

Summary of Resident Engagement

Type of involvement. This can include surveys also	Address	Reason for engagement (Outputs)	Expected outcome (outcomes & impact)	Cost incurred
CAMS Gardening Project	Ainsworth Close, Neasden, London, NW2 7EE	Encourage Resident Participation	An average amount of 10 residents attend each week to help garden on the green space of the entrance of Ainsworth Close	Funding has been given by O2 Think Big (£300) and the Community Fund (£1970)
Roadshow Planning Meeting	11 Normansmead	Consultation alongside Officers from different BHP departments and contractors on BHP Roadshow	To get ideas and feedback on what should be included in resident roadshows	Resident Expense & Staff Costs
Meeting with AgeUK	189a Kilburn Lane	Planning meeting to discuss ideas for spending the left over funds from Age UK grant	Type of event confirmed. Easter Tea Party	Staff Costs
Old Boiler House Project Proposal Meeting	Brent Civic Centre - Meeting Room 6th Floor Room 2	To review the proposals sent by organisations interested in managing The Old Boiler House	A decision was made not to go with any of the two groups that submitted a proposal because the proposals had not addressed the points stated on the criteria. Groups programmes did not seem as though they would be able to attract the entire community	Resident Expense & Staff Costs
Fiveways RA AGM	Mapes House Car Park, Mapes House, Winchester Avenue, Kilburn, London NW6 7TR	Annual General meeting to elect new committee and present financial account	Elect new committee	Staff Costs
Longstone Avenue & Harlesden Road Community Group Meeting - Door knocking advertising exercise	Longstone Avenue and Harlesden Road	To advertise Community Group Meeting the following week and encourage resident engagement	Encourage Resident Participation and attendance at Community Group Meeting	Staff Costs
Marley Walk RA Registration	46 Marley Walk	To complete the registration for their RA for the financial year 2012-2013	If funding approved, the association will be able to arrange events for the benefit of the entire community	Staff Costs
Longstone Avenue & Harlesden Road Community Group Meeting	Roundwood Park Youth Club	To raise concerns and update on previous problems that have been dealt with	6 Residents attended	To be confirmed
KCA Residents Tea Party	Craig Court Meeting Room Carlton Vale, London, NW6 5HL	There was unspent funding received from AgeUK for an event for elderly people	Improvement in morale; prevention of illness, poverty and fuel poverty; meeting of physical needs and social contact and company	Money was funded to the KCA Resident Association by Age Concern (£400)
Talkback	Brent Civic Centre - Winter Garden, Bridge & Olympic View	To meet all new public realm contractors - Question & Answer session. Surgeries before presentation for residents to report issues.		To be confirmed
Meeting with Resident Association	Henderson House	Discuss the progression of the resident association.	To discuss how they can involve more residents and the wider community	Staff Costs
Meeting with Resident Association	100 Alexandra Court	Take pictures and copy of the resident association accounts.	Monitoring of accounts	Staff Costs
Marley Walk AGM & Meeting regarding Parking	Marley Walk	Annual General meeting to elect new committee and present financial account	Elect new committee	Staff Costs
Anti-Social Behaviour and Crime Prevention Event	Residents' Community Centre, Henderson House, 46 Henderson Close, NW10 0UD	Crime prevention equipment awareness (personal alarms/safety and anti-theft liquid)	120 BHP residents attended the event (45 residents turned up in the morning session and 75 in the evening session)	Funding was £1693 Refreshments £10
KCA RA Registration	189a Kilburn Lane	To complete the registration for their RA for the financial year 2013-2014	If funding approved, the association will be able to arrange events for the benefit of the entire community	Staff costs only
Meeting with Fiveways RA.	Fiveways Meeting Room Mapes House, Winchester Avenue, Kilburn, London NW6 7TR	Discuss the purpose of the Community Roadshow. Explain that the RA will also be holding a fun day for the residents	Meeting with just Maureen Coughlin	Staff Costs
Disability Forum	Brent Civic Centre - Board Rooms 3 & 4 Level 3	Gives residents with disabilities a chance to meet up and learn from each other and share experiences with BHP and also participate in decision making process.	Information sharing from DWP, Penderels Trust and 1 Voice Community	Resident Expenses and catering costs. Board Rooms complimentary.
St Raphael's AGM	The Old Boiler House	Annual General Meeting - Electing committee members	Approx. 25 residents attended in order to elect the new committee and but across problems with were occurring with the estate	Refreshments - £10
CIH Conference feedback	Brent Civic Centre	Informal discussion with Chair of BHP Board about experience of attending CIH Conference	Feedback fed back to board and executive	Staff costs only
Alpha, Gorefield and Four Courts AGM		Annual General meeting to elect new committee and present financial account	Elect new committee	Staff costs only
Talkback	Brent Civic Centre - Winter Garden, Bridge & Olympic View	To meet repairs and maintenance contractors - Question & Answer session. Surgeries before presentation for residents to report issues		To be confirmed
Meeting with Fiveways RA.	Fiveways Community Hall	Meeting to discuss combining fun day with the roadshow and what they could do to help	All the members of the committee came down to ask questions and put across ideas	Staff costs only
Clement Close Coffee Morning	Clement Close Meeting Room	Meeting with residents and BHP Staff from the regeneration and growth team to discuss future plans for the area.	Poor turnout with only 1 resident attending the meeting	Refreshments - £10
BHP & Wates Launch Event	Brent Civic Centre	Event to inform residents of the new contract between Wates and BHP.	large turnout with over 50 residents attending and even more Wates and BHP staff helping and attending the event.	To be confirmed
South Kilburn Fun Day	South Kilburn Open Green Space	Interaction with Residents.	Poor turnout, due to the weather	£20 for table and chairs
Resident Roadshow	Fiveways Open Green Space	Information, fun day for residents to come along and enjoy different activities as well put across any concerns of which they may have	Large turnout. Approx. 70 adults and children attended.	Stored on the share drive
Meeting with Jresident Asocation	Brent Civic Centre - Melting Pot	Discussion about the use of the remaining funds in the resident associations account.	Agree how the money can be spent	approx.. £500 remaining in the Alexandra court RA bank account.
Survey - Disabled Forum	5 Survey Responses Received	Survey sent out to forum members to ask their views on whether the venue should be changed from the Civic Centre	5 responses received and all happy with Civic Centre location, although they suggested other possible venues.	Printing & postage costs (including pre-paid envelopes)

