

Housing Resident Involvement Strategy 2025 – 2030 Consultation Report

Timeline



The results of the survey

Survey overview

- In April 2025 we published a survey on our Newham Co-Create website, which was open for just over two weeks
- It asked residents to provide feedback on ten proposed principles which could form the basis for a new Housing Resident Involvement Strategy
- The survey also asked residents for their views on how the Council should best communicate with residents, and what information they thought it was most important that the Council shared.
- Because not all residents are comfortable using online surveys, we also held drop-in sessions at libraries and visited residents in their homes around the Borough
- We received over 100 responses with feedback on proposed principles, activities and communication preferences

The ten initial principles

Transparency

We should always tell residents what is happening with their homes and communities. Being clear and honest helps everyone trust each other.

Inclusivity

We will make sure everyone can join in, no matter who they are or what they can do. We will remove any obstacles so everyone feels included.

Accountability

We want residents to be able to check if the council is doing a good job. This can be done through regular meetings, reviews, and clear reports.

Empowerment

We will help residents take charge of things that matter to them. We will give them the tools, support, and training they need to make a difference.

Collaboration

We will work together with residents like partners. We will make decisions and solve problems together to build a stronger community.

Responsiveness

We will show that we are listening by acting on what residents say. We will make sure their concerns and ideas lead to real changes.

Community Building

We will bring residents together to solve problems, celebrate good things, and create a sense of belonging.

Sustainability

We will focus on long-term plans that keep people involved and improve things over time. We will regularly check and update the plans based on what residents say and need.

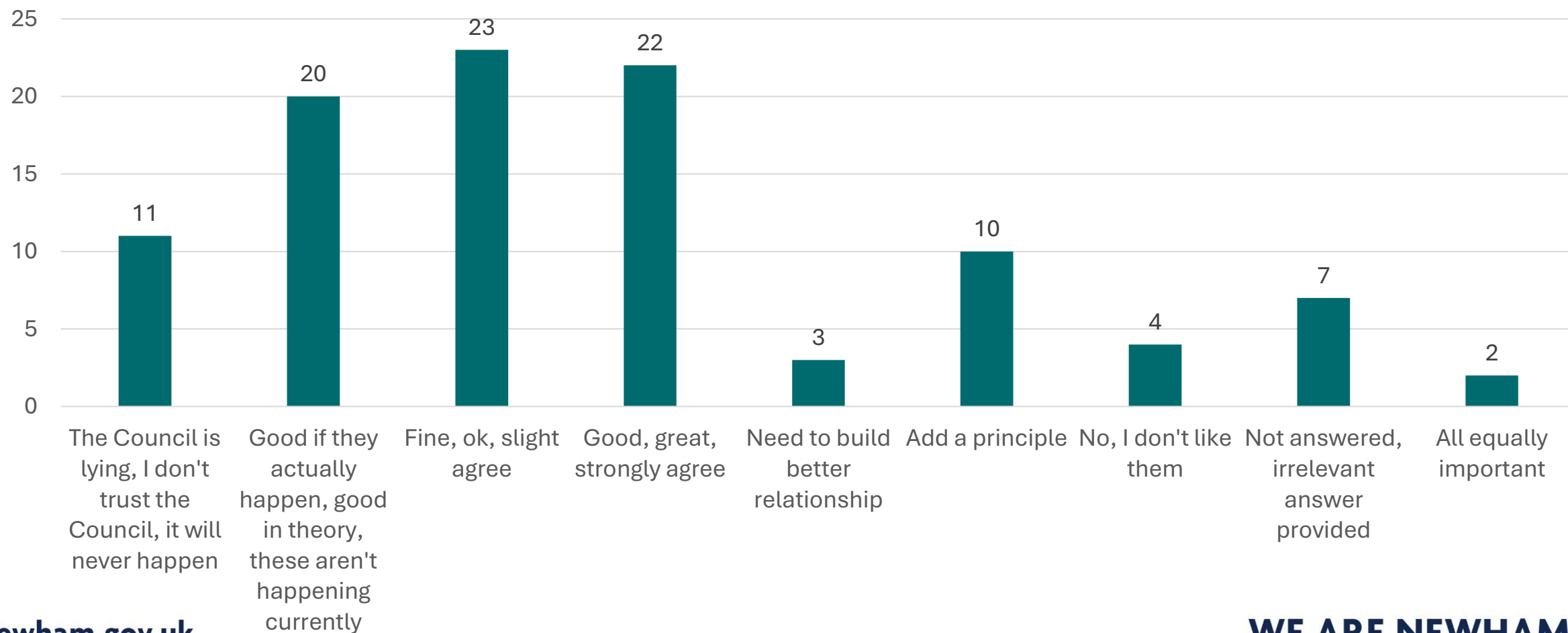
Trust-Building

We will show we can be trusted by always keeping our promises. Trust is the key to a good relationship.

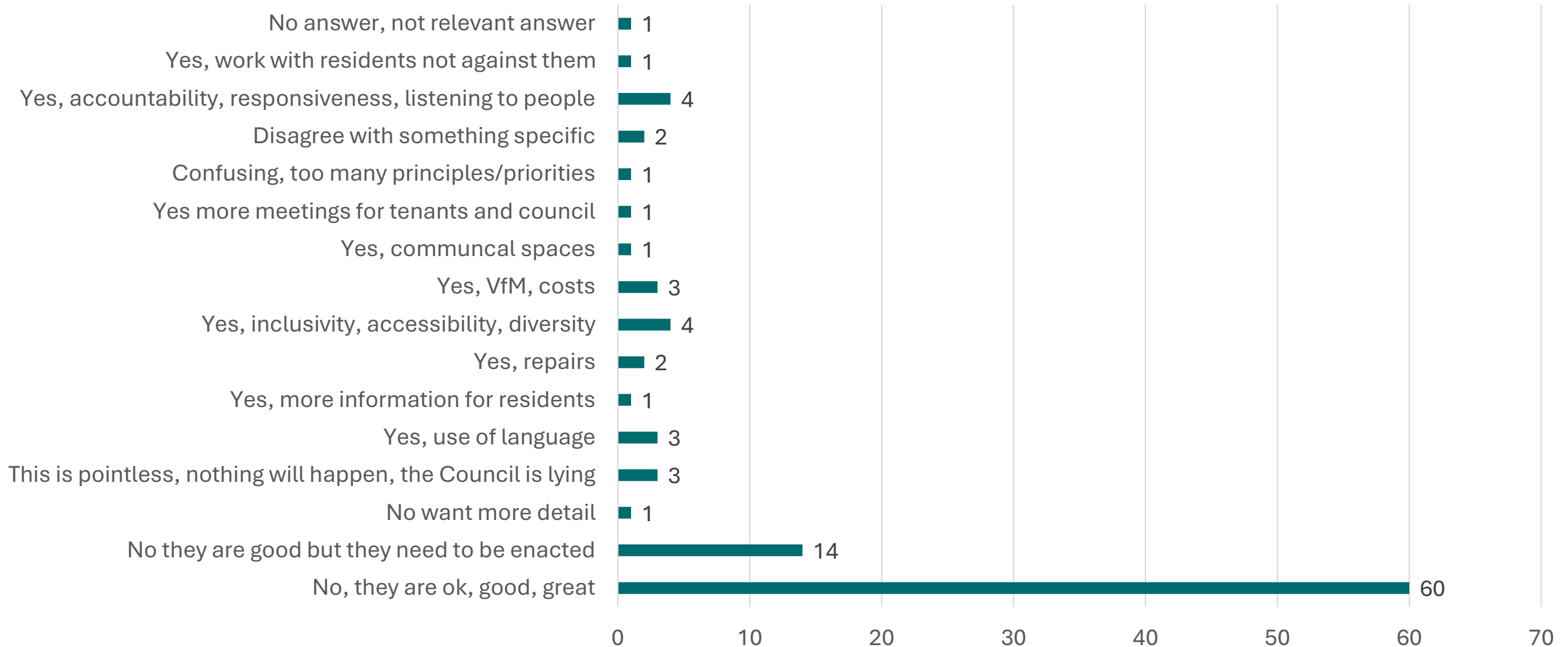
Respect

We will treat all residents with kindness and value their ideas and contributions.

What did residents think of the principles?



What would residents change about the principles?

