

The Principal York | Thursday 21st November



A NEW FUTURE IN INFLUENCING SERVICES AND DECISION MAKERS

FOLLOW THIS EVENT ON TWITTER



TenantPanels19

Joint Chairs' Welcome and Introduction

John Ghader, Group Chief Executive, Prima Group

Lawrence McIntosh, Tenant and Board Member, ForViva





Consumer Regulation, Housing Policy, and enabling Boards to hear the Customer Voice

John Ghader, Group Chief Executive, Prima Group

Followed By Questions and Answers

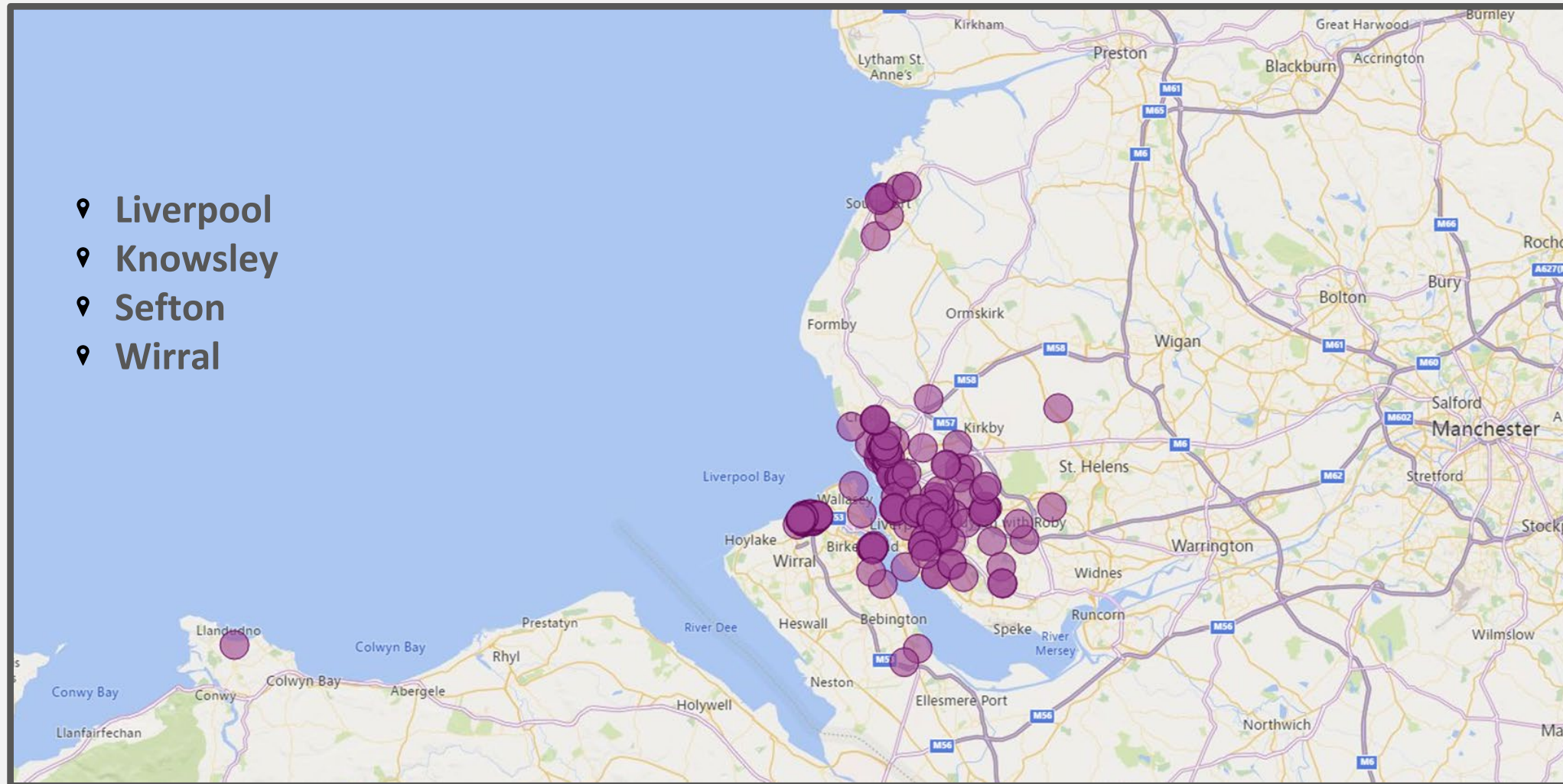
Hearing the Customer Voice

John Ghader
*Chief Executive
Prima Group*

About us



Key Operating Locations



Vision and Objectives

Creating vibrant neighbourhoods in which to live and work, where quality, affordable homes and services are at the heart of the communities.

Objectives

- **Customers** - A landlord of choice that delivers excellence for customers
- **Partnerships** - Deliver locally for the benefit of neighbourhoods and communities
- **Business Transformation** - A strong, viable, efficient and effective business
- **Growth and Development** - A Group that continues to grow and prosper and whose reputation is above that of its peers

Values



Green Paper

A new deal for
social housing

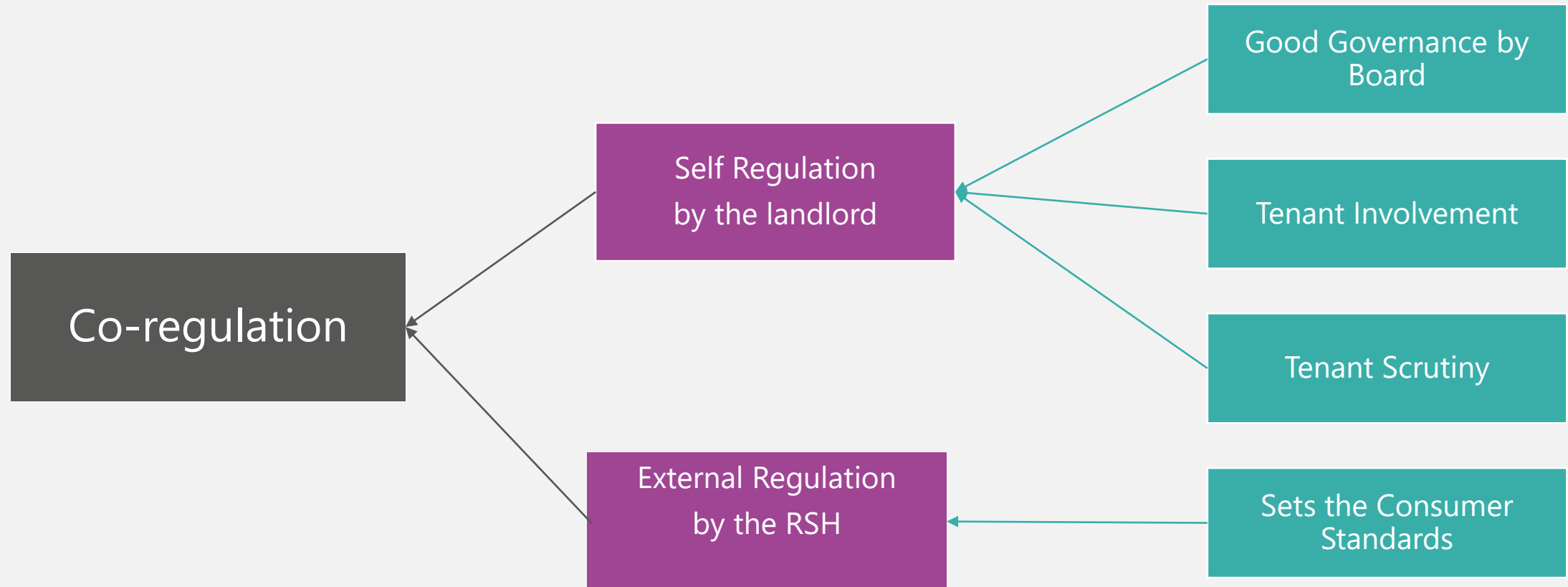
5 core themes:

- Tackling stigma and celebrating thriving communities
- Expanding supply and supporting home ownership
- Effective resolution of complaints
- Empowering residents and strengthening the regulator
- Ensuring homes are safe and decent

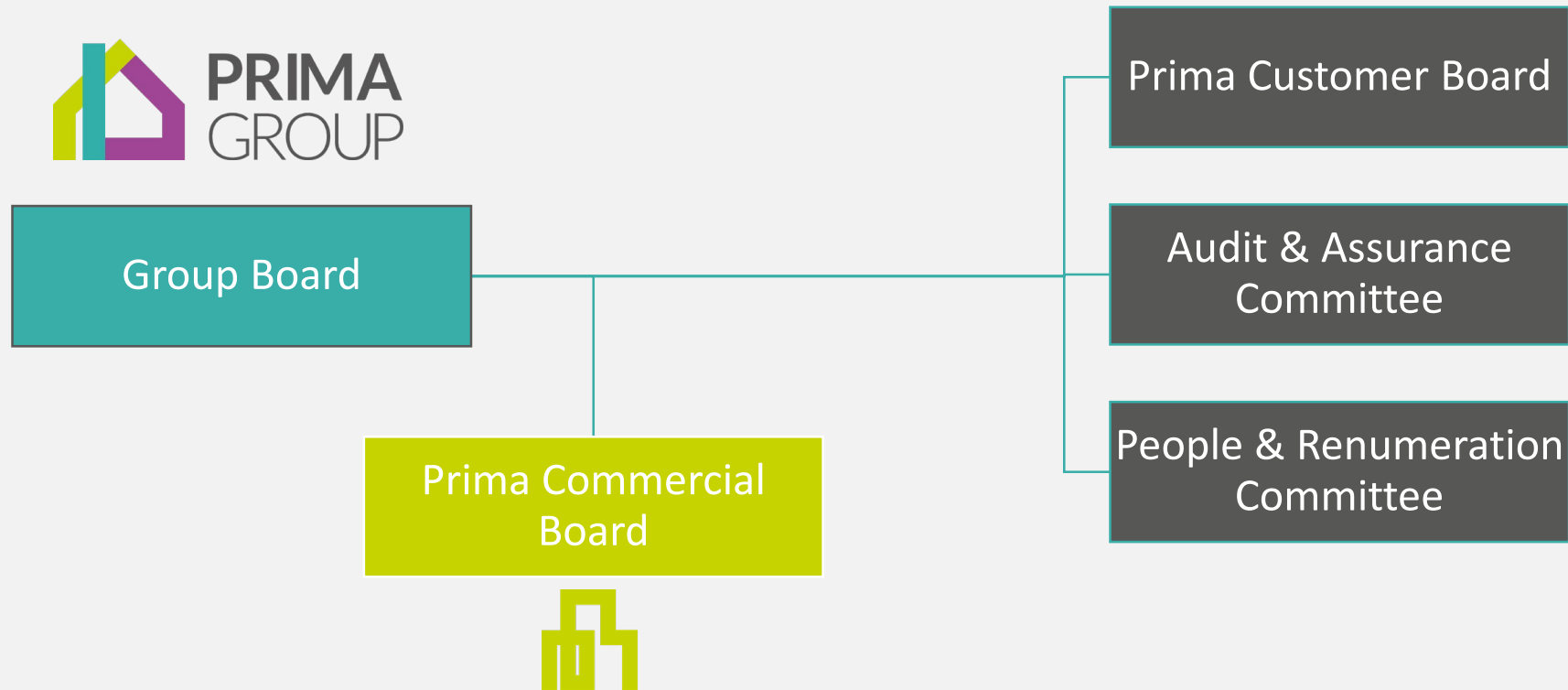
**A voice for
tenants**

STEERING GROUP

What is co-regulation?



New Governance Structure



Journey so far

- Review of Governance arrangements
- Review of Complaints Policy
- Housing Green Paper – Customer Voice
- TPAS selected as preferred partner
- Outline project plan
- Discussion at Customer Service & Performance Committee
- Briefing of Tenant Scrutiny Committee
- Tenant Steering Group established
- Person specification agreed
- Terms of Reference agreed
- Communication plan for Recruitment




Recruitment




Recruitment

[We're looking for people to join our new Customer Board! Click here to find out more.](#)



Your HomeFind a HomeStudent LivingCommercialNewsAbout UsContact UsPrima Support




Prima Customer Board

We are looking for people to join our customer board and help shape the way we work.

We want to put customers at the heart of everything we do and make sure that customer voices are heard when important decisions are being made about the services they receive from us.

For this reason, we are creating the Prima Customer Board. This group will have an extremely important role to play, acting as the voice of the customer and helping to direct and shape the Group's future.



You're Invited!

PRIMA CUSTOMER BOARD

+ Why set up a customer board?

+ Will the Prima Customer Board be a 'box ticking' group?

+ Who will benefit the most from the Customer Board - Prima or its customers?

+ How much influence will the Prima Customer Board really have?

+ How is the Prima Customer Board different from tenant groups and forums?

+ Is this the same as scrutiny?

+ Can I still be involved in my local groups and activities if I become a member of the Prima Customer Board?



Application for Customer Board

Personal Details

Title*

First Name*

Surname*

Address*

Postcode*

Contact Number*

Email Address

If you are providing, please ensure that your email address is correct.

How did you hear about this post?*

Are there any dates you would not be available for interview?

Can you tell us why you are applying to become a part of the Customer Board?*

Please use this space below to tell us about any paid or voluntary work experience you have done, as well as your personal skills and achievements that are relevant to the role of a Customer Board Member.

Is there anything else you want to add to support your application?

Role of the Prima Customer Board

Monitor Prima Group to see it meets its regulatory obligations:

- Services provided to tenants meet agreed standards
- Services provided show good value for money
- The executive is held to account
- Give the Group Board **assurance** that the consumer standards are being met



Up and running

- Recruitment of 5 Prima Customer Board Members
- Ongoing open recruitment – up to 12 - 'good enough'
- Training plan underway
- Customer Board meeting
- Final governance matters to be approved
 - communication and reporting protocols, scheme of delegation, standing orders
- Develop forward plan of activity for the future



What is customer engagement?



What is customer feedback?



What is customer engagement?