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St Andrews AGM	CAM Community Hall	Annual General Meeting - Electing committee members	Approx. 18 residents attended in order to elect the new committee and but across problems with were occurring with the estate	Staff Costs
Tour Of St Raphael's	St Raphael's Estate			
Resident Roadshow	Shackleton House Open Green Space	Information, fun day for residents to come along and enjoy different activities and listen to music as well put across any concerns of which they may have	Approx. 150 adults and 100 children attended the roadshow.	Stored on the share drive
Dickens House Coffee Morning	Dickens House Community Room Located on the 1st Floor of the estate.	Discuss with residents what they would like to room to be used for in the future and possibly setting up a resident association	Approx. 4 residents attended in total.	Refreshments - £10
Resident Roadshow	Dickens House And Austin House play area	Information, fun day for all residents to come along and enjoy activities and music while putting across any housing concerns in which they may have	Approx. 40 residents in total attendance. Low turnout due to weather	Stored on the share drive
Sufra BBQ	St Raphael's Estate - Old Housing Office	A way to inform residents of the opening of Sufra Food Bank and what they are here to do.	Approx. 150 residents.	BBQ Materials - £150
Meeting with The Groves RA	The Groves Community Hall	Meeting to discuss involvement in Resident Roadshow	All the members of the committee came down to ask questions and put across ideas	Staff costs only
Resident Roadshow	Gauntlett Court Open Green Space	Information, fun day for all residents to come along and enjoy activities and music while putting across any housing concerns in which they may have	Approx. 25 residents in total attendance. Low turnout due to weather	Stored on the share drive
Resident Roadshow	The Groves Open Green Space	Information, fun day for all residents to come along and enjoy activities and music while putting across any housing concerns in which they may have	Approx. 55 residents in total attendance. Low turnout due to weather	Stored on the share drive
Friends Of BHP	Brent Civic Centre		Approx. 3 Residents In Total	
St Andrews Registration	16 Newfield Rise	Discuss the St Andrews Residents And Tenants Association financial Reports.	1 Resident and 2 Community Engagement Officer	Staff Costs
Meeting with Pauline from CAM Estate	2 Banting House	Discuss finances with regards to the Gardening Project		Staff Costs
Sufra Food Growing Project	Henderson House, 46 Henderson Close			
Meeting with Nick Von Bromsen	James Stewart House	Discussion about possibility of setting up a gardening project		Staff Costs
Eskdale & Loweswater AGM	Eskdale & Loweswater Meeting Room	Annual General Meeting - Electing committee members	Approx. 15 residents attended in order to elect the new committee and but across problems with were occurring with the estate	Staff Costs
Survey - James Stewart House & William Dromey Court Gardening Project	17 Survey Responses Received	Survey sent out to residents to enquire whether they were interested in setting up and taking part in a gardening project	17 responses received and of that 8 showed some interest in being part of a gardening group	Printing & postage costs (including pre-paid envelopes)
Meeting with CAM residents regarding development	CAM Meeting Room	Discussion about proposed infill development	Approximately 15 residents attended and voiced their concerns about the possible development.	Staff Costs
Residents Reps Training	Brent Civic Centre - Board Rooms 5 & 6 Level 3	Training following audit report to inform residents about procedures for managing meeting rooms and account administration	better manage their accounts and effectively manage their meeting rooms	Printing & stationary, refreshments and resident expenses costs
International Day For People With Disabilities Pre-Meeting	Brent Civic Centre	Discus previous event - identify what went well and what should be changed.	Approx. 8 residents attended in order to provide their feedback on the event.	£45 - tea, coffee and biscuits
Alexandra Court Community Group Meeting	St Joseph's Social Club	Meeting to discuss the proposed parking plan to address parking issues in the area		Staff Costs
Longstone Avenue & Harlesden Road Community Group Meeting	Roundwood Park Youth Centre	Raise concerns and update residents on previous problems as well as promote future events within the borough	5 Residents attended	To be confirmed
Meeting with Lodge and Manor Court RA and Developers	Lodge Court Meeting Room	Residents raised their concerns about the development and the contractors executing the plans to the Officer from St Modwen		Staff Costs
Talkback	Brent Civic Centre - Winter Garden, Bridge & Olympic View	To meet Senior Council Officers to discuss the Brent's Borough Plan - Question & Answer session. Surgeries before presentation for residents to report issues		To be confirmed
Customer Services Workshop	Brent Civic Centre	Review of Brent Council customer services	Total of 7 residents attended	To be confirmed
CAM RA Registration	CAM Meeting Room	To complete the registration for their RA for the financial year 2012-2013	If funding approved, the association will be able to arrange events for the benefit of the entire community	Staff costs only
Disability Forum	Brent Civic Centre - Board Rooms 5 & 6 Level 3	Gives residents with disabilities a chance to meet up and learn from each other and share experiences with BHP and also participate in decision making process.	Information sharing from DWP and Brent Mencap	Resident Expenses and catering costs. Board Rooms complimentary.
Meeting with CAM gardening project	CAM Meeting Room	Update and tour of gardening project and discussion about future of group		Staff costs only
International Day For Disabled People	Brent Civic Centre - Grand Hall	To Celebrate International Day for People with Disabilities Event for residents of Brent, providing information available to people with disabilities and x 2 workshops in the pm		£6000 - 1/3 of costs from Brent Councils contribution and another 1/3 from Wates Living Space
Bernard Shaw House AGM	Bernard Shaw House Meeting Room	Annual General Meeting - Electing committee members	Approx. 12 residents attended in order to elect the new committee and but across problems with were occurring with the estate	Staff Costs
Residents Award Ceremony	Brent Civic Centre - Grand Hall	Celebrating resident and office successes		To be confirmed
Talkback	Brent Civic Centre	To meet Senior Council Officers to discuss how to help shape the future of the community - Question & Answer session. Surgeries before presentation for residents to report issues		To be confirmed

