

Resident Engagement Impact Report

Improving services through engagement



April 2024 – March 2025

Ealing Council



Introduction

Over the past year, the housing service has engaged with over 1000 residents through a range of resident engagement activities. These activities have increased resident participation, supported the housing service to improve services for residents and helped build stronger communities.

This annual impact report provides an overview of how the housing service has worked with residents throughout the year and what outcomes have resulted from this engagement.

This report demonstrates the opportunities we have provided to residents to work with the housing service to co-produce strategies, policies and service standards.

At Ealing Council, we are committed to strengthening resident engagement in the services we deliver. Our goal is to foster meaningful partnerships with residents that help build more sustainable communities and increase trust in our services. We believe that consistent and inclusive engagement is key to achieving this.

Resident engagement can take many forms, and we recognise that individual circumstances and time constraints may influence how and when residents choose to participate. Nonetheless, every level of engagement contributes to shaping better outcomes for our communities.

This report highlights the range of resident engagement activities, and events that took place between April 2024 and March 2025. The key objectives of the report are to:

- outline the engagement opportunities the resident engagement team offered to tenants and leaseholders
- showcase how residents have played an active role in shaping our services
- demonstrate what impact resident engagement has had on improving services and building communities
- demonstrate the co-production activity that has taken place
- demonstrate how we have provided residents with oversight of Tenant Satisfaction Measure (TSM) performance
- demonstrate how we have aligned Ealing's Resident Engagement Strategy (2025–2027) with the Connected Communities initiative
- highlight how we are meeting the requirements on the Regulator of Social Housing's Transparency, Influence and Accountability Consumer Standard

Strategic objectives

The strategic objectives of our resident engagement work are set out in our Resident Engagement Strategy.

Resident Engagement Strategy priorities

- delivering inclusive and diverse resident engagement
- embedding engagement across housing services
- co-designing housing strategies, policies and service standards with residents
- improving resident satisfaction and reducing complaints
- empowering residents to influence decisions and service delivery
- encouraging residents to get involved and work with us to improve services
- providing opportunities for residents to scrutinise the work of the housing service
- building connections between residents and strengthening communities
- reducing social isolation

Connected Communities

The key objective of the Connected Communities initiative is to “massively increase social connection in the borough, giving everyone as much choice and power in their lives as possible - so that people can live happier and healthier lives and get more of what they need from each other.”

Connected Community priorities include:

- building new connections and networks
- supporting community organisations and spaces
- redistributing power and resources to communities
- co-designing services with residents
- promoting community-led decision-making

Key Outcomes

This report sets out a range of Resident Engagement outcomes for 2024-25. These include:

- co-production of a new Resident Engagement Strategy.
- co-production of new Housing Service Standards.
- co-production of the Tenant Satisfaction Measure Action Plan.
- the opening of a new Housing Hub on the Havelock Estate named by residents.
- ESOL classes arranged for Havelock Residents have proved popular with additional classes being arranged.
- a range of positive outcomes for Sheltered residents have resulted from the engagement with C.A.S.H who represent tenants living in our sheltered housing.
- there have been many outcomes from the engagement between the housing service and Residents Associations with examples provided that relate to the Copley Close Residents Association.

Resident engagement - measuring outcomes and impact

Using this impact report, we have captured the changes that we have made to housing services as a result of engagement with our residents.

We have used an impact assessment approach to evaluate the outcomes and effectiveness of activities. It is a tool used to review programmes and projects designed to bring about positive change, particularly in improving the quality of life for residents and communities.

Metrics	Definition	What to look for in the report
Objectives	The objectives of the resident engagement activity	A summary of what the resident engagement activity is and what the key objectives are.
Input	Resources invested (staff time, funding, tools)	Which housing services worked in partnership to deliver the resident engagement activity.
Activity	Actions taken to engage residents	<ul style="list-style-type: none"> what types of engagement were used (e.g. surveys, forums, co-design workshops) number of engagement events/sessions held diversity of engagement formats (online, in-person, hybrid) equity of engagement: are we reaching underrepresented groups?
Output	Immediate results (quantifiable)	<ul style="list-style-type: none"> how many residents participated? resident participation by demographic service improvements/actions recorded
Outcome	Short-to-medium term benefits	<ul style="list-style-type: none"> what service improvements resulted from the engagement? what positive outcomes were there? feedback loop: you said, we did - are residents informed about how their input was used?
Impact	Long-term, strategic change	<ul style="list-style-type: none"> impact on community increased participation in future engagement activities Connected Communities – increase in social connections Connected Communities – linking residents with local community resources social value generated (e.g. volunteering hours, reduced isolation) evidence of sustained service improvements increase in number of engaged residents

Meeting the diverse needs of residents

The resident engagement team maintain a database of residents who are interested in engaging with us to support us to develop our services. We currently have 468 tenants and leaseholders recorded. We encourage residents to get involved through our website, through Housing News, through the new tenant sign up process and when residents are asked to complete Tenant Satisfaction Measure (TSM) surveys.

The resident engagement team have carried out a survey of all residents who have shown an interest in engaging with us to ensure that we have a good understanding of individual needs so that we can understand the level of engagement our residents are interested in, any reasonable adjustments required and preferred methods of communication. We want to ensure that we make resident engagement opportunities accessible to all residents.

Our engaged residents have put themselves forward to take part in events, forums, surveys, workshops, scrutiny and other opportunities organised by the resident engagement team to support and shape housing services.



Strategic engagement: independent housing board

The Independent Housing Board (IHB) was established in September 2024.

