

Engagement and Communication Group Meeting – 26 July 2017 at the Day Centre

1. Attendees:

Cllr Luke Murphy, Fiona Cliffe, Mutoka Namakambo, Helen Redd, Peter Culley, Rosemary Porter, Angela Masters

2. Scope of Work for the group

- FC explained the purpose and scope of work for the group of the rebuilding of Central Hill. As part of the Cabinet approval The Resident Engagement Panel has proven to be a useful forum for the council to engage with residents. Moving forward into master planning, the council is keen to ensure that the engagement processes and structures with residents are wider and deeper, involving as many residents as possible. Working with all residents and the Independent Advisers to explore options for how better to achieve these aims for increased resident involvement.
- The E&C group will also be looking at the socio-economic beyond construction benefits. The equalities and impact assessment from cabinet was to ensure all residents especially hard to reach residents are engaged though not everyone will be interested.
- The Engagement and Communication group will provide feedback on processes i.e. transfers, buyback, etc. An analysis of the transfers/buybacks will be carried out to show a picture of residents movement. The group will look at how to engage with various groups on the estate, older residents, young people, etc and have different projects for the various groups. The Housing Needs survey that is due to take place in early autumn will provide a picture of the various groups on the estate.
- A representation of tenants and leaseholders will be represented on the estate. A member from each of the groups, the Engagement and Communication group and Design group will then be nominated by the group to the Project Team. Resident engagement to have a wide range of residents. The Project Team will overview the two groups.

3. Engagement & Communication Group

- The chair of the group will be made at the next meeting.
- Each member of the group will have to sign up to the terms of reference and conduct of conduct. This is to ensure everyone is working towards a shared goal and objectives.
- There was a general feeling that most residents are waiting to see what will happen on the estate and until actual development begins on the estate it may difficult for some residents to see the future of the estate.

- To encourage attendance, block by block meetings should be held. Using various methods tools and methods, i.e. drop-in sessions, tea clubs, digital, door knocking.
- A fun day (BBQ) is currently being planned outside the Resources Centre late summer before school reopens.
- The Regeneration team are also looking at locating to the Resources Centre to have more of a presence away from the housing office.
- On demand buy-backs will start once confirmed that there is no JR in place and only priority cases are being process at present.

4. Housing Needs Survey (HNS)

- As the Council moves forward with the regeneration programme, the regeneration team will start looking to conduct housing needs surveys with everyone on the estate. The Key guarantees give all secure tenants and homeowners the right to be involved in shaping the master plan. The purpose of the HNS is to have accurate and up to date information of residents on the estate and to help shape the design the new homes. The HNS will inform the number of residents that wish to remain on the estate, move away from the estate and have the option to come back and those who are looking to move away from the estate permanently.
- The surveys will be carried out on a laptop/electronic device.
- It was suggested that the introduction letter that would be sent to residents prior to the home visit should include the reasons why the HNS are being carried out, i.e. to assist in the design of the new homes. The letter will also include documents that residents would need to provide at the visit which are IDs and proof of residency.
- A discussion followed on the number of surveys being carried out by the Council and it seem some of the information is not updated.
- It was suggested that existing resident information should be uploaded already.
- Currently a lot of residents are placing themselves on the transfer list and part of this is the frustration at the condition of their current home. A discussion followed about why lots of tenants are wanting to move away from the estate and part of the reason is misinformation to tenants. It was agreed that more clear information should be sent to residents via newsletter not only about the regeneration but Council and local community news. For example, the local library has opened and this is the kind of information that could be included in newsletters.

Development Management Team – up-date

- Exhibitions and interviews were carried out in June. Residents were on the interview panel. It is likely that the DMT will be appointed in Autumn. PC who was part of the interview commended how well the interview process was, useful in talking to the DMT and getting ideas of

how they envisaged working on the regeneration. “It was a good experience being on the interview panel and getting a chance to question them about various aspects of the regeneration, how they will work with residents”

5. Maximising Resident Engagement

- A discussion followed on how to reach the hard to reach residents. It was recognised that they are various residents on the estate with language barriers though they was not a predominate nationality. It was also agreed that reaching the young people on the estate is quite difficult so a project that appealed to their interests to engage with them i.e. media, creative, gaming but in order to find out it would good to actually engage with them first.
- It was suggested that monthly newsletter should be sent out. Even though they may not be regeneration information to provide but other local news can be included. The newsletter should be two pages and be brighter to attract residents to read them and copies left in the housing office

Newsletter

- Newsletters should be sent out monthly.
- Current updates on transfers and buybacks should be included.
- Local news and what is up coming up on the regeneration should be included. Residents should be notified that they don't have to move straight away from the estate even if they wish to move away from the estate permanently.
- Suggested that a visit could be arranged to look at some new build.
- An A5 card could also be produced to include key details of the regeneration that people can call, refer to instead of getting mis-information.
- It was also suggested that the housing officer for Central Hill's contact details could be included.
- Helen Hayes will be carrying out her surgeries on the estate every 2 months with details to be included in the newsletter.

Transfers and Buybacks progress

- They have been no secure lettings since cabinet decision was made in March 2017.
- 3 buybacks have been completed and 5 are being processed.
- 8 voids, and 16 tenants are in the process of moving.
- Voids will be used for short term lets on a licence agreement for temporary accommodation can later be rented at market rent or sub-market to help with interest payments on the buybacks through Homes for Lambeth.

They were suggestions on how to reach the various groups on the estate;

- Older people – coffee mornings
- Young mums – crèche
- Teenagers /young people - Finding out what the kids are looking up to.
 - Activities relating to social media
 - Arts, creative activities, sports.

To maximise attendance;

- Some meetings should be held on Saturdays. Have drop-in sessions where residents can drop in.
- Posters should be put in key locations i.e. exits and entrances to the estate, bin areas,
- Speaking to the library to combine activities or organise activities held at the library.
- Positive messages to be included in newsletters
- Newsletter should be 2 pages only and be more colourful to attract residents to read them.

6. AOB

- Bi-monthly meetings
- Next meeting should to be held when DMT are appointed.