Management, IdVerde, and North Housing Management			
Agenda Number	Agenda Item	Times	Deliverer
1	Welcome, Introductions, Apologies & Declarations of Interest	11.00	<i>Chair</i>
2	Previous meeting minutes 16 May 2019 (evening) (p. 3) <ul style="list-style-type: none"> • Accuracy • Matters Arising • Actions 	11.05	<i>Chair</i> Please let Daniel Miller know of any amendments to the minutes before the meeting
3	Resident Involvement Strategy 2019-2022 <ul style="list-style-type: none"> • Summary of Reading Group feedback • Revised working draft of the Strategy • Agreed Next step • Summer Roadshow Events (p. 8 – 19) 	11.15	<i>Daniel Miller, Resident Involvement & Service Improvement Manager</i>
4	Caretaking Update	11.30	<i>Fiona Darby, AD Place Services & Aylene Henry, Estate Services Manager</i> Verbal Update
5	Capital Programme Update	11.45	<i>David McNulty, AD Operations & Kurtis Lee, Head of Strategic Asset Management and Compliance</i> Verbal Update
6	Defend Council Homes Policy	12.10	<i>Shirley Cupit, Defend Council Homes Unit,</i> <i>Mark Meehan, Chief Housing Officer</i> Verbal Update
7	Out of School Settings <ul style="list-style-type: none"> • Ongoing out of school activities 	12.20	<i>Sam Lord, Transition Consultant / Project Coordinator</i> Verbal Update (flyer with papers)
8	Apprenticeship & Internships Opportunities in the borough (p. 20 – 22)	12.35	<i>Jack Biggs, Apprenticeship Officer</i>
9	Forward Plan Sept – Nov 2019 (p. 23 – 25) Please review the forward plan for 2019 and feel free to propose any additional areas	12.45	<i>Chair</i>
10	AOB	12.50	<i>Chair</i>
11	Close	13.00	

Reports for information

a	Starters, Movers and Leavers
b	Borough Boundary Review
c	Monthly Performance Scorecard Template
d	Community Safety Briefing

DECLARATION OF INTEREST GUIDANCE DOCUMENT

- A conflict of interest means any interest that could impair or be perceived as impairing objectiveness and independence.
- A declaration of interest is when an individual highlights a potential conflict of interest that may affect or be relevant to the meeting discussion or activity that is being undertaken.
- Listed below are some of the potential conflict of interest areas that meeting attendees are required to declare at the start of each meeting.

Employment, office trade, profession or vocation – any employment office trade profession or vocation that is relevant to the delivery of services to council housing residents. If a meeting attendee has a number of different capacities that they represent, they should also declare which one they are representing at the meeting (ie, a council housing resident, who works for the council and could either be attending as a resident representative, or as a council officer)	Sponsorship - any payment or provision of financial benefit (other than from Hammersmith & Fulham council) made or provided within the last twelve months in respect of any expenses incurred.
Contracts - any contract which is made between you or the relevant person (or a body) which you or the relevant person has a beneficial interest under which goods or services are to be provided which has not been fully discharged	Land – any beneficial interest that you or the relevant person has in land in the borough of Hammersmith and Fulham.
Licences – any licences you or the relevant person has to occupy an area of land in the borough of Hammersmith and Fulham (this excludes TRA hall and room licences)	Securities – any relevant interests that you or the relevant person has in the securities, or shares, of a body.
Complaints or ombudsman enquiries – any open or ongoing complaint or ombudsman enquiry that relates to items that have been included for discussion on the agenda	Case history – any relevant case history in terms of a specific service area (eg, ASB) that may prejudice your views during the discussion

Who does this list apply to?

All meeting attendees (officers of the council, residents, and contractors)

Why is this important?

To protect the integrity and independence of the meeting discussion or activity

What will be the result of a declaration of interest?

All declarations will be recorded in the meeting minutes and recorded on a conflict of interest register for the group or forum.

A meeting attendee who has made a relevant declaration of interest (dependent on the significance of this declaration) may be asked to:

Be a non-participatory observer for a specific agenda item	Leave the meeting for its duration
Be a non-participatory observer for the entire meeting.	Leave the meeting for a specific agenda item
Not make comments on specific areas of a discussion that relate to the declaration of interest	

It will be the Chair of the meeting's role to decide on the most appropriate course of action following a declaration of interest. The individual who has made the declaration will be asked to confirm that they understand the course of action they need to take and to confirm that they agree to this.

Right of appeal

Any decision that is taken following a declaration can be appealed at the time by the discloser, or after the meeting to the Resident Involvement Manager.

Department	Housing Department
Responsible person	Daniel Miller
Resident sign off	HRF
Approval date	20/02/18
Next review date	February 2019
Version number	1

AGENDA ITEM 2 - HOUSING REPRESENTATIVES FORUM MINUTES & ACTIONS

21 MAY 2019 7PM - 9PM

PRESENT

HR Forum Members

Tom Flynn (TF)	Jepson House
Ray Champion (RC)	Ash Lodge
Michael Dipple (MD)	Linacre Court
Anna McInulty (AMc)	Linacre Court
Adrian Van Zyl – Chair (AVZ)	Cheesemans Terrace
Shirley Cupit (SC)	Queen Caroline
Linda Lapham (LL)	Philpot Square
Keith Harris (KH)	Millshott Close
Pauline Hutchinson (PH)	Cheesemans Terrace
Marilyn Mackie (MM)	Vereker Road
Penelope Farmer (PF)	William Church
Kim Shearer (KS)	Aspen Gardens
Paula Wybrew (PW)	Aspen Gardens
Maxine Baylis (MB)	Queen Caroline
Marie Thomas (MT)	Lancaster Court
Maxine Gordon (MG)	Flora Gardens
Julian Young (JY)	Charecroft
Chris Took (CT)	Charecroft
Haley Warren (HW)	Charecroft
Dawn Brown (DB)	Wood Lane