The IHB is comprised of:

- senior officers of the council, independent of tenant and leaseholder services
- an external chair
- tenant/leaseholder representatives

The cabinet member/portfolio holder attends as an (ex-officio) observer. Service officers and senior managers attend to present reports and to advise as required.

The role of the IHB is to monitor and scrutinise the performance of all housing revenue account (HRA) funded housing services in Ealing, ensuring the voice of the tenant is clearly heard and acted upon. The IHB will help to inform service managers, the cabinet member, and the wider council, and will provide welcome critical challenge and accountability.

Objectives

- to provide advice and scrutiny to the council's executive
- oversight and accountability for the operation of the council's HRA business and associated strategies and policies, including quality and performance
- assurance that the council's HRA activities are delivering in line with the requirements of the Regulator for Social Housing (RSH) and the Housing Ombudsman. This includes the regulatory standards (consumer and economic standards) and effective and meaningful tenant engagement

Activity

Board meetings held:

- 23 September 2024
- 12 December 2024
- 31 March 2025

Outcomes and impact

- reviewed progress in relation to the voluntary undertaking
- scrutiny of Tenant Satisfaction Measure performance
- resident engagement activity reviewed including progress with the Havelock pilot
- Grenfell Inquiry report discussed
- scrutiny of housing service activity
- scrutiny of HRA finances
- reviewed preparations for inspection by the Regulator of Social Housing



Strategic engagement: resident housing forum

The resident housing forum was established to work with residents to improve the housing services provided by the council. It meets quarterly and comprises 10 tenants and 2 leaseholders. The forum is chaired by our cabinet member for safe and genuinely affordable homes, Councillor Louise Brett.

The assistant director of landlord services, the head of housing management and the resident engagement manager attend this forum. Senior officers from a range of housing services are invited to attend to provide information in relation to services of interest to the forum.

The following groups report into the forum:

- resident asset management panel for scrutiny (RAMPS)
- resident workshops
- resident focus groups
- resident mystery shopping inspectors

Objectives

- the group provides scrutiny of the housing service and ultimately supports resident led discussions on which improvements may lead to better services
- the forum monitors the performance of the department through resident led projects focusing on scrutiny work. The housing forum works with the council's management team, officers and stakeholders and is given access to performance information
- the forum makes recommendations for service improvements and to our IHB

Activity

Forum date	Residents in attendance	EDI
15 May 2024	10	Gender: Male (5), Female (5) Age: 45-54 (2), 55-64 (3) 65-74 (3), 75+ (2)
10 July 2024	11	Gender: Male (6), Female (5)Age: 45-54 (2), 55-64 (3) 65-74 (3), 75+ (2)
2 October 2024	11	Gender: Male (6), Female (5)Age: 45-54 (3), 55-64 (3) 65-74 (3), 75+ (2)
4 December 2024	9	Gender: Male (4), Female (5)Age: 45-54 (2), 55-64 (2) 65-74 (3), 75+ (2)
10 February 2025	12	Gender: Male (7), Female (5)Age: 45-54 (2), 55-64 (5) 65-74 (3), 75+ (2)

Outcomes and impact

- met quarterly to review the performance of housing services
- reviewed TSM performance and discussed service improvements with The Leadership Factor (TLF) Research, our external independent agency that carry out the TSM surveys, in attendance in May 2024 to go through the methodology and collation of their findings with recommendations
- presentations provided on housing performance, complaints, Awaab's Law, repairs, disrepair voids and antisocial behaviour (ASB)
- resident mystery shoppers report into the forum and recommendations have been sent to relevant housing service leads
- the forum helped the council compile an action log related to improvements they would like and for those to be addressed by relevant teams and reported back to the forum
- reviewed and amended the housing service standards before being sent to the IHB
- TSM resident workshop delivered to support residents to understand the TSM data and to contribute to the TSM Action Plan
- resident workshops set up to co-produce a new Resident Engagement Strategy



Strategic engagement: residents asset management panel for scrutiny (ramps)

RAMPS (formally known as Resident Building Safety Panel - RBSP) was established in 2024 to enable residents to help shape, challenge and influence the service delivered by the building safety, capital works and the repairs teams (asset management).

Objectives

- to provide residents with performance information relating to all aspects of asset management so that residents can scrutinise our performance
- scrutinise the council approach to building safety, capital works and repairs
- for senior staff from the building safety, capital works and repairs services to provide information to residents about their services and to respond to any concerns
- monitor health and safety performance information
- work in partnership with residents to improve asset management services
- co-design solutions to issues that arise and provide input into the council's decisions on investment to keep residents safe
- develop standards for communicating critical information to tenants, their households and visitors, including those with diverse needs
- review relevant building safety legislation and any changes to legislation
- to ensure that residents, especially those with disabilities, who wish to be involved, are heard and can access information about the work being done
- to ensure that residents have a voice in relation to asset management and to ensure that actions are captured and acted upon

Activity

RAMPS held separate committee and public meetings

Meeting date	Meeting type	Residents in attendance
15 April 2024	RBSP public meeting	9
9 October 2024	RAMPS public meeting	10
28 January 2025	RAMPS committee meeting	8
19 February 2025	RAMPS public meeting	13

Total members of RAMPS:

56 residents (33 tenants and 12 leaseholders) of which British (8), African (3), Caribbean (1), Indian (1), any other background (4), White and Asian (1), Somali (2), 2 prefer not to say, 33 no information stated, 1 non-Ealing tenant/leaseholder.

Representatives from the council's building safety team, capital works, repairs and maintenance attended the meetings.