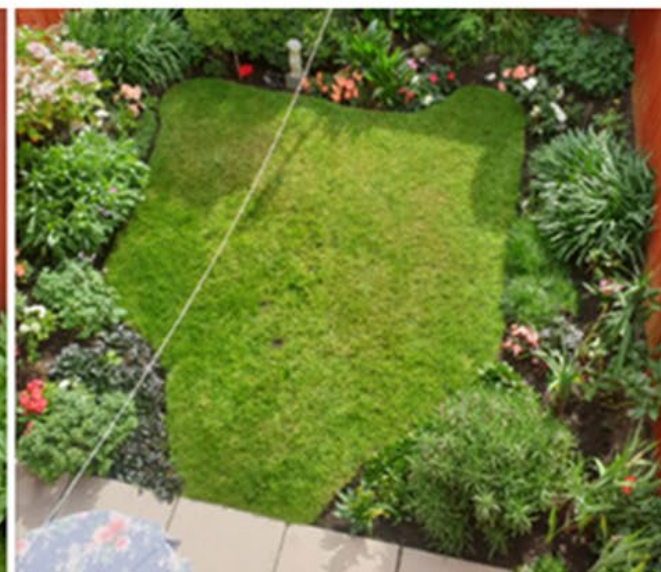


Bright Ideas Fund

LEASOWE IN BLOOM



PRIMA IN BLOOM



**PRIMA
IN BLOOM**


Have you got the best garden in Merseyside?

Prima Group are running a competition to find the most vibrant gardens in Liverpool, Sefton, Wirral and Knowsley!

You can enter your front gardens, back gardens or any patch of land that you have control of.

Prizes are on offer for the best gardens with expert private judges reviewing the entries.




Entries are now open by visiting www.primagroup.org.



HALF TERM ACTIVITIES!

Breakfast Club

Millennium Centre
9:30 to 10:30
Tuesday, Wednesday & Friday
Adventure Playground
9:30 to 10:30 then 14:00 to 16:00
Tuesday, Wednesday & Friday



Activities at the Millennium Centre

Tuesday
Crafts in the morning (2 hrs)
Lunch from 12:30 to 13:30



Wednesday
Trip to Liverpool World Museum
Lunch

Friday
Crafts in the morning (2 hrs)
Lunch from 12:30 to 13:30
Crafts until 14:00



GET IN TOUCH WITH WIRRAL DEVELOPMENT TRUST USING THE
PHONE NUMBER BELOW IF YOU NEED TO FIND OUT MORE



0151 638 9599



RECRUITMENT DAY

Thursday 12th September 2019
10am - 12pm & 1pm - 3pm
Spellow Lane | Liverpool | L4 4DF

Recruitment day for Shaw Healthcare dementia care hubs!
Come and speak to the team and partners about the lots of different
jobs available.

If you're interested in booking on to one of the sessions, please email -
liverpoolwork@liverpool.gov.uk, or call - 0151 233 5452.

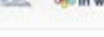


We Offer

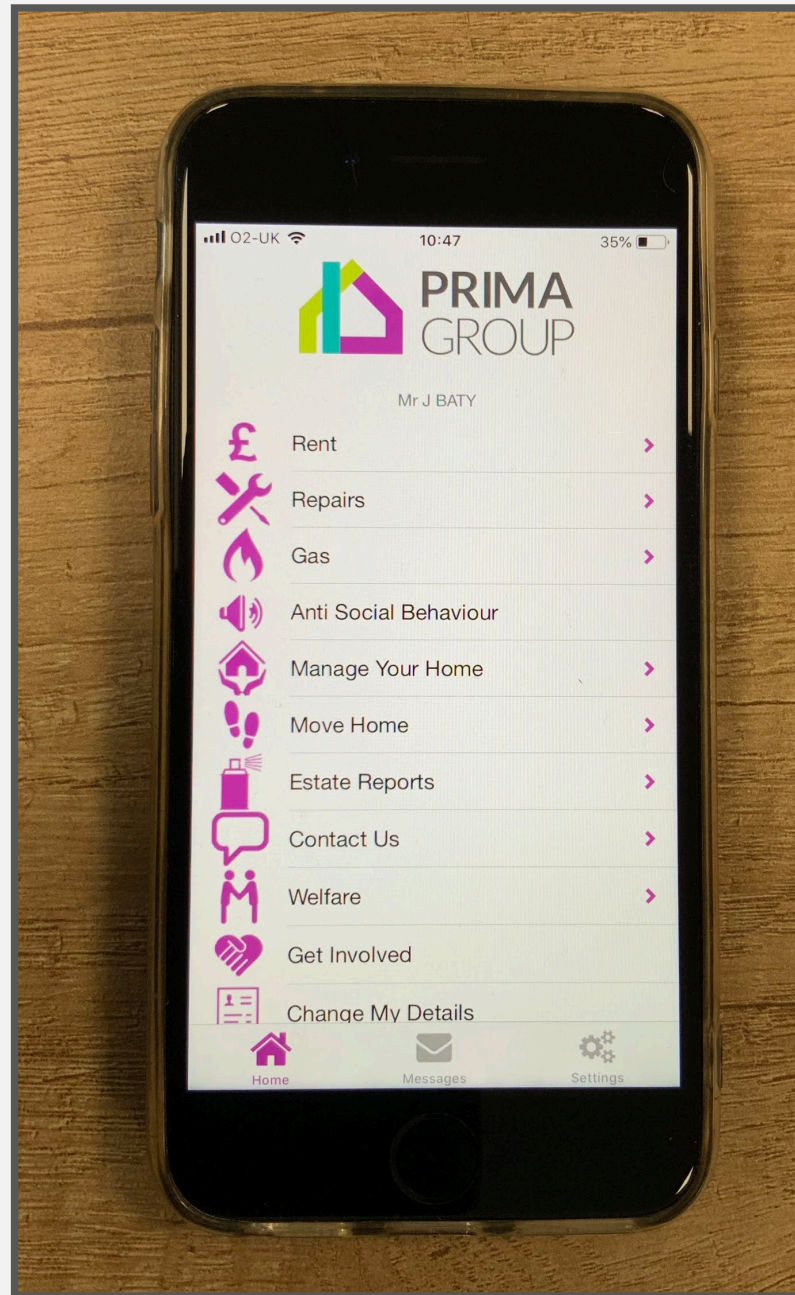
Full Training | Workplace Pension | Annual Retention Benefits
Refer-a-Friend Scheme | Incentive Scheme | Fantastic Rates of Pay
Holiday & High Street Discounts | Employee Assistance Helpline
10% Discount on Airfare | Flexibility for part-time staff to have longer shifts