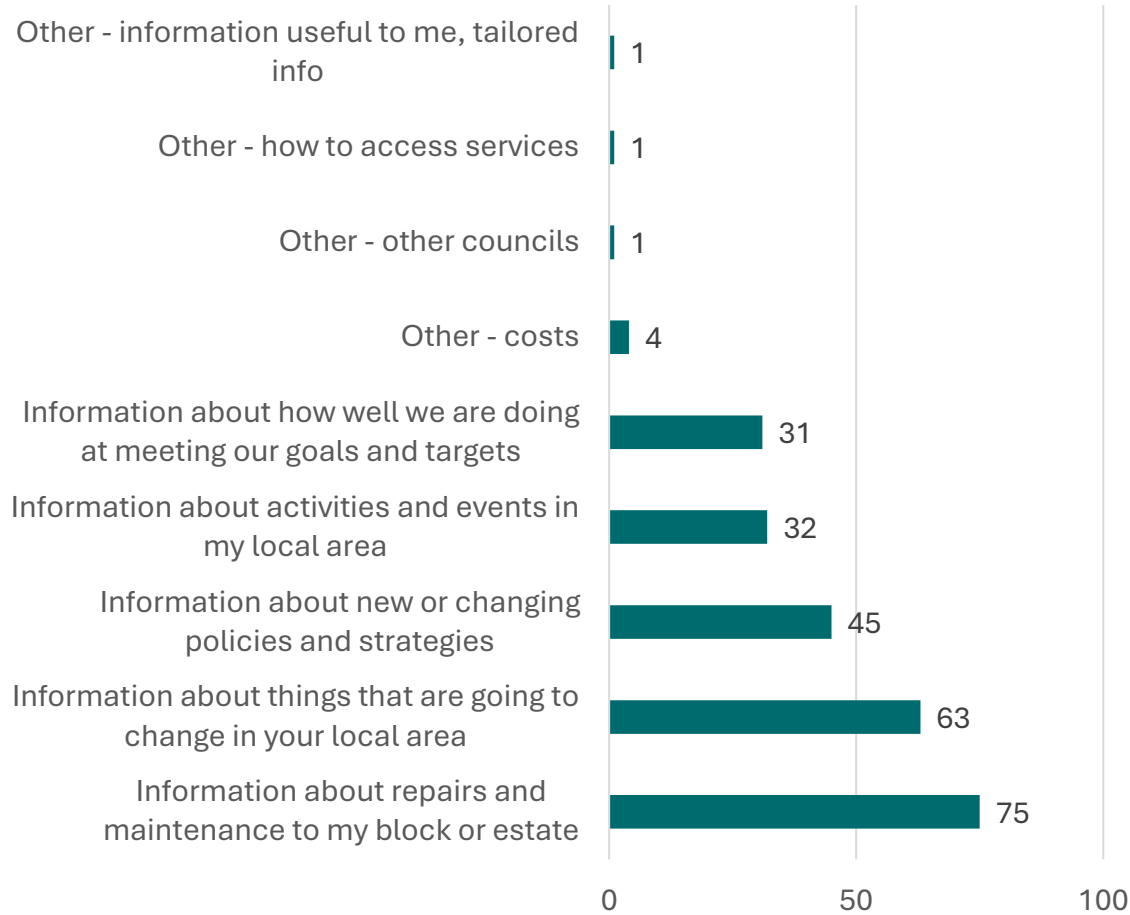


How did residents rank the principles?

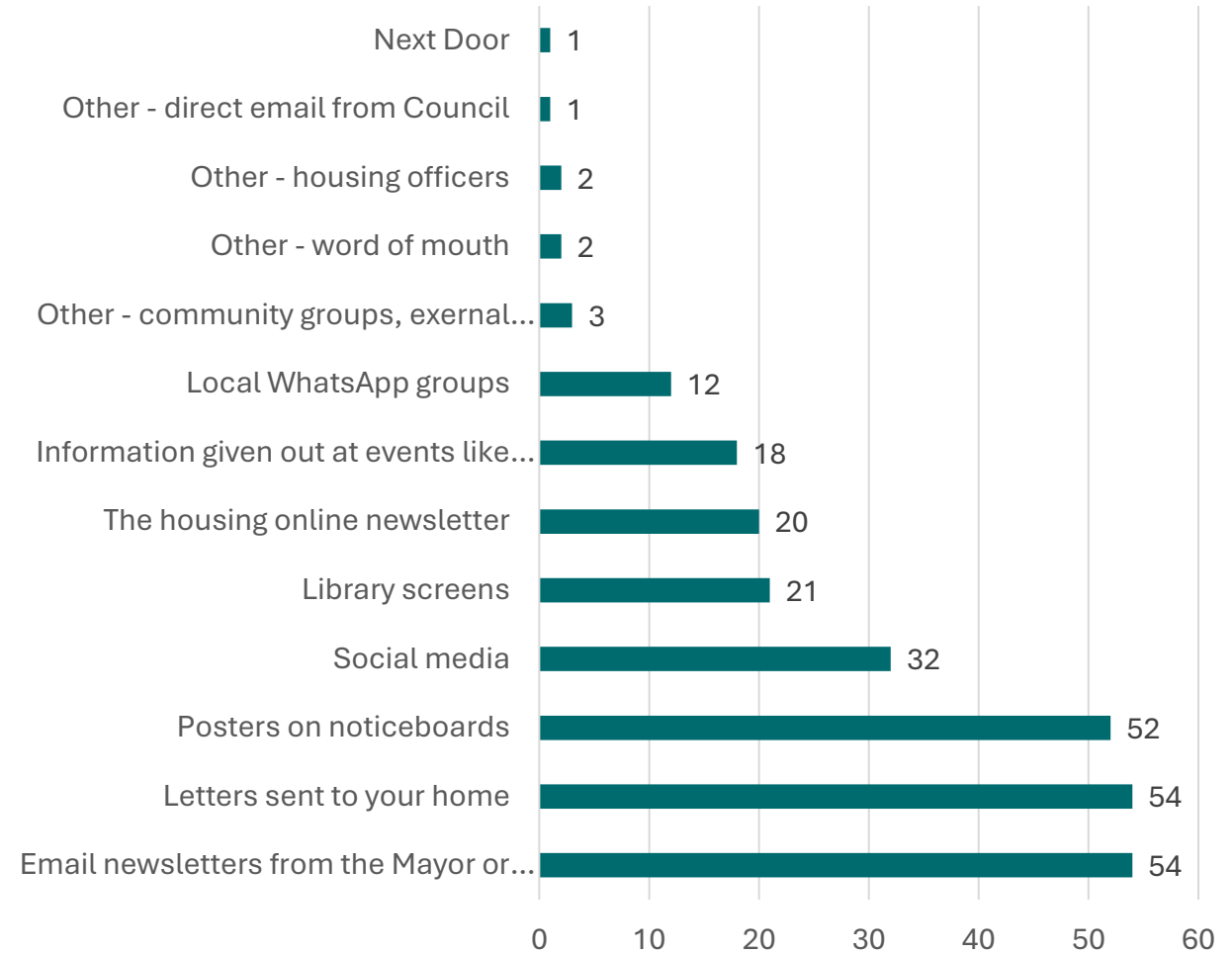
Rank	Principle	Average (lower represents higher priority)
1	Transparency	3.7
2	Accountability	3.7
3	Responsiveness	4.4
4	Inclusivity	5.3
5	Collaboration	5.6
6	Empowerment	5.9
7	Trust-Building	6.2
8	Respect	6.6
9	Community-building	6.6
10	Sustainability	7

How do residents want to hear from us?

Most important information for residents to receive



Most important ways of communicating with residents



What kind of activities do residents want to see?



