

7th National Tenant Panel Conference

Focusing on the voice of our customers - Innovation, efficiency and effectiveness

Wednesday 29th November 2017, The Principal Hotel, Station Rd, York,

9.45 Registration, refreshments and exhibition viewing

10.15 Joint Chair's Introduction and welcome

Tom Miskell, Chair of Pendleton Together

Tracey McGarry, Leeds City Council, Involved Tenant

- Tom will introduce himself and discuss customer profiling at Pendleton Together and their rant and rave customer opinion tool
- Tracey will discuss the involvement of tenants in Leeds from the perspective of an involved tenant

10.30 The big questions for tenants – scrutinising health and safety

Nic Bliss, Nic Bliss, Confederation of Co-operative Housing

Yvonne Davies, Scrutiny and Empowerment Partners Limited

Nic will discuss the need for a national voice for tenants and some of the projects from the national tenant organisations which are supporting us all to hear the voice of the customer

Yvonne will present and then manage an interactive session. A key part of successful resident involvement and scrutiny is the ability to understand and ask the right questions and consider the responses in a thoughtful way which leads to successful outcomes, including:

- Working with your landlord and getting behind the headlines
- Current requirements and regulation for landlords on health and safety
- Supporting tenants need to fully engage and support their fellow tenants, Board Members and Councillors to achieve assurance
- Understanding tenant and resident responsibility for health and safety

11.10 Feedback from the audience and Q&A for Nic and Yvonne

11.40 5 mins to get to Workshop One

11.45 Workshop One (60 mins)

Delegates to choose between workshops 7, 3 and 2 (full details at the foot of this programme..

12.45 Lunch, networking and exhibition viewing

1.45 Workshop Two (60 mins)

Delegates to choose between workshops 8,4 and 1 (full details at the foot of this programme)

2.45 5 mins to get to Workshop Three

2.50 Workshop Three (60 mins)

Delegates to choose between workshops 9,6 and 5 (full details at the foot of this programme)

3.50 Refreshment break and networking

4.05 Keynote speakers: Health and Safety Matters – Supporting Tenant Assurance

Angela Forshaw, Executive Director of Operations at Liverpool Mutual Homes

Robin Lawler, CEO of Northwards and Board Member at Plus Dane

Jacqui McKinlay, Chief Executive of Centre for Public Scrutiny

- ✓ Angela will give a perspective from Liverpool Mutual Homes of their approach to Fire Safety, following the Grenfell Tower fire
- ✓ Robin will give a perspective as CEO of Northwards ALMO, and as Board Member at Plus Dane of Board Assurance on health and safety matters
- ✓ Jacqui will give a perspective from their work with Local Authorities other public services in terms of governance, transparency and assurance

4.35 Question-time for the joint speakers, also joined by Yvonne Davies, Scrutiny and Empowerment Partners Limited

4.55 Joint Chair's final remarks

5.00 Conference ends and departure

Workshop choices

1 Digital engagement at Halton Housing Trust (HHT) ***Karen Baidon, Director of Housing and Property Services, HHT*** ***Andrew Shaw, Chair of Scrutiny Panel, HHT***

HHT manage owns and manages 7,000 homes in the Cheshire towns of Runcorn and Widnes. They are at the forefront of developing their digital offer to customers

They have a range of ways in which they engage tenants in meeting and digitally including Customer Inspectors, a Customer Forum, an Editorial Panel, Street Representatives, Tenant & Resident Associations, a Customer Scrutiny Panel and community events

This session will cover how Halton use digital information to support tenant involvement

They will explain:

- Their approach to using digital information in tenant participation and scrutiny
- Their approach to using digital information for customer insight
- The pros and cons of using digital data and how it supports tenant panels
- Hints and tips for tenant groups in using digital information
- Examples of outcomes

2 Youth Aspiration at Stockport Homes ***Helen Alderson, Customer and Community Engagement Manager*** ***Vicky Bloomfield, Stockton Action for Voluntary Youth***

Stockport Homes won an award for its Youth Aspiration project. It created a multi-agency partnership to offer young people a 12-month programme of diversionary activities during school holidays in partnership with specialist youth work agencies. It gave young people a driving seat in the design of activities.

They will explain:

- How and why they set up the project
- What the project has achieved for the community and for Stockport Homes
- Hints and tips on setting up similar project

3 Our review of Tenant Panel activities and our new Scrutiny Panel adding value at Shoreline Housing Partnership
Andy Tyler, Service Development Manager, Shoreline Housing Partnership
Liz Read, Scrutiny Panel member, Shoreline Housing Partnership
Angela Stoelwinder, Scrutiny Panel member, Shoreline Housing Partnership

Shoreline manages 8000 homes across North East Lincolnshire. Shoreline reviewed its tenant engagement and formed a new Scrutiny Panel for tenant engagement.

They have just completed their first project which has increased the scrutiny of mutual exchange services, and support Shoreline to reduce loss of tenants to the private rented sector, increase tenant satisfaction with their services, as well as reducing the cost of expenditure on empty homes.

