

Havering Council Housing Regeneration Programme Consultation and Communication Strategy

1. Aims

- To keep all stakeholders informed regarding the Housing Regeneration Programme and its progress.
- To ensure all stakeholders are able to provide feedback on proposals that can then be used to shape the programme
- To ensure proper feedback is provided to all stakeholders regarding the way their views have shaped the programme.

2. Timetable

- 2.1 June 2016 initial informal consultations begin
- 2.2 October 2016 report to Cabinet regarding informal consultations
- 2.3 October 2016 onwards regular meetings on all sites to keep information flowing both ways
- 2.4 Summer 2018 Consultation on draft planning applications
- 2.5 Autumn 2018 Formal consultation on planning applications
- 2.6 December 2018 onwards consultation regarding site development work as it takes place

3. Methodology

- 3.1 Each estate will have a named individual Community Engagement Officer as point of contact for residents on that estate
- 3.2 That Community Engagement Officer will work to develop a close, working relationship with all residents on the estate with the intention of being trusted by those residents to give honest and open information.

4. General

- 4.1 A web page will be set up called www.havering.gov.uk/HousingRegeneration which will have links to individual pages for each regeneration site
- 4.2 A web page will be set up called www.havering.gov.uk/ShelteredHousingDevelopments which will have links to individual pages for each sheltered housing scheme whether being regenerated or not
- 4.3 Both these pages will incorporate:
 - 4.3.1 general information on the Housing Regeneration Programme
 - 4.3.2 copies of each version of the Local Lettings Plan
 - 4.3.3 copies of the Demolition Notice and accompanying Information Sheet
 - 4.3.4 copies of other relevant legal documents generic to all regeneration areas
- 4.4 Each edition of *At the Heart* quarterly magazine will have a feature updating information on each regeneration area
- 4.5 Each edition of *Sheltered Times* quarterly magazine will have a feature updating information on each regeneration area
- 4.6 Each edition of *At the Heart online* email monthly magazine will have a feature updating information on each regeneration area
- 4.7 Copies of all newsletters produced will be distributed to local media outlets
- 4.8 Media releases will be issued regarding key dates and activities during the Housing Regeneration Programme
- 4.9 Media briefings will be held when appropriate during the Housing Regeneration Programme
- 4.10 An information sheet explaining Demolition Notices will be prepared and issued with the Demolition Notices in November 2016

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- 4.11 Housing Regeneration Programme newsletters will be produced and distributed across all regeneration areas as and when required
- 4.12 The Housing Regeneration Programme Project Board will be kept aware of communications issues as appropriate

5. Tenants

- 5.1 Residents' Open Meetings on each estate will be held whenever there is information to share about regeneration progress impacting on that estate.
- 5.2 Residents' Group will be established on estates wishing to form them and meetings will be held as and when necessary. Each Residents' Group will have a resident as Chair and as Vice Chair with administrative support from Housing Services Community Engagement Team
- 5.3 Training from TPAS will be offered for all members of Residents' Groups
- 5.4 Newsletters will be issued and hand delivered to all residents giving dates of future meetings and summarising the information shared at each meeting – this will record details of the meeting rather than through formal minutes
- 5.5 Web page for each regeneration area will be developed and maintained so it has accurate information on it
- 5.6 Mobile advice centres will be held in each regeneration area as and when required
- 5.7 Each tenant will be offered a one-to-one meeting with their designated estate officer at which their housing needs and desires will be identified. This will be used to produce a Decant Assessment Form which in turn will be used to match each individual tenant against void properties which become available. Tenants will be able to change the Decant Assessment Form whenever they wish and may also request additional one-to-one meetings whenever they wish
- 5.8 Named officers will work with each individual tenant to provide advice, help and support during the decanting process

6. Leaseholders and freeholders

- 6.1 Leaseholders and freeholders will be invited to attend Residents' Open Meetings on each estate will be held whenever there is information to share about regeneration progress impacting on that estate.
- 6.2 Leaseholders and freeholders will be invited to join any Residents' Group established on estates wishing to form them and meetings will be held as and when necessary. Each Residents' Group will have a resident as Chair and as Vice Chair with administrative support from Housing Services Community Engagement Team
- 6.3 Training from TPAS will be offered for all members of Residents' Groups
- 6.4 Newsletters will be issued and hand delivered to all residents giving dates of future meetings and summarising the information shared at each meeting – this will record details of the meeting rather than through formal minutes
- 6.5 Web page for each regeneration area will be developed and maintained so it has accurate information on it
- 6.6 Mobile advice centres will be held in each regeneration area as and when required
- 6.7 A named officer will be available as contact point for leaseholders and freeholders wishing to sell their property to the Council or requiring further information
- 6.8 Individual meetings will be held with leaseholders and freeholders wishing to sell their property to the Council

