

WORKSHOP ONE

One – Event Suite

Tenant Partners with Weaver Vale Housing Trust (WVHT)

Sarah Maguire, Engagement Team Manager, WVHT

Two – Jorvik Suite (This Room)

Working with and rewarding Young People at Wythenshawe Community Housing Group (WCHG)

Joe Amos, Youth Work Operational Coordinator, WCHG

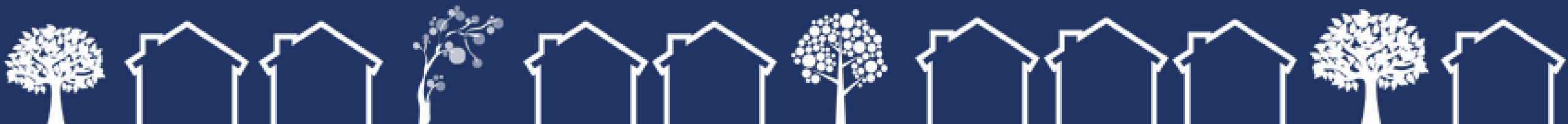
Three – Minster Suite

Getting the balance of national and local involvement at Optivo

Laura Bradley, Director of Resident Scrutiny & Involvement,

Matt Bromley, Optivo Resident

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WCHG Youth Involvement Team

Children & Young People



Overview

- Investment & Approach
- Partnerships
- Young People & Community Engagement
- Social Action
- Youth Led Approach



What is Youth Work ?

- Youth work is neither social care or formal education. It sits somewhere between the two.
- The underlying principles of the work focus on the informal social and political education of young people.
- Youth work supports young peoples transition from being a child to becoming an adult. Knowing themselves and their role in society.