They will explain:

- How and why Shoreline made changes to their Tenant Panel engagement
- How they set up and recruited to the new panel
- The methodology the Panel uses for engagement
- The way they are supported by staff with information and analysis to help them understand the services
- Their approach to engaging customers who have experienced services
- Hints and tips if you are thinking of doing something like this

4 Tenant review of service Scrutiny at Broadacres Housing Association
Emily Thomas, Community Involvement Manager, Broadacres Housing Association
Des Mahon, Performance and Improvement Panel Member, Broadacres Housing Association

Broadacres has a long history of tenant scrutiny and engagement. They produce a newsletter about recent engagement activity for customers. In 2016, Broadacres engaged over 550 customers, over 3,500 volunteer hours, which added 45,000 in value to the landlord activities. The Performance and Improvement Panel was set up in 2011. The Panel have just reviewed the changes achieved from all their previous scrutiny reviews.

They will explain:

- How the Panel works
- How other tenants can trigger service reviews to supplement work on complaints management
- Their approach to reviewing their work and the outcomes they achieved
- Hints and tips of how to review the impact of your Panel and the service reviews they have undertaken

5 Tenants trained and engaged in resolving disputes through Mediation at Derwent Living

Mitchell Allseybrook, Customer Engagement Manager, Derwent Living,

Russell Stanley, Customer Mediator, Derwent Living

Harriet Phillipson Customer Engagement Officer and Mediator

Derwent Living has trained its tenants and staff in mediation. Tenant volunteer mediators get a professional accredited qualification in people settle their disputes without the need for more formal action. They have a high success rate Derwent Living's nationally accredited mediation service has been extremely successful in creating positive outcomes, with more cases than ever being successfully closed, and a reduction in staff resources being used to resolve anti-social behaviour complaints and neighbourhood disputes. Derwent Living has a team of qualified mediators, all with the ability to deal with a wide range of neighbourhood dispute cases. The team is made up of Derwent Living staff members from non-enforcement related roles and customer volunteers from their homes and communities.

They will explain:

- How Derwent Living recruit and train volunteer tenants in mediation
- How tenants work on mediation alongside staff
- The value tenant volunteers add to the process
- Hints and tips for success in setting up a similar project

6 Independent Tenant Review Group – resolving Complaints in Hull

Helen Wallis, Tenant Participation Officer, Hull City Council

Chris Rogers, Chair, Designated Complaints Panel.

Hull City Council's Independent Designated Tenant's Complaints Panel is made up of local tenants. They are formally recognised, independent and the service to tenants is free.

The Panel review complaints when internal complaints processes have been exhausted and report findings, including our recommendations about how the complaint may be resolved. If this does not work, tenants still have an option to report the complaint to the Housing Ombudsman

They will explain:

- How they set up the Panel
- How tenants support other tenants and their landlord in dispute resolution
- Their success to date
- Hints and tips for success in setting up a similar project

7 Customer Call Auditors at Great Places Housing Group
Tracy Gregory, Customer Involvement Co-ordinator, Great Places Housing Group
Bev Norris, Scrutiny Panel Member, Great Places Housing Group

Great Places Housing Group manages 18,000 homes across the Pennines. They have a history of engaging tenants in supporting service improvement.

Great Places enable volunteer customers to work from home listening to pre-recorded resident calls each month and scoring them using a feedback form. This helps Great Places to look at how well they are doing at customer service. It also gives a snap-shot of what residents think about services.

They will explain:

- Why they set up the project
- The commitment required from customers
- The customer approach to call auditing
- The outcomes in training or service improvement that has been achieved
- Hints and tips for those considering setting up a similar project

8 Supporting volunteering - Tenant engagement in supported housing at South Liverpool Housing Trust
Collette McGuire, Head of Community Services, South Liverpool Housing Trust
Glenys McCoy Customer Scrutiny Panel Member, South Liverpool Housing Trust
Alfie Newbie, Customer Scrutiny Panel Member, South Liverpool Housing Trust

South Liverpool Housing delivers a number of supported housing projects, from homelessness support, to employment projects, to sheltered. Some projects require intensive support, others require different methods to engage tenant to build confidence including volunteering for tenant scrutiny.

They will explain:

- Their overall approach to engaging with vulnerable customers,
- How their tenant engagement works with those who they meet with chaotic lives
- How they engage with older people in sheltered schemes
- The projects they have undertaken and their success to encourage people onto their scrutiny panel
- Hints and tips for listening, hearing, acting and feeding back on outcomes

9. Strategic Approach to Tenant involvement – Rotherham MBC
Asim Munir, Tenant Involvement Co-ordinator, Rotherham MBC
Lilian Shears, Rotherham Federation Board Member

In 2015, a review of tenant involvement was undertaken by speaking to tenants, different officers and Rother Fed representatives. A new Tenant Involvement Service Improvement Plan was produced which identified areas for improvement to embed and improve the Tenant Involvement service and strategy.

They will explain the work which has got them nationally recognition:

- Their new Tenant Involvement Strategy, approach to involvement and contractor engagement
- Changes to the Tenant Involvement governance structures
- Their approach to listening to underrepresented groups
- Their new promotion to tenants of the benefits of getting involved
- Communication, including their Editorial Group, their newsletter and approach to digital inclusion
- How they commission and work with Rother Fed (Tenant Federation)
- Hints and tips for those considering a review of involvement