Outcomes and impact

- revamped panel in April 2024. The panel developed from the building safety panel
- new Terms of Reference agreed
- estate visits with the building safety team
- introduction of the repairs team safety culture app to the panel. This will form part of the estate champions training. The app will allow estate champions to report repairs in real-time. This app is currently being used by the repairs team
- supported drafting of new service standards
- established a new core committee and support officers from members
- recruitment of 6 panel members to become estate champions (name to be decided by the residents)

Engagement area: resident workshops - service standards

Objectives

- to work with residents to co-produce a set of housing service standards that will be used to communicate how we will deliver our day-to-day work in a fair and equitable way to enable our residents to hold us to account
- arrange a series of service standards resident workshops to co-produce the standards
- produce service standards covering the following housing services:
 - safer communities (ASB)
 - estate services
 - rents
 - building safety
 - home ownership
 - repairs
 - major works
 - housing management
 - sheltered housing
 - complaints
 - lettings

Input

The resident engagement team worked with a range of housing services to run a series of service standard resident workshops.

Activity

- the service standards were developed through a series of resident workshops
- workshops delivered through partnership working between the:
 - resident engagement team
 - repairs
 - safer communities
 - building safety
 - capital works
 - home ownership
 - housing management
 - income team
 - sheltered housing
- the service standards were then reviewed by the resident housing forum
- they went to the IHB for final review

Outputs

3 resident workshops and a sheltered scheme roadshow July 2024, September 2024 and November 2024.

Total attendance residents

34 residents attended the workshops. We also engaged with 328 sheltered tenants across 33 sheltered schemes. (80 of the sheltered residents did not speak English – the presentation was given in a number of different languages).

Outcomes and impact

- at the workshops, residents were briefed on the purpose of the service standards and how residents would be able to hold the housing service to account
- the IHB requested an additional overarching fairness and respect service standard
- the service standards have been approved and published
- the service standards have been published on the council website and will be available in hard copy at the housing hubs. The service standards will form part of a new Tenant Handbook and Leaseholder Handbook
- we will report to the resident housing forum on our service performance against the service standards



Engagement area: connected communities – Havelock Estate project

The Havelock Estate faces a range of challenges partly relating to the stalled regeneration of the estate. The estate has been partly regenerated with the regenerated sections of the estate now managed by Peabody. Issues on the estate include crime, substance misuse, ASB and rising street homelessness.

Residents reported a lack of visibility of housing services with services not meeting the diverse community's needs. The project aimed to address these issues.

Objectives

- identify the needs to Havelock residents and to develop initiatives to support residents
- improve the accessibility of housing services for Havelock residents
- improve communication with Havelock resident groups
- reduce digital inclusion and support residents with language barriers
- develop local partnerships as part of the Connected Communities initiative

Input

The corporate change and transformation team, Connected Communities team, housing management, community safety and the resident engagement team set out to work with residents on a range of initiatives with the objective of building community cohesion.

Activity

- qualitative research conducted with local people through interviews, workshops, work sharing, and observations
- community drop-in event
- a disused shop was transformed into the Havelock Advice Centre (The HAV). Officially opened by Councillor Louise Brett on Monday 28 October. Residents developed names for the centre and voted throughout the opening week on their favourite
- the HAV opening week included a range of activities for residents held at the HAV. Activities included a community litter pick, arts and crafts session, Diwali decorations workshop, a community scavenger hunt, meet your housing officer estate walkabout, face painting and cake decorating
- a housing hub was established at the HAV and is open to residents Tuesdays and Thursdays from 9am to 5pm. Services available for residents include housing management, income team, leasehold services and community safety. The repairs service is available for residents every Thursday. A financial inclusion officer runs a surgery once a month. In January 2025, an NHS Social Prescriber began working at the HAV once a week. Councillor surgeries are taking place at the HAV once a month
- the HAV was promoted in the Spring 2025 edition of Housing News

Outputs

- the HAV opening week 28 to 31 October 2024
- the HAV opened Tuesdays and Thursdays
- ESOL classes for residents

Total attendance residents

- There were 51 visitors in the launch month
- On average there have been 68 visitors per month between November 2024 and July 2025
- For the first session held on Tuesday 7 January, there were 8 attendees. The following week, there were 12 who attended the class, this number increased to 15 in the third week
- Asian Community Concern now have 28 students registered and due to high demand, they are now looking at launching an additional day to meet the demand

Outcomes and impact ✓

- opening the HAV and establishing a housing service on the estate for residents has made accessing our services much easier for residents. It has helped to strengthen relations between the estate residents and the housing management service
- ESOL classes have benefitted residents and are proving very popular
- regular engagement between housing services and the 2 resident groups has helped to resolve estate issues such as communal repairs. The resident engagement team will support these groups to form a resident's association
- Peabody Housing attended the Havelock Service Group helping to strengthen links between the council and Peabody to work in partnership to support residents
- ESOL classes and arts workshops improved resident confidence, inclusion, and community spirit
- Jean Brooker the chair of the Havelock Good Neighbours Group has provided positive feedback about the work being done to support residents on the Havelock Estate



Engagement area: resident associations

A resident association (RA) is a group made up of residents living in a particular estate, sheltered scheme, or neighbourhood. RAs are constituted, have an equal opportunity statement, and adhere to a code of conduct. They are run by residents who volunteer their time. RAs act as a voice for their local community by addressing concerns which affect the community in relation to topics like housing, ASB, repairs, and estate services. They also organise community activities such as fun days, coffee mornings, play and stay, and resident parties. These activities are designed to reduce social isolation and to strengthen communities.

Objectives

- support 26 existing resident associations (12 sheltered and 14 general needs)
- engage with resident associations to ensure that they are listened to and housing services are improved as a result
- encourage the formation of new resident associations

Input

The resident engagement team support existing resident associations and provide advice to residents who are interested in establishing a new resident group.