Youth work Jargon Buster

Open
provision

Targeted
sessions

Peer
Mentoring

Detached
Team

IAG

CSE

PSHE

NEET

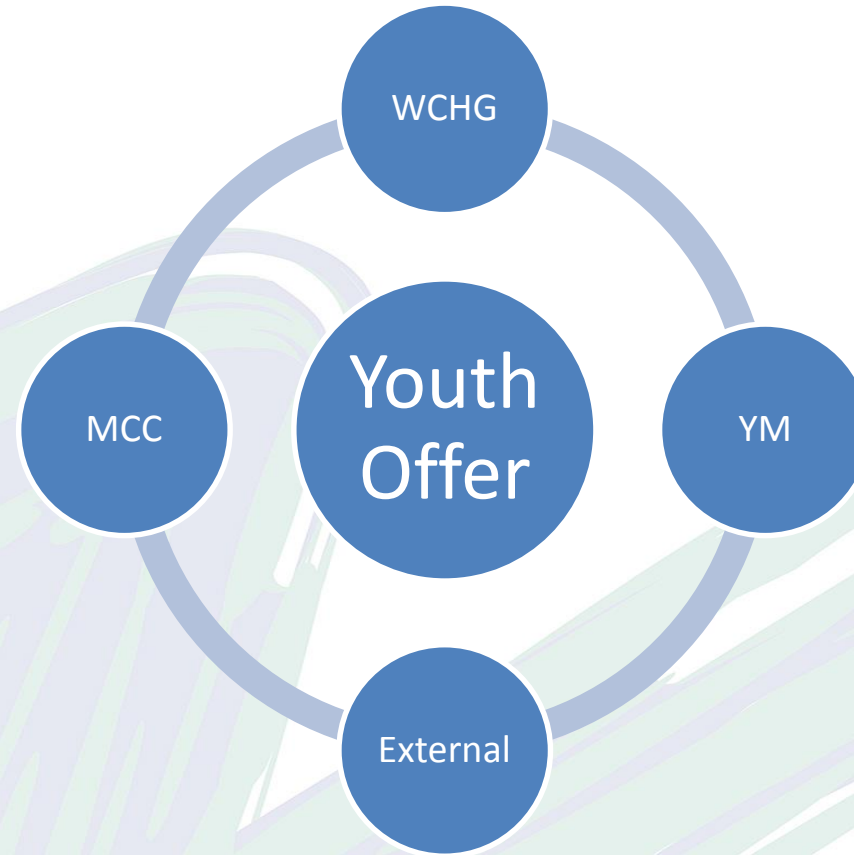
LAC



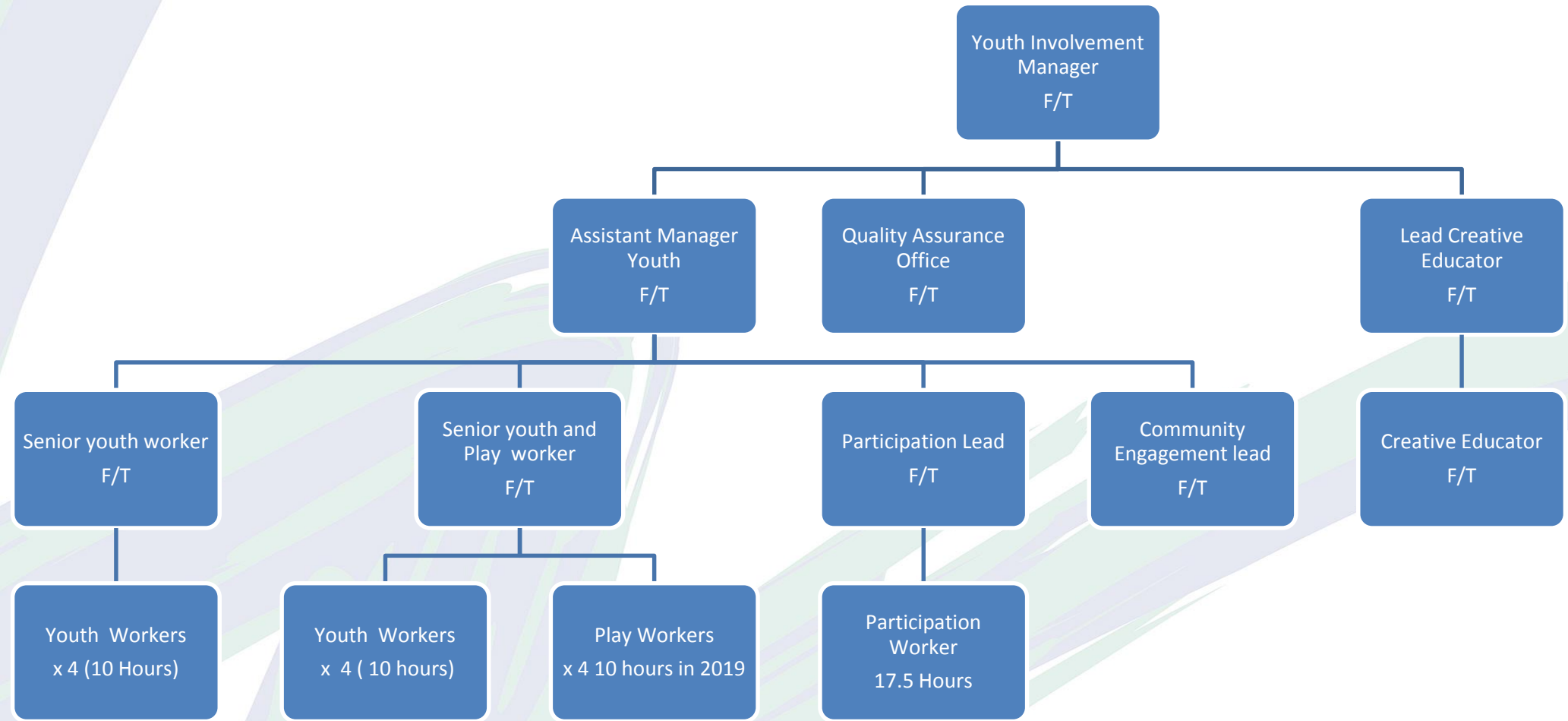
The Groups Approach



