

A New Future for the Voice of Tenants

Wednesday 3rd June 2020 | Webinar 1



The Unlocking Success Bursary Scheme, funded through the Northern Housing Consortium Charitable Trust, will award bursaries of £500 to help your tenants develop their learning and skills to support future employment.

To be eligible to apply for the bursary applicants must be:

Who can apply?

16 years old or over

Housed by a social landlord* using the grant to
enhance
skills
to further
development

*who is a full member of the Northern Housing Consortium (i.e. headquartered in the North East, North West or Yorkshire & Humber).

What can we fund?

A bursary award can support with the cost of the learning itself, or if tenants are already involved in an area of learning it can help to fund:











Our aim is to work together with our members to support and complement your work to increase tenant access to learning and skills development.

The application process

Applications must be received via the social landlord before the 30th September 2020. There will be a basic form for you to fill in, you will need to validate your tenant's status, as well as a short paragraph (or video clip) from the applicant explaining how the bursary will benefit and support their learning.

If successful, we will ask them for another short video clip (which can be created using a smartphone) or a report to demonstrate how the tenant has benefited from the bursary. We may use this as part of the promotion of the bursary scheme.



Webinar One: Wednesday 3rd June, 10.00 – 12.00

Programme:

- 1) Welcome and Introduction from the Chair and our Facilitator for the Day Chair: Tony Stacey, Chief Executive, South Yorkshire Housing Association Facilitator: Yvonne Davies, Managing Director, Scrutiny & Empowerment Partners
- 2) The Evolving Housing Ombudsman Services What You Need to Know Richard Blakeway, Housing Ombudsman

The Housing Ombudsman Service is changing. New dispute resolution processes have been developed to provide a more efficient service that will improve the resident's experience, making services faster, more accessible and open. Furthermore, changes to the Housing Ombudsman Scheme will strengthen the Ombudsman's powers and help to increase awareness of the service.

Richard will outline the need for change and look at what the changes mean for you including:

- Reduced investigation times halving average case handling times over the next two years.
- Increased customer contact at key stages in the Ombudsman's process.
- New complaint handling failure orders to deal with complaints that get stuck in the landlord's complaint process.
- A new complaint handling code to support consistent complaint handling practice across landlords.
- More powers to conduct systemic investigations into individual landlords or sector-wide issues.
- Greater transparency with the publication of all decisions and landlord reports together with sharing more learning and insight from the Ombudsman's work.

Questions and Answers with the Chair and Facilitator





3) Housing Regulation and how the Regulator of Social Housing sees the response to Covid-19 so far Jonathan Walters, Deputy CEO at the Regulator of Social Housing

New consumer regulation is a hot topic for residents and landlords. Jonathan will bring us right up to date with the potential changes on the horizon brought about by the forthcoming Housing White Paper. He will discuss the Regulator's focus on consumer matters and what they have learnt from their consumer regulatory engagement so far.

Jonathan will discuss:

- The Housing White Paper and what we know so far on changes to consumer regulations:
 - o Greater enforcement of consumer standards for all landlords
 - Safe and decent homes
 - Tenant rights and resident involvement/empowerment

Jonathan will also lead attendees through challenges for tenants and landlords related to the Covid-19 virus, including:

- The common themes and responses of social landlords to CV19, including:
 - o Emergency repairs / health and safety
 - o Response to rent arrears and empty homes
 - Staffing and supply chains
 - Care for vulnerable residents and the provision of protective equipment

Questions and Answers with the Chair and Facilitator

4) Closing Remarks from the Chair and our Facilitator for the Day Chair: Tony Stacey, Chief Executive, South Yorkshire Housing Association Facilitator: Yvonne Davies, Managing Director, Scrutiny & Empowerment Partners





3rd June 2020 - Workshops: Will be emailed to you after the event.

Our approach to Scrutiny at Harrogate Borough Council David Allford, Tenant Involvement Officer, Harrogate Borough Council Barbara Rickards, Chair - All Panels Group, Harrogate Borough Council

Harrogate have a long-established and experienced Scrutiny Panel who report their findings to the Council.

David will share their approach to scrutiny, including how he:

- Make a choice of scrutiny topics.
- How they work together as a team to develop the plans for the scrutiny project and how they allocate and share work.
- How they engage the wider community in their work through focus groups.
- How their most recent survey, got a 100% return rate from residents.
- How they reach their findings and write their report, with recommendations.
- How they report to the council, agree actions and monitor the landlord's response.
- Their success from previous scrutiny projects and their impact on residents.