COUNCIL OFFICERS, COUNCILLORS & GUEST SPEAKERS

Mark Meehan (MMe) Chief Housing Officer; Fiona Darby (FD) Assistant Director Place Services; Charles Kinney (CK) Interim Head of Mechanical & Electrical; Daniel Miller (DM) Resident Involvement & Service Improvement Manager; Peter Hannon (PH) Head of Neighbourhood Services; Colette Prior (CP) Resident Involvement & Governance Manager; Richard Buckley (RB) Assistant Director Property Services & Compliance; Brian O'Mara (BO) Head of Operations; Angus McDonald (AMc) Contract Services Manager – Pinnacle; Labab Lubab (LL) Partnership & Strategy Manager; Beatrice McGuire (BMc) Senior Housing Growth and Strategy Officer; Claire Trafford (CT) Shared Intelligence; Ben Lee (BL) Shared Intelligence; Ben Lee (BL) Shared Intelligence; Pat Cosgrave (PC) CS Commissioning & Performance Officer.

APOLOGIES

Cllr Lisa Homan; Karen Dickinson; John Hampshire; Berni Abbey

Item	Description
<p>1.0</p> <p>1.1</p> <p>1.2</p>	<p>WELCOME, INTRODUCTIONS, APOLOGIES & DECLARATIONS OF INTEREST</p> <p>AVZ welcomed attendees, introductions were made and the chair gave the apologies.</p> <p>KS confirmed that although she worked for the Council she was attending the meeting as a resident.</p>
<p>2.0</p> <p>2.1</p> <p>2.2</p>	<p>ACCURACY OF PREVIOUS MEETING MINUTES</p> <p>Agreed.</p> <p>ACTIONS FROM LAST MEETING & MATTERS ARISING</p> <p>Pg.8 – 8.4 RC will be meeting with Groundwork about the Trees for Life Project to commemorate 100 years since end of first world war.</p>
<p>3.0</p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.4</p> <p>3.5</p> <p>3.6</p>	<p>COMMUNITY SAFETY UPDATE</p> <p>Pat Cosgrave provided an update covering CCTV, the Neighbourhood Warden Service, Neighbourhood watch & Policing in the borough.</p> <p>MB asked whether the Council provide a CCTV policy that details the rationale for the installation of CCTV around the borough.</p> <p>PC stated there is no one single document that provides this information. If you are asking what drives the expansion the answer is simple – to deter and detect crime in as many areas as possible without infringing residents and visitors right to privacy. Our systems are operated within the law and the CCTV Code of Practice as defined by the Data Protection Act 2018 and other legislation. We take extreme care to ensure that the system is secure and is used proportionately. All footage obtained by virtue of the System, shall be processed fairly and lawfully and, in particular, shall only be processed in the exercise of achieving the stated objectives of the system. In processing the footage there will be total respect for everyone’s right to his or her private and family life and their home.</p> <p>RC asked whether there any planned CCTV installations for Cedar Lodge and Ash Lodge.</p> <p>PC stated not at this time, but this can be scheduled in if a request comes from Housing.</p> <p>ACTION: PH wanted to know how many cameras were installed at Maystar estate and what was the rationale for placing them where they did. <i>Update: 53 total cameras (12 still awaiting installation) - 10 Pan Tilt Zoom, 43 Static. The Metropolitan Police minimum specification was used to define the coverage. We recognise that accurate information on the proposed number of cameras needs to be included on the consultation surveys, or that a note is added to show that the number of cameras is an estimate that may change based on specifications.</i></p>

3.7	<p>ACTION: KH had a query regarding CCTV on the Riverwalk. The previous CCTV development manager said that cameras were to be installed from Furnival Gardens to Fulham FC. So far, they go about half way down. Are the remainder scheduled for installation?</p> <p><i>Update: PC confirmed we are working on the long-term plan. We do not have a date for this year but can seek to push this up the priority list, if needed. The Chair has requested that PC returns to provide a further update in 6 months' time.</i></p>
4.0	<p>HOUSING STRATEGY 2019</p> <p>4.1 The team have started to work on a new Housing Strategy. BMc provided a brief update on what has been done so far.</p> <p>4.2</p> <ul style="list-style-type: none"> • Questionnaires were sent to all residents in the borough. • 387 returned. • Focus groups to be set up – Focus group 1 (04/06/19) & Focus group 2 (06/06/19). • Following the Focus group, the first draft will be produced. • Consultation period will then follow this. <p>4.3 There were some concerns that not all residents had received the questionnaire.</p> <p>4.4 ACTION: LL to check with those who have not received the questionnaire. <i>Update: Our records show that a letter was posted to all households about the draft strategy.</i></p> <p>4.5 PH asked for an explanation as to the team working in co-production and what this means to them.</p> <p>4.6 LL explained that the model they were basing this on was working with people generally to identify the issues, work for solutions together and propose and make decisions together.</p> <p>4.7 ACTION: PH also asked for a copy of the disabilities group criteria.</p> <p>4.8 LL to provide along with detailed explanation of Co-Production working. <i>Update: Separate report provided with July HRF papers.</i></p> <p>4.9 AVZ highlighted that the Defend Council Homes Policy and the Resident Involvement Strategy were developed following Focus Groups and extensive resident participation. He stressed that it is also the responsibility of the residents to put themselves forward and contribute.</p> <p>4.10 ACTION: PF asked whether the policy will address environmental standards and energy saving initiatives in terms of new build developments.</p> <p>4.11 <i>Update: LL confirmed this will be included in the strategy.</i></p>