Investment



Youth Team



Approach To Delivery



Short Film

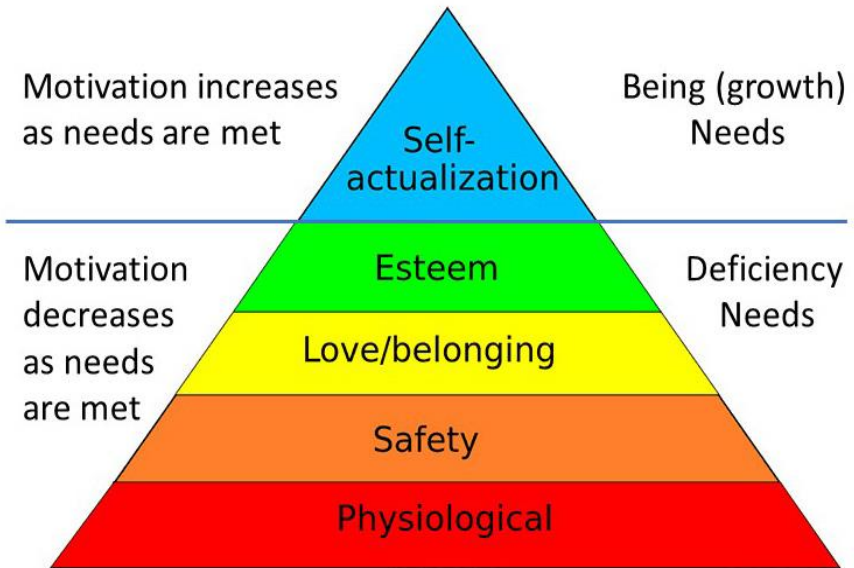
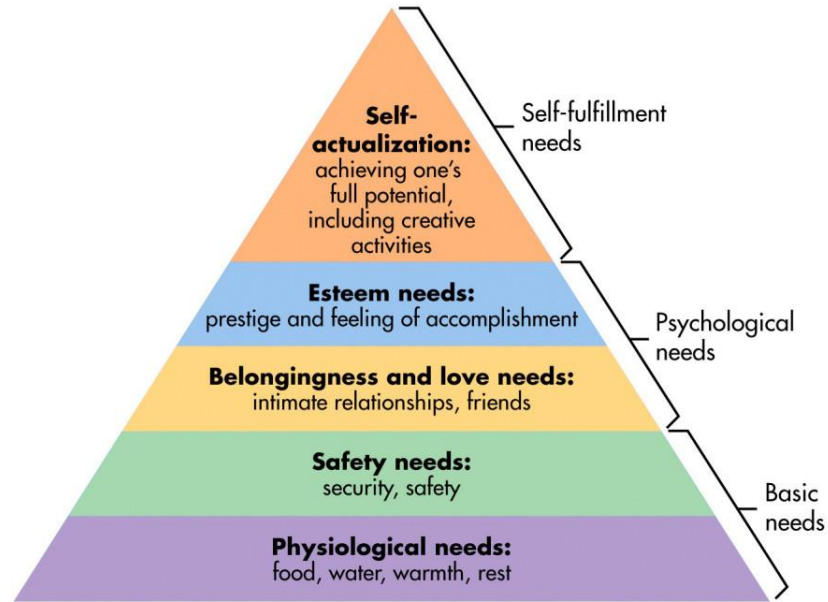
<https://vimeo.com/paulhigham/review/207283961/0e38fdf4ab>



