



Hillingdon Council – Resident Innovation Fund Bids

Hillingdon Council is submitting proposals to the MHCLG (Ministry of Housing, Communities and Local Government) Resident Innovation Fund. The Fund provides up to £60,000 for innovative projects that target hard-to-reach residents, reduce stigma, and create new ways for residents to influence and shape services. We have developed three proposals, each targeting a group that is currently under-represented in our engagement activities.

Summary of Proposal ideas

1. Survivors of Domestic Violence & VAWG (Violence Against Women and Girls)

Safe and anonymous engagement programme for survivors, including a Survivor Advisory Panel, secure feedback channels, and empowerment workshops to influence housing and neighbourhood services. Potentially a survival kit.

2. Ethnically Diverse Communities

Door-to-door outreach with interpreters, digital inclusion through laptops and training, female-only focus groups, and the creation of a Diversity Service Improvement Group.

3. LGBTQIA+ Residents

Community mapping, multiple remote engagement routes, inclusive workshops, and the establishment of a dedicated LGBTQIA+ Residents' Forum.

Each project is designed as a standalone bid but collectively demonstrates Hillingdon's commitment to breaking down barriers, increasing resident participation, and ensuring that diverse voices shape our housing and neighbourhood services.

Amplifying Survivor Voices – Domestic Violence & VAWG (Violence Against Women and Girls) Residents

Funding ask: £60,000

Category: Communities & Neighbourhoods / Tenant Engagement & Resident Voice

Rationale

Survivors of domestic violence and VAWG are among the hardest to reach. Fear, stigma, and safety risks prevent them from joining standard forums. Their voices are absent in housing and neighbourhood service design, despite being heavily impacted.

Proposed Innovation

- Develop trauma-informed, safe engagement pathways with a specialist partner.
- Create anonymous digital and offline feedback tools for survivors.
- Establish a Survivor Advisory Panel, facilitated in safe and confidential settings.
- Deliver survivor empowerment workshops (digital skills, tenant rights, confidence).
- Produce a survivor-informed toolkit to embed learning across Hillingdon services.

Budget Use

- £20k specialist partner facilitation.
- £15k anonymous digital engagement tools.
- £15k survivor empowerment workshops & digital inclusion support.
- £10k evaluation and survivor-informed toolkit.

Expected Outcomes

- Safe platform for survivors to influence services.
- Reduced stigma, increased empowerment.
- Housing and neighbourhood services are shaped by lived experience.
- Ongoing Survivor Advisory Panel beyond the funding period.

Measuring Success

- No. of survivors engaged (anonymous data only).
- No. of service changes directly influenced by survivor feedback.
- Survivor-reported empowerment (pre/post anonymous surveys).
- Uptake of secure engagement tools.

Breaking Barriers – Ethnically Diverse Community Engagement

Funding ask: £60,000

Category: Tenant Engagement & Resident Voice / Communities & Neighbourhoods

Rationale

Hillingdon is one of London's most ethnically diverse boroughs, with large communities from South Asian, Black African, Black Caribbean, Eastern European, Middle Eastern, and other minority backgrounds.

However, these groups remain under-represented in tenant engagement and service design. Barriers include:

- Lack of tailored engagement, limited availability of translated materials and interpreters
- Digital exclusion (particularly among older residents and women)
- Cultural stigma and lack of trust in formal engagement channels
- Gender-specific barriers, with women in particular often isolated from shaping services
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These barriers result in unequal voice, lower satisfaction, and reduced influence of ethnically diverse residents on housing and community services.

Proposed Innovation

The programme will remove practical, linguistic, and cultural barriers by embedding inclusive, culturally sensitive, and accessible engagement methods.

- Proactive Outreach – door-knocking campaign in priority estates (high-crime and deprived areas) with bilingual staff and interpreters
- Accessible Information – translation of service information, surveys, and policy consultations into key community languages
- Digital Inclusion Scheme – laptops, connectivity support, and training provided in exchange for participation in engagement activities
- Culturally Sensitive Engagement – female-only focus groups, partnerships with faith groups, cultural associations, and community leaders, hold community events
- Resident Voice Diversity Group – establish a permanent advisory body representing Hillingdon's full ethnic diversity to co-produce service improvements
- Multiple Engagement Routes – mix of remote, in-person and anonymous methods, including interpreter-led sessions, phone consultations, translated surveys and documents for review (policies)

Budget Use

- £25k interpreters, translations, outreach staff.
- £15k Digital inclusion scheme (laptops, Wi-Fi support, training)
- £10k Community events, women's groups, focus groups and partnerships with faith/cultural organisations.
- £10k Monitoring, evaluation, and reporting to track outcomes.

Expected Outcomes

- Increased representation of ethnically diverse residents in resident engagement and influencing/shaping services.
- Removal of practical and cultural barriers to participation creating safe and trusted engagement opportunities for all communities.
- Empowerment of residents who are currently digitally excluded, enabling long-term participation.
- A permanent Diversity Service Improvement Group, embedded into LBH governance, providing sustained influence on housing and community services.

Measuring Success

- Baseline vs post-project % increase of ethnically diverse residents engaged.
- Number of digitally excluded residents trained and actively participating.
- Number of policies, services or standards co-produced with ethnically diverse residents.
- Resident feedback on empowerment, trust and inclusion (measured through surveys, focus groups and case studies).
- Annual report to the Regulator and tenants on progress in reducing inequalities in engagement.

Creating Visibility – LGBTQ+ Residents’ Forum & Remote Engagement

Funding ask: £60,000

Category: Communities & Neighbourhoods / Tenant Engagement & Resident Voice

Rationale

Hillingdon currently has no LGBTQ+-specific services or communications. This group experiences stigma and invisibility and may not feel safe using traditional engagement channels. Without targeted approaches, their voices remain unheard in housing and neighbourhood services.

Proposed Innovation

- Map and engage LGBTQ+ residents through outreach and partnerships with community organisations.
- Develop multiple engagement routes: remote voice, anonymous surveys, phone discussions, digital drop-ins.
- Establish a dedicated LGBTQ+ Residents’ Forum with options for remote participation.
- Provide staff training on inclusive communication and stigma reduction.

Budget Use

- £20k specialist LGBTQ+ engagement partner.
- £15k digital engagement tools (survey platform, remote voice infrastructure).
- £15k inclusive workshops, events, outreach.
- £10k staff training and evaluation.

Expected Outcomes

- Increased LGBTQ+ resident participation in service design.
- Lasting LGBTQ+ forum with at least 30 regular members.
- Reduced stigma through staff training and awareness-raising.
- Services better reflecting LGBTQ+ residents’ needs.

Measuring Success

- No. of LGBTQ+ residents engaged compared to baseline (currently zero).
- No. joining wider forums and panels.
- Uptake of remote participation tools.
- Qualitative feedback from participants on inclusion and empowerment.