And they will share with you, their lessons learnt, hints and tips for anyone thinking of doing the same.

Our approach to Neighbourhood Planning at Leeds City Council

Abbie Miladinovic, Senior Neighbourhood Planner, Leeds City Council

Holbeck and Walton Neighbourhood Plans, designed by Leeds City Council and their communities are considered to be national best practice. Abbie will explain:

- Work with communities to develop local neighbourhood plans.
- Developed the Plan for Holbeck and Walton, including the content and style of the plans
- Make decisions on local priorities with tenants and residents.
- Influence partners to deliver and support their own actions to bring this all together.
- Their success and their impact on residents and communities.
- Have used this experience in other neighbourhoods.



David Allford, Tenant Involvement Officer, Harrogate Borough Council, & Barbara Rickards, Chair - All Panels Group, Harrogate Borough Council

David and Barbara have worked together in Scrutiny at Harrogate ever since David joined the Council two and a half years ago. Barbara herself has been involved in a number of tenant panels since 1988 particularly around community development. Barbara is currently the Chair of Harrogate's Scrutiny Panel.

Richard Blakeway, Housing Ombudsman

Richard was appointed as Housing Ombudsman from 1 September 2019. He has extensive experience in the housing sector, with previous roles including Deputy Mayor of London for Housing, chair of the Homes for London board and non-executive director of Homes England. During his eight years at the Greater London Authority, Richard was responsible for a major investment programme, overseeing the delivery of 100,000 affordable homes and regeneration plans for 670 hectares of land owned by the authority. Richard led the creation of the first team at City Hall to address rough sleeping, commissioning around £10 million of services each year, as well as the first Social Impact Bond on homelessness.

Abbie Miladinovic, Senior Neighbourhood Planner, Leeds City Council

Abbie is a Senior Planner at Leeds City Council having worked there for four years after originally joining through the Council's Graduate Programme. Abbie currently leads on planning for Houses in Multiple Occupation, Co-Living, and Student Accommodation. Abbie is happy to be part of this years conference to share Leeds' approach to working with communities which is considered national good practice.

Tony Stacey, Chief Executive, South Yorkshire Housing Association

Tony Stacey has been CEO of SYHA since 1996 and has more than 30 years' experience as chief executive of two housing associations, South Yorkshire Housing Association and Hexagon. During his time at South Yorkshire Housing Association we have won a string of national awards, including Most Innovative Social Housing Organisation and Best Provider of Care and Supported Housing. Tony chaired the national housing group PlaceShapers for five years, championing the role of community-based associations. He is an enthusiastic board member of the Homes for Cathy group which is dedicated to raising standards in tackling homelessness. Tony has featured numerous times in 24 Housing's top 50 of the most influential housing association chief executives in the country.

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

Jonathan leads the RSH Strategy and Performance Team, with responsibility for a wide range of areas including strategic planning, sector analysis, supporting the supply of private finance as well as registrations and regulation of for-profit organisations. He has previously worked in both the public and private sectors, including Ernst and Young and social housing consultancy. In addition to his financial expertise, Jonathan holds an MSc in Urban and Regional Studies from the University of Birmingham, with a particular interest in regeneration and economic development.

National Resident Involvement Webinar



3rd and 10th June 2020

Name	Position	Company
1 x Tenant		Beyond Housing
Russell Bateman	Customer Insight Business Partner	Beyond Housing
Suzanne Whitehead	Engagement Officer	Beyond Housing
Tracey Bailey	Governance Regulation Manager	Bolton at Home
4 x Tenants		Bpha Ltd
Elaine Warwick	Resident Engagement and Scrutiny Co-ordinator	Bpha Ltd
2 x Tenants		Community Gateway Association
Sian Coulton	Community Engagement Manager	Community Gateway Association
Joyce Hopkins	Customer Voice and Assurance Group Member	Community Housing Group
Claire Turnbull	Housing Officer	Darlington Borough Council
Lyndsey Robinson	Tenancy Enforcement Officer	Darlington Borough Council
Veruta Barlow	Housing Services Manager	Darlington Borough Council
Heidi Ware	Housing & Support Team Leader	Eden Housing Association Limited
Jenny Webb	Community Development Officer	Eden Housing Association Limited
1 x Tenant		Epping Forest District Council
Lorraine Gibson	Land and Estate Officer	Epping Forest District Council
Rachel Smith	Team Manager - Estate and Land	Epping Forest District Council
Emma Cafferky	Stronger Communities Manager	First Choice Homes Oldham
Kelly Webb	Head of Housing Solutions	First Choice Homes Oldham
1 x Tenant		Gateshead Housing Company
Helen Watson	Involvement and Diversity Lead	Gateshead Housing Company