<p>5.0</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p> <p>5.5</p> <p>5.6</p> <p>5.7</p> <p>5.8</p> <p>5.9</p>	<p>NEW REPAIRS SERVICE UPDATE</p> <p>MME provided an update on the new repairs service.</p> <p>Keys points:</p> <ul style="list-style-type: none"> • Service went live 17 April 2019. • 12-15-month contract. • Repairs telephone number remains the same 0800 023 4499. • Repairs can also be reported via email Housing.repairs@lbhf.gov.uk or via website www.lbhf.gov.uk/housing/council-tenants/report-housing-repair. Repairs can also be reported in person at the area housing offices. • 7000 repairs reported within first 5 weeks. • Main problems consisted of IT issues. • DLO team consist of 18 operators and 4 back office staff and interim DLO manager. • Emergency make safe service hours between 6pm – 8am, weekends and bank holidays. The contractors doing the repairs during the day will be the same for the make sage service. • The next Repairs Service event will be held at the Resident Voice meeting 9 July 2019. <p>RC asked about the number of repeat jobs.</p> <p>MME stated this is something that is currently being monitored.</p> <p>MB commented residents on their estate had noticed a positive difference in relation to the call centre.</p> <p>MG was concerned that Mears performance would be a repeat of the Mitie service.</p> <p>MME informed that Mears is a totally different company. There will be a strong scrutiny from both Mears and the council on their performance.</p> <p>HW suggested the appointments system be looked at to include more evening and weekends.</p> <p>MME stated these were valid points for the future repairs service and encouraged residents to join groups like the Repairs Working Group to make sure we're putting the right services in place and improving performance.</p>
<p>6.0</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p>	<p>DEFEND COUNCIL HOMES POLICY</p> <p>SC circulated a brief presentation which explained what the policy is for.</p> <p>PF asked what guarantees there are that this could not be overturned by another administration.</p> <p>SC explained that this is a key part of the policy - that it couldn't be removed or changed without involvement and consultation with all council housing residents.</p> <p>MG queried whether government legislation could change.</p>

<p>6.5</p> <p>6.5</p> <p>6.6</p>	<p>SC stated that a government would have to produce legislation purely on the policy, which is highly unlikely.</p> <p>Next steps:</p> <ul style="list-style-type: none"> • June/July – Consultation aligns with resident Involvement Strategy. • Late summer – press release on consultation findings. • Autumn – to council Cabinet for decision. <p>HRF members praised the work of the DCHU and officers involved in the development of the policy.</p>
<p>7.0</p> <p>7.1</p> <p>7.2</p> <p>7.3</p> <p>7.4</p> <p>7.6</p>	<p>RESIDENT INVOLVEMENT STRATEGY 2019-2022</p> <p>BL and CT from Shared Intelligence circulated draft Residents Involvement Strategy.</p> <p>Keys Points:</p> <ul style="list-style-type: none"> • Working on the strategy for past 3 or 4 months, holding over ten separate meetings with resident groups and local organisations who work with council housing communities • Current strategy made to be a lot shorter than previous one. • Spoken with residents, TRAs as well as Service Improvement Groups & council staff. • 6 keys principals were developed – Communication, Consistency, Continuity, Keep Listening, Work Together, Focus on Outcomes. • Created an action plan with a tangible series of targets and goals. <p>ACTION: MM requested there be more inclusion of Sheltered Housing issues & Sheltered Housing review. <i>Update: A clearer focus on sheltered housing residents has been included in the introduction and also an action around working with sheltered housing tenants on the sheltered housing service review has been included in the action plan.</i></p> <p>CT commented that the biggest weakness is the recruitment of people.</p> <p>ACTION: MG needs to reflect more diversity within the borough. <i>Update: The need to work with a more diverse range of residents to support communities and improve services has now been reflected in more detail in the action plan.</i></p>
<p>8.0</p>	<p>FORWARD PLAN</p> <p>Agreed:</p> <ul style="list-style-type: none"> • Defend Council Homes • Resident Involvement Strategy 2019-2022. • Monthly Performance Scorecard – revised template suggestions • Capital Programme update. • Borough Boundary's – written update. • Caretaking.
<p>9.0</p>	<p>AOB</p> <p>RC provided an update on the Trees for Life project.</p>
<p>10.0</p>	<p>CLOSE</p>

RESIDENT INVOLVEMENT STRATEGY ONE PAGE SUMMARY FOR POSTAL CONSULTATION WITH ALL COUNCIL HOUSING RESIDENTS

PRESENTED TO HRF ON 16/07/19

Making Your Voice Count. No decision about you, without you

This strategy is for everyone in Hammersmith and Fulham who lives in a Council housing property, including; Council tenants, sheltered housing tenants, resident leaseholders, and private tenants of leaseholders.

