

## **CRESSINGHAM DESIGN FORUM: CRESSINGHAM GARDENS ESTATE**

# **TERMS OF REFERENCE**

## **1. Purpose of the Design Forum**

The Design Forum is an important part of how the Key Guarantee commitment to involved residents in the design of their new estates will be fulfilled. This forum is a group of residents who are able to meet to discuss the plans in advance of them being made widely available to the whole estate. All reasonable efforts will be made to ensure that the make-up of the forum is in line with the estate as a whole. This forum is intended to be the meeting in which resident are able to filter any feedback or comment the wider estate has on the plans for the estate and to be a testing ground for presentation material and communication methods for the wider consultation process.

## **2. Objectives of the Design Forum**

The Design Forum objectives are as follows:

- 1) A forum in which the Design Team and council present information to residents on the progress being made with plans for the rebuilt estate
  
- 2) To empower residents to have their say on the plans for the future of the estate and encourage them to take part in a constructive dialogue on the proposals
  
- 3) To clearly identify how residents can influence the engagement process as well as the overall plans for the estate
  
- 4) To act as a sounding board for the Design Team and council so they can understand issues from a residents' perspective and maintain communication between residents on the estate and the Design Team
  
- 5) To provide feedback and where possible documented feedback from a resident perspective regarding the proposals and engagement activities
  
- 6) To provide a meeting in which the plans can be scrutinised by residents; testing whether certain approaches to the plans; events and presentation materials are appropriate for the wider estate



- 7) To ensure the rights of the different groups of residents on the estate are considered
  
- 8) To highlight issues and sensitivities arising from a resident's perspective
  
- 9) To provide comment on draft designs for the estate alongside these being presented to the wider community

**The Design Forum is not a decision-making body within the council structure or the Design Team. Nevertheless, the forum has an important role to play in providing residents feedback on the plans for the estate as well as shaping the way in which the Design Team consults with the community. The intention is for the Design Forum to be a mechanism through which the Design Team are able to inform residents, involve them in the design process and enable them to influence the outcome.**

It should be noted that, whilst individual members of the Design Forum may not always agree with the council decisions to regenerate the estate, the role of the Design Forum is to influence and provide input into the emerging plans for the estate.

The Design Forum should be a positive environment, where a constructive dialogue takes place and all those in attendance are encouraged to participate at meetings. This does not preclude members from disagreeing with issues, but it does require discussion (particularly challenging issues) to be conducted in a manner that allows all attendees to feel comfortable to express their views.

## APPENDIX 1

# MEMBERSHIP & ROLES

## 1. Membership of the Design Forum

This should reflect the different interests on the estate as possible. On that basis, the following principles should apply:

- a. The Chair of the Design Forum will be a member of the Design Team
- b. Membership should be reflective of the different groups living on the estate (tenant, resident leaseholders and resident freeholders)
- c. The Design Forum will consist of Councillors and council officers, including officers from the estate regeneration team and members of the Design Team
- d. If the Design Forum identify issues of particular interest that require additional discussion / work the Design Forum may form sub-groups, with all the interests from the Design Forum represented. These sub-groups should be formed in agreement with all members of the Design Forum and function under the same guidance set out in the Terms of Reference.
- e. Other attendees will be invited to participate in Design Forum meetings from time-to-time, including consultants working for the council, other local stakeholders and external advisors in order to make meetings productive and informative for members. Invitations for other attendees should be agreed with Design Forum members at a prior meeting and the intended attendees should be noted on any agenda prior to the meeting.
- f. Design Forum members may nominate a stand-in for themselves, on the following conditions:
  - i. They notify the Chair and those administering the Design Forum at least a week in advance of a meeting;

- ii. They notify their stand-in of this Terms of Reference and Code of Conduct; and
- iii. Any breach of the Terms of Reference and Code of Conduct by the stand-in will reflect on both individuals and their place on the Design Forum moving forward

## **2. Role and Responsibility of the Chair and Design Forum Members**

### **2.1 The Role and Responsibility of the Chair are as follows:**

- a. To act in an open and impartial manner, ensuring that the principles of the Code of Conduct (Appendix 2) are met at all times
- b. To ensure the meetings are organised for the day chosen by the Design Forum at the previous meeting
- c. To be involved in the preparation of the Minutes and the Agenda for the next meeting
- d. To conduct the business of the meeting in a fair, open and transparent manner and to encourage a forum that allows all members to speak without criticism or judgement
- e. As appropriate, to liaise with Council officers to ensure the Design Forum meetings are able to function and meet the overall purpose of the project
- f. To ensure that members of the Design Forum keep to an agenda and only consider new items if they are deemed to be urgent
- g. To ensure all the actions and resolutions agreed during the meeting are fulfilled inside the given period of time. (Where this hasn't been possible formal notification and reasons have to be given for any delay)