Working in partnership

Plus Dane Housing

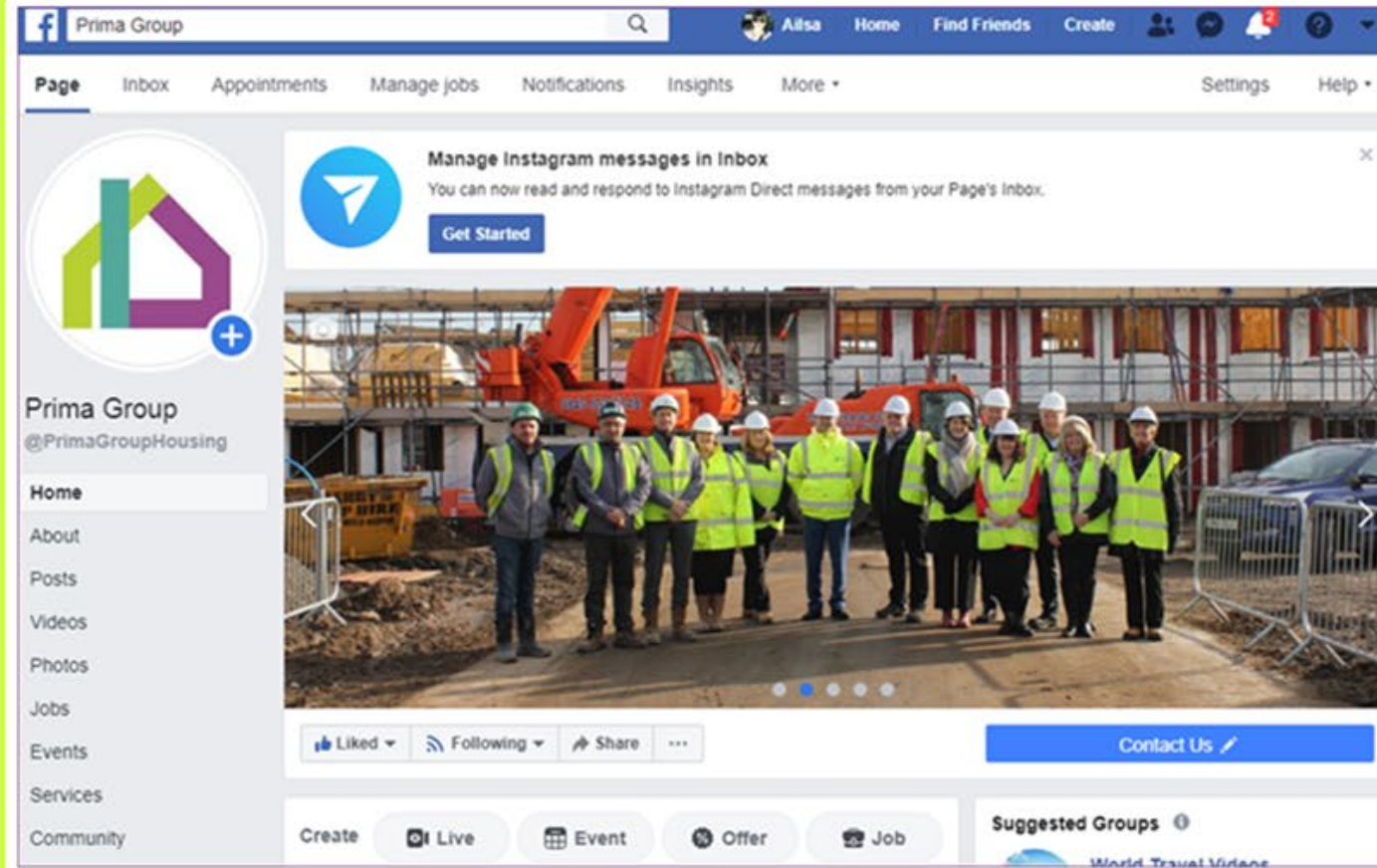










<https://www.youtube.com/watch?v=y5r1ayri9rk>



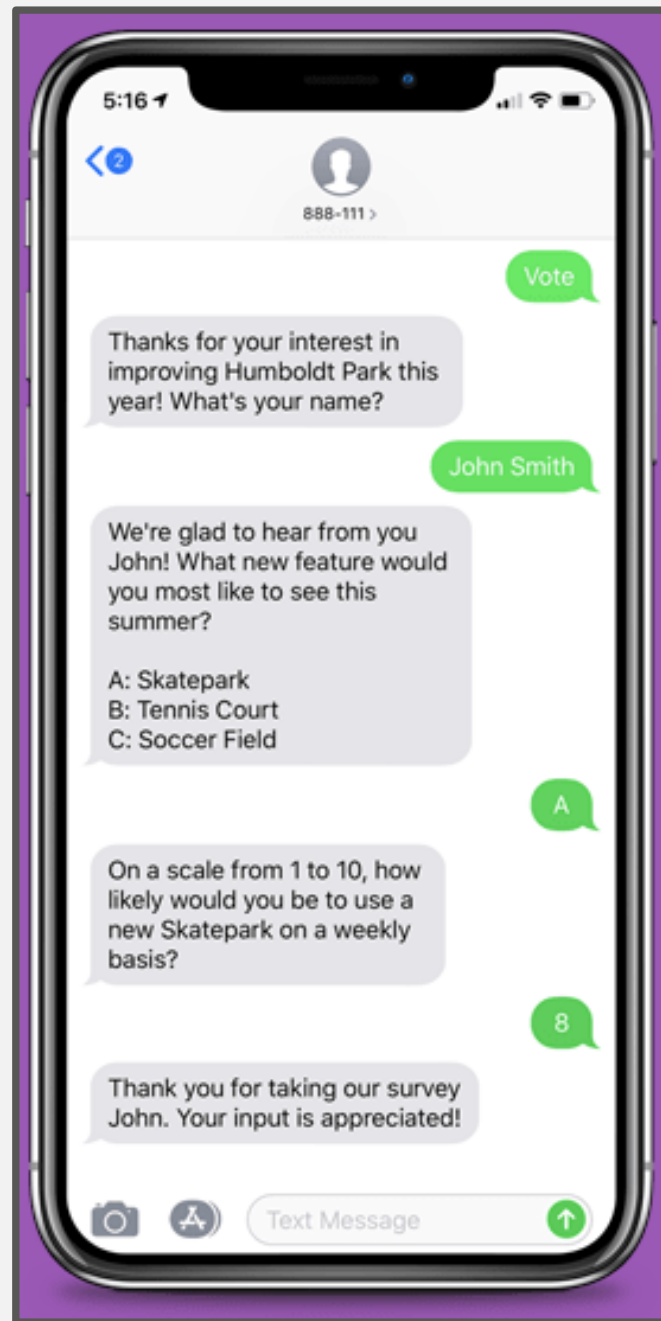
The image shows a screenshot of the Prima Group Facebook page. The page header includes the Facebook logo, the name 'Prima Group', a search bar, and navigation links for 'Home', 'Find Friends', 'Create', and 'Settings'. Below the header, there's a 'Page' tab and a navigation menu with options like 'Inbox', 'Appointments', 'Manage jobs', 'Notifications', 'Insights', and 'More'. The main content area features a profile picture of the Prima Group logo, the name 'Prima Group', and the handle '@PrimaGroupHousing'. A post is visible, showing a group of people in high-visibility vests standing in front of a construction site. The post has engagement buttons for 'Liked', 'Following', 'Share', and 'Contact Us'. At the bottom, there are buttons for 'Create', 'Live', 'Event', 'Offer', and 'Job', along with a 'Suggested Groups' section.



A horizontal row of five social media icons: Facebook, Twitter, Instagram, YouTube, and LinkedIn, each enclosed in a white square with rounded corners.



A large, stylized blue speech bubble with a white lightning bolt inside, representing the WhatsApp logo.



