

Appendix six – communications and engagement tools

- BWF newsletter – quarterly newsletter to all residents to update, inform, and share information about what is happening on the estate (most recent issue included in reading pack)
- Estate walkabouts – bi-monthly walkabouts to identify, monitor, and resolve communal repairs and other issues (fly tipping, anti-social behaviour etc)
- Front line staff meetings – bi-monthly face to face briefing for all staff providing services on the estate to ensure a shared understanding of our work and objectives
- Internal staff bulletins – bi-monthly BWF specific bulletin to all staff on current and forthcoming projects.
- Engagement drop-in sessions – bi-monthly opportunities for residents to speak to staff about issues – held in reception areas of blocks to speak to people as they enter or leave their blocks
- Resident Association meetings – every two weeks the Residents Associations meets the Director of Broadwater Farm to discuss ongoing works and concerns. The RA have also been involved in procurement processes for the new homes architects and have provided helpful challenge and suggestions for other key areas, in particular the rehousing work.
- Public meetings – called to discuss estate wide issues – likely to take place every two months in the coming year
- Ward member briefings – briefing sessions for ward members on latest developments and updates on progress.
- Stakeholder briefings – one to one discussions with stakeholders on the estate via the Director of Broadwater Farm, covering the Health Practice, school and Head Leaseholder of the Enterprise Centre.