National Resident Involvement Webinar



3rd and 10th June 2020

3 rd and 10 th June 2020	1	
3 x Tenants		Habinteg Housing Association
Tracy Jagger	Customer Engagement Officer	Habinteg Housing Association
3 x Tenants		Home Group Ltd
Richard Blakeway		Housing Ombudsman
Dawn McCreanor	Quality and Performance Manager	Humankind
3 x Tenants		Karbon Homes
Lewis Rimington	Customer Engagement Specialist	Karbon Homes
Lucy Dixon	Public Affairs and Stakeholder Engagement Manager	Karbon Homes
Ruth Pattison	Customer Feedback Specialist	Karbon Homes
Sandy Swinhoe	Engagement Co- Ordinator	Karbon Homes
Andrew Stamp	Tenant Participation Officer	Kingston upon Hull City Council
Sherilee Jepmond	Tenant Participation Officer	Kingston upon Hull City Council
8 x Tenants		Livin Housing Ltd
Angela Smurthwaite	Customer Voice Manager	Livin Housing Ltd
Gillian Clarke		Livin Housing Ltd
Samantha Leigh	Operations Manager	Manchester City Council
Sarah Carpenter	Social Housing, Resident Experience and Safety Team	MHCLG
2 x Tenants		North Star Housing Group
Coral Smith	Community Connector	North Star Housing Group
Helen Taylor	Tenant Connector	North Star Housing Group
4 x Tenants		Ongo Homes



National Resident Involvement Webinar



3rd and 10th June 2020

Wendy Wolfe	Customer Engagement Manager	Ongo Homes
1 x Tenant		Regenda Group
Amanda Wait	Customer Experience Manager	Regenda Group
Jonathan Walters	Deputy Director	Regulator of Social Housing
3 x Tenantx		Sheffield City Council
Shahid Khan	Engagement and Development Officer	Sheffield City Council
Jeremy Brock	Service Improvement	South Tyneside Homes
Maxine Turbitt		South Tyneside Homes
1 x Tenant		St Leger Homes
Alison Alcock	Customer Involvement Team Leader	St Leger Homes
Michelle Hocknull	Customer Involvement and Scrutiny Manager	Stonewater Ltd
3 x Tenants		Thirteen
Jane Hobbs	Neighbourhood Officer	Thirteen
John Scarr	Engagement Manager	WDH
Paddy Needham	Corporate Governance Service Manager	WDH
Cath Owston	Inteirm Director of Customer Services	Yorkshire Housing
4 x Tenants		Your Homes Newcastle
Louise Grogan	Engagement Officer	Your Homes Newcastle



Housing Ombudsman Service

Richard Blakeway 3 June 2020

1

Where else to start?

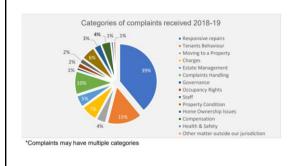
- Covid-19 a test for tenant-landlord relationships
- Complaints offer insights during a crisis and help to identify emerging issues
- Most landlords have maintained complaint handling but not all – complaint volumes have reduced but issues like ASB increased
- Moving to next phase where many landlords tell us they are rethinking engagement – timely with Housing Ombudsman's new powers

2

Before the crisis....