Partnerships



Partnerships

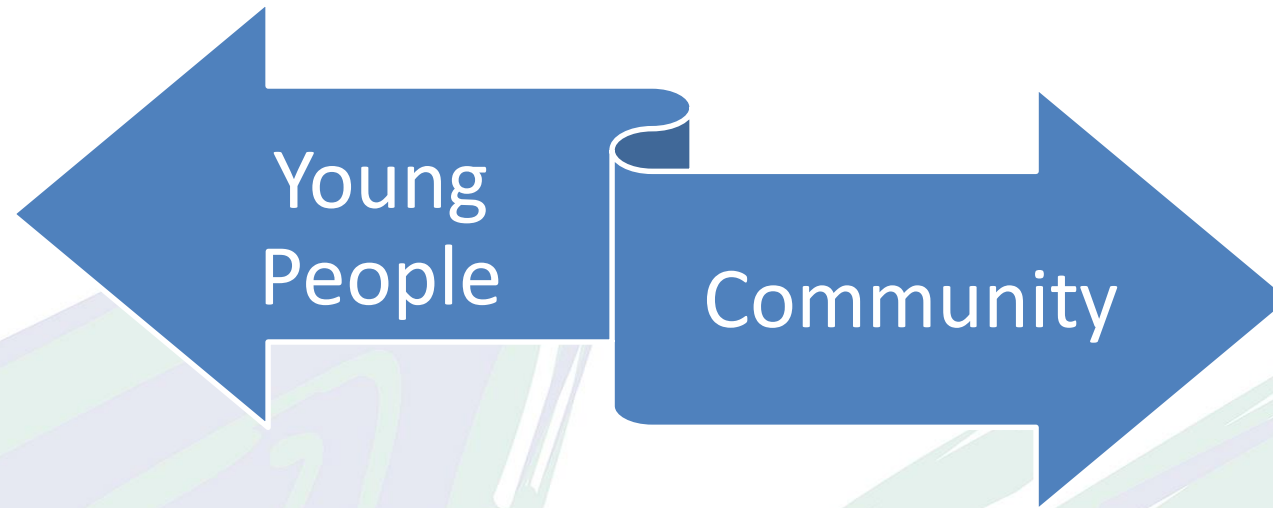


Short Film

<https://www.youtube.com/watch?v=MJZOTTtT7mE>



Engagement



Barriers To Engagement

Factors

- Poor Education
- Drugs & Alcohol Abuse
- Lack of Trust
- Criminal Record
- Financial
- Domestic Abuse
- Negative Parenting
- NEET
- LAC
- Poor Mental Health
- CSE

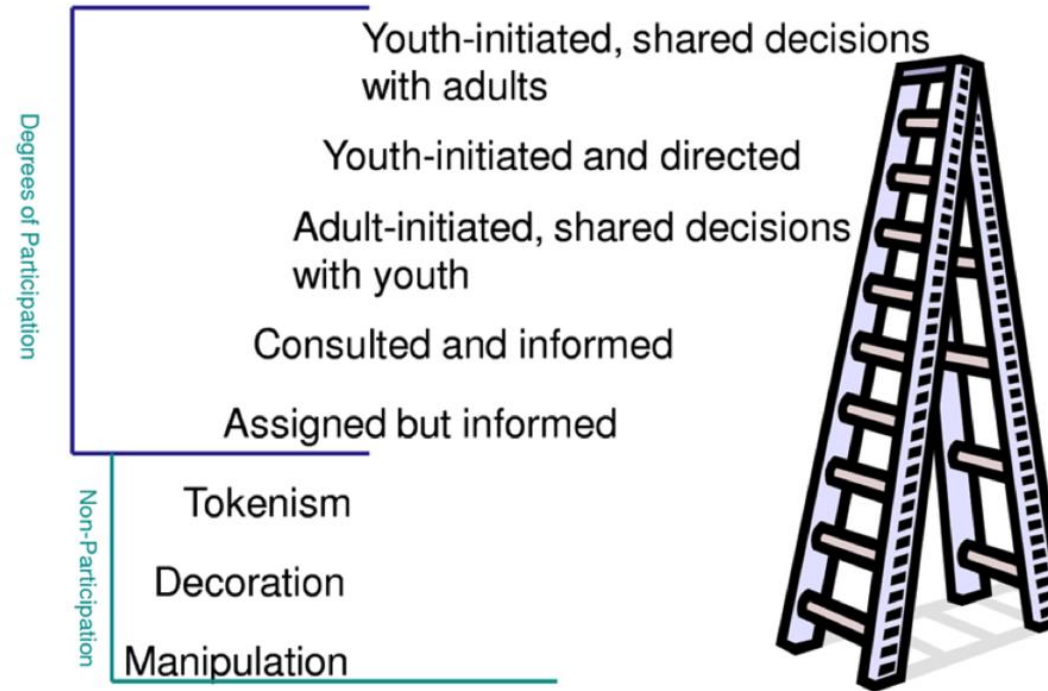


Disengaged Young Person



Community Engagement

Ladder of Youth Participation



Adapted from Hart, R. (1992). *Children's Participation from Tokenism to Citizenship*
Florence: UNICEF Innocenti Research Centre.



Community Engagement



Lucy Story



Short Film

<https://vimeo.com/241871401/bd6e5be36d>



Social Action



Providing & Improving Services

- Youth Bank
- Kite Mark
- Volunteering



Thank You & Any Questions



Over To You

Task 1 - In groups discuss the 3 questions below and make notes for feeding back.

1. Does Your Organisation currently work with Young People?
2. Does Your organisation have a Youth Strategy for working with Young people?
3. What are the key issues and barriers for working with Young People?



Over To You

Task 2 - Individually complete the mapping sheet around Young Peoples involvement within your own Organisation.

