



RESIDENT INVOLVEMENT CONFERENCE
2020

A New Future for the Voice of Tenants

Wednesday 10th June 2020 | Webinar 2

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:



Books



Equipment



Travel Costs



Childcare



Living costs

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.

A New Future for the Voice of Tenants

3rd June 2020 & 10 June 2020 | Webinar

Webinar Two: Wednesday 10th June, 10.00 – 12.00

Programme

- 1) **Welcome Back and Introduction from the Chair**
Tony Stacey, Chief Executive, South Yorkshire Housing Association

- 2) **Resident involvement & Building a Safer Future**
Sarah Carpenter, Residents Voice – Social Housing Division, Ministry of Housing Communities and Local Government
Andrew Newton, Residents Voice – Building Safety Programme, Ministry of Housing Communities and Local Government

Building safety is a clear a governmental priority with resident engagement central to this approach. With a Social Sector (Building Safety) Engagement Best Practice Group established, Sarah will explain:

- Drivers for establishing the Best Practice Group.
- Aims of the Group
- Areas of focus and initiatives
- Co-creation with residents
- Next Steps for the Group

Joining Sarah, Andrew will discuss the Building A Safer Future Consultation, the Government response, and the implementation phase, including:

- The Resident Organisations, Workshop Events, and Social Research which has made up the work
- Residents Reference Panel
 - Approach
 - Result
 - Lessons Learned
- Plans for Resident Involvement in the Next Phase of the development of the new Building Safety Regulator including how we might look to adapt our approach if restrictions continue.

Questions and Answers

A New Future for the Voice of Tenants

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3) Together with Tenants (TWT) – our pilot in Craven and our roll out across Yorkshire Housing
Cath Owston, Customer Services Director, Yorkshire Housing & an involved customer

Craven were early starters on adoption of Together with Tenants.

In 2019, they seized the opportunity to work with Craven residents on their “Together with Tenants (TWT)” pilot, now a recognised research pilot with the National Housing Federation. The intention was to pilot and then roll out this experience across Yorkshire Housing

They will explain:

- What TWT pilot is.
- How TWT fitted into other changes and improvements in customer services.
- Their approach to piloting TWT in Craven, prior to going live across all their homes.
- The way the Craven Charter was developed.
- The broad content and style of consultation and of the Charter.
- The way the Charter is monitored by customers.
- Their roll out plans and how Covid -19 has impacted on this.

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

Questions and Answers

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Workshops:

All of our workshops will be pre-recorded for you to view at your leisure, book early to ask a question of our speakers and here it answered in the workshop!

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.

Community Based Asset Management

Steve Newsham, Regional Director, Regenda Housing Group & an involved tenant

Regenda tailor their approach to community development to meet the bespoke needs of individual communities. Their approach addresses housing, regeneration, health, employment, engagement and involvement with the community and local partners.

Regenda's work in Fleetwood is one such example of this community development approach and was captured and promoted by the BBC news channel.

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Steve discuss this work in Fleetwood and how Regenda:

- Harnessed the power and energy of the local community to understand needs and to action plan with local partners to address those needs.
- Worked with local doctors to pick up and address the health needs of their residents, including fitness, physical and mental health.
- Worked with schools to raise aspirations of local children, connecting them to local businesses and developing their own cv before the age of 10.
- Reconnected people with work and training by linking up people with local businesses with vacancies.
- Linked work on their homes to address thermal insulation and fuel poverty.
- Developed this approach from previous approaches in Oldham, and how they are being used now in Liverpool City Centre.

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

Ian Mackay, Neighbourhood Planning Manager, Leeds City Council & an involved tenant

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

Ian and a representative from the community will share their approach to neighbourhood planning including how they:

- 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.

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

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**Our “See the Person” campaign – stopping the stigma of social housing
Martyn Lund, Chair, Chris Moseley Vice Chair, Yaw Boateng, and Pam Hankinson,
all residents.**

See The Person includes tenants from across the UK who, supported by 130 housing organisations, commissioned academic research into the stereotyping of social housing tenants.

Tenants across the UK supported by 30 housing organisations, commissioned academic research into stereotyping of social housing tenants.