Key ideas from the survey

- Residents said that the most important principles are transparency, accountability and responsiveness
- We need to work to rebuild trust
- Residents are most keen to get involved in improving their blocks, estates and local neighbourhoods
- Residents want to be kept up-to-date with information on repairs and changes to their blocks, estates and local neighbourhoods

Resident engagement workshops

Workshops overview

- Two sessions:
 - On 12th May 2025 online
 - On 15th May 2025 at Stratford Town Hall
- Residents were split into tables (in-person) or breakout groups (online) for each of two activities
- The workshops were designed to take into account feedback from the survey, in particular focussing on what local resident groups, activities and events residents would like to see.
- Participants were asked to consider the feedback from the survey

In-person workshop



Workshop activity 1

1. Residents were asked to put forward and write down a variety of ideas for local activities that would engage their community in solving issues relating to their homes and drive improvements to their blocks and communal spaces.
2. Residents were asked to sort their list of activities by deciding if:
 - They are ongoing or take place as and when needed.
 - Activities require council officer involvement or can be delivered by residents independently.
3. They were asked to agree five priority activities with stickers
4. They then fed back to other groups

Examples of workshop activity 1 ideas

<p>Central park Council Under the stars</p> <p>Notice board which is updated frequently and translations given</p> <p>for all residents young & old Learn a trade</p> <p>DISAs for Domestic energy, Disability Community Care</p> <p>Community Gatherings food Drink Music Zines</p>	<p>Test and select, local skills training or consultancy</p> <p>A small delegation from each neighbourhood could be asked to visit a site in and examine the project proposed by the council accompanied by reporting back to the wider community through block summaries</p> <p>Councils Staff meet monthly business with Residents</p> <p>Make use of the block community rooms</p>	<p>Requires Council Officers involvement</p> <p>Can be delivered by residents independently</p> <p>Ongoing</p> <p>Takes place as and when needed</p>
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<p>Can be delivered by residents independently</p> <p>Bring in more residents to work & residents to increase activities</p> <p>Partnership work with food gyms other local services</p> <p>Empower fellow residents through:</p> <ul style="list-style-type: none"> - Digital inclusion (courses, calls etc) - Mentoring (signposting) - Share information 	<p>Requires Council Officers involvement</p> <p>Use different assets to promote or support location</p> <p>bring in more multi-national firms funding to increase social interactions</p>
<p>Requires Council Officers involvement</p> <p>Sheltered scheme</p> <ul style="list-style-type: none"> - Develop strategy for Sheltered Scheme <p>Meetings with relevant teams (sustainable mobility)</p> <p>Estate Champion</p> <p>Value for money</p> <p>Street homelessness</p> <ul style="list-style-type: none"> - High streets - Intervention and support - Hidden Homelessness (LTP) 	<p>Requires Council Officers involvement</p> <p>Sheltered scheme</p> <ul style="list-style-type: none"> - Reason - Health + Fitness activity <p>TEAS</p> <ul style="list-style-type: none"> - Internal relationship - First between asset owners - Work guidance + support from the council <p>Interpreter</p> <ul style="list-style-type: none"> - Better communication - Accessibility <p>Ongoing</p> <p>Takes place as and when needed</p>

Examples of workshop activity 1 ideas

Top 5 priorities



Takes place regularly

Takes place as and when needed



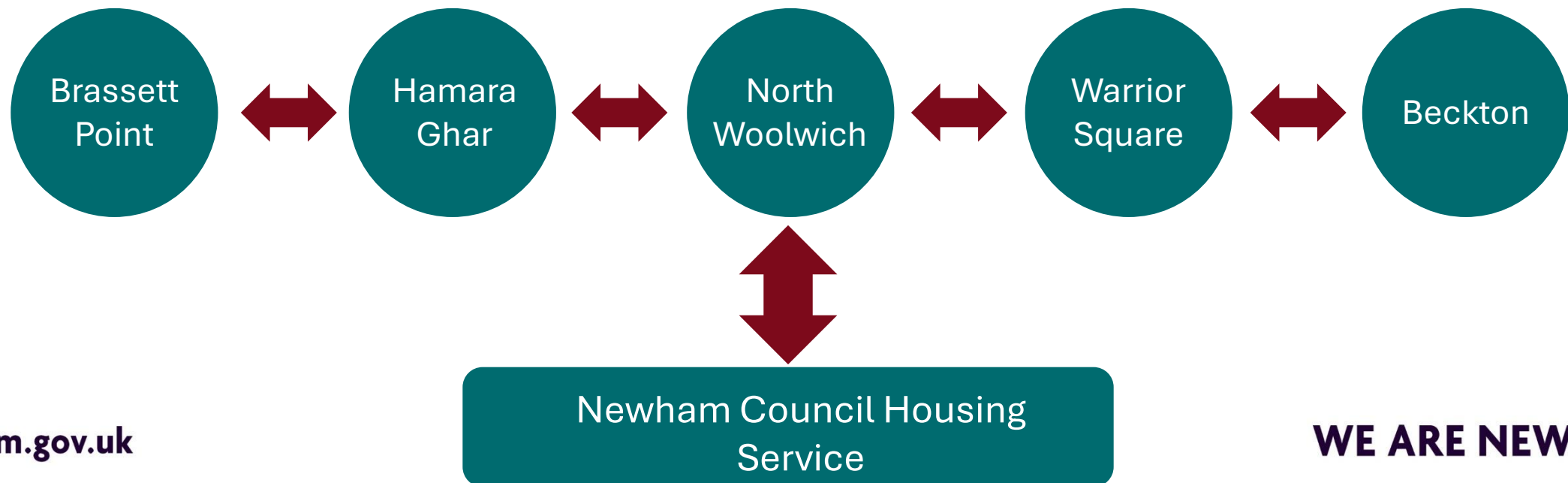
Needs ongoing involvement from Council officers (if there is another person or organisation involved please note)