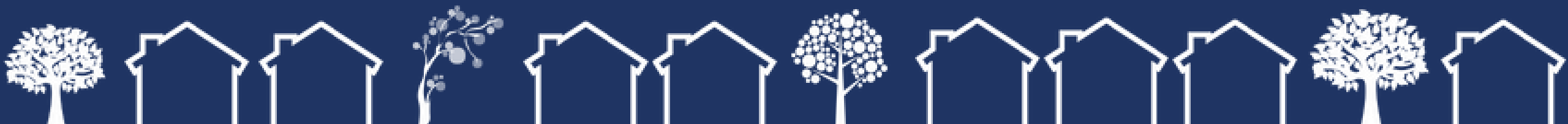


Any Questions



LUNCH AND NETWORKING

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WORKSHOP TWO

Four – Minster Suite

Hot Topic Task and Finish Groups at One Vision Housing
Tracy Newman, Customer Empowerment Officer

Five – Jorvik Suite (This Room)

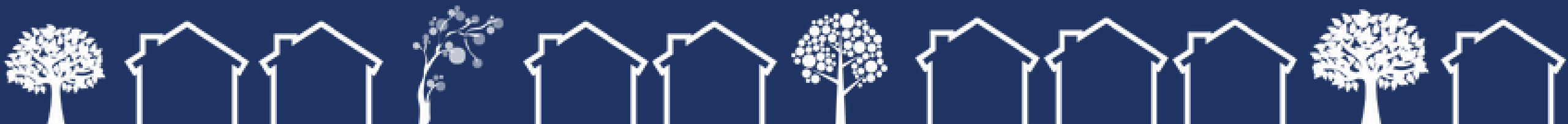
Our Community Voice

Karen Cowan, Head of Customer and Support Services, ONGO
Janine Garner and Tim Mills, Involved Tenants, ONGO

Six – Event Suite

Improving our insight from resident satisfaction
Laura Carmody, Head of Insight, HACT
Warren Earl, Customer Insight Manager, Peabody

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Community Voice (CV)

Karen Cowan Head of Service

Janine Mee CV Chair

Tim Mills CV Secretary



Who is Ongo?

- **Housing Association** (LSVT 11 years ago)
- **Stock** of just under 10,000 homes
 - Good condition stock
 - 9,763 social rented homes
 - Houses
 - Flats
 - 4 high rise
 - 16 retirement living schemes
 - 279 leaseholders
- **Geographically concentrated** housing provider
 - Based predominantly in North Lincolnshire (45 minutes from Scunthorpe base)
 - 50% rural, 50% urban
- **Ongo Group Structure**
 - Ongo Homes
 - Commercial (roofing, plumbing & heating, locksmiths)
 - Communities (training/employment, recruitment, handy van, recycling)
 - Ongo Partnership



All Change

— Why the change?

Regulator priorities changed to more financial focus
Boards to be strategic and not operational
Board members to have skills to take full responsibility for multi million pound organisation
Organisations could be downgraded by the HCA should they not respond to the clear requirements

— What changed?

Board changes, membership & recruitment, voting rights
51% vote to Tenant Shareholders (tenants & leaseholders)
Power to Community Voice for decision making on all customer facing operational policies
Resident Scrutiny Panel reporting into CV
Tenant involvement recognised as an official part of Ongo's assurance mapping processes
Customer Engagement Team

— What remained business as usual?

Ongo's true commitment to real customer engagement & influence
Customer engagement embedded from the top down and throughout the whole organisation
The great partnership working with involved tenants & residents
Menu of options available to all customers



Community Voice

Membership

- The majority of the membership will be tenants of OH
- Membership shall be open to any OH Tenants and Leaseholders (including Ordinary Members of OH)
- If an additional family member residing in an OH tenanted property expresses an interest in attending, this can be considered (decision by CV Chair would be based on numbers of current membership)
- Membership will be open to accommodate the diverse needs of all OH residents
- An annual audit will be carried out to ensure that the composition of the group reflects the diverse nature of the OH resident base

Structure

- Elected Officers (equipment, internet, meetings re agenda)
- Budget (training, room hire, refreshments, travel, events)
- Meeting cycle
- Ongo attendance (commitment from the top)
- Backed up by:
 - Constitution
 - Code of Conduct



Community Voice

Practicalities

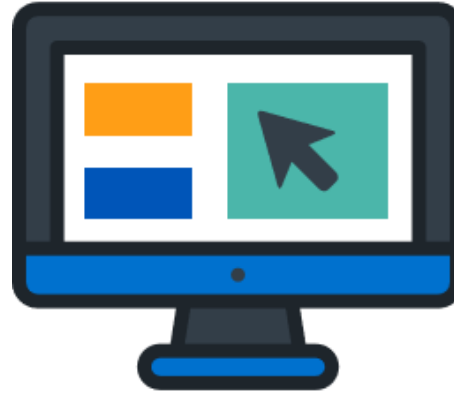
- Delegated powers
- Agenda
- Minutes
- Newsletters
- Away Days