One of our core aims is to do things with residents and not to them. This is the responsibility of all Council officers – not just those working directly with residents. This strategy aims to:

- Provide opportunities for more voices to be heard
- Make it easier for residents to be involved and give feedback
- Place greater accountability on Council officers to listen to and respond to residents' priority areas and feedback to residents about the impact on services following their involvement
- Create a greater sense of community where residents and Council officers take pride in Hammersmith and Fulham
- Make sure residents are at the heart of decision making – with the Defend Council Homes Policy being a clear example of this in practice.

We've listened to your feedback and agreed six priorities:

1. **Focus on outcomes:** Encouraging the development of involvement that has a clear focus, is Evidence driven, and where success and meeting objectives can be clearly defined.
2. **Work together:** Encouraging the sharing of knowledge and key successes within the borough, creating new opportunities for residents and community groups to work together for a greater cause.
3. **Consistency:** Supporting residents to build their existing skills by looking at providing new ways to deliver traditional training. Also, supporting Tenants' & Residents' Associations to promote thriving communities, and encourage Council staff to offer a helping hand through volunteering.
4. **Communication:** Making sure residents have the timely information they need and improving digital involvement to give more residents the opportunity to work with us.
5. **Continuity:** Using the successful Investment Group model for involvement where ideas are proposed by residents and decided by residents to demonstrate trust between officers and residents to make informed decisions.
6. **Keep listening:** Working to the recommendations of the Hackitt Report, the Independent Review of Building Regulations and Fire Safety, to make sure we are listening to what residents are telling us and acting on your feedback.

The aim of the draft strategy is to set out some of our ideas and vision for working with you in the future. To bring these to life more, we've developed an action plan to go with the strategy. We want the strategy to be as short and to the point as possible, so it's memorable to residents and officers alike.

To read the new strategy in full, please go to: <https://www.lbhf.gov.uk/housing/resident-involvement-0> or call 020 8753 6652 to receive a copy by email or post.

Tell us what you think by completing the online or postal survey



Our Resident Involvement Strategy 2019 to 2022

**Make your voice count –
no decision about you, without you**

DRAFT VERSION 5

Make Your Voice Count - No decision about you, without you

A few words from Cllr Lisa Homan

There's a great deal to celebrate about how Hammersmith and Fulham Council works in partnership with residents.

One of our core aims is to do things with residents and not to them. This is the responsibility of all officers – not just those working directly with residents. We want the voices of our residents to be heard even more clearly, to work with us to shape the services they use and protect the homes they live in. We're ambitious for our housing service. We've been working closely with residents to bring the repairs service back under Council management and control, to make sure the work of our contractors is monitored more closely to meet your expectations.

Involving residents who live in Council housing properties is part of the Council's wider commitment to supporting connected communities across the borough. We want to create a compassionate Council that delivers shared prosperity and opportunities for all. By hearing from more tenants and leaseholders we can work together to make these aims a reality.

One of the main findings from the Hackitt Report, the Independent Review of Building Regulations and Fire Safety, is the importance of landlords listening to their residents' voice and acting on what they are saying. This Resident Involvement Strategy promotes this fundamental principle of co-production.

I would like to thank the Housing Representatives Forum and Reading Group and all our residents who have helped shape the strategy. I look forward to continuing to work with you in the future.

Cllr Lisa Homan - Cabinet Member for Housing - Hammersmith & Fulham Council

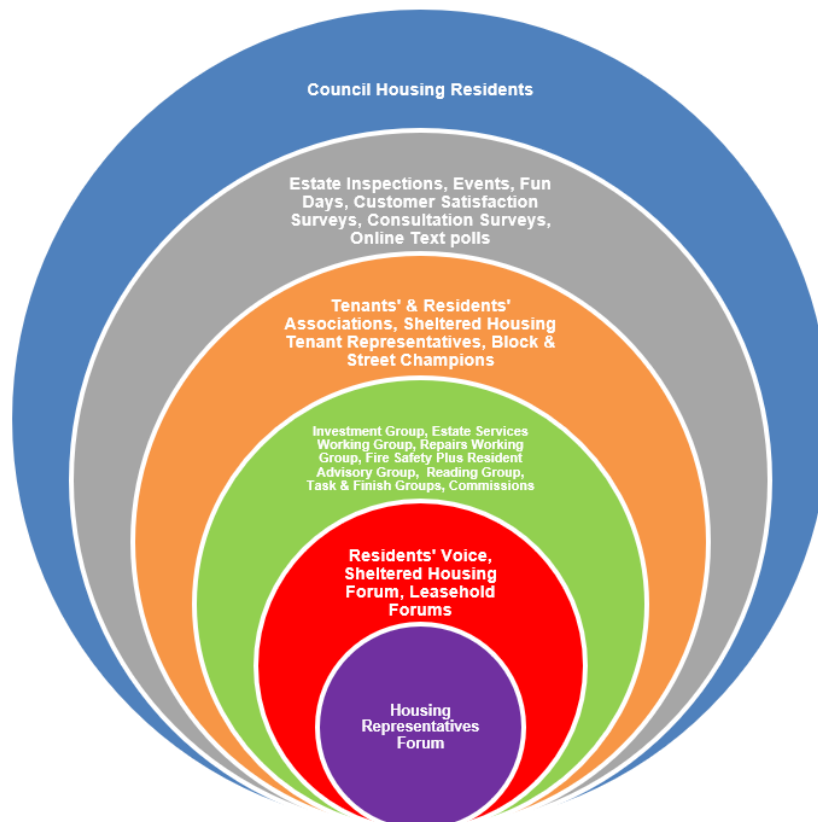
Introduction

This strategy is for everyone in Hammersmith and Fulham who lives in a Council housing property. This includes:

- Council tenants
- Sheltered housing tenants
- Resident leaseholders
- Private tenants of leaseholders

Resident involvement structure

We want to use this strategy to continue working in partnership with you to deliver your priorities in the following ways.