Led and delivered by residents

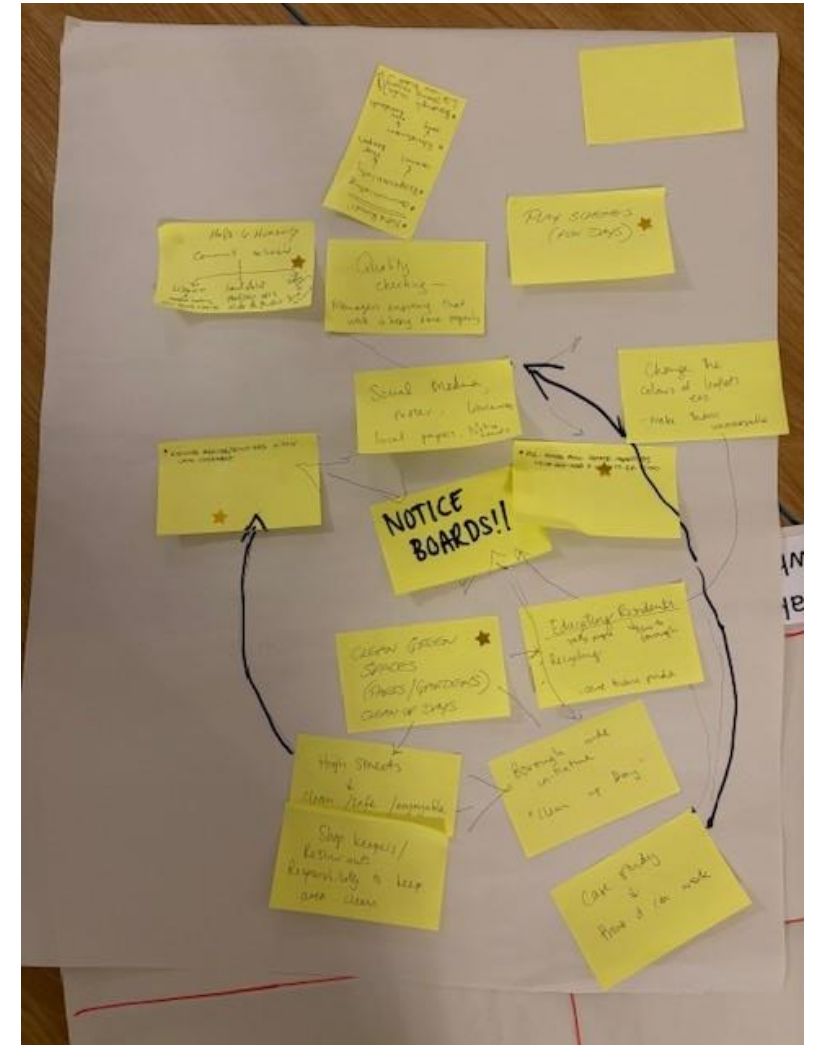
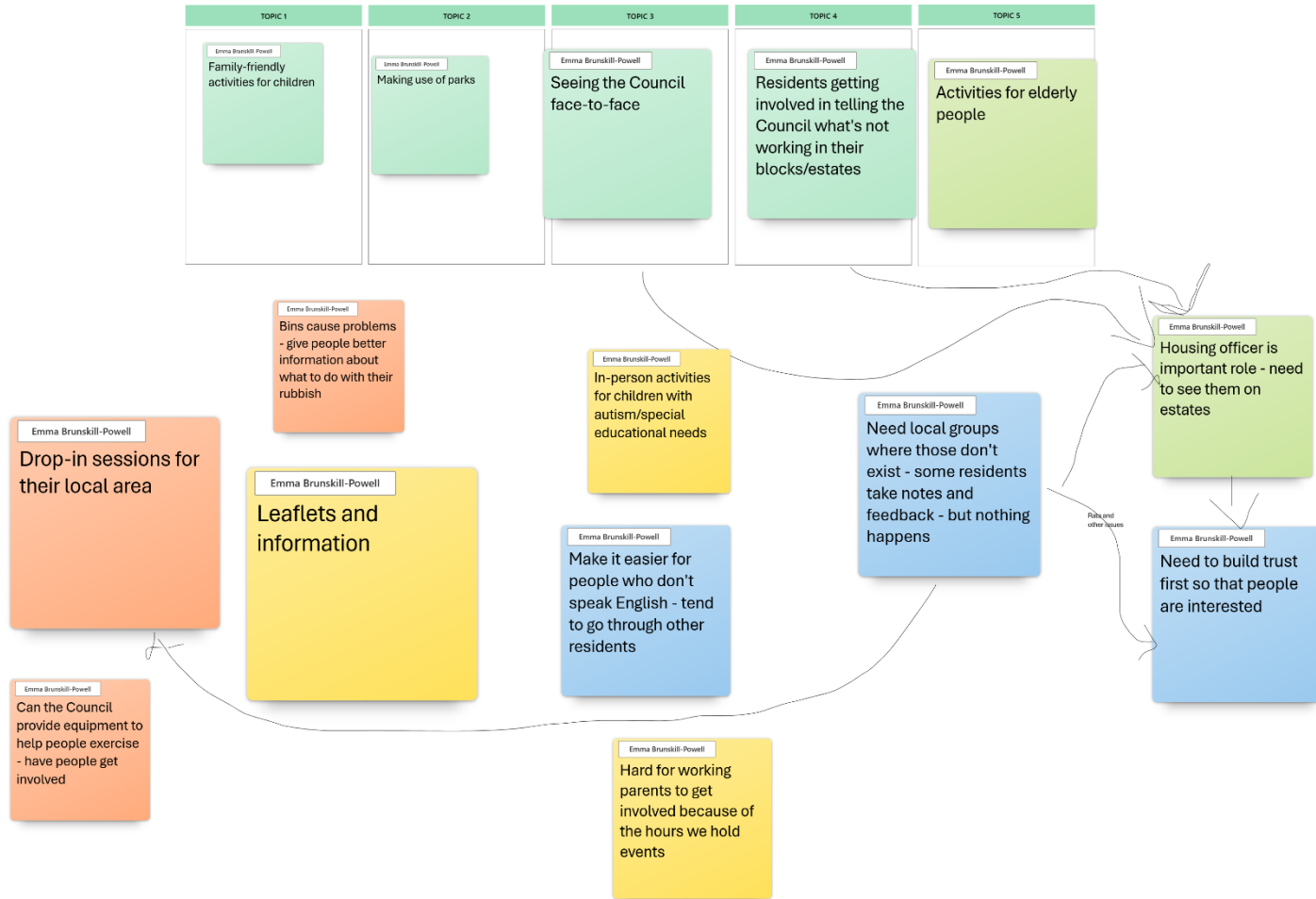
Workshop activity 2

Residents were asked to discuss how their 5 priority activities can link into a borough-wide plan. They were asked to consider how:

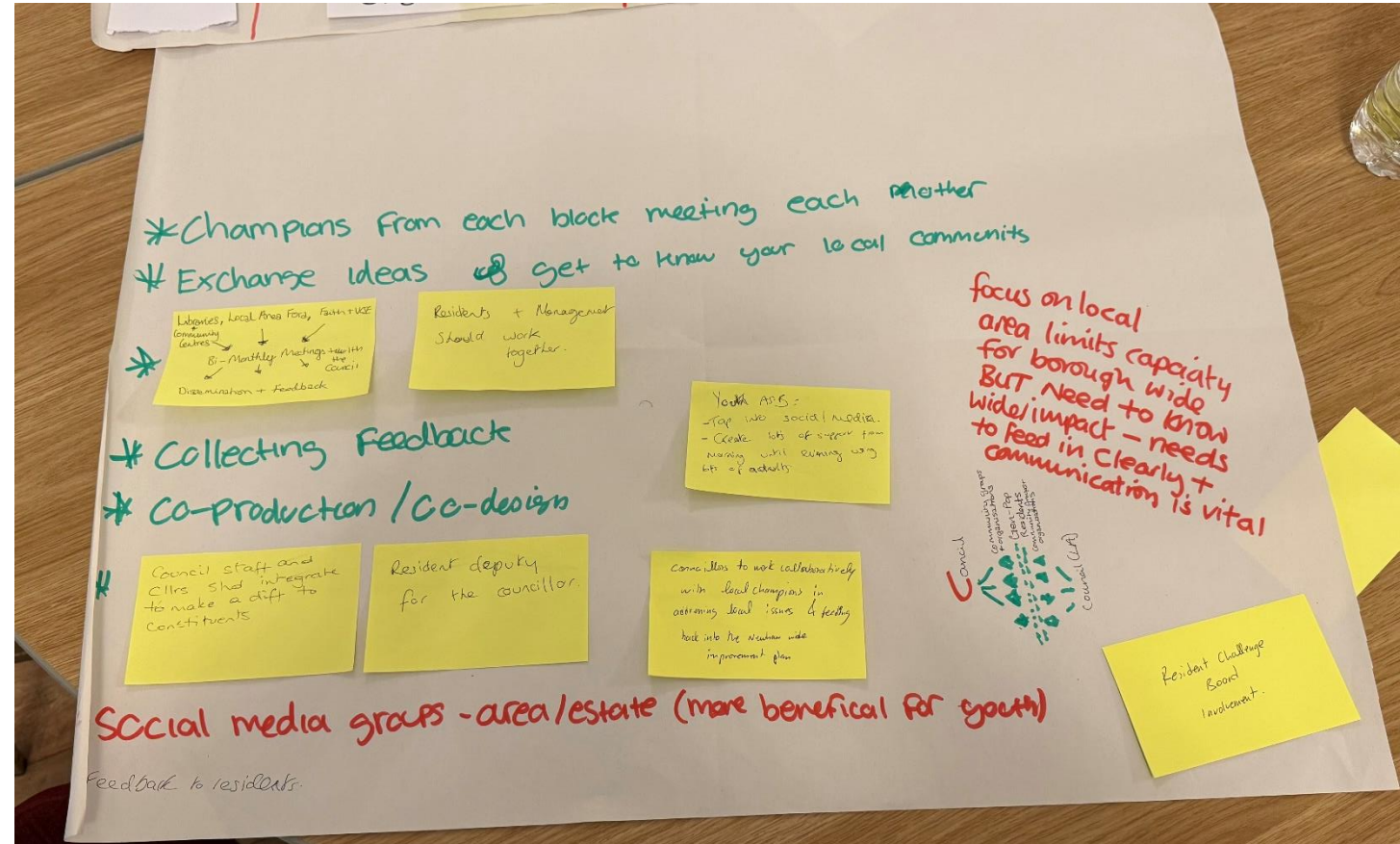
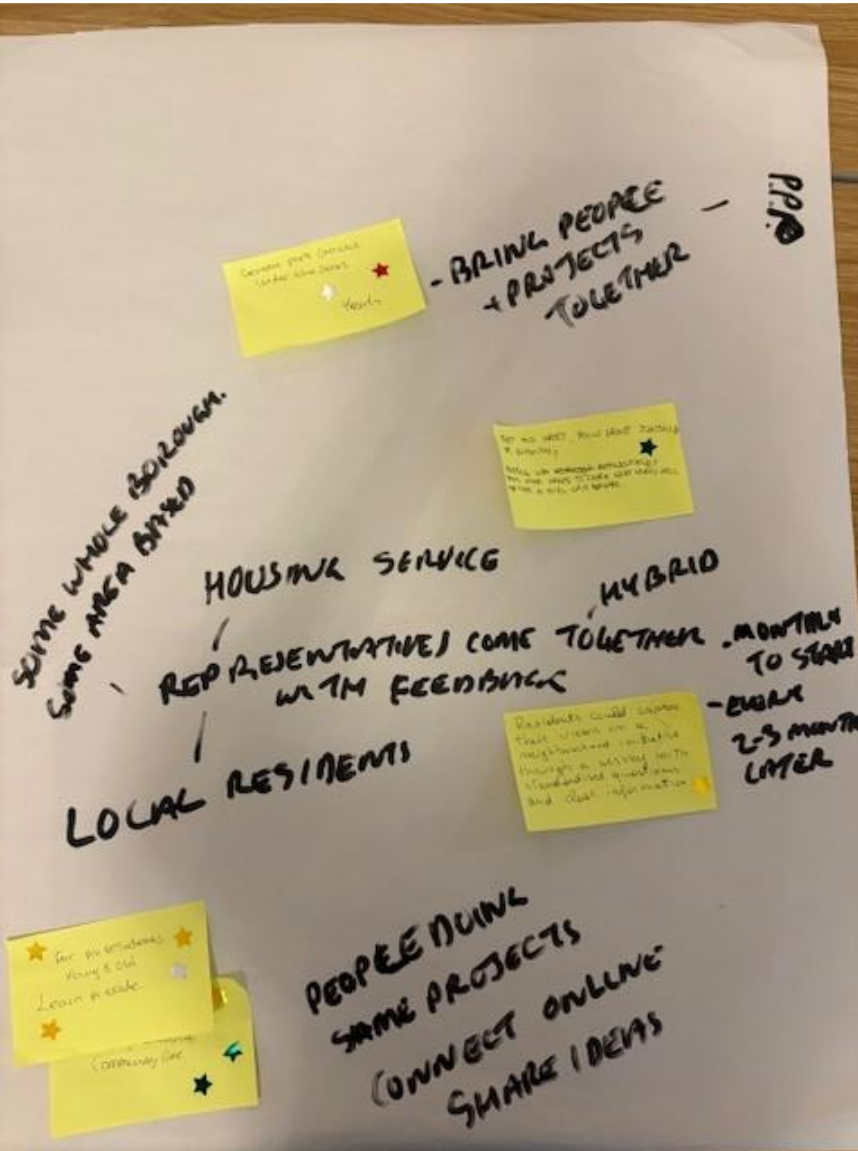
- Information and ideas from local activities flows from residents into the council and vice versa.
- How all those local conversations come together to share learning and feed into the bigger picture