Prima (Pierhead) Customer Satisfaction Survey 2019



The Future Direction – A Personal Perspective

Thoughts

- **Lower threshold – serious detriment test**
- **Greater role for the Housing Ombudsman but main role with the RSH?**
- **Customer satisfaction will be closely scrutinised? Linked to grant rewards?**
- **Customer engagement and customer complaints policies will form part of IDA's going forward?**
- **Submission of self assessments against the consumer standards as part of annual stability checks?**
- **Greater focus on H&S and building safety management?**
- **Right to manage, right to choose your landlord? –**
- **Technology vs human interaction – there's a fine balance to be struck?**
- **The voice of the customer – something similar to trip advisor – the power of social media?**

Final thoughts and questions

Thoughts

- **What does engagement mean to Prima – how do we talk to customers**
- **Blended engagement - events, conferences, meetings, roadshows, newsletters, citizens jury, community walks**
- **Digital social media is important too - portals, text, websites, WhatsApp, live streaming**
- **Task and finish groups - project based, not the same person, group closes once done**
- **Armchair involvement**
- **Pop up engagement - community events - want to target a community or area - planned and in a project plan**
- **Gatecrash events - family fun day to do community engagement**
- **Use Yammer or Teams to do scrutiny reports digitally**
- **Surveys are about how we feel now, not how we felt 3 months ago when we experienced the service**
- **Stop counting numbers - look for quality - take engagement out there to the customers**
- **Face to face engagement is most effective - we just have to choose when we do the face to face**

What does this look like for your organisation?

Questions to take away

- **What is your organisations current strategy and approach.**
- **Does the organisation know its customers, communities and neighbourhoods?**
- **Does the customer voice get heard, if so, how, and by whom and do they have a position of influence?**
- **Does the customer know when they've been listened too?**
- **How accessible is involvement, is there a menu of options that suit?**
- **What does co-regulation mean for you?**
- **Do you assess yourselves against the consumer standards – irrespective of size?**
- **In everyone's appraisal can you demonstrate customer engagement in the role?**
- **Do every member of staff contribute in undertaking something around a community event each year?**
- **Do you have scrutiny? If so is scrutiny working as you want it to?**

Thank you





Consumer Regulation, Housing Policy, and enabling Boards to hear the Customer Voice

Yvonne Davies, Managing Director, Scrutiny and Empowerment Partners

Housing Policy Round Up

Our 9th NHC Tenant Panels Conference

21st November 2019



Yvonne Davies

Scrutiny and Empowerment Partners Limited

yvonne@tenantadvisor.net

07867974659

Setting the Scene & Promises Made



The Green Paper (August 2018) sets out 5 core themes:

- Tackling stigma & celebrating thriving communities
- Expanding supply & supporting home ownership
- Effective resolution of complaints
- Empowering residents & strengthening the regulator
- Ensuring homes are safe & decent

The White Paper was late – promised by Theresa May for September 2019 – we are still waiting

This is what is happening in the meantime....

Building Safety Regulator – October 2019

Queens Speech

Govt confirms it will implement Hackitt report from May 2017

- 53 recommendations – all agreed
- Clearer accountability
- Residents have a stronger voice on how they can contribute to maintaining safety in buildings
- Stronger & clearer framework for national oversight of construction products and performance standards for this
- New system to oversee the built environment – local enforcement agencies & a national building regulator
- Developers of new build homes must belong to an ombudsman service



October 2019

Report on Grenfell Tower (Phase One Report) – accepted by Government

- National Guidelines for Partial/Full Evacuation Plans for all High Rise Buildings – by law
- Personal Emergency Evacuation Plans for vulnerable people
- Urgent inspection of fire doors in all flatted blocks (not just high rise)
- 3 monthly (at least) inspection of fire door closures – by law
- Signage on each floor visible in low light or smoke, including the floor number
- Fire information to each resident that they can understand
- Building managers to provide details of external wall materials



Phase One Report (continued)



- Inspect lifts for fire fighters override mechanism, at least monthly
- More vigorous removal of cladding which enables fire to spread quickly
- Provision of alarm systems for fire fighters to use to alert residents in the whole or part of the building, for tall buildings
- A series of changes for the emergency services, including training fire officers to carry out more intensive inspection in high rise blocks
- Fire brigade to carry smoke hoods for evacuating residents
- Plans for the building for emergency services, including a premises information box with up to date plans
- Sir Martin felt this should this apply to homes of 11 metres high

Housing Ombudsman Service (HoS) - Sept 2019

5 orders a day with many more recommendations - from doing a repair to compensation (26% increase in referrals last year)

- New Severe Maladministration finding and criminal prosecutions
- Higher fees for landlords (£2.16 per home)
- Reducing complaint times (currently 4-5 months), down to 3-4 months
- A 15 working day window for landlords providing evidence
- New finding – Complaint Handling Failure for those landlord not providing this information
- Powers to investigate systematic failings – if proven, referred to the regulator
- Landlord complaints procedures in accordance with agency best practice, including advice on how landlords will inform their residents of the right to complain to the HoS
- New requirement to report results of actions to the HoS



Climate Change



- New zero emissions target for 2050
- Transport produces most emissions
- Housing is the next largest emitter of carbon - 18% of emissions
 - 66 tonnes of Co2 per year
- 2010-12 - 1 million homes a year had additional insulation
- 2013-18 - less than 1 million homes in total had additional insulation
- Each new homes – 50 tonnes of carbon to build, worst is steel, then bricks and concrete
- Most new do not meet the Energy Performance requirement of Building Directive due to come in in 2021

Proposed Changes to Building Regulations to reduce the Carbon Footprint (Oct 2019)

Future Homes Standard - Consultation to January 2020

Options to increase the energy efficiency requirements for new homes in 2020.

Require new build homes to be future-proofed with low carbon heating and world-leading levels of energy efficiency. It will be introduced by 2025.

- Banning gas boilers ...
.. & other fossil fuel heating systems
- Clean technology
 - ✓ air source heat pumps
 - ✓ solar panels
- A household affordability standard
- **Stirling Prize to a social Housing Scheme, Goldsmith St in Norwich**



For Existing Homes – we wait to see proposals

Rethinking Allocations - Sept 2019

Chartered Institute of Housing Report



- 4 million households on the waiting list in England
- Report calls on govt to overhaul the rules and house those in greatest need
- Vulnerable people are being excluded from new tenancies
- Requesting councils take specific circumstances and accommodation history into account when considering applications to join the list
- Nominations agreements need to be overhauled to work more effectively

Meanwhile – Theresa May had announced plans for 1% of homes to be accessible

- Habinteg HA has called on govt to rethinking accessibility
- Housing made for everyone
- They found 7 in 10 homes will not enable access for wheelchair users for appliances bathroom and layout where furniture would need to be

Great Places Commission - NHF

A New National Regeneration Strategy

The Government should develop an ambitious new national regeneration strategy backed by £10bn of additional investment over a decade:

- Housing associations should commit to cross-sector partnership
- Funding for LAs to rebuild capacity and skills to lead placemaking in every community
- Mandatory design standards for all new homes, including homes and placemaking
- Local industrial strategies should include housing and the role of housing
- HA Boards to review their approach to sale and transfers to ensure ethical disposal for communities
- HA should embed wider community benefits requirements, including building in local Investment for social purposes
- HAs should commit to mobilise community strengths and target resources to promote wellbeing

Interactive Session – tenants supporting decision making

Yvonne Davies, Managing Director, Scrutiny and Empowerment Partners

Followed by Group Feedback



Tenants Supporting Decision Making

Your Manifesto:

1. Undertake community development in partnership with residents
2. Engage residents in solutions for their own safety
3. Provide support to vulnerable tenants
4. Engage residents in how they invest for social purpose
5. Incorporate resident views into the Corporate Plan and strategic direction





Innovation in engaging residents

Andrew van Doorn, Chief Executive at HACT

Taranjit Dosanjh, Head of Customer Services, Mosscafe St Vincents Housing Group (MSV)