- h. To ensure all the documents requested are provided to the Design Forum in the agreed timeframe
- i. Wherever possible, to ensure that each discussion has an end-point – whether it be a resolution; a commitment to undertake; or a deferral to a subsequent meeting; or the like
- j. To ensure the meeting runs to time and to provide a reasonable amount of time for the discussion of items identified on the agenda (generally 10 to 15 minutes per item)
- k. To extend the meeting time if important subjects are still being considered or have yet not being discussed, subject to representation from different interests being available
- l. To allow speakers to read reports, address matters arising, or new business in full, without interjection from the floor, unless otherwise sought by the speaker.

**2.2 The Role and Responsibility of the Design Forum members are as follows:**

- a. To allow speakers to read reports, address matters arising, or new business in full, without interjection from the floor, unless otherwise sought by the speaker.
- b. To attend or to nominate another to attend (see nomination criteria above) the Design Forum group meetings and associated meetings as agreed by the Design Forum, where failure to attend three Design Forum meetings in a row may result in membership being withdrawn and invitations for a replacement member to be requested.
- c. To represent the Design Forum on other bodies as agreed by the Design Forum.



- d. To act as impartial and objective resident representatives, recognising that those who they represent will not all be in the same circumstances nor be of the same opinion.
  
- e. To feedback to other residents, presenting factual and accurate information.

### **3. Organisation and Administration of Meetings**

The organisation and administration of the meetings will be carried out by the Design Team.

The Design Team will:

Before the meeting:

- a. Make sure the meeting has a clear purpose/aim and arrange the meeting at a time that is convenient to as many people as possible.
  
- b. Organise the meeting on the day the Design Forum has agreed and liaise with the Chair to prepare the Agenda and notes of outcomes.
  
- c. Give suitable period of notice and inform people of the agenda.
  
- d. Arrange a comfortable, accessible venue.
  
- e. Try not to change the date, but advise everyone if a change is necessary.
  
- f. To provide refreshments, if required.

At the meeting:

- a. Help to make sure the meeting is chaired properly and advise attendees of ground rules, the code of conduct or rules for meetings. Record outcomes of the meeting, ensuring in particular that the following are recorded:

- i. Design Forum-wide observations or where there is no agreement setting out the different opinions;
- ii. agreed actions;
- iii. agreed recommendations.
- iv. Record important questions and answers.
- v. Provide documents requested by the Design Forum within a 14 day timeframe. Where this will not be possible, the Council and/or Residents should explain why.
- vi. Agree a date and time for the next meeting.

After the meeting:

- a. The Design Team will take notes of the meeting recording the general Design Forum positions, outcome and agreed action points – these are not a verbatim record of the meeting and but will recall relevant points of a discussion, statements and, information exchanged. The outcomes recorded by the Design Team must be agreed at the next Design Forum meeting. Circulate draft outcome bullet points to everyone who attended within agreed timescales and make them available to other Design Forum members who did not attend.
- b. Review how the meeting went and raise any issues and concerns to members.
- c. Consider items to be discussed at future meetings.

Once the outcomes of the meetings have been approved by the Design Forum at a subsequent meeting, then they will be publicised and posted on the project website at: <http://estateregeneration.lambeth.gov.uk/cressingham>

#### **4. Training of Design Forum Members**

The Design Team will also identify with the Residents what skills Design Forum members would like to develop to enable them to contribute better to Design Forum meetings and help to make this happen, whether it be through training, mentoring, shadowing or on-going support to build their capacity.

## APPENDIX 2

### CODE OF CONDUCT

A Code of Conduct has been developed under the Lambeth Residents Compact, which details the standards expected of residents, officers, councillors and anyone else that attends meetings or otherwise take part in resident involvement. All members of the Design Forum have the right to be treated fairly and respectfully at all times, free from any kind of bullying, harassment or aggressive behaviour which will not be tolerated.