Examples of workshop activity 2 ideas



Examples of workshop activity 2 ideas



Key ideas from the workshops

Resident ideas included:

- Bringing together a core group of engaged residents who can represent their local area
- The Council coming out to meet residents on their estates to see what needs to be improved and doing repairs then and there
- Making better use of the many community organisations and hubs that already exist in Newham
- Making accessing housing advice and contacting the Council easier
- Empowering local people to improve their estates and communal spaces
- Having informal opportunities to speak to housing staff and build community on estates

Public consultation on the Draft Resident Involvement Strategy

Consultation overview

- The draft Resident Involvement Strategy was published on the Newham Co-Create site from 2nd July - 23rd July, and invited to take part in a survey via the Co-Create site.
- In order to ensure that residents who do not feel confident completing online surveys could still take part, drop-ins were hosted at libraries around the borough where residents could access support completing the survey:
 - Canning Town Library on 9th July
 - Green Street Library on 10th July
 - Stratford Library on 17th July
 - East Ham Library on 22nd July
- 48 residents responded to the survey
- The Council also conducted internal consultation with targeted meetings with the Resident Involvement Team, Housing Liaison Team and Youth Empowerment. Drop-in sessions were arranged at Dockside and Bridge Road Depot for Members and colleagues.

Demographics of survey respondents

Disability of respondent



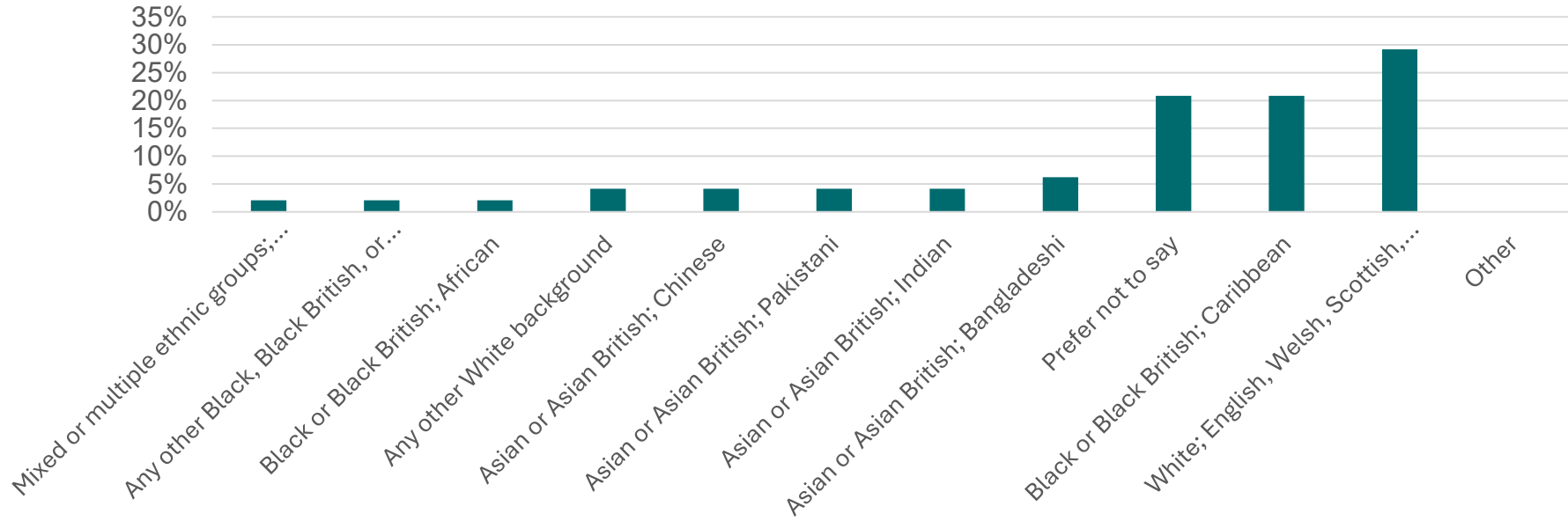
■ Disability ■ No disability ■ Prefer not to say