Challenge

- Scrutiny Panel
- Performance
- Customer satisfaction, complaints etc.
- Equality, diversity and inclusion



Types of decisions made



The proof of the pudding is in the eating

Customer Satisfaction STAR Survey Results – Yearly Comparison 2017-2018

	2017/18	2016/17	2015/16	2014/15	2013/14	Top quartile
Satisfaction that Ongo Homes listens to, and acts on, your views	88.7%	91.0%	86.5%	83.1%	87.8%	80.4%
Satisfaction that Ongo Homes keeps you informed	92.3%	93.3%	92.1%	89.2%	90.9%	Not Recorded
Overall satisfaction with the service provided by Ongo Homes	93.8%	92.7%	94.2%	89.4%	90.2%	92.1%
Satisfaction with the overall quality of your home	93.5%	93.1%	94.0%	91.0%	91.9%	90.3%
Satisfaction that your rent provides you value for money	94.1%	92.8%	91.8%	88.8%	86.5%	91.3%
Satisfaction with your neighbourhood as a place to live	89.7%	88.3%	91.9%	89.1%	90.8%	89.4%
Satisfaction with the way Ongo Homes deals with repairs and maintenance	88.3%	-	-	-	-	86.9%

Awards & Recognitions

Tenant participation accreditation (TPAS)

Customer service excellence accreditation (Centre for Assessment)

Leaders in diversity accreditation and Investors in diversity
(National Centre for Diversity)

Customer scrutiny awards – most inspiring scrutiny panel & best
overall service impact (CSI)





Thanks for listening

karen.cowan@ongo.co.uk



WORKSHOP THREE

Seven – Jorvik Suite (This Room)

Universal Credit – it's impact, customer engagement and awareness and our messages to Customers

Lisa Graham, Universal Credit Team Leader, Thirteen Group

Eight – Minster Suite

Reviewing our approach to involvement – Plus Dane

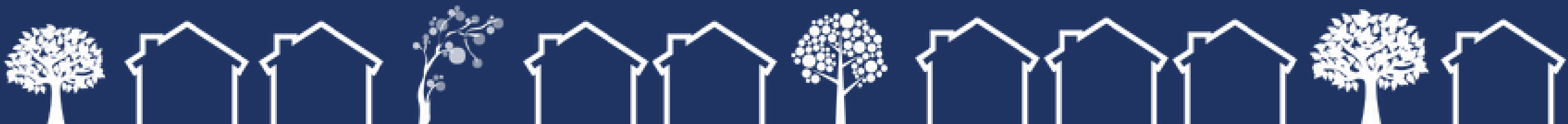
Kate Jungnitz, Director of Customer Services

Nine – Event Suite

What's changing and what is new in tenant engagement? What's working for customers and landlords

Yvonne Davies, Managing Director, Scrutiny and Empowerment Limited

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Universal Credit: Learning from Thirteen

Lisa Graham – UC Support Team Leader

thirteen

What will be covered?

- Thirteen's Experience of UC
- What have we done / what works
- UC Support Team
- Recent Issue
- Challenges for Claimant
- Challenges for Landlord

thirteen



What have we done / what works?

- Research
- Neighbourhood Panel Meetings - raise awareness of Universal Credit locally and how it works'
- Staff Training – all frontline staff
- Media / Partnership Groups – websites, phone messages, discussion forums
- DWP Liaison Meetings
- Partnership Working
- UC Support Team pilot April 17 (3 staff) - expanded April 18 to 8 (then 12 by Oct 18)

UC Support Team – supporting all new tenants and new UC claimants up to first payment date