Activity

The resident engagement team have carried out the following activities to support RAs:

- governance checks: resident engagement officers have carried out quarterly well-being checks with committee members held online, via email or face to face to ensure that RA committees are supported and have the right tools to engage with their members and housing teams. Advice and guidance is provided along with support with funding
- finance: engagement officers assist community groups in setting up their bank account, monitoring finances and applying for grants. Finance checks are completed prior to Annual General Meetings (AGM) to confirm that funding is being used as per members votes/funding application

The resident engagement team have supported residents to establish new resident groups.

The housing management team have supported RAs by attending their resident meetings when requested and working with residents to deliver estate improvements and resolve local issues.

Outputs

- 26 associations (12 sheltered and 14 general needs) supported
- 46 meetings

Total attendance residents

379

EDI

- ethnicity: British (22), Irish (5), Caribbean (14), Indian (4), any other background (6), prefer not to say (1), 29 not stated, 3 non-Ealing committee members
- age 17-24 (1), 35-44 (7), 45-54 (8), 55-64 (6), 65-74 (29), 75+ (21), 5 not stated, 2 non-Ealing Committee members

Outcomes and impact

- 26 RAs received support from the resident engagement team and are continuing to represent their communities
- 2 new RAs were supported with getting set up and 1 RA was re-established
- chair of Godfrey Avenue RA joined RAMPs and the resident housing forum
- treasurer of Lindsey House RA and Chair of Campaigning for action in sheltered housing (CASH) joined the resident housing forum

RAs have worked with housing services to improve their neighbourhoods.

Example of RA engagement - Copley Residents Association

As a result of the housing management service working with the Copley Residents Association the following service improvements were delivered:

- proposed charges for parking in the under crofts were removed
- the main road through the estate was resurfaced
- abandoned vehicles were removed from the estate
- a range of options for parking control have been provided to the RA

Engagement area: borough wide community groups - campaigning for action in sheltered housing (cash)

CASH is a community 'umbrella' group that represents all the Ealing Council sheltered housing schemes. It is used as a forum to consult with sheltered residents on any changes that will directly affect them. Currently, our 34 sheltered schemes are home to approximately 1,102 residents.

Members are given the opportunity to raise any issues that they may have with the Ealing sheltered housing service and other council teams. Minutes of the last meeting, matters arising, and action points are covered at each meeting.

Objectives

- to promote the interests of all residents in sheltered housing
- to assist in maintaining good relations between sheltered residents and the council
- to work with the council to enhance sheltered housing so it is a safe, secure and environmentally friendly place
- to work with the council to maintain agreed service standards
- CASH work to reduce social isolation of residents and promote activities in sheltered housing schemes
- CASH acts as a scrutiny panel that reviews services for sheltered residents. The constitution allows them to request the attendance of council teams that deliver services to sheltered housing to their meetings
- for the resident engagement team to support CASH to represent sheltered residents and any issues they may face
- for the resident engagement team to support CASH with community initiatives with the objective of reducing social isolation
- to ensure that the sheltered housing service and other council teams work in partnership with CASH to deliver improvements to sheltered housing schemes

Input

the sheltered housing service to attend CASH meetings and for other council services to attend upon request.



Activity

In 2024-2025 the resident engagement team have supported CASH to:

- 6 committee meetings and 6 public meetings
- conduct roadshows to increase resident membership from sheltered schemes especially those that have no members involved

CASH have attended the resident housing forum, and they also attend the RAMPS.

CASH have held the following events in 2024-25:

- monthly pub lunch: held in Weatherspoon in Ealing, first Monday of the month or Tuesday (bank holidays)
- summer event: trip to Eastbourne
- Christmas party:
 - a range of council and external services have attended CASH meetings:
 - sheltered housing service (Ealing Council)
 - waste collection team (Ealing Council)
 - repairs and maintenance (Ealing Council)
 - T-Brown and engagement (council contractor)
 - falls and prevention (Ealing Council)
 - winter fuel and other benefits (Ealing Council)
 - assistant director for housing landlord services (Ealing Council)
 - Age Concern (external)

Outputs

- CASH have 110 members. These are members that attend meetings or wish to be kept informed of developments
- CASH held 12 meetings and 4 roadshows

Total attendance residents

214 residents have attended these meetings and roadshows.

EDI

- ethnicity: British (14), Caribbean (8), Indian (7), Irish (6), Polish (1), any other background (9), White and Black African (1), White and Black Caribbean (1), prefer not to say (1), 52 not stated, 10 no data.
- age: 55-64 (2), 65-74 (38) 75+ (60)
- no data (10)