Followed By Questions and Answers



Innovation in engaging residents – driving insight through engagement

Andrew van Doorn

www.hact.org.uk

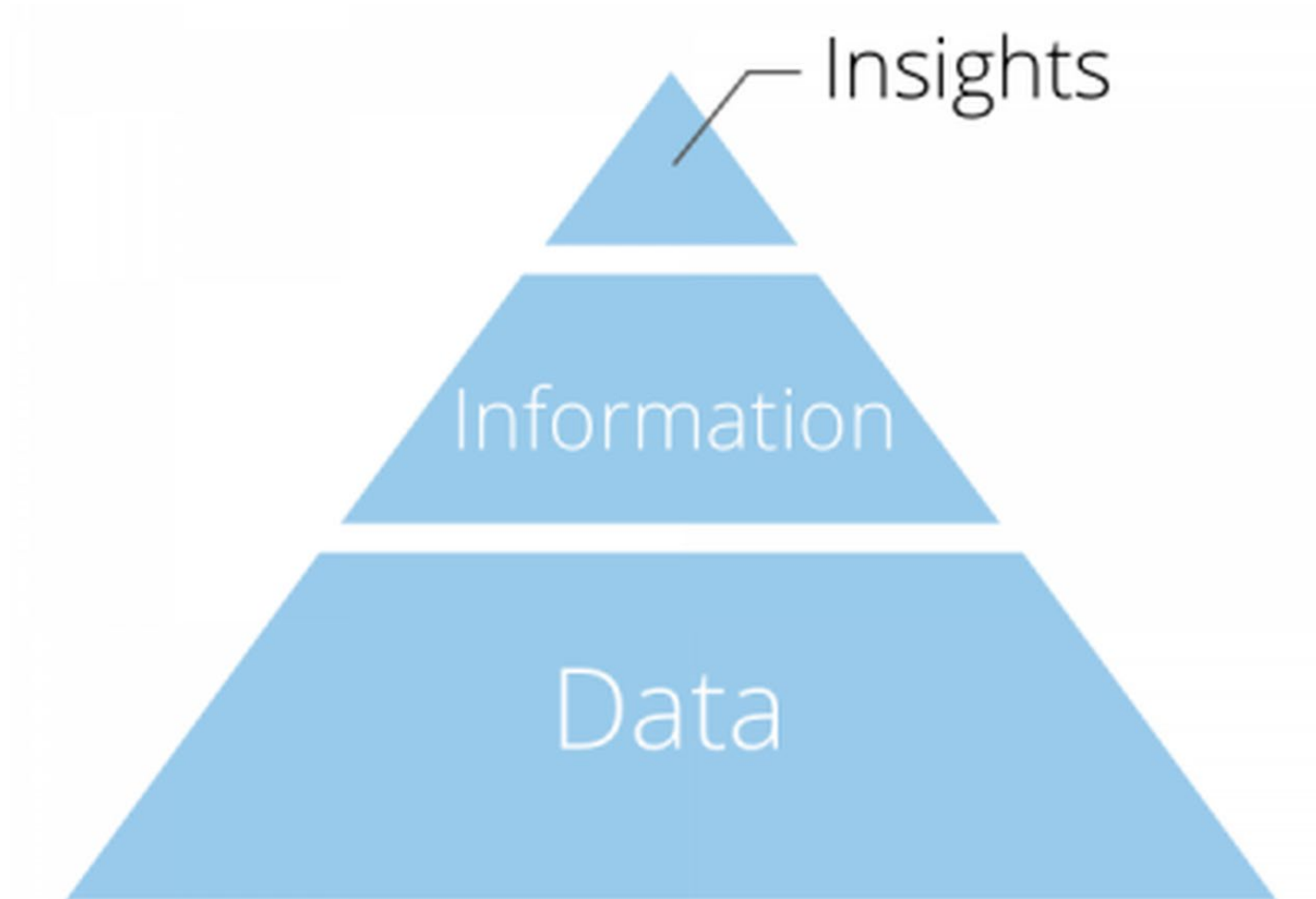


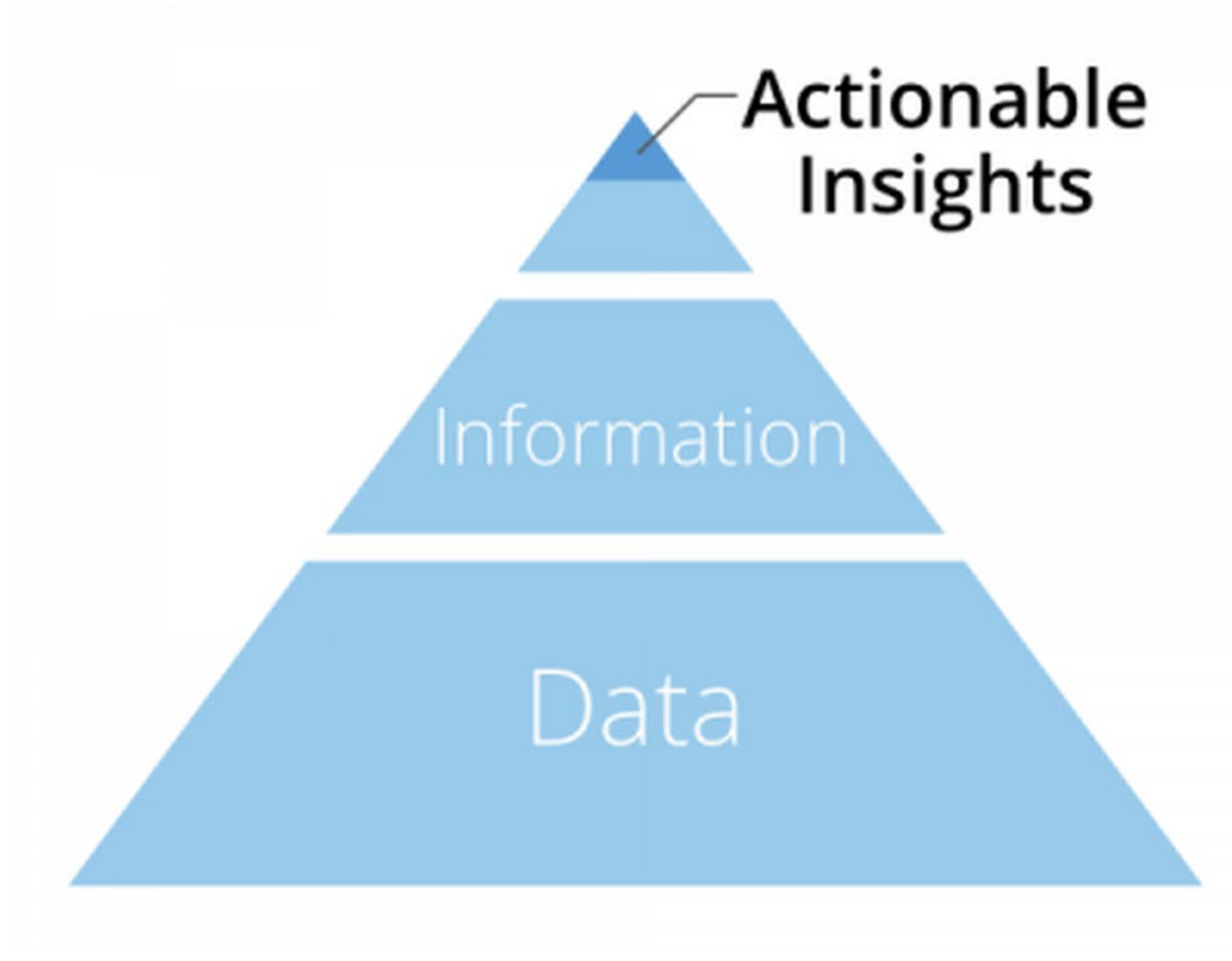


We should only collect data/information from residents using questionnaires if it generates actionable insights.

