



EASY READ VERSION

Resident Participation and Consultation Strategy



Residents are central to the work of the Housing and Regeneration Department and are best placed to tell us what works well and what could work better.





Review of Participation Structures

In 2019, in response to the Social Housing Green Paper, the council embarked on a full-scale review of its participation structures in partnership with a residents' working group (RWG).

The RWG met five times and discussed the formal and informal engagement structures, the council also spoke to the wider resident population to get their views on the participation structures.

Formal Participation

This is how the council formally consults with its residents and is a key element of the council's participation structure. Formal participation enables residents to scrutinise decisions affecting their housing and the department's performance.

- Residents' Associations (RA)
- Area Housing Panel (AHP)
- Borough Residents' Forum (BRF)
- Sheltered Residents' Association Focus Group
- Co-operatives/ Resident Management Organisations
- Small Improvement Budget (SIB)
- RA Conference and Training Opportunities



We will:

Continue to **support the RAs** and encourage new RAs

Continue to **promote SIBs**

Set up an annual poll to allow members of the BRF to vote on topics to be considered by the BRF during the year

Update our constitutions and memberships for formal structures

Establish **training programme** for accredited RAs

Organise an **RA conference**

Update **performance reports** in line with recommendations from the RWG

Informal Participation

This is how residents can get involved in an informal and ad hoc way. The council acknowledges the need to improve the informal methods of participation to ensure residents can engage at their level of choosing.

- Focus Groups
- Readers Panels
- Housing Community Champions (HCCs)
- Participation Registers

If you would like to get in touch then please contact your Resident Participation Officer.



We will:

Carry out **two focus groups** per year

Set up a new readers panel to review publications, including the housing webpages and the RA handbook

Review the **HCC scheme**

Set up a **participation register**

Consider the feasibility of **mystery shopper** exercises



Engaging with Wider Community

The council is committed to engaging with the wider resident population, and ensuring that all residents have the opportunity to get involved should they wish to.

Being able to consider the views of a wide range of residents is important in shaping services that meet a full range of needs.

- Housing Link Survey
- Community Gardens
- Chelsea Kicks
 - for older residents
 - for young residents
- Involvement in Local Community Events
- Regeneration Festivals
- Partnership working

For more information on how to engage with your community please either see the website and the full strategy.

We will:

Continue to **encourage engagement**

Review the **Housing Link programme** with a focus on moving towards transactional surveys

Work with **Chelsea Football Club** to continue and **expand programmes**

Continue to **support older residents** with activities within sheltered housing schemes

Continue to reward participation and **explore options available** such as point-based systems and access to leisure facilities

Review the **publicity of participation**

Continue to **work with partner organisations** to facilitate events

Encourage use of **community gardens**

Update performance reports in line with recommendations from the RWG





Consultation Arrangements

The Housing and Regeneration Department has various consultation arrangements that are separate to its participation structure as they require bespoke approaches to meeting best practice and statutory requirements.

- Major Works Consultations
- Regeneration Consultation
 - Council-led Development Consultation
 - Online Consultations

We will:

Set up a **regular piece in Homelife** to notify residents of major works schemes

Review literature in relation to major works consultations

Continue to ensure that affected **residents** are at the **heart of planning decisions**

Continue to meet the **statutory obligations** to consult, **utilising a range of consultation mechanisms** to engage all affected residents



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