Getting Claim Right	Waiting Period	Payment Date
<ul style="list-style-type: none">• Help make claim/check claim• Educate on UC processes / mitigate impact• Book ID appointment• Help complete 'To-Do's'• Obtain payment date & assessment period information• 'Housing Costs' declared correctly• Identify bedroom tax issues• Apply for LA DHP• Identify & address other potential issues – non deps, health, WCA• Identify vulnerability & apply for 'APA'• HB – maximized + 2 week run on• Apply for Council Tax Support• Refer to Money Advice Team for help with legacy benefit issues• Discuss UC entitlement, rent liability & expectations• Inform Neighbourhood Officer	<ul style="list-style-type: none">• Food and Utilities - help access crisis support• Other financial assistance – apply for furniture packs, white goods etc, where eligible• Advance – apply if unavoidable• Provide budgeting advice to keep advance to minimum• Continue education on UC processes /claimant control• Continue to identify 'vulnerability'• Identify & report welfare rights issues• Re-confirm UC entitlement, rent liability & expectations• Refer for Money Advice Team for help with legacy benefit issues• Update Neighbourhood Officer	<ul style="list-style-type: none">• Check UC award & take rent payment• Agree & set up future payment methods eg. DD• Continue support until ongoing UC issues resolved• Record date 'Managed Payment' due date, period covered for recovery processes• Advise on 'claim management'• Promote Money Advice Team for future support

Supported Housing Issue

DWP aware & currently looking into. How can this be prevented?

Claimant in supported housing-made claim UC. Not aware needed to claim HB for help with rent.

Declared Housing Costs – selected option 1 as rents from Housing Association, but property is Supported Housing so should have selected option 6.

Would claimant know to select option 6? Overpaid UC & unable to get backdated HB.

The screenshot shows the 'Housing' section of the Universal Credit declaration process on the GOV.UK website. The page has a black header with the GOV.UK logo, 'Universal Credit', and a 'Sign out' link for 'Steven Feeney'. Below the header is a blue bar with 'To-do list' and 'Journal' links. A 'BETA' notice states: 'This is a new service - your feedback will help us to improve it.' The main heading is 'Housing'. The question 'Where do you live now?' is followed by eight radio button options, each in a grey box: 'I rent from a council or housing association', 'I rent from a private landlord', 'I live in a property I own (with or without a mortgage)', 'I rent-buy through a shared ownership scheme', 'I'm in temporary accommodation', 'I'm in supported or sheltered accommodation', 'I live with close relatives - for example, my parents or my partner's parents', and 'I'm in another type of housing'. At the bottom of the options are green 'Continue' and blue 'Back' buttons. The browser's address bar shows the URL 'https://www.universal-credit.service.gov.uk/housing-declaration/housing-type/v2/at'. The Windows taskbar at the bottom shows the date as 02/05/2018 and the time as 09:43.

Challenges for Claimants

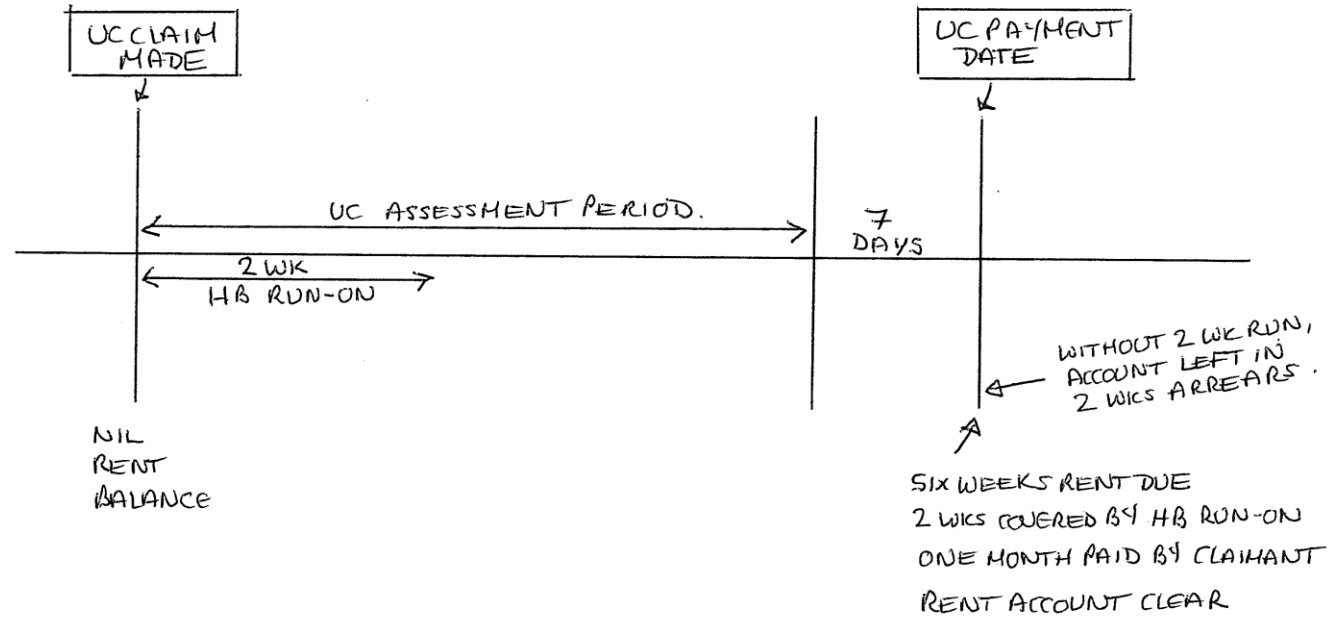
- Digital issues / managing an online claim
- Helpline call times / intention to claim missed / wrongly advised to claim
- Single Monthly Payment including
- Lower amount than under legacy benefits
- Tougher conditionality & sanctions
- Strict backdating rules
- Wage issues
- Deductions
- Inconsistent & often incorrect decision making
- Untidy Tenancy / Bedroom Tax / Non Dep Charge Issues
- Claim closed if ID not verified within 7 days
- Missing elements
- Journal history disappears / award letters overwritten