7. Businesses

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- 7.1 Businesses will have their own Open Meetings to discuss issues relating to businesses on each regeneration area
 - 7.2 Where requested a Business Focus Group will be established on each regeneration area with a business person as Chair and as Vice Chair with administrative support from Housing Services Community Engagement Team
 - 7.3 A named officer will be available to provide support and information to individual businesses as required
 - 7.4 Web page(s) will be developed and maintained as and when required
 - 7.5 Mobile advice centres will be held in each regeneration area as and when required
 - 7.6 Businesses will be permitted to attend Residents' Open Meetings on each estate will be held whenever there is information to share about regeneration progress impacting on that estate
 - 7.7 Newsletters will be issued and hand delivered to all businesses giving dates of future meetings and summarising the information shared at each meeting – this will record details of the meeting rather than through formal minutes
8. Community Organisations
- 8.1 Contact will be made with representatives from community organisations (e.g. churches) so they are aware of proposals which may impact on them
 - 8.2 Community organisations can have representatives attend the Residents' Open Meetings if they wish to do so
 - 8.3 Copies of relevant newsletters will be sent to all community organisations
9. Neighbours
- 9.1 Neighbours near each regeneration area will have their own Open Meetings to discuss issues relating to neighbours on each regeneration area
 - 9.2 A named officer will be available to provide support and information to individual neighbours as required
 - 9.3 Newsletters will be issued and hand delivered to neighbours giving dates of future meetings and summarising the information shared at each meeting – this will record details of the meeting rather than through formal minutes
10. Sheltered Housing schemes not being regenerated
- 10.1 Residents' Open Meetings in each of the 12 schemes will be held whenever there is information to share about regeneration progress impacting on that estate.
 - 10.2 The meetings will be used to identify improvements needed in each scheme as part of the Sheltered Housing Investment Programme
 - 10.3 Newsletters will be issued and hand delivered to all residents giving dates of future meetings and summarising the information shared at each meeting – this will record details of the meeting rather than through formal minutes
 - 10.4 Web page for each scheme will be developed and maintained so it has accurate information on it
11. Housing Services Staff
- 11.1 Briefing meetings will be held for staff at least every six months
 - 11.2 Staff Briefing newsletter will be issued at least every six months
 - 11.3 Community Engagement Team Manager will attend Team Briefings for other teams when requested to do so
 - 11.4 Copies of relevant newsletters will be given to Tenancy Sustainment Officers so they are aware of information on their estate
 - 11.5 Copies of all newsletters will be given to the Contact Centre so they are aware of information being distributed
 - 11.6 Intranet and Yammer will be used as appropriate

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12. Other Council Services

- 12.1 Newsletters will be shared with the service areas as appropriate
- 12.2 Where appropriate information from other service areas will be included in newsletters and on the web page(s)
- 12.3 Staff from other service areas will be able to attend Staff briefing meetings if they wish to do so
- 12.4 All members of Senior Leadership Team receive all newsletters so they can see any impact on their service area
- 12.5 Intranet and Yammer will be used as appropriate

13. Councillors

- 13.1 Councillors will be invited to all meetings held in their Wards
- 13.2 The Cabinet Member and Deputy Cabinet Member for Housing will be invited to all meetings
- 13.3 Every Councillor will receive a copy of every newsletter issued
- 13.4 Councillors will be made aware of the named Community Engagement Officer for each regeneration area so queries can be addressed rapidly
- 13.5 Councillors' Update newsletters will be produced and issued as and when required
- 13.6 Briefings will be held for Group Leaders when appropriate or requested
- 13.7 Regular briefings will be held with the Cabinet Member and Deputy Cabinet Member for Housing to ensure they are up to date
- 13.8 Briefings with Ward Councillors will be held when appropriate or requested

14. Media

- 14.1 A close working partnership will be developed with Havering Council Corporate Communications Team
- 14.2 Copies of all newsletters and magazines produced will be circulated to all local media
- 14.3 Media releases will be issued as and when required
- 14.4 Media briefings will be held as and when required
- 14.5 Social media will be used to publicise meetings, new newsletters and other relevant activity.
- 14.6 The News (internal staff email newsletter) will be used as appropriate

15. TPAS

- 15.1 Training from TPAS will be offered for all members of Residents' Groups
- 15.2 TPAS will offer an independent free to use phone help line and email advice service for tenants
- 15.3 This service will be publicised through newsletters and via links on the relevant Housing Regeneration Programme web pages

16. Monitoring

- 16.1 Feedback from individuals will be monitored
- 16.2 Feedback from Residents' Groups will be monitored
- 16.3 Feedback from Councillors will be monitored
- 16.4 Satisfaction surveys will include questions regarding communication
- 16.5 Local media will be monitored
- 16.6 Social media will be monitored