

How Can We Help?

We provide independent, people-focused consultancy services that help clients deliver successful projects, stronger communities and lasting social value outcomes. From regeneration and building safety programmes to major works, placemaking and governance, we work alongside contractors, developers, architects, landlords and residents to build trust, improve communication and support better decision-making.

Community Engagement & Consultation

◆ Strategies & Programmes

- Community and resident engagement strategies
- Resident and stakeholder consultation programmes
- Resident communications and engagement planning
- Community satisfaction surveys and insight gathering
- Estate regeneration and neighbourhood engagement
- Independent engagement and consultation reviews

◆ Workshops & Community Voice

- Community visioning days and co-design workshops
- Resident panels, steering groups and advisory forums
- Hard-to-reach and multilingual engagement programmes
- Co-design and participatory design workshops
- Community feedback reporting and evidence gathering

Building Safety & Major Works Engagement

◆ Safety Engagement

- Building Safety Resident Engagement Strategies
- Engagement for remediation and fire safety works
- Independent resident advisor services
- Decant and re-cant engagement support
- Resident charters and codes of conduct

◆ Compliance & Trust Building

- Building safety workshops and resident awareness
- Complaint reduction and trust-building approaches
- Evidencing meaningful consultation for landlords
- Engagement aligned to Consumer Standards and TSMS
- Resident liaison and major works communications

Planning, Regeneration & RIBA Engagement

◆ Planning & Consultation

- Planning consultation and community engagement
- RIBA Stage engagement and consultation support
- Stakeholder mapping and engagement planning
- Social impact and community benefit planning
- Consultation support for architects and design teams

◆ Co-design & Capacity Building

- Co-design and participatory design workshops
- Planning literacy and resident capacity-building
- Development and regeneration communications
- Community feedback reporting and evidence gathering
- Supporting projects to secure stronger local buy-in

Social Value & Community Legacy

◆ Strategy & Delivery

- Social value strategy development and delivery
- Employment, training and skills initiatives
- Resident employment and apprenticeship pathways
- Community wealth-building approaches
- Supporting contractors to deliver social value

◆ Impact & Legacy

- Measuring and evidencing social value outcomes
- Partnership development with local organisations
- Community investment and legacy planning
- Youth and community empowerment initiatives
- Volunteering and community participation programmes

Resident Liaison Officer (RLO) Services

◆ On-the-Ground Delivery

- High-quality Resident Liaison Officer services
- Resident-focused communications and issue resolution
- Access support and vulnerable resident engagement
- Resident drop-ins, home visits and outreach support

◆ Project Coordination

- Contractor and resident relationship management
- Multi-stakeholder coordination and engagement
- Project newsletters and digital communications
- Managing expectations during works programmes
- Supporting smoother project delivery

Governance, Training & Tenant Management

◆ Governance & Organisation

- TMO and resident group development
- Governance reviews and organisational health checks
- Service reviews and improvement action plans
- Policy and procedure development support
- Bid writing and funding support

◆ Training & Leadership

- Board and committee member training
- Staff and contractor engagement training
- Resident leadership and empowerment programmes
- Facilitation of meetings, workshops and away days
- Strategic advice for resident-led organisations

Independent Support & Critical Friend Services

◆ Facilitation & Mediation

- Independent chairing and facilitation
- Mediation and conflict resolution
- Independent scrutiny and challenge
- Partnership and stakeholder support

◆ Advocacy & Representation

- Independent tenant and resident advocacy
- Trusted intermediary services
- Resident and landlord mediation
- Support on sensitive or complex projects

◆ Assurance & Review

- Strategic critical friend support
- Independent engagement assurance reviews
- Independent consultation reviews
- Engagement quality assurance

Why Clients Work With Us

- ✓ Independent and trusted by residents and stakeholders
- ✓ Extensive experience across housing, regeneration and major works
- ✓ Strong understanding of building safety and resident engagement
- ✓ Practical, delivery-focused approach
- ✓ Experienced with contractors, developers, landlords and communities
- ✓ Focused on building trust, reducing conflict and improving outcomes
- ✓ Combining strategic insight with on-the-ground delivery

Ready to work with us?

We work alongside landlords, developers, contractors and communities across London and beyond.

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