- They will share with you:
- Their high impact campaign, intended to challenge the way in which the public thinks
- How they set up and what they have been doing
- Findings from their research
- Their plans to launch a national toolkit for tenants and landlords across the UK with the Chartered Institute of Housing
- Ideas and actions taken already to tackle stigma in social housing
- Their success and their impact on residents and communities, to date

And they will share with you, their lessons learnt, hints and tips for anyone thinking of starting their own campaign or joining this campaign

How to Book:

- Housing staff to book however many tickets they would like using their organisational email address – for tenants, specify ‘Tenant 1’ etc. as the name and use your organisational email address, not a tenant’s personal email.
- We will get in touch with further information on how tenants can gain access to each Webinar and the follow up Workshop pack without the NHC having to store their personal information.

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.

Sarah Carpenter, Residents Voice – Building Safety Programme, Ministry of Housing Communities and Local Government

Sarah Carpenter joined the Social Housing Division in 2018 and has facilitated the Social Sector (Building Safety) Engagement Best Practice Group since its inception on 21 March 2019. She is a member of the Residents Voice team and has a focus on resident engagement

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 year's conference to share Leeds' approach to working with communities which is considered national good practice.

Andrew Newton, Residents Voice – Building Safety Programme, Ministry of Housing Communities and Local Government

Andrew Newton joined the Residents Voice Team in the Building Safety Portfolio in 2018 to lead the development and now implementation of the policy in response to the Hackitt Review of Building Regulations and Fire Safety recommendations on resident engagement and complaints handling and escalation in High Rise Residential Buildings. Prior to that he spent 5 years in the Building Regulations Team also in MHCLG.

Cath Owston, Director of Customer Services, Yorkshire Housing

Cath Owston is interim director of customer services at Yorkshire Housing. Her remit includes responsibility for our neighbourhoods, independent living service and customer contact centre teams. Cath joins Yorkshire Housing from Rochdale Boroughwide Housing where she was executive director of customer and community. Her thirty years in housing include four years at New Charter Housing Trust Group as director of customer experience and five years at Trafford Trust where she was transformation manager. She is also a board member with Bolton at Home and Chair of Starts

with you, a social enterprise in Bolton. As Executive Director of Customer and Community I was responsible for leading teams delivering services to over 13,000 homes – including a repairs service, allocations and lettings, independent living for older people, rents and service charges, homelessness and supported housing, neighbourhood housing, grounds maintenance, caretaking and home ownership services.

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 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	Interim Director of Customer Services	Yorkshire Housing
4 x Tenants		Your Homes Newcastle
Louise Grogan	Engagement Officer	Your Homes Newcastle

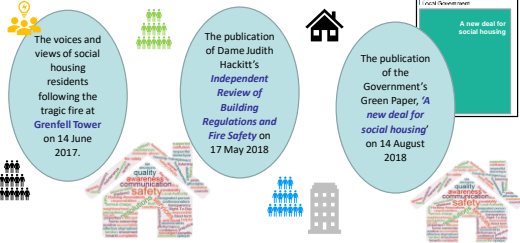
Resident Involvement and the Social Sector (Building Safety) Engagement Best Practice Group

Social Housing Division

Sarah Carpenter
Residents Voice

1

Drivers for the Social Sector (Building Safety) Engagement Best Practice Group



2

Expression of interest for membership of the Best Practice Group

'We will be particularly interested in applications from social landlords which include proposals to nominate a resident to be part of the Group who will play a key role in the development of the proposals.'

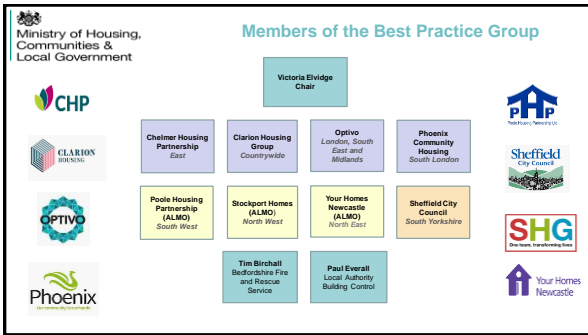
'Details of how you intend to involve your residents in the design and evaluation of initiatives we are piloting and proposals for how you will support a resident to attend the Group.'

Ministry of Housing,
Communities &
Local Government

Social Sector (Building Safety)
Engagement Best Practice Group

Invitation to submit an expression of interest

3



4

Ministry of Housing, Communities & Local Government

Aims and Objectives

The Social Sector (Building Safety) Engagement Best Practice Group ("the Best Practice Group") has been testing ways to engage effectively with residents in giving them a strong voice in an improved system of building safety.

- Developing good practice in the fields of engagement and communication with residents; specifically on fire and safety issues.
- Helping to develop a stronger culture of engagement between residents and landlords by building on the existing good practice in the social sector.
- Considering how approaches to resident engagement with regards to fire and building safety can be disseminated, as one step towards delivering the culture change that is needed.