Gender of respondent

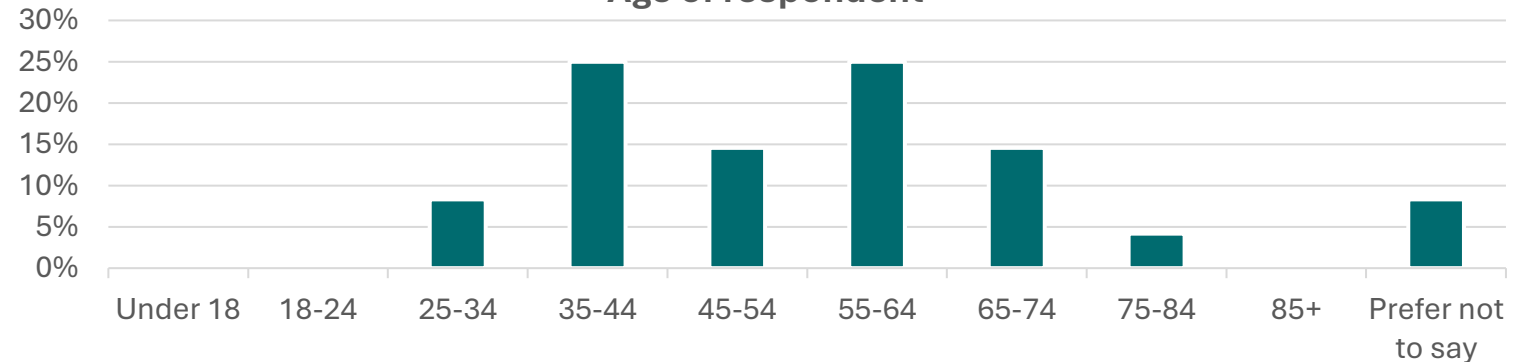


■ Female ■ Male ■ Prefer not to say ■ Other

Ethnicity of respondent

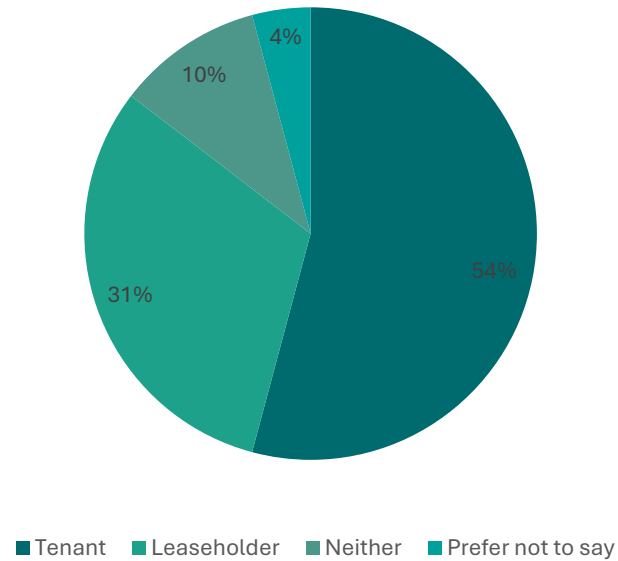


Age of respondent

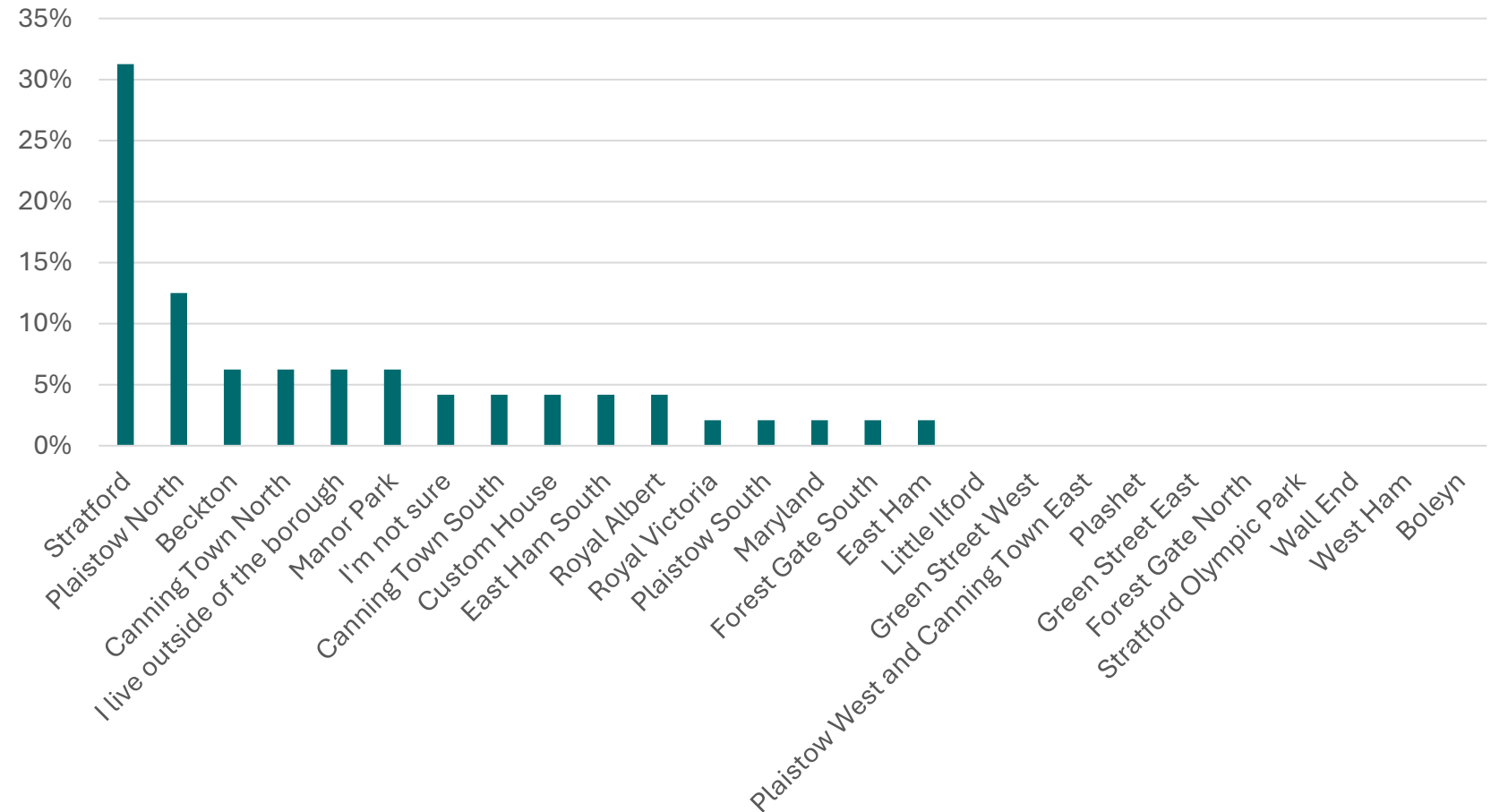


Housing circumstances of respondents

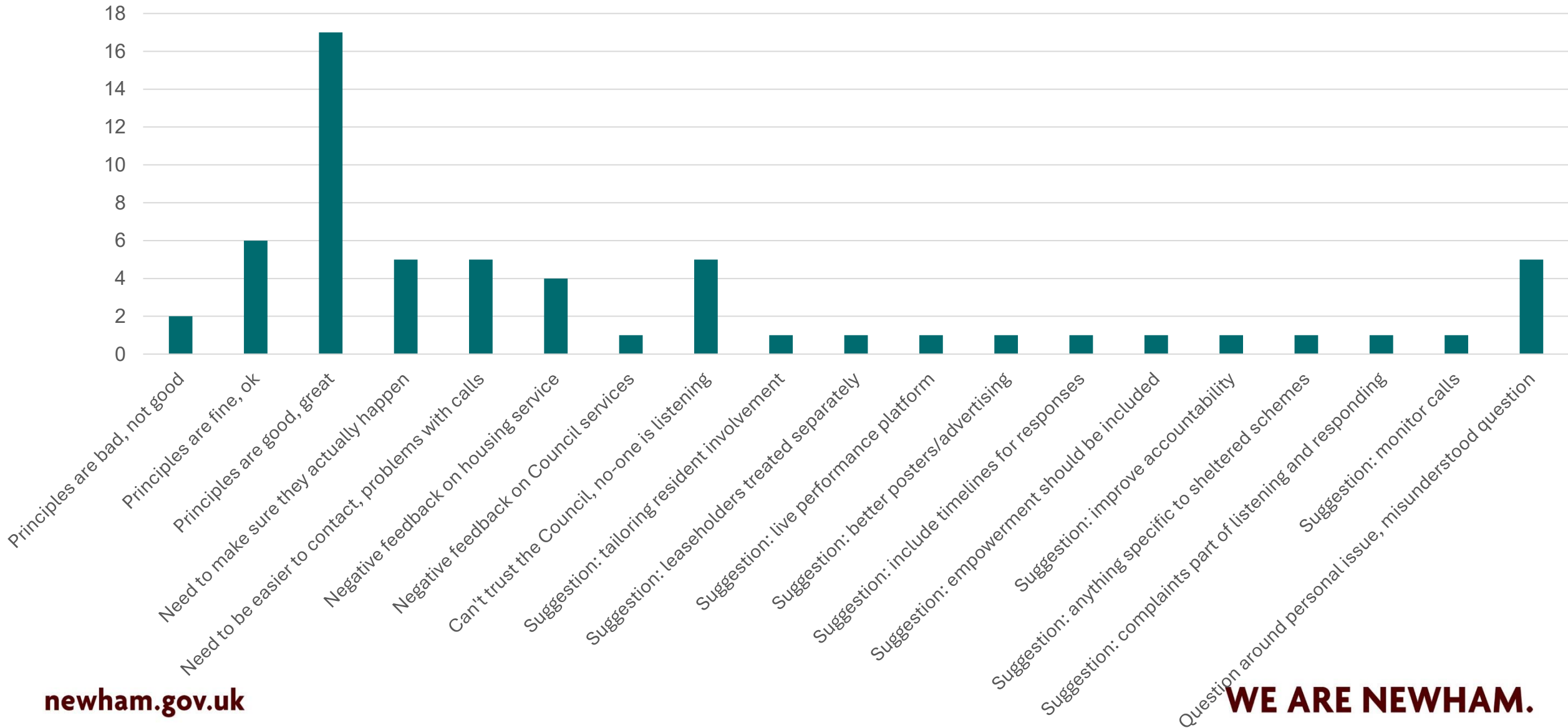
Survey respondents by tenure



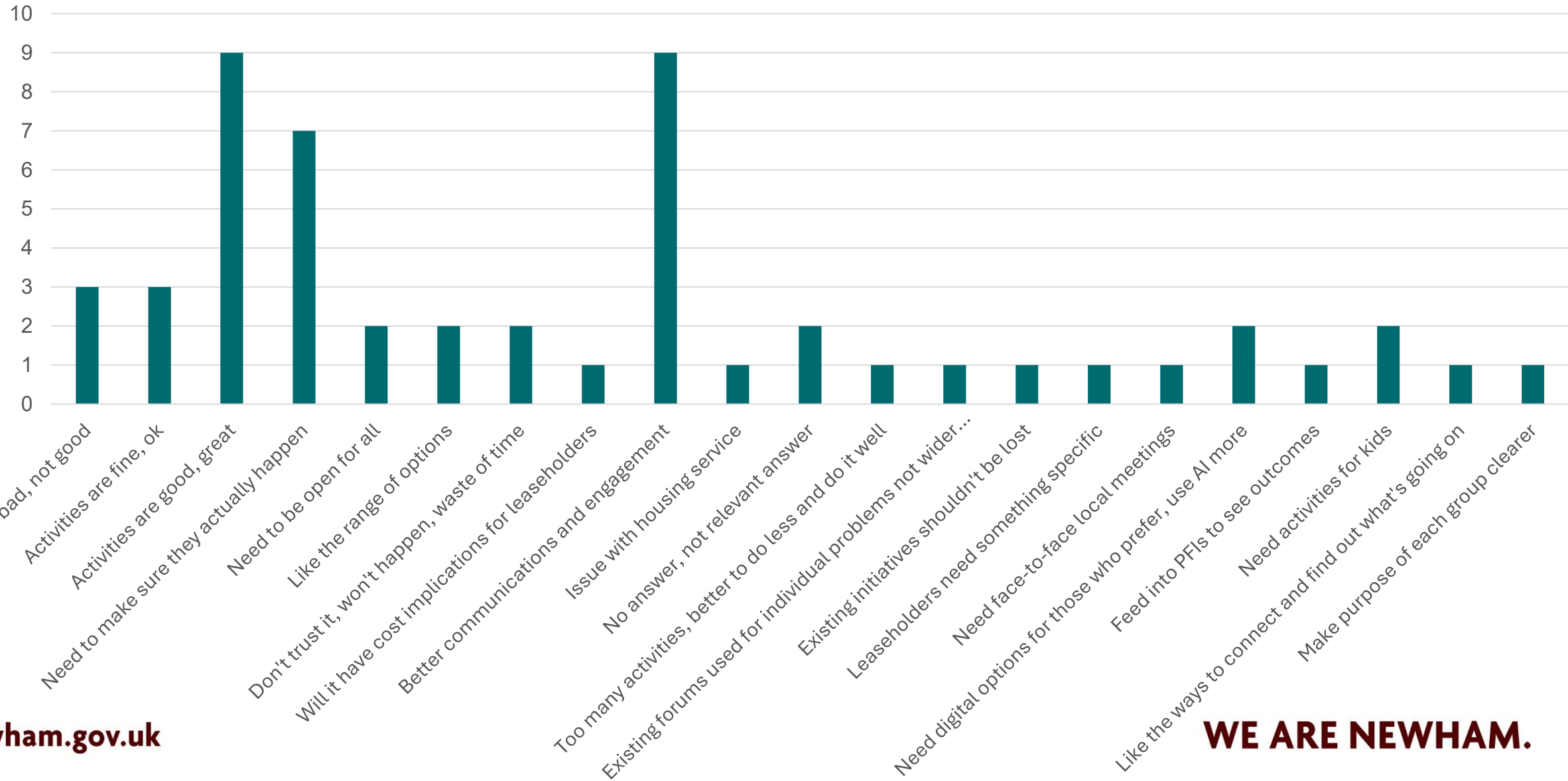
Survey respondents by ward



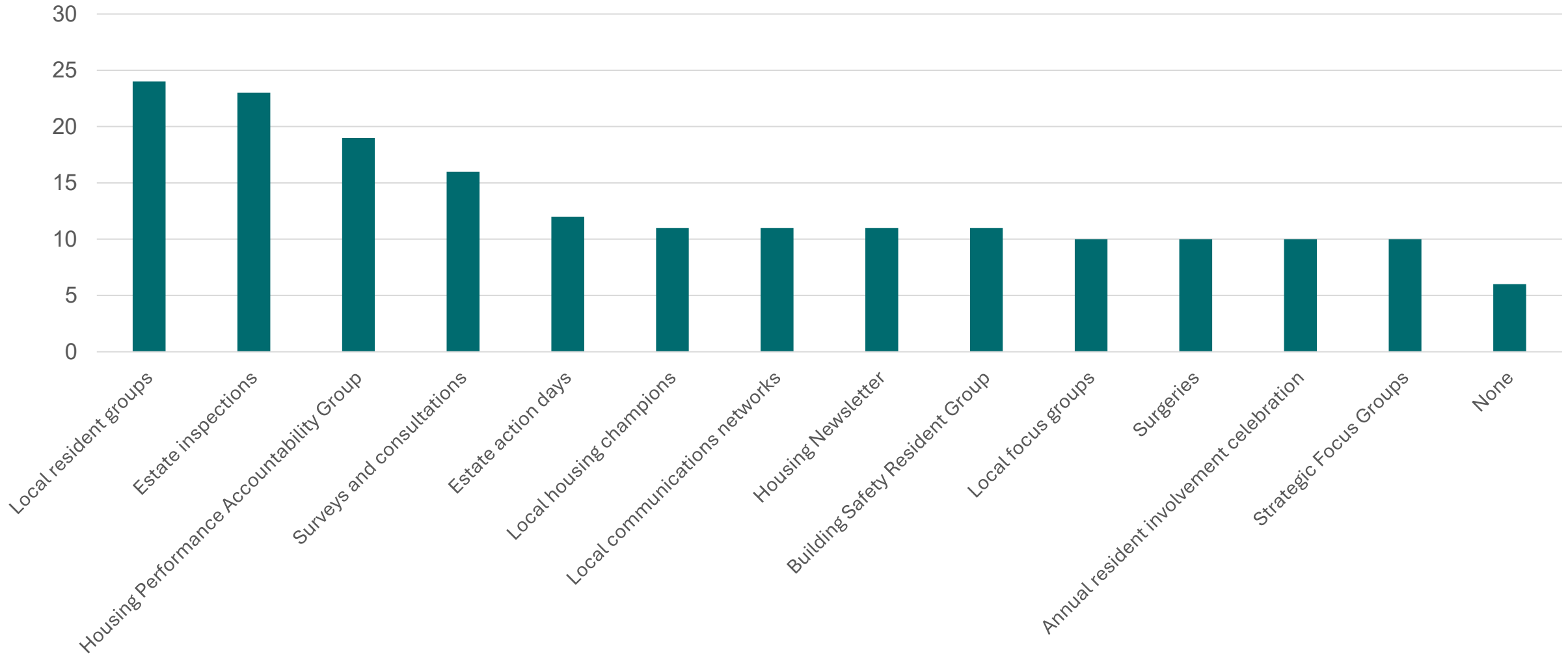
Feedback on the principles



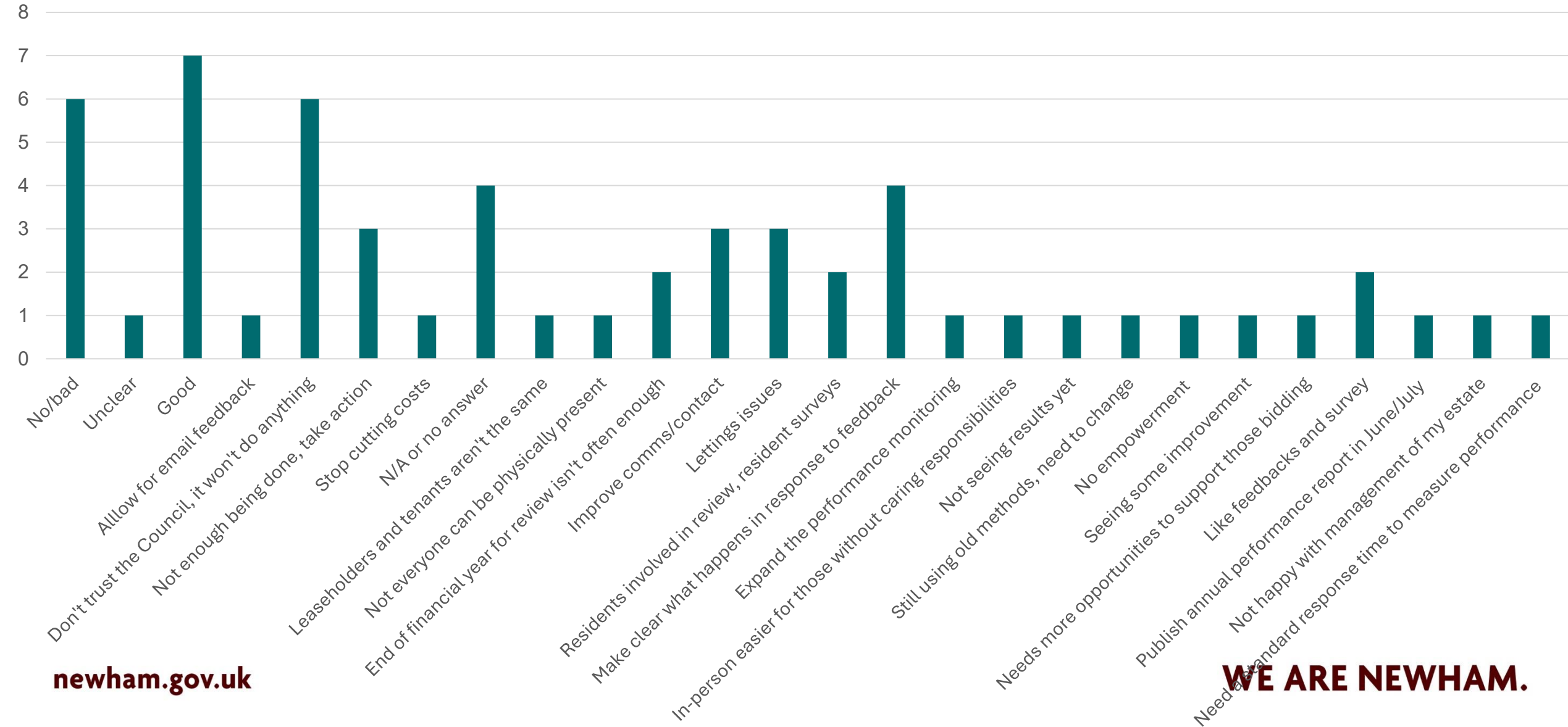
Feedback on actions



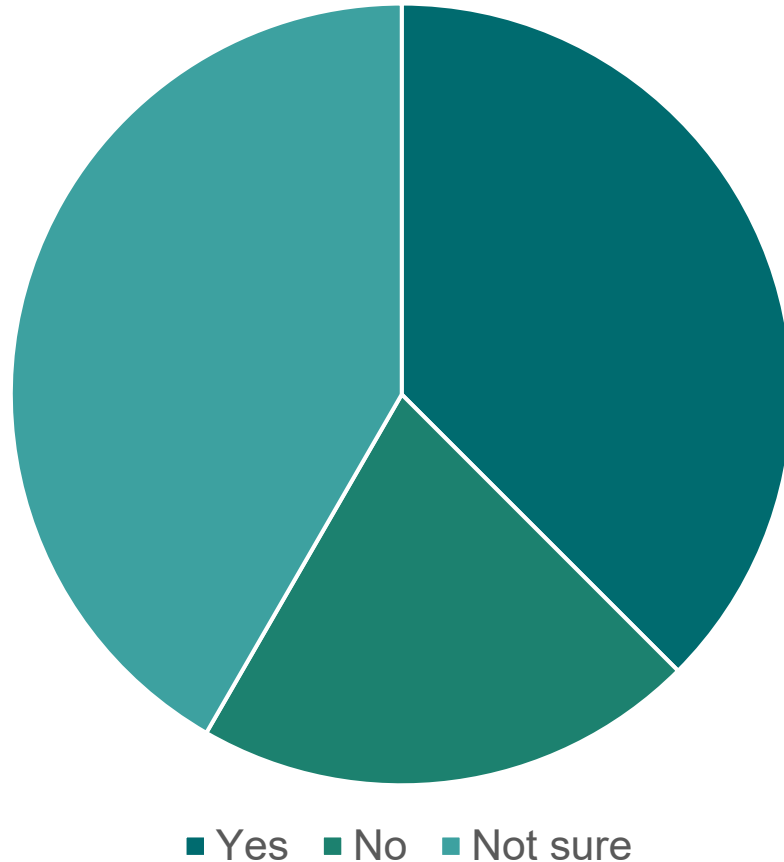
Preferred activities



Feedback on performance measures



Feedback on whether draft strategy meets objectives



The high share of respondents who didn't know whether the draft strategy meets the objectives set out indicates that the question may not have been well-understood. A different approach should be used in future surveys.

Summary of other comments from the survey and emails

The council needs to take action and follow through on promises

Surveys are good but need to be specific to an area or problem

Build engagement around each individual tenant

We need more Council homes available for those on the Housing Register

The Repairs Contact Centre is hard to reach – phones are not answered and calls cut off