Key	
	Having a voice and making it count
	Participation
	Representation and community networks
	Service improvement and project delivery
	Recommendation setting
	Decision making and representation

This strategy builds on the achievements of the previous resident involvement strategy which ran from 2016 to 2018¹. It's been developed at a time of significant change for Hammersmith and Fulham Council. We're transforming how we run services and promoting new ways of working to deliver better results in a more financially efficient way.

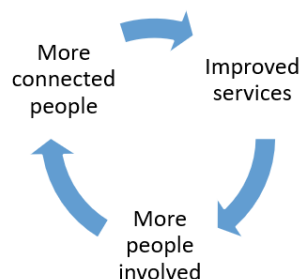
We recently launched our new repairs service, called H&F Maintenance, which puts control back with the Council and its residents. We also have a new Council-run customer service centre which is the single point of contact for residents wanting help with repairs issues. The Council has set up resident-led initiatives to look at issues that are important to residents. This includes the Defend Council Homes Unit, which has taken the lead in creating a new policy aiming to safeguard Council housing in the event of redevelopment proposals. The Council has also been working with residents through the Fire Safety Plus Residents Advisory Group (FRAG) which was set up after the Grenfell tragedy. This group works with officers to make sure all our homes are safe and to promote fire safety awareness.

We've worked with an organisation called Shared Intelligence to develop this strategy. They had detailed discussions with existing resident involvement groups and forums, Tenants' and Residents' Associations (TRA), Councillors, and Council officers. They also spoke to community groups who support Council housing residents on other issues such as family support or help for people with disabilities.

Shared Intelligence listened to:

- what is working well in resident involvement,
- what could be improved
- ideas about new ways the Council could increase resident involvement.

Where we want to be



We want to hear more resident voices by **doubling** the number of residents involved. We also want to help people get involved who better represent the **full diversity** of the borough. In doing this, we're looking to **connect** residents, enable better communication, share of best practice, and offer learning and support, so they can have a greater influence over housing. More residents, more diversity, and stronger networks will lead to a stronger resident voice in the improvements to and the delivery of housing services that **meet the needs** of all residents.

¹Resident Involvement Strategy 2016-2018

https://www.lbhf.gov.uk/sites/default/files/section_attachments/resident-involvement-strategy-2016-18-print.pdf

There are two types of action to achieve our goals.

Promoting a strong resident voice in housing service decision-making through resident involvement

We'll make sure every Council housing resident is aware of ways in which they can get involved, and every resident is supported to get involved in ways that suit their availability, their skills, and the level of commitment they are comfortable with.

Developing stronger more connected communities

We'll support residents and local groups who want to get involved or take action. Strengthening networks between individuals and groups using events, activities and community facilities.

Representation and participation

We know some residents want to help their communities by representing their neighbours; coming to meetings, holding the Council to account, and looking at details behind decisions. We know others want to help by rolling up their sleeves through practical participation like litter picking and community gardens. Our role is to enable residents to make a difference whichever type of involvement they choose.

People get involved because an issue is important and motivates them

We know that people often get involved in community or volunteering activities on issues which motivate them and where they can see an outcome. We also know that when the initial issue is dealt with some will go on to get involved in other things. Our role is to help people on their journey of involvement, supporting them with further training or networking with other experienced residents.

Tangible results give people a sense of achievement

For many people, co-production is most meaningful when they can see tangible results linked to their own involvement. Some people are willing to work with us long term, working on specific service areas. Our role is to keep residents updated and informed of the impact of their involvement.

Six important principles for involvement

You told us at the first Residents' Voice, the most important things to you are:

- Focusing on outcomes
- Working together
- Delivering more consistently
- Improving communication
- Ensuring continuity
- For us to keep listening

We need to:

- Talk about issues people feel are important to their lives and reflect the unique landlord and tenant relationship
- Use opportunities where residents are already engaged locally in their neighbourhoods to work with them on other areas
- Provide different ways to get involved, including developing better use of digital resources, such as skyping into meetings, social media, and platforms to connect conversations
- Create opportunities for people to see very practical results over short periods of time
- Sustain working with residents on more strategic goals over a longer period (like major changes in policy)
- Find out more about our residents' barriers to involvement, working more closely with the diverse communities across the borough

Key Priorities

7. **Focus on outcomes:** Encouraging the development of involvement that has a clear focus, is evidence driven, and where success and meeting objectives can be clearly defined.
8. **Work together:** Encouraging the sharing of knowledge and key successes within the borough, creating new opportunities for residents and community groups to work together for the greater good of all.
9. **Consistency:** Supporting residents to build their existing skills by looking at providing new ways to deliver traditional training. Also, supporting Tenants' & Residents' Associations to promote thriving communities, and encourage staff to offer a helping hand through volunteering.
10. **Communication:** Making sure residents have the timely information they need and improving digital involvement to give more residents the opportunity to work with us.
11. **Continuity:** Using the Investment Group model where ideas are proposed by residents and decided by residents to demonstrate trust between officers and residents to make informed decisions.
12. **Keep listening:** Working to the recommendations of the Hackitt Report to make sure we are listening to what residents are telling us and acting on feedback. We'll create new links to work with young people and new ways of representing your community.