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Alexandra Court Parking Plan Meeting	St Joseph's Social Club	Meeting to discuss the proposed parking plan to address parking issues in the area	Approx 10 residents attended to put forward concerns they had in regards to the parking within the estate. Outcome unknown	N/A
Energy Roadshow	Brent Civic Centre	Information sessions on energy efficiencies		Resident Expenses
Resident Drop In Session	Sufra Food Bank Old Housing Office	Encourage residents to get involved in new project based in St Raphaels Estate	Low turnout, applications filled for resident representative filled out by two residents who live and work within the area.	N/A
CAM Gardening Group Inaugral Meeting	CAM Meeting Room	To formalise the gardening project group as a consituted association	Constitution adopted by residents	N/A
Voids Inspections	various voids			
Editorial Board	Brent Civic Centre			
Readers Panel	Brent Civic centre	Present communications to residents for them to identify possible changes to be made to documents	Approx. 12 resident attended	N/A
Council Tax Focus Group	Brent Civic centre	Present communications to residents for them to discuss council Tax	4 BHP residents attended.	Resident Expenses
Longstone Avenue and Harlesden Road Community Group Meeting	Roundwood Youth Centre	Chance for residents within the area to put forward their issues and concerns in regards to the cleaning of the estate as well as the increase in ASB.	Approx. 5 resident attended.	£25 - hall hire costs
Service Improvement Panel	Civic Centre	Looking at complaints	Improving responses to complaints and improving overall complaint response timescales	hall hire
Sufra Edible garden project	Sufra Food Bank St Raphaels	Brainstorming on edible garden project	Agreeing types of project and what will be grown	None
Disability Forum	Brent Civic Centre	Gives residents with disabilities a chance to meet up and learn from each other and share experiences with BHP and also participate in decision making process.	Consulted on EDI Strategy, given fire safety advice and information on election changes	Resident Expenses and catering costs. Board Rooms complimentary.
Resident Networking Event	Marley Walk Community Centre	Networking event for residents to interact with each other and share ideas. Gather information in regards to how BHP can help better the interaction between the key residents and the wider public	Improving responses to complaints	£140 - Light refreshments provided to residents throughout the day. £13 - per resident for expenses
Block Champion Training	Brent Civic Centre	Training for residents who are registered at Block Champions for BHP.	Improve reporting of communal issues	Resident expenses, light refreshments and lunch was provided
Meeting with Lodge and Manor Court and Veolia	Brent Civic Centre	Cheque presentation for winning a recycling competition	Cheque Presentation	None
International Womens Day	Brent Civic Centre	An event led by Brent Council's Equality Team to celebrate the achievements of women and also raise awareness about barriers to overcome	BHP had a stand to promote services - small number of BHP residents attended	None
International Womens Day	Bridge Park Complex	Information/fun stalls alongside a fitness agenda for women to embrace the success and changes for women over the years	Small number of residents none of which were BHP residents	N/A
Meeting with Chair of CAM residents association	CAM Meeting Room	Discuss outstanding issues with the RA's registration	Balance accounts for residents association	Staff Costs
Board Community Panel	Wates office	Feedback on what board are considering	Feedback from community reps	Resident expenses
Resident Academy drop in session	Civic Centre	Resident Academy	Drop in session for residents to find our more about new Academy	Staff costs and refreshments
Service Improvement Panel	Civic Centre	Looking at complaint responses	Improved responses to complaints an learning from complaints	staff costs and out of pockets expenses (£120.00)