- ► Improving lives each day making around 10 orders or recommendations to put something right
- Rising complaint volumes with 17% annual increase in formal caseload
- ► Maladministration findings increasing from 25% in 2015-16 to 39% in 2019-20
- ▶ Late evidence submission to investigations
- ► More dialogue with the Regulator
- Agreed new powers with the Secretary of State to increase our impact and be comprehensive Ombudsman service

What residents complain about



4

New Scheme

- ➤ Covid-19 postponed 'go live' of our revised Scheme to 1 September
- ▶ It gives us extensive new powers to set a complaint handling code, issue complaint handling failure orders, conduct systemic investigations and escalate issues to regulatory bodies
- ► Promote positive change to bring about improvements to housing services

5

Complaint Handling Code

- ► The Code will be published early summer
- ▶ It aims to set a consistent framework for complaint handling across all 2,300 members of our Scheme
- ▶ It has been developed in dialogue with landlords, resident groups and professional bodies
- ▶ It aims to set the right culture; be relevant to boards as well as frontline staff; and be prescriptive only where it matters most

New powers - expanded role

- ▶ Later in 2020 we will publish our framework for systemic investigations into individual landlords and sector-wide issues – extend access to fairness for all residents, including those who do not complain
- ► Early 2021 publish our decisions as part of being a more transparent and accessible service
- ► During 2020-21 we will publish more data and landlord performance reports
- ▶ In-depth report on leasehold issues

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How we are changing

- ▶ More resources a key part of our independence
- Reducing investigation times to three month average
- ► Specialist mediation adjudicators
- Dedicated team to conduct further investigations
- ▶ More sector development tools
- ► Champions of quality

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Working with the Regulator

- ▶ Strong and developing relationship
- ► Formal referral will expand beyond noncompliance into compliant handling failure and systemic investigations
- ▶ Recommending landlords to self-refer
- ► Informal sharing of data such as landlord reports and cases of interest
- ► Consideration of regulatory judgements
- Proposed Building Safety Regulator

How our work informs services

- ▶ Insight into your organisation
- Encourages organisational learning use of best practice guidance and implementing recommendations
- Our data should be considered alongside customer feedback
- ▶ Landlord reports and benchmarking against peers
- ► Reputation

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Rebuilt landlord relationship

- Mr G complained about disruption during estate regeneration works. Throughout the works his intercom would cut out requiring him to contact the landlord to reset. This caused frustration as Mr G was reliant upon carers accessing his home
- Whilst happy with compensation offered, he was dissatisfied by the way landlord had made him feel
- Ombudsman facilitated resolution through a conference call between Mr G and Director of Housing. An apology was given and resident was invited to join landlord's scrutiny panel

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Five years of disruption

- Ms S complained after major works were undertaken without the benefit of damp proofing. These works failed, leaving no accessible bathing facilities and restricted water supply in the kitchen
- Extensive repairs agreed but were incomplete by early 2017. Ms S was unable to live in the property for extended periods (sometimes years) but no alternative accommodation offered
- In 2019 the landlord suggested it would offer compensation – none made
- Ombudsman found severe maladministration and ordered compensation of £10,000

Keeping	in touch



Follow us on Twitter @HousingOmbuds



Follow us on LinkedIn



Sign up to our newsletter <u>www.housing-ombudsman.org.uk/landlords/#newsletter</u>



www.housing-ombudsman.org.uk

Housing Ombudsman Service



Overview

- · Introduction to neighbourhood planning
- Neighbourhood planning in Leeds
- The Leeds approach
- Examples of good practice Holbeck and Walton
- Outcomes
- Key lessons learnt
- Any questions?



2

Introduction to Neighbourhood Planning

- Introduced by the Localism Act 2011 as part of a series of new community 'rights'
- Provides opportunities to local communities to shape the development of their area and plans are approved at a local referendum
- Statutory weight given to plans in determining planning applications at the point of a 'yes' vote
- Long-term visioning to support community-led
 development and regeneration

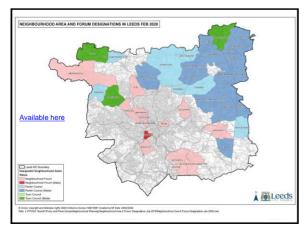


Introduction to Neighbourhood Planning • 1000 plans have been approved at referendum across England, another 2000 in preparation • Started off as an 'experiment' and is now fully integrated with the statutory planning system • Government has continued to strengthen neighbourhood planning through national policy updates • Ongoing review of neighbourhood planning, led by Government and researched by the University of Reading

Δ

Neighbourhood Planning in Leeds 37 designated neighbourhood planning areas 4 potential new areas 14 forum areas, 23 parished areas Over half of the Leeds district covered by a neighbourhood area designation 17 'made' (adopted) neighbourhood plans – the same amount as all of the London Boroughs combined