The Council needs to demonstrate the impact of getting involved

There needs to be something specific for leaseholders

Tenants report issues to the Council but aren't seeing results

Removing or merging existing groups risks disempowering residents

Including young people's views

- The Equalities Impact Assessment indicated that resident involvement in housing-related groups and activities is often low among younger people
- The Council therefore held a workshop for young people living in the Borough to discuss the principles and different engagement activities proposed.
- The workshop had 20 attendees: 9 young women, 1 non-binary person, and 10 young men.
- The feedback provided comments on each of the five principles, and three proposed levels of engagement activities: local, area-based and strategic or borough-wide.
- The most positively received aspects were estate inspections and estate action days, and some participants commented that local housing champions could work if there were clear incentives and proper recognition.
- Their feedback also reflected some of the same concerns raised through the survey: a lack of trust that their feedback will be acted upon, a lack of time or conflicting responsibilities meaning residents are unable to take part in formal groups, and a need for incentives

Key comments from young people

Transparency

They want regular updates and proof that their voices are heard and acted upon.

Accountability

They want the council to act on its own observations and responsibilities, not just expect residents to report problems.

Incentives

People should be paid or compensated for meaningful involvement.

Proactive outreach

The council should be coming to residents, not waiting for residents to come to them.

Inclusive engagement

Make activities more accessible to those with time, money, language, and digital barriers

Changes made as a result of consultation feedback

In addition to a number of small changes to improve the readability and quality of the final strategy, the final strategy includes the following changes:

- Making clear the role of complaints in transparency and accountability
- Setting out the ways in which we intend to get in touch with residents
- Setting out our intention to improve residents' experience with the Repairs Contact Centre
- Including surveys in the list of ways in which we will seek resident opinions and feedback
- Simplifying the proposed structure and making the strategy more achievable by focussing on local resident groups and strategic groups rather than creating area-based groups.
- Introducing a leaseholder group
- Explaining which activities the Council intends to lead and where the Council will take a facilitating role