.







*Key Attributes of an **Actionable Insight***



Alignment – to your goals and strategic initiatives

Context – background, comparison, benchmark

Relevance – delivered to the right person, at the right time, in the right setting

Specificity – more specific it is the more it will be acted upon – but it must answer why

Novelty – often cuts through the day-to-day results from data

Clarity – understanding and communication

Managing multiple sources of data



Every interaction is an opportunity





**STEVE
JOBS**

Be a yardstick of
quality. Some people
aren't used to an
environment where
excellence is expected

BRUCE LEE

Mistakes are always
forgivable, if one
has the courage to
admit them



**COMMITTED TO
COMMUNITY
INVESTMENT**

The Centre is:

A platform to promote the importance of community investment

Provides a way for community investment professionals to share and develop their practice

Ensures community investment underpins housing providers as they evolve

www.ceci.org.uk



COLLECTIVE
WISDOM

CURIOSITY

is the mother of all
discoveries and inventions



Thank you

Andrew van Doorn
andrew.vandoorn@hact.org.uk



www.hact.org.uk

020 7250 8500

49-51 East Rd, London

Resident Engagement & Community Initiatives at MSV

Taranjit Dosanjh – Head of Customer Services



Background

- Mosscafe & St Vincents Merged July 2017
- North West focused with concentration in Bolton, Manchester, Ribble Valley, Rochdale, Stockport
- Resident Engagement in the Legacy Organizations
- Community Initiatives in the Legacy Organizations

Post Merger

- Transformed Resident engagement arrangements
- Activities focused in one team
- Community projects
- Resident Engagement
- Neighborhood teams
- MSV Community Hubs

Community Projects and Wellbeing Team

Resident Engagement



- Designated Officer
- New Engagement arrangements
- Customer Engagement Strategy
- Annual Strategic Plan
- Co-production
- Housing Green Paper
- Consumer Standards
- Grenfell

Community Projects and Wellbeing Team

Community Initiatives



- Existing Projects
- Community Hubs
- Rob Ferguson Fund
- Engaging with Social Groups
- Engaging with Community Groups

Community Projects and Wellbeing Team

Year 1 Priorities



- Delivering Customer Engagement Annual Strategic Plan
- Embedding new Customer Engagement arrangements
- Keeping the show on the Road
- Expanding Community Initiatives
- Managing the Rob Ferguson Fund

Community Projects and Wellbeing Team

Year 2 Priorities



- Tenants Together
- Feedback is engagement
- TARA's
- Social groups
- Community groups
- SROI Annual Report

Community Projects and Wellbeing Team

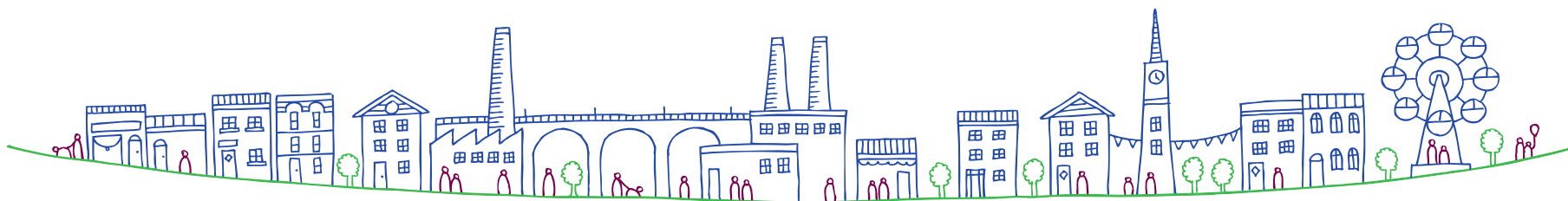
Year 3 Priorities



- Centre for Excellence in Community Investment
- Revised Regulatory Standard
- Diversity of Voice
- Engaging full stop
- Listening, hearing, demonstrating

Resident Engagement & Community Initiatives at MSV

Taranjit Dosanjh – Head of Customer Services
Lets discuss!



Final Remarks by the Joint Chairs

John Ghader, Group Chief Executive, Prima Group

Lawrence McIntosh, Tenant and Board Member, ForViva





- 1) Resident influence in decision making, through employing residents and enabling self-help**
- 2) Getting Youth Engagement right**
- 3) Getting sheltered residents involved**

4) Getting housing consultation and engagement methods up to international standards

5) Hearing the customer voice and being a research pilot for the Together with Tenants initiative

6) Inclusive Housing Advisory Panels in Leeds



7) Strategic planning with residents and our consultation toolkit for Together with Tenants, now adopted across Greater Manchester

8) Co: Create Reviewing our resident influence and involvement at South Yorkshire Housing Association

9) Our Youth Community Ambassador Programme and Housing Association Youth Network (HAYN)

Lunch & networking

Afternoon session to begin at 2pm





Getting Youth Engagement right

Nicola King, Youth and Community Participation Officer

Karen Nicholson, Community Investment Team

Grand Union Housing Group

Youth Involvement

Grand Union Housing Group

November 2019

www.guhg.co.uk



Overview



- Grand Union Housing Group
- Youth Strategy
- Outcomes
- Questions

Introduction

- **Background**
- **Community Investment Team**
- **Youth & Community**

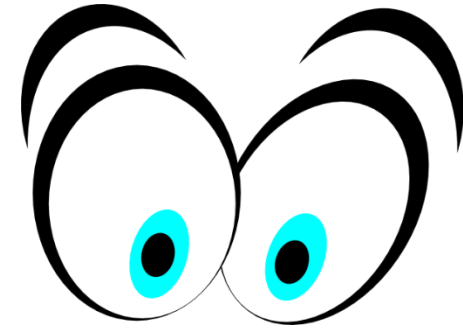


Engaging Young People

- **Community Safety**
- **Volunteering**
- **Life Skills**
- **Employment Skills & Training**
- **Mentoring**



Community Safety



- **Anti Social Behaviour Reduction**
- **Detached Youth Work**
- **Problem Solving Groups**
- **Community Action Projects**



Volunteering

- **Placements**
- **Training Opportunities**
- **Accredited Learning**
- **Intergenerational**
- **Community & In House**



Life Skills

- Incentive
- Training Opportunities / Groupwork
- Parenting Workshops
- Summer & ½ Term Activity Projects
- School Assemblies
- Youth Hubs



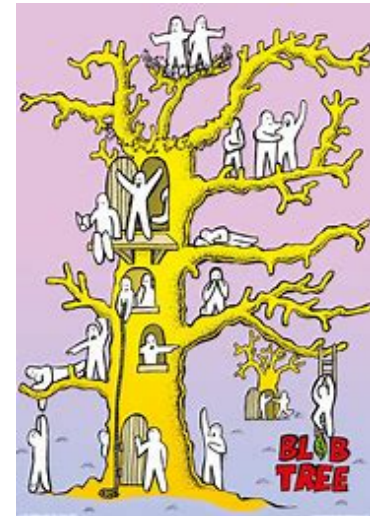
Employment Skills & Training

- **Project Mackenzie**
- **Job Fairs**
- **One to One CV work**
- **Youth Hubs**



