

National Resident Involvement Conference 2019 Co-creation and Collaboration

**Wednesday 19th June 2019, The Principal Hotel, Station Rd, York
(at York Train Station)**

Agenda

9.30 Registration, refreshments and exhibition viewing

10.00 Joint Chair's Introduction and welcome

10.10 Expert Panel: What has changed in Housing and Resident Engagement and what more changes are planned?

Two years on from Grenfell Tower fire, we anticipate the actions in the Social Housing White Paper Green paper, bringing in changes. Speakers will give a of their current role, the changes planned, changes yet to be agreed. The Chair will introduce our Expert Panel, giving his own perspective of the work of the LGA and Peabody on housing and resident engagement.

10.30 Consumer regulation, now and in the future

**Jonathan Walters, Deputy Director of Strategy and Performance,
Regulator of Social Housing**

The regulator has a limited remit for Consumer regulation. Consumer Regulation consultation was completed alongside Social Housing Green Paper.

Jonathan will share the current approach and the changing face of consumer regulation (including serious detriment) as a result of consultation which support assurance and compliance, for residents, Councils and Boards.

10.45 Can we improve the management of complaints?

Andrea Keenoy, Interim Housing Ombudsman

The Ombudsman has publicly suggested the need for change in their role and powers including having the ability to compel landlords to get on with the internal process and to share information promptly, and removal of the mandatory democratic filter stage (referral to local Councillors, MPs or

designated tenant panels at the end of the complaint process) prior to formal Ombudsman investigation.

Andrea will share the Housing Ombudsman's current approach to supporting faster and effective redress and reflect on what has been achieved, what is planned for the future and how they work with the Regulator.

11.00 Can we remove the Stigma of being a Social Housing tenant?

Melanie Rees, Head of Policy and External Affairs, Chartered Institute of Housing (CIH)

CIH's June 2018 "Rethinking Social Housing" report highlighted stigma as an issue associated with social housing and the people who live there. This was echoed in the government's August 2018 social housing green paper. Melanie will explore what we mean by stigma, the things that cause and fuel it, and what we need to do to challenge and end it.

11.15 Our Vision for Social Housing – Shelter

In 2018, this conference took part in consultation "a big conversation". The resulting report called for residents to have a voice, clearer standards, a new consumer regulator for renters (including the private sector) and more homes to be built.

One year on from the report, they will reflect on its content, what has been achieved and what is planned.

11.30 Tenant and Resident Housing Advisory Panel

Speakers TBC

The Centre for Public Scrutiny worked with the National Housing Federation (the NHF is the trade body for Housing Associations) to design a new Tenant Charter "Together with Tenants" and to recruit to a diverse, 12-person Housing Advisory Panel of tenants and residents.

They will explain their progress to date and the role of the Panel to: advise, support and challenge the ongoing development of the NHF landlord/ tenant relationship offer and how they intend to assess how the elements of the offer have been implemented at a sector level by examining evidence and making recommendations.

11.45 Question and Answer session

The joint chairs will manage a Q&A for the Panel

**12.15 Interactive session:
So, what does all this mean for resident involvement?**

Yvonne Davies, Managing Director, Scrutiny and Empowerment Partners Limited

Yvonne will round up some key issues from the last session and pose some questions for the audience to participate in an interactive session.

12.30 Feedback from the audience

12.45 Joint Chair's final remarks

12.55 Lunch, networking and exhibition viewing

1.55 Workshop One (55 mins)

Delegates to choose between workshops 1, 2 and 3

2.50 5 mins to get to Workshop Two

NHC staff to lead residents to rooms which will be on this floor and the ground floor of the hotel

2.55 Workshop Two (55 mins)

Delegates to choose between workshops 4, 5 and 6

3.50 5 mins to get to Workshop Three

NHC staff to lead residents to rooms which will be on this floor and the ground floor of the hotel

3.55 Refreshments served in Workshop Three

4.05 Workshop Three (55 mins)

Delegates to choose between workshops 7, 8 and 9

5.00 Workshop and Conference - Close and departure

Workshop choices

1

**Collaboration with residents on Health and Safety assurance
(confirmed)**

**Karen Cowan, Head of Customer Services and Avril Barstow, a resident
from ONGO**

And

**Cathy McCormick, Customer Involvement Co-ordinator and a resident
from Great Places Housing Group**

Ongo responded to the Grenfell fire by setting up a Residents Building Safety Group to work with staff to address all safety issues. Ongo will explain its purpose and approach of to the setting up of a diverse group of residents to represent their homes/property types and the changes they have already made to resident advice and input to policy.