Outcomes and impact

- service charges: as a result of the sheltered housing service and the assistant director of landlord services attending CASH meetings where service charges were discussed, a cap was introduced for all sheltered tenant service charges from April 2025
- heating systems: 4 schemes have had heat pump systems installed. CASH worked with the council throughout the project and raised concerns about communication
- furniture: following engagement with CASH, the sheltered housing service arranged for new furniture to be supplied for the communal lounges in 11 sheltered schemes
- RAMPS: 1 committee member from CASH attends RAMPS and has joined the repairs team new initiative to become an estate champion. As part of this role, the safety culture app will be tested. This app is currently used by the repairs service to report and log repairs. The aim is to introduce this app to resident estate champions so they can report repairs and send photos in real-time
- CASH requested a review of sheltered housing cleaning and estate services at Walnut Court and Ditchley. CASH members were informed of the cleaning and gardening schedules and with their input, additional gardening was arranged to remove leaves and mowing of the communal garden lawns, increasing to an 8-week cycle
- falls and prevention presentation was requested by CASH. The presentation was delivered by Ealing Council's falls presentation team on the 16 October 2024 to the CASH members at Bakers House – CASH members were able to create their own "My Staying Steady action plan" to mitigate the risk of falling or injuring themselves
- CASH requested an overview of the benefits that pensioners may be entitled to. This presentation was delivered by the council's income maximisation team on the 16 October 2024 and covered winter fuel payments, entitlement to Pensioners Credit, Universal Credit and other support services available to pensioners in Ealing. From this presentation, several CASH members identified themselves to be eligible for benefits and support and arranged appointments with the income maximisation team to help support them in making a claim. The welfare benefits and support leaflet was also shared with CASH and distributed to all sheltered housing scheme tenants
- CASH requested that the project team for the installation of the ground pump heating system make themselves available to respond to their concerns. TBrown and the Ealing project team attended the CASH meeting and responded to the concerns raised. CASH members went away with additional knowledge and information and an understanding of how this new heating system would meet the greener Ealing strategy as well as the benefits of the heating system (reduced energy bills) in the coming years
- due to issues around recycling waste, CASH requested an overview of the recycling strategy in Ealing. The waste recycling team delivered an overview of the Ealing waste recycling strategy but also went into detail of how to identify waste and how to recycle waste in the appropriate bins provided. CASH members went away having a better understanding of how waste recycling impacted on them. The waste recycling leaflet was distributed to CASH members and later circulated out to all 34 sheltered housing schemes

- CASH requested for AGE UK to attend a meeting to see what services were available from Age UK. Age UK delivered a presentation on what services they provided and how to access the service. Services included IT classes for older people, social activities and support in maintaining gardens for older people. Several CASH members were very interested in the support around maintaining their gardens and some showed an interest in attending Age UK arts and crafts sessions



Strategic engagement: Ealing Council Leaseholder Association (ECLA)

The borough's leaseholders are represented through Ealing Council Leaseholders Association (ECLA). This is run by a team of leaseholder volunteers, as a formally constituted group, which represents council leaseholders across the borough. It works with the council to improve services for leaseholders. ECLA is managed by volunteer leaseholders who meet regularly.

Objectives

- ELCA represents all leaseholders across the borough, holding meetings and forums to engage with leaseholders and ensure the council remain accountable to them
- representatives from ELCA sit on the resident housing forum and 1 leaseholder has been recruited to the IHB
- ECLA want to understand leaseholder issues and drive service improvement. They do not handle individual issues but consider trends from matters raised by leaseholders through emails and at forums

Outcomes

- the ELCA committee meetings were held regularly, ensuring engagement with the council, reviewing communications received from leaseholders and following up on leaseholder concerns
- in May 2024, the ECLA committee reviewed and contributed to the Homeowner Handbook
- ECLA and the council organised the leaseholder forum in June 2024 where 107 leaseholders were in attendance. It allowed leaseholders to meet council officers from various services and raise issues
- ECLA hosted an AGM attended by circa 40 residents online in November 2024
- the new committee hosted their first meeting, (6 members in attendance) and elected a chair, secretary and treasurer on November 2024
- in December 2024, the ECLA committee considered plans for the year ahead
- in January 2025, the ECLA committee contributed to the Housing Newsletter published in March 2025
- in March 2025, the ECLA committee confirmed the date for the 2025/26 leaseholder forum
- in March 2025, the ECLA committee discussed involvement with and representation at the housing forum



Impact

- enhanced communication: committee meetings, consultation and engagement on leaseholder specific matters, services and publications
- enhanced engagement through meetings and forums for leaseholders to meet, receive information, ask questions and raise concerns
- improved governance: constituted committee and ECLA representation at the housing forum
- leaseholder advocacy: the ECLA committee presents issues on behalf of leaseholders ensuring resolution and marking a shift toward more accountable services



Strategic engagement: resident inspector mystery shopping

Mystery shopping inspectors (tenants and leaseholders) carry out inspections within our housing service. Inspections are carried out via phone calls, site visits and surveys. Resident inspectors carry out the following inspections:

- housing teams: scripted scenarios where they score on information provided for a specific team query. Scenarios should be resolved in a single interaction
- speed and greet calls: designed to evaluate the effectiveness of staff in greeting callers
- quick response scrutiny: testing accessibility in different areas of the council or housing
- sheltered housing: inspections of common room and communal areas
- voids inspection: visit to be conducted with a surveyor when they complete their survey before letting out the property

Objectives

- to support the housing service to improve the services provided to residents
- to assess the accessibility of housing services and to make recommendations for improvements
- to ensure council staff are polite and efficient when dealing with an enquiry
- to ensure that the correct information is given to residents when they contact us
- to ensure that the services provided for residents is being carried out adequately

Output

- engagement: facilitate, co-produce and update the mystery shopping packs with tenants and leaseholders
- participation: recruit 3 to 6 residents to the programme. Update ID and confidentiality statement
- scrutiny: inspectors to complete mystery shopping (October and November 2024). Reports to be completed, recommendations and action plan to be produced and delivered to the housing forum

5 residents participated and carried out inspections in the following areas:

- speed and greet calls - how housing staff greeted the inspector at the initial stage of the call
- quick response scrutiny carried out on the contents, ease of finding information and the colours used for the council website
- sheltered housing visits to inspect cleaning of communal areas, how accurate information on noticeboards is and how comfortable/up to date common rooms are

EDI

- African (1), British (2), Caribbean (1), none stated (1)
- 45-54 (1), 55-64 (4)