5

Ministry of Housing, Communities & Local Government

Information and Understanding

1 Chelmer Housing Partnership, Stockport Homes Group and Your Homes Newcastle have been focusing on answering the question:

What are the most effective ways of [communicating fire safety information to residents?](#)

- The members of this sub-group have been testing communication preferences with targeted groups of residents, including whether an infographic, letter or email is the most effective in relaying fire safety information.
- Used a survey based approach.
- The aim of this initiative is to identify how to improve social residents' understanding of the fire safety information available to them.

6


 Ministry of Housing,
 Communities &
 Local Government

Landlord and Resident Responsibilities

2 Clarion Housing Group, Phoenix Community Housing and Poole Housing Partnership have been focusing on answering the question:


What are the most effective messages to residents to facilitate arranging access to their homes to support fire safety?

- *The members of sub-group have been testing if communicating personalised and relevant information to residents makes gaining access easier. Gathering data on who residents' 'trusted voices' are on this type of message - with a particular focus on people with vulnerabilities such as hoarding disorders.*
- *Used a range of methods to carry out their initiatives, including workshops, resident engagement days and testing the nudge approach*
- *The aim is to develop approaches for landlords that would support access to residents homes in a variety of situations.*





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 Ministry of Housing,
 Communities &
 Local Government

Action to take in the event of fire


3 Optivo and Sheffield City Council have been focusing on answering the question:

What are the most effective ways of communicating to residents what to do in the event of a fire?

- *The members of this sub-group have been testing to what extent residents of social housing would follow the recommended course of action in the event of a fire and whether a written guide or pair of animated videos are more effective in enabling residents to a) understand, b) trust and c) recall information given to them explaining what to do in the event of a fire.*
- *Used a survey based approach.*
- *The aim is to identify which method of communication has the greatest impact on residents.*

8


 Ministry of Housing,
 Communities &
 Local Government

Co-creation with residents

The residents of the Group have been at the heart of designing the initiatives, enabling their voices to be heard and to influence decisions that affect their lives

"I have gained a real insight into building safety and have used my knowledge to speak to other residents about their understanding of fire safety. My practical knowledge of living in a high rise block for over 15 years has contributed to the pilot and I have felt that my input has been valued and influenced how the project has been planned to ensure residents' needs are considered."
John Cairns, Resident, Stockport Homes

"I think that being a resident rep on this Group has shown that the Government is committed to the inclusion of ordinary residents, and it also shows that the way forward is in encouraging landlords to work in a collaborative partnership, it reassures people that action is being taken and the people that need to listen, are."
David Burbidge, Resident, Clarion Housing Group

9

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Some findings and products

Fire safety in your home

Top tips for keeping you and your family safe

ACCESS
Understand where residents are coming from
Fully consider what actions they may take for evacuation and ensure that residents' expectations are met

SAFETY
Lobby and address it, raised concerns
Target appropriate advice to the residents
Engage relevant groups
Have a clear plan

COMMUNICATION
Provide an explanation of what is happening
Involve or consult
Use appropriate language and address where relevant
Display the people's capacity of work in a clear, visible impact on residents' lives

SAFETY
Other bodies oversee the work for residents' expectations, such as
Have the correct training/roles to ensure the quality of work and that effectively with all residents
Delivery should be accompanied by strong resident engagement

COMMUNICATION
Identify feedback routes within a community and ensure they support
Clear a route for communication and ensure it is visible throughout a building

10

Ministry of Housing, Communities & Local Government

Next Steps for the work of the Best Practice Group

- The intention is that the work of the Group will help engagement with all residents and landlords and building managers, and not just those in the social sector
- It will ultimately be reflected in relevant parts of Governments Good Practice Guidance to support implementation of the Residents Voice Measures in the Building Safety Bill
- We are planning to run a cross-tenure Good Practice Group to build on the work of the original group and continue helping shape the guidance for the new regulatory system

11

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Questions?

12

Ministry of Housing, Communities & Local Government

NHC Presentation

Resident Involvement in the Residents Voice Team of the Building Safety Portfolio


Andrew Newton

1

Ministry of Housing, Communities & Local Government

Residents' Reference Panel: The Challenge

- Grenfell Tower tragedy: 14 June 2017
- Independent Review of Building Regulations and Fire Safety final report: 17 May 2018
- The Government accepted all report recommendations specifically the need for:
 - more effective regulatory regime for High Rise Residential Buildings;
 - improved levels of competence across the system;
 - clearer package of regulations and guidance and
 - a stronger voice for residents so that they never again go unheard



Trust in Government institutions and the various bodies involved in delivering building safety was at a low point. It was particularly important to ensure that the perspective of residents **informed rather than responded to policy**.