Mentoring Support

- **Supporting Families against Youth Crime**
- **One to One or Group Support**
- **Community, Schools, Home**
- **Youth Hubs**
- **Safeguarding**



Summary

- **Engagement Tools**
- **Think outside the box**
- **Liaise with other organisations**
- **Make Consultation Count!**



QUESTION TIME





USEFUL RESOURCES

www.ukyouth.org

www.nya.org.uk

www.nspcc.org.uk

www.incentiveplus.co.uk



Hearing the customer voice and being a research pilot for the Together with Tenants initiative

Anita Patel, Business Intelligence Manager

Dave Watkins, Scrutiny Panel Member

Great Places Housing Group

**NATIONAL
HOUSING
FEDERATION**



**Together with Tenants – we
want your views**
Dave Watkins – INSIGHT
Anita Patel – Business Intelligence

#togetherwithtenants
www.housing.org.uk/tenants



What we will cover today

- The Context
- Why do we need a 'Together with Tenants' Plan?
- What's in the plan?
- 6 revised 'Core Charter' commitments
- Questions about the charter
- Questions about the oversight
- What being an 'early adopter' means for us at Great Places
- Highlight some key findings to date

The Context

- The National Housing Federation wants to hear your views on its plan to create a stronger relationship between tenants, residents and landlords.
- The plan has been developed following extensive conversations with tenants, residents, housing associations and stakeholders.
- The NHF wants to hear your views on the plan so that we can ensure it responds to the needs and concerns of housing association tenants and residents.

Why do we need a plan?

- Our sector is facing questions about our relationship with tenants, trust & social purpose:
 - Do we listen to tenants when things go wrong with their home or the service?
 - Can tenants influence our decisions?
 - What can tenants do if they don't think their landlord is taking their views seriously?
- These questions were echoed in the Social Housing Green Paper
- There is a spotlight on the sector and an expectation for change

What's in the '4 point' plan?

Action	Impact
A change to the National Housing Federation's Code of Governance.	For boards to be accountable to tenants and residents.
A new Together with Tenants Charter.	Setting out what tenants and residents can expect from your housing association landlord.
Tenant and resident oversight and scrutiny of the charter.	Reporting publicly on how your landlord is doing.
A closer link with regulation.	Strengthening regulation and linking to the charter.

Do these look /feel like the right actions to you?

‘Together with Tenants’ Charter

- A strong relationship needs clear commitments & expectations
- Housing Associations would be asked to sign up to a set of ‘core commitments’
- Commitments are deliberately clear & simple – intended to deliver meaningful change for tenants & residents
- They draw on the existing consumer standard, but go further

6 revised Core Tenants Charter commitments

The commitments

- | |
|--|
| <ul style="list-style-type: none">• Relationships – housing associations will treat all tenants and residents with respect in all of their interactions. Relationships between tenants, residents and housing associations will be based on openness, honesty and transparency. |
| <ul style="list-style-type: none">• Communication – tenants and residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues. |
| <ul style="list-style-type: none">• Voice and influence – views from tenants and residents will be sought and valued and this information will be used to inform decisions. Every individual tenant and resident will feel listened to by their housing association on the issues that matter to them and can speak without fear. |
| <ul style="list-style-type: none">• Accountability – collectively, tenants and residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect their homes and services and the quality of the homes and services they provide. |
| <ul style="list-style-type: none">• Quality – tenants and residents can expect their homes to be good quality, well maintained, safe and well managed. |
| <ul style="list-style-type: none">• When things go wrong – tenants and residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Tenants and residents will receive timely advice and support when things go wrong. |

Questions about the charter

- Do the commitments cover the right areas or are there gaps? Are they measurable?
- Is the wording right? Are they comprehensive enough? Or too wordy?
- Do you think you would notice a difference if these commitments were followed by your organisation?

3 & 4. – Oversight & regulation

- The charter is a mechanism for tenants & residents to hold their landlord to account
- Tenants would report to board on their landlords performance against the charter
- The board is expected to put in place plans to address any issues raised
- The tenant report can provide evidence of (non) compliance with consumer standards to the regulator

Questions about the oversight

- Will giving tenants the role to report on progress help make change happen?
- Are existing mechanisms sufficient?
- Will the link to regulation work or is more needed?
- What else could be done?

Early adopters?

Great Places – one of 133 early adopters!



- What does it mean?
- What do we want to achieve and by when?
- How do we work together?

As 'Early adopters'.....?

What practical steps need to come next?

- Board discussion
- Major tenant /resident conversation
- Staff consultation



#togetherwithtenants
www.housing.org.uk/tenants

What next....?

Feb to April – consultation on draft plan

April – recruitment of Tenant Advisory Panel/researchers

July – revised plan issued to early adopters to ‘test’

Sept – initial findings from ‘early adopters’ findings shared at NHF summit

Spring 2020 – wider roll of ‘Together with Tenants’ across sector

Open discussion:

- A) What are you doing to embed TwT (early adopter?)
- B) What challenges have you come across?
- C) What are you doing to adopt TwT (non early adopters?)
- D) How have staff taken to the TwT plan/Charter commitments?
- E) How have boards adopted the TwT plan / Charter commitments?

Any questions?

#togetherwithtenants
www.housing.org.uk/tenants





Co: Create Reviewing our resident influence and involvement at South Yorkshire Housing Association

Chris Hewitt, Co:Create Manager

Jennie Shrewsbury, Co-design & Improvement Programme Lead at SYHA

Ant Allen, resident from SYHA the Customer Challenge Group



Co-designing Housing Services

Methods and Mindset

Ant Allen
Jennie Shrewsbury
Chris Hewitt

Session plan

- Background and who we are
- What we mean by co-design
- Co-design methods
- Co-design mindset
- Opportunity for questions and feedback

Stages of co-creation

Design

Keep people at the heart of our design and utilise their knowledge to create a service personal to them.

Delivery

Utilise all resources, build on strengths of people and provide opportunities for learning and development.

Evaluation

Evaluating effectiveness and making decisions on improvements with people to continuously get better and grow.

Governance

Making decisions with people; giving people a voice and coming to conclusions together



Co-design Methods



Round

Journey Map

Play-doh

Co-design Mindset

**"Vulnerability is not winning or losing;
it's having the courage to show up and
be seen when we have
no control over the outcome.
Vulnerability is not weakness; it's our
greatest measure of courage"**

Brené Brown

"Dialogue cannot exist without humility"

Paulo Freire

**"I have no special talent. I am only
passionately curious"**

Albert Einstein

Final round

1) Your most valuable learning from today

2) The thing you're leaving wanting to know more about



Co:Create

@wearecocrete
wearecocrete.com

The background of the entire image is a photograph of a conference or meeting. In the foreground, the backs of several people's heads and shoulders are visible as they sit in rows of chairs, facing towards the front of the room. In the background, a man in a white shirt is standing and gesturing with his hand, possibly presenting. The entire image is covered with a semi-transparent purple overlay. A white rectangular box with a thin border is centered on the image, containing the main text and contact information.

THANK YOU

FOR ATTENDING THIS EVENT



@NHC



Northern Housing Consortium

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