Outcomes and impact

- the mystery shoppers provided a range of recommendations which were reviewed by relevant heads of service
- recommendations included providing training to housing staff answering phone calls to ensure that they speak clearly and slowly when answering calls
- there were a range of recommendations made in relation to sheltered housing schemes which were passed to the head of sheltered housing to act upon. These included updating the notice boards in the schemes that the inspectors visited, ensuring that leaves and debris outside of entrance ways was cleared away, arranging for common rooms to be redecorated and refurbished, ensuring that there were hand towels in toilets and arranging repairs to washing machines
- inspectors made recommendations in relation to updating some of the website content which has now been updated
- inspectors suggested additional training for residents in relation to the use of IT and the website. A range of resident IT training courses were run as a result of this



Networking: west area housing hub surgery

Housing hub surgeries for the west of the borough are held in Greenford Town Hall. Housing hub surgeries for the east of the borough are held at Perceval House. These are housing events which all council tenants living in the relevant part of the borough are invited to. At these events, a wide range of housing services run stalls and meet with residents in person to discuss any concerns residents may have. These events are designed to help make housing services more accessible, to provide information to tenants and to resolve any issues they may have.

Objectives

- these events are designed to help make housing services more accessible
- to provide information about housing services to tenants
- to meet with tenant's face to face and to resolve any issues they may have
- to encourage new tenants to get involved so that they can make a positive contribution to the areas they live in
- to listen to our tenants and ensure that we address local and individual issues

Activity

Housing hub event for the west of the borough held at Greenford Town Hall in February 2025. Arranged by the resident engagement team.

A range of housing services attended this event and ran stalls including:

- asset management
- building safety
- repairs and maintenance
- tenancy management
- rents and financial inclusion
- safer communities
- home ownership
- estate services
- sheltered housing
- regeneration
- community engagement (corporate)
- emergency management (corporate)
- resident engagement

Residents from the resident housing forum also attended and ran the resident engagement team stall.

Outputs

- 1 housing hub event
- total attendance residents
- 43 tenants

Outcomes and impact

- residents met their housing team members, built stronger ties, and were able to hold teams to account for issues relating to their property/neighbourhood
- staff listened actively and empathetically to tenants and took away issues that needed to be resolved
- housing services provided information to tenants about the services they provide
- residents housing forum members promoted the work of the forum and supported the resident engagement team to encourage residents to get involved



Networking: resident engagement network

The resident engagement network is an information sharing network for all our involved tenants and leaseholders. Residents are invited to hear about the services provided by the council and are given the opportunity to raise any issues or concerns. Ealing Council housing teams and external organisations present their services, answer questions and if needed make changes to what they offer. At times the network acts as a consultation platform if changes to services are needed.

Objectives

- to provide information to our engaged residents about housing services that they can cascade down to their local community
- to enable our engaged residents to speak directly with housing services and raise any issues
- to encourage engaged residents to get more involved and to explain the opportunities available

Activity

Network event held in December 2024. The topic was fraud and scams. Held in partnership with safer communities and the Metropolitan Police with the aims to:

- understand the concept of fraud and its implications in various situations
- identify common online scams and effective strategies for recognising them
- understand exploring different types of scams specifically affecting Ealing
- recognise steps to take if you encounter or fall victim to a scam
- be aware of other crime trends in Ealing

Outputs

1 resident engagement network event

Total attendance residents

20 residents

EDI

- African (1), British (5), Caribbean (4), Indian (1), White and Black Caribbean (1), no data (8)
- 35-44 (1), 45-54 (1), 55-64 (6), 65-74 (3)
- 75+ (6), no data (3)

Outcomes and impact

Residents gained insight on:

- identifying common online scams and effective strategies for recognising them
- understanding fraud, its implications and steps to take if they encounter or fall victim to a scam

Strategic engagement: housing resident engagement strategy workshops

Workshops were held with residents to develop a new resident engagement strategy

Objectives

- to develop a new resident engagement strategy to cover 2025-2027
- to ensure that the new strategy is co-produced with residents
- to ensure that the strategy is aligned to the Council Plan and Connected Communities initiative
- to ensure that the strategy clearly sets out our engagement structures and approach to resident engagement

Activity

4 resident workshops were used to capture what was missing from the previous strategy to ensure our new strategy is holistic, concise and resident friendly.

Outputs

- 4 resident workshops:
 - 24 October 2024
 - 11 November 2024
 - 25 November 2024
 - 3 December 2024

Total attendance residents

- 20 residents



Outcomes and impact

- resident-centred strategy
 - we will have a strategy that genuinely reflects residents' priorities, concerns, and aspirations
 - co-produced content ensures relevance and authenticity
- clear engagement framework
 - defined structures (e.g. forums, panels, digital platforms) and processes for ongoing engagement
 - transparent roles for both residents and council officers
- improved accessibility and inclusion
 - engagement methods tailored to diverse needs (e.g. language, digital access, disability)
 - broader participation from underrepresented groups
- alignment with strategic goals
 - strategy supports the Council Plan and Connected Communities initiative
 - engagement activities contribute directly to wider social, economic, and environmental goals
- actionable implementation plan
 - clear roadmap with timelines, responsibilities, and evaluation metrics
 - built-in flexibility to adapt to emerging needs

Impact

- stronger community relationships
 - builds trust and mutual respect between residents and the council
 - residents feel heard, valued, and empowered
- higher engagement and participation rates
 - more residents actively involved in shaping services and decisions
 - increased attendance at events, consultations, and feedback sessions
- better decision-making
 - council decisions are more informed, equitable, and responsive
 - reduced risk of conflict or disengagement due to lack of consultation
- enhanced social cohesion
 - residents collaborate across communities, fostering unity and shared purpose
 - strengthens local networks and resilience
- improved service delivery
 - services are better tailored to community needs
 - more efficient use of resources through targeted engagement

Older resident engagement: elderly and disabled gardening scheme

The council delivers a basic gardening service for council housing tenants who are elderly (aged 70+) and/or are registered disabled. This work consists of grass cutting, hedge cutting and garden clearances.