Alongside roadshow events, sessions with resident organisations and social research, the Residents' Reference Panel played a key role in helping us to achieve that

2

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The Panel

- Government decided to bring together a diverse range of residents to discuss building safety policy directly with policymakers
- Rather than taking a usual 'focus group' approach, the Panel met with policy officials from the Building Safety Portfolio
- The Panel discussed a wide range of policy topics as well as focusing specifically on the communication of the Government's reforms to the wider public
- The Panel met four times over the course of a year and the outputs of their discussions fed directly into the Government's public consultation on building safety.



3

Recruitment and Independent Facilitation

Recruited via the English Housing Survey recontact list, allowing us to bring together individuals who had not previously been involved in resident engagement activities



Independent facilitation

- (i) delivered part of the meetings
- (ii) helped ensure materials were accessible
- (iii) wrote up the reports from the sessions

which helped to:

- (i) build trust where it was initially lacking;
- (ii) enable constructive discussions on emotive topics;
- (iii) provide a fresh perspective on policy and
- (iv) cut through convoluted Whitehall language.



4

Beyond Policy Development

- not just policy discussions – we also considered how to communicate the Government’s building safety proposals more effectively
- participants contributed a range of ideas about how to raise the profile of the public consultation, including the suggestion of an ‘easy read’ that was used by MHCLG
- the Panel were given the opportunity to mark the homework of policy makers and went through sections of the draft consultation document with a red pen!



5

What did we achieve?


- The Panel meetings covered a range of building safety issues, expanding beyond those directly concerning residents
- Full reports from each of the meetings were circulated across the Department
- Policy development was shaped by residents’ perspectives and real life day-to-day experience
- Policy changes ensued as a result of Panel influence and feedback
- Built strong bonds of trust (and friendship!) between participants, facilitators and policy officials
- Participants unanimously rated their experience highly and most expressed a desire to be involved in future events and / or to run their own panels



6

Most important lessons learned

- Foundation of success was trust between all involved – treating all as equal partners in discussion – avoiding any unnecessary patronisation
- Regular feedback about the influence of the group was important, including tangible examples of where policy had changed
- A bigger initial recruitment pool would have helped build up the Panel and given more leeway for drop-outs
- Venues and logistics are by far the most stressful element-get these sorted before you get close to contacting participants!



7

What next for Resident Involvement?

Following publication of the Building Safety Bill, a Programme is planned including

- developing further links with existing local resident groups to build on previous engagement
- 1-2-1s / small group engagement with other resident advocacy groups such as TPAS
- potential further social research

but we also want to establish a second Residents Reference Panel to

- run for a year starting in Autumn 2020
- help shape the resident facing parts of the Building Safety Regulator and supporting guidance
- build on the 1st panel but using a larger group (25 to 30 residents) with a wider remit that meets more often



8

What if we still can't run a face-to-face panel?



We will try and achieve the same results through different methods possibly including

- skype or MS Teams full panel and smaller group sessions
- use of other social media platforms and functions such as a designated virtual chatroom
- survey monkey
- 1-2-1 calls

9



YORKSHIRE HOUSING TOGETHER WITH TENANTS – WORK AS AN EARLY ADOPTER



1

WHY BECOME AN EARLY ADOPTER



GREAT CUSTOMER EXPERIENCE


Great Customer Experience:
We will listen to customers, design services to meet their demand and expectations and provide targeted support where needed. We will use data and insight to help us take a proactive approach to delivering services.



Design and deliver services co-created with customers

2

PILOT IN CRAVEN – THE YORKSHIRE HOUSING APPROACH



3

HOW – ACTIVE LISTENING

**ACTIVE LISTENING
SKILLS**

4

WHAT DID WE FIND OUT

5

CRAVEN STANDARD – HIGHLIGHTS

CRAVEN SERVICE STANDARD: COMMUNICATION

We will provide all tenants with clear, accessible and timely information.

OUR PROMISES – ADDRESSING PROBLEMS:

- 1 We will ensure every tenant has access to our resident care line.
- 2 We will give tenants a process for responses to tenant feedback.
- 3 We will communicate their status and whether or not we will be successful.
- 4 We will show what has happened or what all currently existing tenant issues are, and our progress.