Challenges for Landlords

- Rent Collection - Housing Element paid direct to claimant
- Calculating 'true arrears' - weekly rent v monthly housing cost element
- 'Built-in' rent arrears - 5-6 weeks rent due before 1st UC payment
- Individual Assessment Periods (no set period) v 4 week Housing Benefit cycle (set period)
- Live v Full Service
- 'Digital' issues
- Communicating with DWP
- Inconsistent & often incorrect decision-making
- Reporting rent change issue
- Reporting change of address issue
- Untidy Tenancy issue
- All frontline staff require some level of UC training
- Demands on staff (time / admin) – gathering UC info (payment dates & assessment periods etc)

TRANSITION TO UC PAYMENT - 2WK RUN-ON



What do you need to tell us about?

► [My change in circumstances isn't listed](#)

thir

Alternative Payment Arrangements

- Requested by completing UC47 and sent to UC by email
- Requested via portal but only if rent verified via portal – Thirteen have the ‘Portal’
- Portal decisions received much quicker than by UC47 method -‘Accepted’ or ‘Rejected’
- Issue : meant to be automatically granted to ‘Trusted Partner’, but some are rejected - appears to be due to MP in being in place – misleading / need to call helpline to clarify
- Issue : delay before landlord receives payment
- Issue : wrong payment reference quoted after COA - complete ‘**ePRS03**’ form to correct payment references, also advise claimant to report issue via journal.
- See: <https://www.gov.uk/government/publications/how-the-deductions-from-benefit-scheme-works-a-handbook-for-creditors> for creditor handbook



Rec	Per	...	Date	Description	Rent	...	S...	...	Payment	Adj	Balance	Dec/Backdated
51			19/03/2018		84.20	...	0...	...	0.00	0.00	1171.53 DUE	
50			12/03/2018		84.20	...	0...	...	0.00	0.00	1087.33 ARREARS	
49			05/03/2018	15th Feb →	84.20	...	0...	...	-368.55	0.00	1003.13	
48			26/02/2018		84.20	...	0...	...	0.00	0.00	1287.48	
47			19/02/2018		84.20	...	0...	...	0.00	0.00	1203.28	
46			12/02/2018		84.20	...	0...	...	0.00	0.00	1119.08	
45			05/02/2018	15th Jan →	84.20	...	0...	...	-368.55	0.00	1034.88	
44			29/01/2018		84.20	...	0...	...	0.00	0.00	1319.23	
43			22/01/2018		84.20	...	0...	...	0.00	0.00	1235.03	
42			15/01/2018		84.20	...	0...	...	0.00	0.00	1150.83	
41			08/01/2018	15th Dec →	84.20	...	0...	...	-368.55	0.00	1066.63	
40	...		05/01/2018	Referral to Specialist Advice	0.00	...	0...	...	0.00	0.00	1350.98	
40	1...		05/01/2018	Miscellaneous Information	0.00	...	0...	...	0.00	0.00	1350.98	

True arrears approx 2750

$$84.20 \times 52 \div 12 = £364.87$$

Our learning came from
customer involvement &
partnership working

Questions?

thirteen

REFRESHMENTS AND NETWORKING

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