5



Neighbourhood Planning in Leeds

- 286 new planning policies in Leeds
- 230 Local Green Spaces designated
- 175 Non-designated heritage assets identified
- Most Leeds NPs don't allocate but 'shape' development sites that have been identified by the Council



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Referendums in Leeds

- 16,560 amount of people have voted in NP referendums in Leeds
- Turnout ranging from 13.9% to 67.7%
- · All 17 referendums have resulted in a 'yes' vote
- Proportion of 'yes' vote ranging from 79.64% to 95.97%
- 1 active 'no' campaign
- Voting stats reveal challenges of maintaining engagement over the time it takes to prepare the plan and changing demographics



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The Leeds Approach

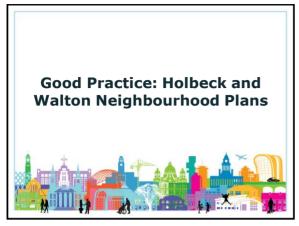
- · Leader and CEO support for neighbourhood planning
- · Cross-party support
- · Delegated decision-making
- Dedicated officers
- · Links to other services
- Specialist support, enhanced support where needed and justified
- Risk taking
- Website, newsletter, shared learning and resources

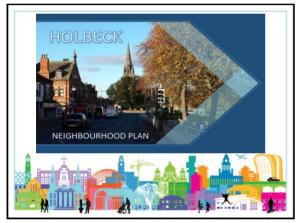






The Leeds Approach We focus on: Capacity – within the group and any other support being provided by consultants Partnership and collaboration – opportunities to jointly prepare plans and proposals using skills and experience across all parties, including the voluntary sector and student support Delivery – what is it that the groups are seeking to achieve?





Holbeck Neighbourhood Plan Vision: To make Holbeck a more attractive and healthier place for everyone, it will have a thriving local centre with a wide range of community facilities, a choice of quality but affordable housing, a variety of local job opportunities, set in a green environment, respecting the heritage and local character of the area, and well connected to the city centre and adjoining neighbourhoods.

Holbeck Neighbourhood Plan 'Made' (adopted) March 2018 An enabling plan to support development and regeneration 30 Local Green Spaces designated, 13 non-designated heritage assets identified Working with the Forum to implement a 'priority plan' focusing on the delivery of NP projects and aspirations









Walton Neighbourhood Plan Vision: By 2033 Walton will have maintained its unique identity, its beauty and charm as well as enjoying an enhanced community spirit, resulting from investment in new and existing facilities. New homes will have attracted new residents as well as enabling existing residents to remain in the community. Transformed transport and communications infrastructure will have made Walton an even better place to live and work in than today.

Walton Neighbourhood Plan

- 'Made' (adopted) in October 2018
- The allocation of 3 small housing sites to meet locally-identified need (downsizing opportunities, affordable
- 1 green space designated, 2 more identified to be delivered as part of new housing development
 2 non-designated heritage assets identified
- Delivery of new footpath and new village green



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Brodie Clark CBE (Chair)

'The collaboration, the shared commitment, the sense of a common purpose between ourselves and the Council has been inspiring and exemplary.

In truth, we are novices, yet with patience and expertise the Council has helped us secure a technically competent plan that still retains the lifeblood of the village of Walton flowing through it.'



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Outcomes

- · Neighbourhood planning goes beyond planning policy
- Benefits:
 - · Relationships
 - · Local confidence and resilience
 - Self-sustaining community development (ABCD approach) supported by the Council
 - · Identification of projects and local priorities
 - · Partnership approach to decision-making



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Key Lessons Learnt

- Important to clarify roles and responsibilities between the group, the local planning authority, and any consultant support
- The value of investing time at the early stages to build up relationships
- Local leadership is critical



Key Lessons Learnt

- The need for re-engagement with the wider community throughout the plan preparation process
- Everyone can take part in neighbourhood planning, even if they aren't interested in planning policy
- The need to bring other services along on the neighbourhood planning journey, particularly to secure delivery



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Key Lessons Learnt

- The importance of linking up with corporate priorities across the authority to ensure joined-up thinking
 Neighbourhood planning doesn't stop when the plan
- Neighbourhood planning doesn't stop when the plan has been agreed
- Delivering small scale local projects alongside the plan will help to generate and sustain interest