The service is provided between April and early October by Greener Ealing.

Objectives

- to support our elderly and disabled tenants to maintain their gardens by delivering a minimum of 5 grass cuts and 2 hedge cuts
- to prevent problems caused by overgrown gardens, which could have an impact on the community
- to prevent these properties being a target for ASB and burglaries
- to ensure that all grass cuttings are bagged up for collection by the council's recycling team and to ensure that hedge cuttings are moved to the recycling centre by Groundwork London
- to carry out a garden clearance, if necessary, when a tenant is added to the gardening list and ensure all cuttings are moved to the recycling centre

Activity

The resident engagement team manage a contract with Greener Ealing to provide this service to residents free of charge.

Outcomes and impact

- 238 elderly and disabled residents were supported to maintain their gardens and hedges. Out of this 13 were new tenants who joined the scheme in 2024-2025
- cuts received: 13 properties (1 cut), 25 properties (2 cuts), 114 properties (3 cuts), 72 properties (4 cuts) and 4 properties (5 cuts). 10 properties received no cuts. No cuts or less than 5 cuts is due to various reasons including tenants who did not wish a visit and/or no contact made by tenant upon missing the initial visit
- 108 hedges cuts
- 3 additional one-off clearances completed



Community events: race inclusion event

The race inclusion event was held to understand the barriers faced by ethnic minority tenants and leaseholders in council housing.

Objectives

- increase resident engagement with under-represented tenants and leaseholders
- understand any barriers faced by ethnic minority tenants and leaseholders when accessing housing services

Activity

- race inclusion event held at Perceval House 31 May 2024. 19 residents attended

EDI

- African (4), any other Asian background (1), British (2), Caribbean (3), White and Black Caribbean (1), no data (8)
- 35-44 (1), 45-54 (2), 55-64 (5), 65-74 (3), 75+ (2), no data (6)

Outcomes and impact ☒

- feedback from residents who attended indicated that race did not serve as a disproportionate factor in determining the quality, accessibility, or responsiveness of services received by residents. This reflects positively on the council's efforts to uphold its public sector equality duty and deliver services that meet the needs of all residents, regardless of background
- the residents who attended will be invited to further resident workshops relating to inclusion



Older people's engagement: sheltered housing activities

The council has implemented a series of social engagement initiatives for tenants and leaseholders aged 65 and over. These activities include Christmas lunches, choir groups, and community outings.

The resident engagement team wanted to look at a low-cost way to give residents the opportunity to meet new people and new experiences.

Objectives

- to keep our older residents healthy and engaged and to minimise social isolation and loneliness, the council arranges and supports various activities for its tenants and leaseholders aged 65 and over
- the resident engagement team wanted to look at a low-cost way to give residents the opportunity to meet new people and new experiences
- increase social interaction and reduce social isolation

Activity

- annual Christmas lunches: hosted across sheltered housing schemes to bring residents together during the festive season
- Golden Age Choir: a community choir that encourages musical expression and regular social interaction
- resident panels and forums: opportunities for older residents to engage with council staff and influence service delivery
- service standards roadshow presented in a range of languages

Outputs

Christmas lunches arranged for 33 sheltered schemes.

Total attendance residents

608 residents attended.

EDI

Not collected for this activity.

Outcomes and impact

- successfully fostered social engagement, reduced isolation and enhanced wellbeing
- residents reported feeling more connected to their community
- increased social interactions by forming new friendships, particularly among those living alone or with limited family contact
- residents told us the activities improved mental and emotional wellbeing
- participants expressed greater happiness and reduced feelings of loneliness
- activities provided a sense of purpose and routine, contributing to mental resilience
- enhanced engagement with council services
- older residents became more involved in shaping housing services
- informal feedback channels during events helped improve service responsiveness
- satisfaction surveys showed high approval ratings for events
- council staff observed increased participation and enthusiasm among attendees
- events helped build trust between residents and the council
- activities supported the council's wider goals of inclusivity and social sustainability
- these outcomes demonstrate the value of continued investment in community-based initiatives and support the council's commitment to inclusive service delivery



Engagement area: resident training

Tenants and leaseholders annual training workshops are held to encourage engagement. Training sessions delivered in-house, online or externally by training providers, to enable tenants to up-skill and/or gain knowledge to support the volunteer work in engagement. Support with childcare is provided if needed.

Objectives

- to encourage residents to get involved
- to give residents confidence and to support them to get to know their community
- to support residents who are interested in scrutinising the services provided by the council

Input

The resident engagement team work with external providers to arrange relevant training courses



Activity

The resident engagement team arranged the following training courses in partnership with Learn Ealing and the Adult and Development

Training session	Training objectives	Course details	Attendees
Basic IT for sheltered housing tenants	<ul style="list-style-type: none"> initial assessment and getting started websites and accessing accounts cyber security and the internet email use intro to Microsoft Teams, WhatsApp/Facebook/Zoom/Instagram/Skype intro to Microsoft Word and Excel 	6 sessions at sheltered housing schemes	33
Emergency first aid workshop	<ul style="list-style-type: none"> 1-day course for those in a low-risk environment where a qualified first aider is necessary. 	Provided by Alan John's Associates for Havelock Estate	11
Introduction to scrutiny	<ul style="list-style-type: none"> explore what scrutiny means and what needs to be in place for it to be effective discuss the context, legislation, powers and expectations explore how tenant scrutiny can improve housing services discuss the skills you need for successful scrutiny look at what to scrutinise and the evidence you may need begin to plan a scrutiny project 	TPAS online training for engaged tenant	1
Chair yoga for sheltered housing tenants	<ul style="list-style-type: none"> the sessions incorporated yoga benefits of posture work, which positively affect one's physical health, the use of the breath, concentration and relaxation which are yogic tools emphasized in mindfulness to positively affect one's mental health too 	6 sessions provided by Learn Ealing – Neville Close Sheltered Scheme	54

