

# London Resident Involvement Champions ' Network News'

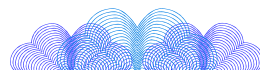
The Periodic Newsletter for Resident Involvement Staff

## Inside This Issue

- 1 Welcome
- 2 Learning exchange
- 3 T SA – National Conversation
- 4 Survey results
- 5 Steering Group feedback

**Welcome** to the first edition of the "Network News". We aim to produce this electronic newsletter three or four times a year with the aim of keeping everyone in the network up to date.

In this edition we will be covering the National Conversation, feed back on our survey carried out before Christmas and what the Steering Group have been up to since our launch last year.



## London Learning Exchange

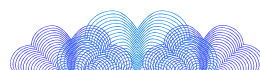


As requested by members we are in the process of organising our first network learning exchange.

All members were asked in a survey what topics, issues and training requirements they had (see article later in newsletter for more details). On the basis of the results the Steering Group are in the process of organising an event for **Friday 24 April in Croydon**. More details will follow once speakers etc. are confirmed. In the meantime keep the date free in your diary.



Speakers to include Chartered Institute of Housing and Tenant Services Authorities (to be confirmed). Workshops will include good practice and a chance to network and problem solve over lunch. If anyone is interested in helping to organise the event please contact Chris Stock [chris.stock@crodyon.gov.uk](mailto:chris.stock@crodyon.gov.uk) .





### Croydon - Tuesday 20 January 2009

As many of you will know, the TSA is the new independent regulator for social housing, replacing the Housing Corporation. It is currently regulating housing associations but from Spring 2010 is likely to regulate homes provided by councils and ALMOs. Their remit is to ensure that tenants receive excellent service from their landlords and where they don't, take action to improve things.

Their first task is draw up a new set of standards for all social housing landlords. They want to do this with tenants' views firmly in mind and therefore have developed the 'National Conversation'.

As part of this programme they want all housing authorities to organise 'conversation' events with their tenants. As a Beacon authority, Croydon has been invited by the TSA to be a 'trailblazer'. We held our first event at a meeting of Croydon's Tenants and Leaseholder Panel meeting on Tuesday 20 January 2009. We invited ten other housing authorities to observe the process which hopefully, help them to organise their events.

As you know each event consists of an introduction to the role of the TSA, a short DVD produced by the TSA, round table 'conversation' on what standards tenants want from the TSA and the completion of individual questionnaires.

We feel that it is a very positive move by the TSA to engage with tenants at such an early stage which was welcomed by our tenants in Croydon.

If you haven't yet organised your events you need contact Jeannie Swales from HQN who are coordinating the events [jiswales@btinternet.com](mailto:jiswales@btinternet.com) you can also find more information on the national conversation website

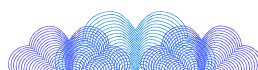
<http://www.nationalconversation.co.uk/>



Tenants' at Croydon's National Conversation



Tenants' at Croydon's National Conversation



## Survey Results

A survey was sent to all members in November 2008 asking for ideas and suggestions for future learning exchanges/events. The following is a summary of the results. If you would like a more detailed copy please contact Chris Stock [chris.stock@croydon.gov.uk](mailto:chris.stock@croydon.gov.uk) The following suggestions are not necessary in priority order.

### Guest Speakers

We asked members who they would like invited as guest speakers to future events.

- **Lots of requests for a speaker from the Tenant Services Authority**
- **Housing Minister**
- **Gold Award Winners**



### Topics for guest speakers

We also asked if members would like a speaker on certain topics and the following suggestions were put forward:

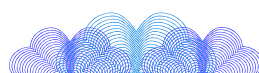
- **Motivational speaker**
- **Attracting volunteers**
- **Innovative engagement strategies**
- **Good Practice**
- **Tenant Led Self Regulation**
- **Bench Marking**
- **Value for Money**



### Learning Exchange

We asked what topics you would like covered in a learning exchange. You said:

- **Customer Care Strategies**
- **Resources and Funding**
- **Consultation within 6 Diversity Strands**
- **Different Methods of Engagement**
- **Impact Assessments**



## Survey Results – continued.....

### Examples of Good Practice

We asked what you would share your examples of good practice. The following have come forward:

- **Neighbourhood Pride Project (London Borough of Greenwich)**
- **Kickz Project**
- **Good Neighbour Agreements (Lambeth Living)**
- **Residents Design Panel**

### Hot Topics

We asked what are your hot topics at the moment. You said:

- **Mystery Shopping**
- **Use of Community Facilities**
- **Tenant Led Inspection**
- **Impact Assessments**
- **Good Neighbour Agreements (Lambeth Living)**
- **Residents Design Panel**

### Discussion over lunch

You were asked what topics you would like to discuss over the lunch break. You suggested some of the following:

- **Funding**
- **How to access Hard to Reach Groups**
- **Engagement of non English speaking residents**
- **Case Studies**
- **Tenant Services Authority**
- **Impact Assessments**
- **How Can Training Make a Difference**

### Training

These are the following topics you would like training sessions:

- **Developing Performance Indicators**
- **How Resident Involvement Staff Can Improve Their Management Of The Political Environment**
- **Running Focus Groups**
- **Equality and Diversity Issues of Resident Involvement**
- **Conducting Effective Surveys**

### Finance

We asked if you would be prepared to pay a membership fee if external funding was unsuccessful:

- **None x 3**
- **£100 x 6**
- **£200 x 2**
- **£300 x 4**
- **Need further information/consult x 5**

### Other Suggestions

We asked if had any other suggestions:

- **Hold events in different location (central to all)**
- **Setting up an informal bench marking group**
- **Showcasing by organisations within the network**



## Steering Group Feedback

A steering group was set up after the launch of the network last year. It is open to all members and if anyone is interested in getting involved please let Chris Stock [chris.stock@croydon.gov.uk](mailto:chris.stock@croydon.gov.uk). The group has met twice since the launch and listed below is a summary of the issues discussed. If anyone would like a copy of the notes of the meeting please contact Chris.

### September and December 2008 Meetings

#### Conference report

The first meeting discussed the content of the conference feedback report and once agreed was circulated to all members.

#### Structure of the group

The group discussed a structure for the network which would also meet external funding requirements. A draft constitution was produced and debated and then represented at the December meeting. A draft will be circulated to all members for approval at the learning exchange in April.

#### Activities of the network

There will be 2 general meetings a year and at least 3 for the steering group. Croydon will do the admin and organise meetings while they have the funding. It is hoped to have 1 annual conference and 2 learning exchanges per year. There will also be one national conference per year for members in all regions.

#### Funding

We were unsuccessful in our bid to the CLG for all the regions. Croydon as part of the National network have submitted a joint application with TPAS for Empowerment Grant funding. If successful this grant will support the work of the national and regional networks.

#### Website

We have been looking for resources to set up the website, at present this is tied into the above application.

#### Publicity and recruitment

The circulation list has been growing as more people are making contact with members of the network. We looked at areas where there are currently membership gaps and have been trying to target these areas to find out who is working in the area and informing them of the network.

#### Survey

It was agreed to survey members to ask what they would like from the learning exchange. A summary of the results are included in this newsletter and have been used to plan our learning exchange in April.