An action plan for delivering these priorities

Priority	Action
Focus on outcomes	<p>We'll:</p> <ol style="list-style-type: none"> 1. Use the Housing Representatives Forum, Residents' Voice and data from the new repairs service and estate inspections to identify service areas where residents want to see change. 2. Make more use of task and finish groups and commissions. We'll work with residents to consider ideas such as Citizens' Assemblies.
Work together	<p>We'll:</p> <ol style="list-style-type: none"> 1. Increase the opportunities for TRAs to work together and encourage increased use of community halls and rooms for more activities to benefit residents and to work on the council's aim to reduce loneliness and isolation. 2. Use meetings and events led by Council teams outside the housing service to engage with residents, gain views, and promote involvement. 3. Form partnerships across the borough, including stronger links with Housing Associations, charities, funding organisations, and businesses.
Consistency	<p>We'll:</p> <ol style="list-style-type: none"> 1. Develop training sessions for those currently involved and those who want to be involved that focus on transferable skills for involvement, work and education 2. Encourage Council staff to use their annual volunteering allowance to benefit residents 3. Work with Tenants' and Residents' Associations to develop local agreements about how we work with them on specific areas.
Communication	<p>We'll:</p> <ol style="list-style-type: none"> 1. Make sure residents have the information they need to work with us to make decisions. 2. Explore other ways of sharing information and communicating for example social media to expand our avenues of communication. 3. Make sure we consult with you on important issues such as planned maintenance, new waste and recycling enclosures, or a proposal to install CCTV.
Continuity	<p>We'll:</p> <ol style="list-style-type: none"> 1. Look at expanding the Investment Group model of residents proposing ideas and then being responsible for agreeing ideas to include other community events and activities. 2. Make better use of customer feedback, complaints, and insights to inform service improvement in areas like the new repairs service and review of sheltered housing management
Keep listening	<p>We'll:</p> <ol style="list-style-type: none"> 1. Make sure that the recommendations from the Hackitt Report about the residents' voice are a part of daily housing operations. 2. Work hard to hear from more voices from a more diverse range of residents in the borough with the aim of doubling the size of our resident involvement database during the time of this strategy. 3. Work with you to establish Block and Street Champions, so we can hear from residents living in small blocks and street properties and other harder to reach communities. 4. Make links with local schools to establish a Voice of the Youth for Council housing communities, with representatives sitting on Housing Representatives Forum

Small steps to big change....

We already work with a committed group of residents who offer their time to help to improve housing services and support community representation. This strategy recognises and builds on their important contributions and aims to:

- Create opportunities to hear more voices
- Make it easier for residents to be involved in key decisions, give their feedback, and influence change
- Place greater accountability on officers to listen to and respond to residents' priority areas
- Develop new ways to feedback to residents about the impact on services following their involvement
- Create a greater sense of community where residents and officers take pride in Hammersmith and Fulham.

Written by Shared Intelligence, in collaboration with Hammersmith & Fulham Council residents, Councillors and officers.

LOVE WHERE YOU LIVE...ON TOUR
SMALL BLOCK, GAP SITES, AND STREET PROPERTIES SUMMER
ROADSHOW EVENTS

PRESENTED TO HRF ON 16/07/19

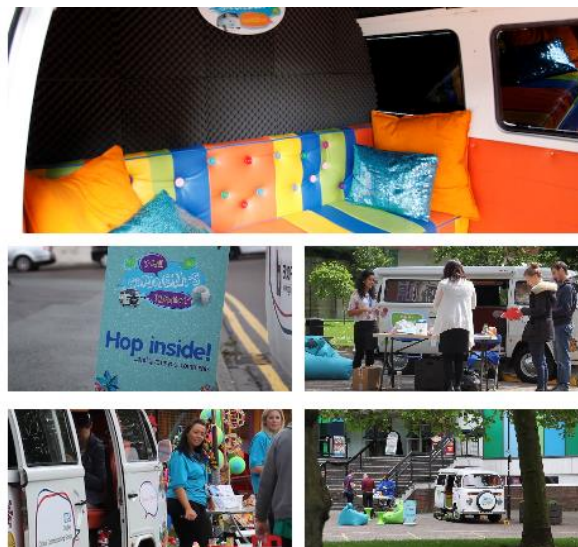
1. Scope & Vision:

- Deliver 15 localised roadshow events throughout the summer to engage with residents from small blocks, gap sites, and street properties.
- Bring residents from small blocks, gap sites, and street properties more into the conversation with us on service improvements and supporting their communities.
- Sign people up to stay in touch online through the @Home e-newsletter, Nextdoor, and the new app for reporting caretaking and grounds maintenance issues.
- Sign people up to be small block, gap sites, and street property representatives at the Housing Representatives Forum.
- Promote the work of the Economy Department in partnership with London Fire Brigade around fire safety and compliance .
- Have a representative from the DLO and relevant repairs contractor on hand.
- Promote and encourage recycling.

2. What:

• **Love Where You Live...On Tour**

Following on from our successful programme of 19 summer events in 2017, we're proposing to use a tour bus to visit small blocks, gap sites, and street properties. We'll park up, open the bus, put out an awning and set up our stalls.



We'll be offering light refreshments and activities for the kids such as face painting and balloon modelling. We've also invited Dr Bike again, as this proved popular in 2017.

