



Resident Participation and Consultation Strategy 2024-2029







Easy read version



Learn more about resident participation and how you can join in.



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Review of Participation Structures



The strategy is a plan of how residents can get involved in improving where they live.



The Council wants to make it easy for residents to participate.



In 2023 the number of ways residents could get involved was increased.



Tenants and leaseholders said they would like to be involved in choosing the participation routes for residents.

Formal Participation

The formal participation routes usually involve forming a group of residents to ask questions about how the Council manages its housing.

Residents can:

- Work with the Council to resolve local issue or concerns
- Make decisions about the management and maintenance of their block or estate
- Influence the housing services provided by the Council
- Be kept up to date about their community
- Organise community events
- Access different types of funds for estate, block and community improvements



Formal participation groups include:

Residents' Associations (RA)

A residents' association (RA) is a group of residents from a block, estate, neighbourhood or sheltered scheme.

RAs work with the Council to resolve local issues or concerns and they can apply for funding to make improvements to their block or estate (see Small Improvement Budgets on page 6).



Area Housing Panel (AHP)

Area Housing Panels (AHPs) are made up of two nominated residents from each RA in four different parts of the Borough.

The four areas that housing teams work in are: Central, Eastern, Southern and Western.

AHPs are held four times a year and residents can raise issues about the management of their estate/block.



Borough Residents' Forum (BRF)

The Borough Residents' Forum (BRF) is elected from the Area Housing Panels (AHPs) and from the Sheltered Residents' Association Focus Group.

The BRF attends meetings in the Town Hall to look at how the Council is performing and reviews any new policies being proposed.



Sheltered Residents' Association Focus Group

The Sheltered Residents Focus Group is very similar to the Area Housing Panels but made up of Residents' Associations and representatives from accredited sheltered housing RAs.



Co-operatives / Resident Management Organisations (RMO)

Resident Management Organisations, sometimes called Co-operatives, give residents more control running their homes.

They are resident-led organisations and are responsible for maintenance, repairs and managing antisocial behaviour themselves.



Small Improvement Budget

A Small Improvement Budget (SIB) is a grant for residents to make improvements to their estate or block which will benefit the community.



Residents' Conference

A Residents' Conference is held annually and open to all council tenants and leaseholders.



Training Opportunities

Training and development can be offered to tenants and leaseholders who are involved in any of the above activities.

To know more about the above topics, please see page 13 which has information on who to contact.

Informal Participation

Informal routes are usually one-off events. Anyone living in a council managed block or estate can attend.



Informal routes include:

Clubroom management

A clubroom is a community room or space that can be used by people living on an estate.

Residents can use the clubroom for a variety of reasons such as community fun days or to hold meetings.

A dedicated member of staff will be available to support residents in the management of the clubrooms.



Focus groups / resident working groups

These are small groups of residents who volunteer to give their opinion on new documents, policies or services.



Housing Community Champion scheme

Housing Community Champions (HCCs) volunteer to improve their estate or neighbourhood and can get council funding.



Readers' Panels

Readers' Panels are dedicated groups where residents can give feedback on housing documents including newsletters and webpages before they are published.



Estate Walkabouts

Estate walkabouts are opportunities for residents to meet council staff during a visit to their estate.

Residents can tell staff about any issues and share feedback when the walkabout is taking place.



Participation Register

If residents would like to be informed about future resident participation opportunities they can sign up to the Participation Register.

The Council will tell everyone on the register when there are events or consultations that they can be involved in.



Residents' Associations networking events

Members of a Residents' Association can attend a meeting with residents involved in different RAs to discuss local issues.

To find out more about the informal participation routes, please visit our website or contact your Resident Participation Officer.

To know more about the above topics, please see page 13 which has information on who to contact.

Engaging the Wider Community

The Council offers different activities for residents to be a part of and to give their views.



To do this, we use:

- Community Gardens
- Surveys
- Local community events
- Activities for older residents
- Rewarding participation
- Chelsea Kicks (sport activities for young people)
- Regeneration engagement
- Partnership working with charities and businesses

To know more, please see page 13 which has information on who to contact.

Consultation Arrangements

The Council is legally responsible for consulting residents on some areas.



These include:

- New homes being built



- Major work improvements being made to homes and estates



- Building and fire safety



- Current homes being demolished



- Regeneration plans



- Changes to tenancy conditions



or



or



- Consultations may be completed online, face-to-face or in public meetings.

Contact us

To find out more about any of the above topics, or to view the strategy in full, please visit our website:

www.wandsworth.gov.uk/housing/resident-involvement-housing

Or you can directly contact your Resident Participation Officer:

Central area - Tom Gates

Telephone: **020 8871 8694**

Email: housingcentralteam@wandsworth.gov.uk

Eastern area - Vanessa Santos

Telephone: **020 8871 8638**

Email: vanessa.santos@richmondandwandsworth.gov.uk

Southern area - Foday Kamara

Telephone: **020 8871 8639**

Email: foday.kamara@wandsworth.gov.uk

Western area - Sarah Stevens

Telephone: **020 8871 5505**

Email: sarah.stevens@wandsworth.gov.uk