

Housing Services Consultation Summary Sheet

Housing Service: Housing Strategy
Person responsible Emily Dorrian

Consultation Start date: Friday 17 November 2023
End Date: Friday 12 January 2024

1.	Title of consultation / participation exercise	Willox Park Options appraisal
2.	Aims and objectives	<p>The consultation aimed to gather the opinions of the tenants who live in Willox Park regarding the options appraisal exercise for their homes.</p> <p>The tenant's options appraisal follows a period of significant tenant engagement due to investigations into damp and mould in the homes during which we found that some homes were badly affected meanwhile others were fine, but we are going to keep an eye on all homes.</p> <p>Therefore, tenants were knowledgeable about the need for options appraisal because it had become apparent that remediation would be very expensive and disruptive.</p> <p>The options appraisal aimed to understand if the tenants thought remediation was worthwhile or if they thought another option would be better. We presented them with four options in total; do nothing, remediation, redevelopment, or hybrid.</p>
3.	Invited to get involved: (e.g. all tenants, tenant from the interested tenants register, RTOs, staff)	<p>We delivered tenants a printed in colour options appraisal document setting out why we were doing the consultation and information about each option including some pros and cons.</p> <p>We had three drop-in sessions in the common room where a range of officers were available to answer any queries tenants had. We lettered tenants between Christmas and new year to remind them of the last one at the start of January.</p> <p>In addition, we phoned all tenants (or their families) who had not yet engaged with us and asked them if they had any questions, offered to go to their homes to talk them through it and encouraged them to attend the drop-in sessions.</p> <p>We also spoke to a number of tenants via email who asked questions and we responded best we could.</p>

		We attended the Willox Park Tenants Association meetings so that we
4.	Methods used to promote/invite stakeholders to get involved? (e.g. letters, posters, website)	<ul style="list-style-type: none"> • Options appraisal documents delivered to each tenants • Letters • Drop in events • Phone calls • Emails
5.	Who took part (Actual number of individuals and or number of tenant organisations represented)	<ul style="list-style-type: none"> • 10 tenants or tenant representatives attended in person events. • 3 tenants were communicated via email • 21 tenants or tenant representatives were contacted by telephone • 14 tenants voted.
6.	Method(s) used to obtain views? (e.g. focus/working group, newsletter, survey) Why ?	<ul style="list-style-type: none"> • Drop in events. • Letters • Phonecalls • Attending TRA meetings <p>We were engaging with 25 tenants/ tenant representatives so we wanted officers to feel accessible so questions could be easily accessed, and questions asked because it is complex consultation, and all tenants would be impacted by the result.</p> <p>The survey results were gathered in paper into a sealed ballot box.</p>
7.	What good practice or minimum standards can you evidence as part of your consultation?	We can evidence clear documentation and multiple channels of communication.
8.	Outcome of consultation?	The recommendation in the committee paper was the most popular one with tenants; redevelopment.

9.	How did the consultation influence decision making?	<p>Tenants voted for the four options and one option was preferred and that is the option we are recommending be taken forward.</p> <p>Tenants want to be involved going forward to shape the mix of homes on the site so they will continue to influence this project.</p>
10.	Are you able to demonstrate this? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	
11.	How was feedback about the consultation and final decision given?	<p>We will share the committee papers once they are public and once a decision is made at the committee then communicate this to tenants via letter, demonstrating how they have shaped the outcome. Officers will also attend the next TRA and make our contact details available so that questions can be answered.</p>
12.	Was the eight week timescale observed? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> If no please say why?	
13.	Was equal opportunities information collected? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>	
14.	Did you check with participants that they were happy with the opportunities given to make their views known and that they felt that they were listened to and acted upon?	<p>We worked hard to give all tenants an opportunity to participate and make their views known.</p> <p>We have not completed a post-consultation survey or similar to ask if tenants were happy but will consider doing this so we can continue to hone our approach but they will continue to be involved as a masterplan developed.</p>

What worked well, what didn't work well – or any other comments you have.

Comments:

The drop-in events worked well as did the printed-out options appraisal documents although we did have to get a number re-printed because they had been lost or recycled.

Due to the historic damp and mould issues some tenants weren't sure if we were listening but we have hopefully demonstrated that we are, and were, in the relaying of the findings of the options appraisal consultation as clearly as we could.