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Further Information Local Planning Authority websites will identify if there is any neighbourhood planning activity in their areas Locality's Neighbourhood Planning website: http://neighbourhoodplanning.org/ Ministry of Housing, Communities and Local Government: https://www.gov.uk/guidance/neighbourhood-planning--2 Planning Aid: https://www.rtpi.org.uk/planning-advice/about-planning-aid-england/

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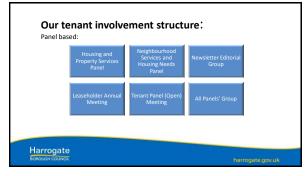


Making scrutiny real at Harrogate Borough Council Barbara Rickards, Tenant Representative David Allford, Tenant Involvement Officer

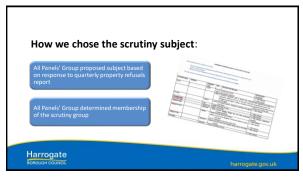
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We'll be covering: Our tenant involvement structure How we chose the scrutiny subject Forming the scrutiny group and allocating work Getting to know our subject / the priorities we agreed Engaging with others / Our tips for a good survey Reaching our findings and writing our report Taking our report to decision makers Action planning and monitoring What's been the impact?

2







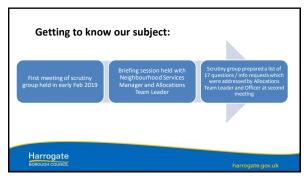
Forming the scrutiny group and allocating the work:

Keep it small!

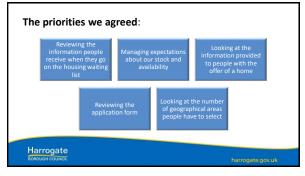
Sharing the work

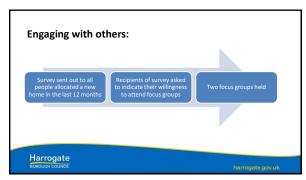
Harrogate

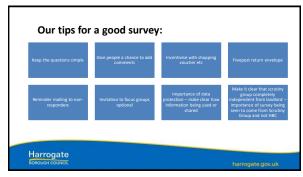
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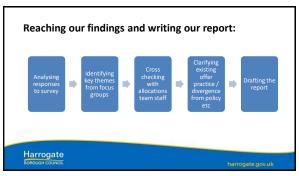












Our findings / recommendations: 1. Need for applicants to have improved access to information relating to the localities HBC covers, the nature of the housing stock and amenities to be found in particular areas 2. Amendments to the housing application form 3. Reducing the number of geographical areas which must be selected to 2 4. Adherence to existing policy in terms of viewings and offers 5. Concerns regarding reported condition of some voids – beyond scope of scrutiny but passed to relevant department

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Drawing up an action plan and monitoring the landlord's response

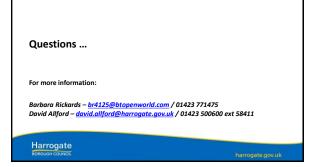
6 monthly monitoring and report to All Panels' Group

Harrogate

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	revious reports produced by the group?
•	Property handover visits implemented with staff meeting with outgoing tenant at property
•	Reasons for refusals of tenancy offers now reported quarterly to tenant panel Void period target reassessed and now averaging 10-12 days $\frac{1}{2} = \frac{1}{2} \left(\frac{1}{2} + \frac{1}{2} \right) \left(\frac{1}{2} + \frac{1}{2} + \frac{1}{2} \right) \left(\frac{1}{2} + \frac{1}{2} $
Re	pairs
•	On-line repairs reporting being trialled / major software update underway
•	Ability of call centre improved to diagnose basic repairs
•	Introduction of clear priority system for repairs

ASB	
Revised diary sheets introduced ASB cases categorised according to severity Staff training improved HBC has become signatory to Chartered Institute for Ho and drawn up additional action plan to ensure Charter cachieved	
Harrogate BORDUCH COUNCIL	harrogate.gov.uk



Popular Training Courses for Scrutiny and Involved Customer Groups



Face to Face course - usually one day (day/ evening or some weekends),
On line – through Zoom, Skype or MS Teams or Go to Webinar – you choose for on-lone, then we find 2 to 3-hour sessions work best

Here are some suggestions - you can pick and mix or put together your own course!