3. When:

- Over a four-week period between Saturday 27 July – Tuesday 20 August 2019
- Across six separate days we'd visit 2-3 locations per day
- The Resident Involvement Team will then set aside two weeks after the last event to make sure all follow up work and contacts are completed.

4. Where:

Saturday 27 July 2019

- Wormholt Estate, at Orwell, Hayter and Wengham (W12 0RP), 12-2pm
- Aldine Court (W12 8AL), 3.30-5.30pm

Tuesday 6 August 2019

- Malvern Court (W12 9AL), 11.30-1.30pm
- The Grange (W12 9PD), 3-5pm
- Chisholm Court (W6 9AY), 6-8pm

Saturday 10 August 2019

- Barton House (SW6 2PD), 12-2pm
- Pearscroft (SW6 2BB), 3.30-5.30pm

Tuesday 13 August 2019

- Ethel Rankin (SW6 4JH), 11.30-1.30pm
- Richard Knight House (SW6 4AY), 3-5pm
- Milshott Close (SW6 6PQ), 6-8pm

Saturday 17 August 2019

- Netherwood Road (W14 0BJ), 12-2pm
- Frithville Gardens (W12 7JH), 3.30-5.30pm

Tuesday 20 August 2019

- Lintaine Close (W6 8QA), 11.30-1.30pm
- Walham Green (SW6 2DE), 3-5pm
- Wyfold Road (SW6 7QX), 6-8pm

We've aimed for an equal split of locations between the North and South of the borough and residents from surrounding sheltered housing schemes will be invited to attend.

For each event we've developed a catchment area of street properties and small blocks to make sure that all residents are invited to attend one event. We'll send a flyer to all council housing residents in the area that will also have details of the other local events happening on the same day.

To encourage the best turnout possible, we'll be door knocking in the area up to 2 hours before each event and posting reminder flyers through people's doors.

5. Who:

- Resident Involvement Team
- DLO and repairs contractor representatives
- Estate Services representative
- Fire Brigade (*subject to availability*)
- Dr Bike (*subject to availability*)
- Waste Action Team (*subject to availability*)
- Ward councillors will be invited to attend

Daniel Miller, Resident Involvement & Service Improvement Manager

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Apprenticeships Frequently Asked Questions for Residents

Hammersmith & Fulham Council's Apprenticeship Programme provides the opportunity for local residents to undertake formal training alongside a relevant job role in the council. Our apprenticeship programme will give you the chance to gain essential experience by increasing your knowledge, skills and abilities through flexible learning within your job role.

Q. What is an apprenticeship?

A. An apprenticeship is a genuine job with an accompanying training course that will teach you the skills, knowledge and behaviours that are needed for this job role. It is a way for you to earn new, valuable skills and knowledge that you will be able to use in all sectors. You will gain this through a wide mix of learning in the workplace, formal off-the-job training and the opportunity to practise new skills in a real work environment; you will be allocated 20% guaranteed study time to work towards the formal training course.

Q. What is meant by '20% guaranteed study time'?

A. Anyone undertaking an apprenticeship is entitled to 20% off the job training; this means that 20% of their contracted working hours will be spent on completing assignments for their relevant training course per week. This 'off the job' training may take the form of one day per week at college or university or completing online learning at their desk or shadowing another member of staff to name a few examples. The purpose is to give you enough time away from your day-to-day work tasks to focus on and complete the apprenticeship course. You and your manager will be expected to decide to balance your work responsibilities with this 20%-time commitment for learning.

Q. Who will deliver this training?

A. Training will be delivered by Government approved apprenticeship training providers contracted by the Council. Where possible, the Council will strive to get training providers that are local, accessible and provide high quality training.

Q. How is training delivered?

A. This will depend on the type of course (i.e. how much of a practical element is involved), what the training provider can offer and the preferences of the learner/employer. A range of different learning options are available, including online, classroom and practical learning. Training can take place at the apprentice's workplace, at the provider's location or a combination of both.

Q. Who are apprenticeships open to?

A. The council's apprenticeship scheme is open to all Hammersmith & Fulham residents who are looking for an opportunity to develop. There is no longer an age limit on apprenticeships, so any person of any age can do an apprenticeship.

Q. How long is an apprenticeship for? What qualification levels can apprenticeships be in now?

A. The duration of an apprenticeship depends on the length of the associated training course but can range from 12 months to 5 years. Apprenticeships now range from Level 2 (GCSE equivalent) to Level 7 (Master's degree equivalent) therefore in most cases; the more complex the course, the longer the duration. However, the typical apprenticeship course duration is 18 – 24 months.

Q. Is there any charges for doing an apprenticeship?

A. No as all apprenticeship training is paid for by the Council from a co-funded government training account. You will not have to pay back the money of your course if you were unable to complete the course or were to leave the council at present.

Q. Can apprenticeships work part-time?

A. The time commitment for apprenticeships will be 20% of your weekly contracted hours, regardless of whether you are full- or part-time. However, completing an apprenticeship part-time will extend the total duration of the course. It will be up to the discretion of the training provider as to whether they can accommodate part-time learners therefore we cannot guarantee that all apprenticeships can be done part time.

Q. Are there any assessments or tests?

A. Yes, each course will require the learner to pass an End Point Assessment (EPA) at the end of their apprenticeship to prove they have met the requirements of the course and to potentially gain a formal qualification. The details of the EPA will be provided by the training provider, and you will be made aware of the requirements.

In addition, some apprenticeships courses will require you to have certain qualifications or pass a test upon entry to ensure you have the relevant knowledge or skills to complete the apprenticeship course.