Summary of Financial Inclusion Work

Number of bedroom tax cases	April 14 = 516 March 15 = 489
<ul style="list-style-type: none"> how many are in arrears from 1 April 2014 to 31 March 2015 	April 14 = 150 March 15 = 215
<ul style="list-style-type: none"> Out of those in arrears how many have increasing arrears 	April 14 = 78 March 15 = 100
<ul style="list-style-type: none"> How many are in credit and how many have reducing credits 	April 14 = 366 - 227 Reducing March 15 = 274 - 116 Reducing
Number of bedroom tax cases on DHP	April 14 = 0 March 15 = 166
How many with DHP are in arrears	April 14 = 0 March 15 = 69
Number of benefit cap cases	April 14 = 25 March 15 = 17
<ul style="list-style-type: none"> How many are in arrears 	April 14 = 7 March 15 = 7
<ul style="list-style-type: none"> How many are in receipt of DHP 	April 14 = 0 March 15 = 9
<ul style="list-style-type: none"> How many with DHP are in arrears 	April 14 = 0 March 15 = 5
Number of tenants who have downsized	25
Number of jobs that have been referred to tenants	62
Number of tenants offered a job	1 Known
Number of apprenticeship opportunities that have been referred	9
Death List – How many tenants have passed away where HB was in payment	46
Number of tenants contacted due to HB being suspended	326
Number of tenants who have completed a mutual exchange	11 in total – 1 of which was affected by the bedroom tax
How many tenants have attended the South Kilburn surgery	356
No of food bank referrals made	10
No of tenants assisted by the team which resulted in additional income from the DWP or HB	122
Total amount of additional income received by the 122 tenants	£157,527.83

Summary of Financial Inclusion Work

Case Studies

These were removed after publication of the agenda because they contained exempt information as specified in the Local Government Act 1972, namely:

1. Information relating to any individual.

Delivery Plan Out-turn Report 2014/15

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