Don't see anything you like? suggest something – we can probably help

	Don't see anything you like? suggest something – we can probably help				
	Suggested Courses				
1	How to interpret evidence into insightful balanced judgements				
2	Making balanced judgements – techniques for collection and reporting results				
3	How to use satisfaction surveys, face to face surveys with customers, focus groups and				
	customer insight to benefit your scrutiny recommendations				
4	Value for money – what is it, what is expected and how can tenants get involved?				
5	Report writing and practice, for senior staff and Boards				
6	Presentation skills and practice				
7	Scrutiny and Complaints panels – working effectively with Boards, Councils and				
	Committee structures, including advanced scrutiny and different methodologies				
8	The Big Picture:				
	Where/how does housing services fit with Government priorities and what Is happening				
	in related fields of Housing, Social care and the Third Sector				
9	Interviewing skills – holding 121 and focus group discussions with experts, staff and				
	tenants				
10	Mystery Shopping, tenant surveys and reality checking services				
11	Negotiating and influencing skills when reporting your findings				
12	Complaints and feedback forms – what to look for, what to analyse and how to approach				
	this				
13	Researching and reviewing good practice for tenant panels				
14	Co-regulation –what are the regulatory standards and what options do I have for				
	delivering them				
15	Writing newsletters people want to read				
16	Project and event management techniques for tenant panels				
17	A plan for communications and relationship management between Customer Groups				
	with Senior Staff and Board				
18	Effective action plans – what to look for and how to review progress				
19	Managing budgets and grant funding				
20	Scoping the project that will get buy in and make a difference and planning your work to				
	reach a deadline				
21	Equality and Diversity for scrutiny groups and how to involve and engage with local				
	representative groups				
22	Appraisals for Residents and Tenant Board Members – different approaches				
23	Complaints under Localism and the role of designated persons				

24	Different roles for tenants in complaint management and stakeholder management				
25	Options – an Internal or a Designated Tenant Complaints Panel? Which one suits us best?				
26	Getting something out of every meeting – being outcome focussed				
27	Scrutinising performance and benchmarking data and reporting on this				
28	Recruiting newly involved volunteers – making a plan and running some taster sessions				
29	What is new in involvement – how do I make use of digital engagement				
30	Role Descriptions and positions on involved groups				
31	Modernising scrutiny and tenant panels work – fast and sounds results				
32	Election of chair, vice chair, coordinators and other positions on committees - which to				
	choose and best practices for success				
33	Introduction to scrutiny, the skills you need to learn and what is involved				
34	Board Members. assurance from involvement and getting the most of the experience				
	and of tenants and local people on committees				
35	Reviewing your customer engagement – developing a plan for review of your Customer				
	Involvement Strategy				
36	Partnership Working and relationship building between customer groups				
37	If scrutiny takes 17 weeks – how do we do this faster and still maintain the quality of our				
	work?				
38	Advanced Scrutiny – deeper diving and developing a plan to polishing your skills				
39	New groups – developing our purpose and how will we achieve this				
40	Tenant Cashback – how to set up your pilot				
41	Complaints – Internal tenant Panels – best practice				
42	Complaints Panels: preparation, evidence, interviews, planning your pre meetings,				
	holding a review meeting and how to report your findings				
43	Complaints – Designated Panels – forming a plan to train and prepare your panel				
45	Designated Panels - skills and training for dispute resolution				
46	Advocacy training for Complaint Panels and customers				
47	Designated persons – role of Councillors and MPs and how to work with fellow				
	designated persons				
48	Reviewing complaints policies and complaint performance data				
49	Chairing skills and skills for other tenant roles				
50	Cross landlord shared services and skills for tenant involvement				
51	Managing conflict and stress and removing barriers to engagement				
52	Appreciative enquiry – solving neighbourhood issues with the community				
53	Data protection – what can we access and what is out of bounds				
54	Independence – how get your point across when you are not the decision maker in such				
	a way as it makes a difference				
55	Neighbourhood planning – supporting customers to engage				
56	Team Building for tenant groups				
57	Staff Training – what's hot and what's not in customer engagement				
58	Volunteering – customer involvement into work, training and education				
59	Consultative Panels – Making them work for customers and landlords				
60	Consulting on Policies – How to make the customer challenge positive				
61	Reviewing and evaluating your customer scrutiny – advanced scrutiny				
62	Reviewing your customer involvement strategy				
63	Aligning involvement with business and governance needs				
	-				