Q. Will I get paid?

A. All Hammersmith and Fulham apprentices are paid the London Living Wage of £19,806 per year which is the equivalent of £10.55 per hour.

Q. Will I get a job afterwards?

There is no guarantee of a job following your apprenticeship however, we will try and retain as many apprentices as possible and in the worst-case scenario, we will give you the preparation and tools to find employment if we are unable to find position for you within the council.

Q. How do I apply?

A. If you are interested in doing an apprenticeship with the council, you should initially consider which course and level of qualification is best suited to your career aspirations and prior education level. You can then look on our council website for also sign up to our Talent Community at <https://careers.newjob.org.uk/LBHF> so we can keep you up to date with the latest apprenticeship opportunities that match your interests.

Q. How many days will I work each week?

A. In most instances, you will be required to work full time which is 4-5 days per week depending on whether you will be required to attend a college to complete the qualification as part of your 20% off the job training. The council will try and offer part-time apprenticeships when possible and operate a flexible working policy.

Q. What areas can I do an apprenticeship in?

A. There are over 450 apprenticeship courses available ranging in a wide variety of areas which include:

Agriculture, environmental and animal care	Business and administration
Care services	Catering and hospitality
Construction	Creative and design
Digital	Education and childcare
Engineering and manufacturing	Hair and beauty
Health and science	Legal, finance and accounting
Protective services	Sales, marketing and procurement
Transport and logistics	

Q. Do I get holidays as an Apprentice?

A. Our council apprentices get 23 paid days off a year which doesn't include bank holidays.

Q. How can I find out more on Apprenticeships?

A. Please contact us at Apprenticeships@lbhf.gov.uk and we will try to support you in finding the right apprenticeship role for you.

AGENDA ITEM 8 - HOUSING REPRESENTATIVES FORUM FORWARD PLAN JULY – NOVEMBER 2019

PRESENTED AT THE HOUSING REPRESENTATIVES FORUM ON 16 JULY 2018

This below is the outline HRF forward plan for 2019 that will continue to develop as discussions and decisions take place at meetings, and with feedback and agreement from the elected Chair and Vice Chair.

Please regularly review this document and let us know if there are any items that you would like to be added to future meeting agendas, or if there are any areas that you would prefer the forum not to cover at meetings that are already proposed on the forward plan.

16/07/19, 11am

Subject Area	Suggested by:	Timings & Format (written for information, verbal update, presentation)	Agreed with Chair	Report/ Presentation Owner	Senior Manager
S = Standing Item	<ul style="list-style-type: none"> • Residents • Officers • Cllrs 				
Defend Council Homes Unit (S)	Residents	10 mins, Verbal update	Standing item	Defend Council Homes Unit	Mark Meehan
Capital Programme Update	Officers	20 mins, presentation	Agreed	Kurtis Lee	David McNulty
Resident Involvement Strategy 2019-2022	Officers	10 mins, presentation	Agreed	Daniel Miller	Mark Meehan
Defend Council Homes Unit	Residents	10 mins, Verbal update	Standing item	Defend Council Homes Unit	Mark Meehan
Apprenticeship Opportunities in the borough	Officers	15 mins, Verbal update	Agreed	Jack Biggs	
Out of School Settings	Officers	15 mins, Verbal update	Agreed	Sam Lord	
Housing Strategy	Officers	Written update	Agreed	Lubab Labab	David Burns
Caretaking	Residents	15 mins, Verbal update	Agreed	Aylene Henry	Fiona Darby

17/09/19, 7pm

Subject Area S = Standing Item	Suggested by: <ul style="list-style-type: none"> • Residents • Officers • Cllrs 	Timings & Format (written for information, verbal update, presentation)	Agreed with Chair	Report/ Presentation Owner	Senior Manager
Defend Council Homes Unit (S)	Residents	10 mins, Verbal update	Standing item	Defend Council Homes Unit	Mark Meehan
New Repairs Service (S)	Officers	20 mins, presentation	Agreed	Mark Meehan	Mark Meehan
Fire Safety Plus Advisory Group (FRAG) (S)	Residents	15 mins, presentation	For Agreement	Colette Prior	Daniel Miller
Monthly Performance scorecard (S)	Officers	Written update	Standing item	Shaun Dunleavy	David McNulty
Waste and Recycling Update – No Place for Plastic	Officers	10 mins, Verbal update	For agreement	Samantha Gibbons	
Complaints Update on the new Customer Resolution Centre	Residents	20 mins, presentation	For Agreement	Cate Evans	Fiona Darby
Resident Involvement Strategy (sign off)	Officers	10 mins, Verbal update	For Agreement	Daniel Miller	Fiona Darby
Feedback from Summer Events	Officers	10 mins, Verbal update	For Agreement	Daniel Miller	Fiona Darby

19/11/19, 11am

Subject Area S = Standing Item	Suggested by: <ul style="list-style-type: none">ResidentsOfficersCLIs	Timings & Format (written for information, verbal update, presentation)	Agreed with Chair	Report/ Presentation Owner	Senior Manager
New Repairs Service (S)	Officers	20 mins, presentation	Agreed	Mark Meehan	Mark Meehan
Annual General Meeting (Terms of reference, annual report, dates for 2020)	Officers	10 mins, presentation	Agreed	Daniel Miller	Mark Meehan
Fire Safety Plus Advisory Group (FRAG) (S)	Residents	Written update/Surgery	Standing item	Colette Prior	Daniel Miller

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