GPHG worked with residents to design a safety compliance leaflet. At the same time, GPHG worked with residents to develop a new framework for contractors and involved residents in new tendering work, including question setting and scoring.

They will both explain their approach and achievements and share hints and tips on how you might do something similar.

2 Residents collaborating on inclusivity (Confirmed) **Lucy Malarkey, Director (Customer), Gentoo**

Inclusivity supports us to address stigma in social housing. Award winning Gentoo take inclusivity seriously for tenants and for staff. Residents have taken an active part in working with gentoo to advance equalities, they will explain:

- How Gentoo advance workplace and tenant/community inclusivity
- How they promoted their passion and commitment for achieved their goals
- How residents raise awareness of inequalities
- How this creativity that has won them multiple awards.
- Great outcomes achieved for a limited budget
- Hints and tips and lessons learnt

3 Achieving impact in resident engagement at Local Authorities (confirmed)

Ian Montgomery, Service Manager, Resident Engagement and a resident, Leeds City Council

Tracy Berry, Customer Engagement Manager and a resident, West Lancashire District Council

Leeds City Council will explain the approach to formal engagement: VITAL, is their resident consultative group with strategic influence and their influential High- Rise Resident Group, covering their 64 multi-story flats.

West Lancashire District Council will explain their approach to setting up resident consultation surveys through their “Your Voice Group” and how their venture into digital engagement and block inspectors have formed key features of their latest Customer Engagement Strategy.

4 A work in progress - modernising resident engagement at Octavia (confirmed)

Jean Roch and Keith Usher (residents) and Peter Walkinshaw (resident involvement Manager)

In 2018, Octavia reviewed their resident engagement and decided to make changes to strengthen how they work in partnership with residents. This included creating a new resident group that links into its Services Committee, expanding involvement both digitally and in meetings and to both widen and strengthen the resident voice through its menu of involvement options. They will share:

- How a working party of residents and Board members supported them to independently review resident involvement
- Digital engagement opportunities identified and the roadmap going forwards
- Resident engagement groups and activities to build strong communities and gain local feedback
- Strengthening the voice of residents at the strategic level, in scrutinizing performance and within the governance structure
- Progress thus far, hints, tips and learning if you are thinking of doing something like this
- They will share their success, their challenges and lessons learnt.

5 We never say No to residents at Calico Housing

Full details available soon

6 Our Involvement feedback loop (Confirmed)

Jane Davies, Head of Housing Management, St Leger Homes of Doncaster

In reviewing their approach to resident involvement, St Leger developed a suite of engagement methods to add variety for their residents and value for their business. They will share how they:

- Provide assurance for their Board of the impact of resident voice
- How they measure the value of engagement
- How they use pop-up engagement and awards to entice residents who prefer to engage occasionally
- Their approach to the provision of Community Houses
- How they organise their systems to ensure staff workplans covers all engagement.
- Hints and tips and lessons learnt

7 Becoming a Board/Committee Member as a tenant or resident and making your voice count (Confirmed)

Yvonne Davies, Managing Director of Scrutiny and Empowerment Partners Limited

Yvonne has supported training and mentored tenant board members to make their voices heard strategically and effectively. They will explain:

- The shift in structures of governance to involve residents and the role of Committee and Board Members
- The shift from being an involved tenant to becoming a Board or Committee Member as part of a governance structure
- How to communicate your views strategically and have impact
- Ideas on how to gain greater knowledge and understanding of this role
- Followed by a short interactive Board Meeting!

8 Listening and collaborating with customers to tailor services at Cobalt Housing (Confirmed)

Annette Brandwood, Director of Governance, Assurance and Risk

Full details available soon