64	Working with your customers to define social value
65	Value for money – the role of customers in the annual statement
66	Customer involvement for back line staff
67	The benefits of customer engagement for boards
68	Reviewing regulatory obligations and customer promises with customers
69	Reviewing the role of your main consultative groups
70	Focusing your neighbourhood involvement offer
71	Leadership skills and chairing skills for customers
72	Designated panels – techniques to deal with difficult people and complaint cases
73	Difficult consultations on services – how customers can contribute
74	Setting goals and ensuring delivery of your work
75	Monitoring action plans through governance and involvement structures
76	Using the customer journey to understand what needs improving
78	Relationship management with tenants, staff and boards
79	Managing change
80	Measuring success and Value of engagement
81	Volunteering and promoting your group
82	Having a bigger impact in your neighbourhood – (as well as housing)
83	Supporting resident engagement in building safety and refurbishment
84	Tenant Rights and understanding the service offer
85	Setting service standards and performance targets with residents and monitoring these

We also deliver:

- 1-2-1 mentoring service for chairs/residents of tenant panels
- Support for new members of tenant panels to get them up to speed
- Development for new/existing resident board members who want to know more about governance and strengthening their impact
- Setting up and running a new customer Board/Committee, with impact
- Support for staff new to resident involvement
- Reviews of customer involvement, engagement and empowerment strategies
- Scrutiny panel, complaint panel or other panel, independent support
- Training and development needs analysis for residents and panels

Contact: <u>Yvonne@tenantadvsor.net</u> or call 07867974659, for more details.





Scrutiny and Empowerment Partners Ltd

Membership Application

Please enrol my organisation into the partnership:

Org	ganisation's Name:			
Naı	me of principal contact:			
Add	dress:			
Em	ail:			
Tel	ephone:			
L				
Me	mbership fees			
	es for housing organisations are £450 -			
	es for landlords under 1000 homes (£2	50 + VAT per year)*		
*De	elete as appropriate			
	Ways to pay (please tick and comple			
	,,,, ,, ,, ,, ,, ,, ,, ,, ,, ,			
	Empowerment Partners Ltd.			
	Please invoice for £450/250* plus VA	Т		
	Optional: Purchase Order reference _			
	Invoice address and contact (If different from above)			
Die				
Ple	ase send your completed form to:			
Sai	rutiny and Empowerment Partners L	4 <i>d</i>		
	Hope Place, Liverpool	iu,		
	9BG			
Or	by email to:	Query? Call us on:		
	yvonne@tenantadvisor.net 07867974659			
Me	Membership entitles you to discounted or free attendance for residents and			

staff at our webinars, training, unconferences.

Free consultancy, through telephone advice; reduced costs for consultancy on involvement and related matters; reduced costs for independent support for residents, and resident/staff/Board training.

Staff also meet quarterly to hear and share best practice and to challenge each other to learn and improve their offer to residents.

The Partnership offers a range of good practice and tools to help tenants and landlords to enhance local scrutiny arrangements.

Initially we set up the membership to support Scrutiny, co-regulation and all forms of Involvement.

For the last 9 years we have also shared information and deliver support services on Complaints; Governance; Regulation, Value for Money; Equality; Service; Service Reviews, Involvement, Reward Schemes, Customer Governance, Customer Newsletters, Resident Appraisals and Training Plans, Action planning, Social Value, Performance Indicators ...to name but a few If you have any ideas for further enhancing the services, please use this box to provide that information and we will endeavour to please.

How did you hear about us?

Conditions of membership

Please note that access to network membership is for:

- ✓ Individual organisations (or groups),
- ✓ Staff employed by those organisations (or groups).
- ✓ Tenants, Board Members and Councillors

Members must not share any member benefits with other organisations who are not partnership members. This would devalue the benefits of membership for paying members. Sharing the password and the forwarding briefing papers or other documents to non-member organisations is prohibited.

One member from your organisation will be able to drag and drop information onto your page, to enable sharing of data and best practice. Other members in your organisation will have read only access. Offensive material will be removed.

We reserve the right to terminate membership of the partnership in cases of a breach of these conditions of membership.

Thank you, we look forward to working with you.