The Code of Conduct is as follows:

Attendees MUST:

- a. attend Design Forum meetings where possible or nominate a stand-in;
- b. act in a courteous manner, maintain a balance of mutual respect and act in a way that is fair and unbiased;
- c. ensure that other attendees can take part without interruption or intimidation and treat all other group members equally;
- d. ensure that no discrimination of any kind takes place;
- e. Use any knowledge gained on the Design Forum towards educating wider residents on the estate on the plans;
- f. be clear and honest about whether they are giving a personal view or the views of the organisation or wider group that they represent; and
- g. declare any conflicts of interest.

Attendees MUST NOT:

- a. act or speak in a way that may be perceived as bullying, abusive or derogatory;
- b. discuss identifiable individuals, individual circumstances or disclose confidential information regarding individual and/or personal cases;
- c. prevent anyone getting information that they are entitled to;
- d. attempt to dominate the meetings for their purpose or the purpose of other groups or organisations they are representing;
- e. seek to unduly influence or lobby other Design Forum members views outside meetings;
- f. speak or write on behalf of the Design Forum without the prior agreement of the group;
- g. any correspondence sent on behalf of the Design Forum should be agreed in advance by the Design Forum and copies provided to all Design Forum members; and

- h. make audio and visual recordings of meetings without the consent of all present

Failure to work within the principles of the Code of Conduct is considered under item 2 below.

In addition to the above, Design Forum members MUST:

- a. adhere to Councils commitment to equality and diversity; and
- b. not attribute (verbally, in writing or on social media) the specific comments made by members to any others outside the Design Forum, other than those comments that are formally recorded in the official minutes of the meeting.

## **Raising Issues and Concerns**

Below is a process by which concerns can be considered if a Design Forum member's behaviour has compromised the principles of the Code of Conduct - above.

- a. In the first instance, it is recommended that any cause for concern is raised informally and verbally with the Chair and/or Council officers (or Councillor, as appropriate).
- b. The complainant can then raise the concern/complaint in writing, outlining the reasons and examples of the basis of the issue.
- c. The written concern or complaint is then formally presented to the Chair and Council officers.
- d. The Chair and/or Council officers will discuss the issue with the individual(s), against whom the complaint is made, in order to reach a resolution.
- e. If it is not possible to reach a resolution the individual may be asked to resign from the Design Forum.
- f. The Design Forum will be asked to consider withdrawal of membership

## APPENDIX 3

# COMPOSITION & PROTOCOL

### Design Forum Composition:

All reasonable efforts will be made to ensure that the make-up of the forum is in line with the estate as a whole. To that end below is the guide composition which will be aimed for:

- Chair – Design Team member
- Design Team / consultants
- 7 Resident Tenants
- 2 Resident Leaseholders
- 1 Freeholder
- 1 Registered community group representative
- Ward Councillors
- Council Officers

Residents participation should be from across the estate and membership of the Design Forum should be reflective of the different groups living on the estate (i.e. tenants, leaseholders and freeholders) – wherever possible the Design Forum should encourage participation from at least 1 resident from each block across the estate.

Residents interested in participating in the Design Forum should register their interest in writing to the Resident Engagement Lead within the Design Team. The Design Team will then allocate places on the Design Forum to ensure the membership is reflective of the different interests across the estate both in tenure type and block.

Each resident will have a pool of substitutes who they can nominate, if a representative cannot attend the meeting. The pools of substitutes are:

- 3 Tenants substitute reps
- 1 Leaseholder rep
- 1 Freeholder rep



**Communications Protocol:**

**Agenda:**

- Agenda items to have timed slots that are adhered to as closely as possible.
- Separate action sheet to be completed at each meeting.
- Action point completion time frame to be agreed by all members at the end of each meeting.

**Minutes:**

- Draft outcomes to be emailed out at least two weeks before the meeting to allow for any changes to be amended ahead of the meeting.
- Corrections made at the next meeting will be carried forward and notes in the minutes produced for the following meeting.
- Response Times from Council Staff and Residents:
- Email: Aim to acknowledge correspondence within two working days and respond fully within ten working days.
- Letter: Aim to acknowledge correspondence within two working days and respond fully within ten working days.
- Phone: Return phone calls within two working days.
- Text: Aim to acknowledge correspondence within two working days and respond fully within ten working days.

Name	Signature	Position / Organisation (Chair/Member/Tenant Rep/ Leaseholder/Officer/Other	Contact Tel No.	Contact Email.	Date