Outputs

4 workshops, 14 sessions

Total attendance residents

- 99 across the session (32 tenants and leaseholders)
- attendees counted once in EDI if attending more than 1 session

EDI

- Afghanistan (1), African (1), any other Asian background (1), British (13), Caribbean (1), Indian (5), Pakistani (1), Irish (2), Scottish (1), none stated (6)
- 35-44 (3), 45-54 (4), 55-64 (4), 65-74 (8), 75+ (11), not stated (2)

Outcomes and impact

- skill development and empowerment
 - residents gained new skills in areas such as housing scrutiny knowledge and digital literacy, addressing digital literacy gaps, enabling broader participation in virtual meetings and surveys
 - training helped increase confidence and reduced social isolation by encouraging interaction and participation
- increased accountability and transparency
 - residents were empowered to hold the council accountable, influencing decisions and shaping services
 - training contributed to a more transparent and inclusive decision-making process

Wiser Heads

Wiser Heads are a community group of 65+ residents, who with support from Ealing Council work to combat isolation amongst elderly tenants. Wiser Heads meets on average every 6 weeks and has approximately 53 members.

Objectives

- to reduce hardship and social isolation amongst older council tenants in general needs housing by facilitating regular group meetings
- promote active participation of older people in social, leisure and educational activities, enhancing their quality of life
- to build the confidence and skills of older residents, empowering them to meet their needs engage more fully in society and advocating for themselves by connecting with partner organisations
- residents are invited to raise any housing concerns

Input

The resident engagement team has provided practical support to this group.

Activity

- Flower land (Day trip)
- Garson Farm (Day trip)
- Southend on Sea (Day trip)
- Zoo (Day trip)
- Christmas lunch at the Greenford Café
- New Years welcome party (Social gathering)
- Fun day – games session
- Lunch meals on the last Wednesday of the month
- Falls and prevention talk from Toby Cray (Ealing Council) – to raise awareness of risks, provide practical strategies, encourage confidence in older people to remain active and signpost to support services

Total attendance residents

- 54

EDI

- Ethnicity: African (2), British (5), Caribbean (26), Indian (5), White and Black Caribbean (2), other (2) no data (8)
- Age: 100% over the age of 65

Outcomes and impact

Members of Wiser Heads have also represented Wiser Heads in the following forums:

- 2 members attended the network event fraud and scams talk
- resident workshop to co-produce the resident engagement strategy attended by the chair
- the chair also attended the resident housing forum with residents, the housing portfolio holder, and Ealing Council housing management to discuss housing performance and scrutiny
- Wiser Heads have supported older residents living in council housing
- Wiser Heads with support from the resident engagement team have successfully reduced social isolation of older residents

Quote from resident: *"I've enjoyed another year with Wiser Heads working with Kathy Beckford as Secretary, Vera Powell as Vice Chair, and Pansy Gabriel as Treasurer, we've grown stronger and cherished new memories"* Bernadette Calliest.



Resident engagement – the year ahead, April 2025-March 2026

Over the next year we are planning to increase the opportunities for residents to get involved. The following activities are planned:

Ealing 100 Network

The objective is to work with residents to set up resident focus groups to ensure that we hear from residents from a diverse range of backgrounds and with a diverse range of needs, who may otherwise experience barriers to engagement. We plan to work with residents to establish the following focus groups:

- vulnerability
- young persons 18-25
- care leavers
- LGBTQ+ residents
- carers (who are tenants and provide care for someone in their household)
- single parents

Customer access workshops

We are planning to run a series of 5 resident workshops to review the accessibility of housing services including a review of the accessibility of in person housing services and online housing services. The resident recommendations from these workshops will be collated into a Customer Access Action Plan which will support us to ensure that we are meeting the diverse needs of our residents and making our services accessible to all.

Housing and You event

We are planning to run our next Housing and You event for council residents living in the east of the borough at Perceval House on 26 June 2025. This is an opportunity to meet a wide range of housing teams in person, to find out more about the services we provide and to discuss any issues you may have. The event will run from 4pm till 7pm.

Resident engagement network events

The resident engagement network events are designed to provide you with information about specific council services that may be of interest to you and to find out more from our resident engagement team about how you can get involved in helping us to shape housing services. The following events are planned for the coming year:

- 30 April 2025: promoting the work of the resident engagement team
- 21 May 2025: emergency planning and fire safety
- 26 November 2025: violence against women

Resident readers panel

We are planning to work with engaged residents to establish a resident readers panel which will be a group of residents who review housing documentation as part of the co-production process. The objective of the group is to improve the clarity, accessibility, and effectiveness of housing policies, procedures, strategies, communications and website content.



Thank you

Ealing Council would like to thank all the residents who have been involved with the resident engagement team over the past year, whether by attending a focus group, completing a survey, or being a member of a group.

Your feedback really has helped the council make meaningful service improvements.

If you would like more information about how to get involved, then please contact us via email at residentinvolvement@ealing.gov.uk or call 020 8825 6535 or visit www.ealing.gov.uk/info/201090/get_involved





Ealing

www.ealing.gov.uk