

Results from survey forms sent out the network members.

20 forms returned

Who would you like to invite to the next event?

- TSA
- Caroline Flint
- Gold Award Winners
- Successful working with hard to reach groups and equalities and diversity
- Attracting volunteers
- Engaging tenants – discussion on why we need to do it etc?
- Tenant led self regulation
- Stories of activities which has led to positive change for residents

Learning exchange (no order).

- How to effectively feedback to residents
- How to consult from the six diversity strands
- Using the internet to enhance Tenants' Participation
- Engaging young people and BME residents
- Impact Assessments (advocate/representatives scheme)
- Scrutiny groups
- Training consortia
- Community halls/facilities
- Food growing in urban areas

Good practice/innovation.

- Neighbourhood pride in Greenwich
- Good neighbour agreements (Dumbarton Court)
- Resident design panel
- Kickz Project

Hot topics

- Mystery shopping/access and customer care
- Maximise the use of community facilities
- Carrying out impact assessments without spending time filling in forms
- Effects of credit crunch on resident involvement
- Regeneration, community development and tenant involvement – where does it all lead?
- Tenant led inspections
- How to engage more residents
- Incentives to attend events

Lunch discussion

- Impact assessments

- How to access Hard to Reach groups
- Subsidised training for residents
- How to ensure training actually makes a difference to resident behaviour
- Engagement with non-English speakers and if we are doing enough
- Under represented groups
- Impact assessments
- TSA
- Developing a resident involvement culture within your organisation
- Case study's from different Council's
- Work with emerging communities to settle and receive the services from the Council that they may not get

Training topics

- How to evaluate whether projects represent value for money
- Shared ownership
- Developing performance indicators
- Measuring services and developing outcomes
- Running focus groups (or other small group work)
- Conducting effective surveys
- How to get residents involved in all areas of activity

Do you have any suggestions for future events?

- Tenants training and employment in social housing
- Hold meetings in different locations across London
- Set up an informal benchmarking group
- Home ownership