STANDARD:
Complete and feedback standard – including the way we promote, collect and respond to feedback.

SUCCESS MEASURE:

- Being on schedule
- Digital for residents
- Resident Satisfaction Score

MONITORING:

- Resident retention plus resident survey
- Performance in metrics
- Resident call volume and response
- Volume of amount “yes” call, use etc”

CRAVEN SERVICE STANDARD 1

6

THE YORKSHIRE HOUSING CHARTER

TOGETHER WITH TENANTS: YORKSHIRE HOUSING CHARTER

YORKSHIRE HOUSING STANDARDS:
We will work with tenants and residents to deliver these provisions for developing the following standards to ensure that all customers know what they can expect and able to hold us to account.

- CUSTOMER SERVICES STANDARD
- COMPLAINTS AND FEEDBACK STANDARD
- INVOLVEMENT STANDARD
- NEIGHBOURHOOD STANDARD
- RENTS AND TENANCY SUSTAINABILITY STANDARD
- YORKSHIRE HOUSING STANDARD
- ANTI-SOCIAL BEHAVIOUR STANDARD
- LETTINGS STANDARD
- LOCAL STANDARD

7

ROLL OUT PLANS

[Roll out plans](#)

8

ROLL OUT PLANS

- Volunteers from the Customer Voice Panel (300)
- Wider promotion for volunteers through social media
- 8 regional areas across Yorkshire
- Original roll out by Jan 2021 (impacted by COVID-19)
- Considering new ways of roll out (digital etc.)

Work with us to shape the future of Yorkshire Housing
Together with Tenants was introduced by the National Housing Federation with the aim of strengthening the relationship between Housing Associations and their tenants.

The work that you are involved in will:

1. Give us a voice a greater influence.
2. Tell us what we need to do when we need help to resolve an issue in your area.
3. Provide feedback to help us to make our services better for our customers.
4. Be recognised by the national housing sector and our local community.

We are looking for neutral volunteers to help develop this approach across Yorkshire. We are happy to work this around you and your flexibility for holding online or face-to-face meetings at a time that suits you best.

Please email joinus@yorkshirehousing.co.uk to register your interest or call George Irving, Customer Engagement Officer for an informal chat.

9



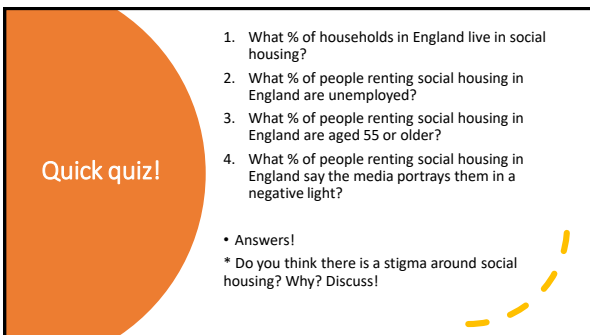
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1



2



3

Why is there a stigma?

LSE research says:

Findings

- Social housing is increasingly a residualised sector. A reduction in numbers of properties, together with changes in housing policy, have led to the sector housing more vulnerable households.
- Fewer people now have direct experience of social housing and increasingly it is seen as a tenure of last choice and as a safety net. The public over-estimate the number of people in social housing who are unemployed.
- This view of social housing is reflected in pejorative media programming, recognised in poverty porn and morosely broadcasting such as Benefits Street and Council House Crapshoot, which specifically link tenure and benefits status together, also drawing links to perceptions of unacceptable behaviours. 90% of tenants say the media portrays a stereotype of social housing tenants.
- Social housing tenants have a very different perspective and their narrative shows the value of community in their local area and of their volunteering, caring and work roles.
- This narrative is supported by the English Housing Survey which shows that 70% of social housing tenants are in work or retired, with just 7% unemployed. The remaining 22% are unable to work due to caring responsibilities or disability with 7% in full time education. Tenants recognise the contributions made to society by all these people.
- Social housing tenants view an increase in stigma as being one of the major challenges to the tenure and to their wellbeing.

4

Experience of stigma – quotes from survey 2019

“It is still a misheld believe that people in social housing are somehow less intelligent and therefore less able to make informed decisions about all sorts of issues from politics to their own housing needs. Social Housing tenants often feel they are of no worth as no one seems to listen or take seriously their opinions. There is still the idea that they should be grateful for their home and they should shut up and put up with it.”

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Experience of stigma – quotes from survey 2019

“A neighbour who had bought their house started moaning from the day I moved in about me being a single mum, (I was separated after my husband walked out on me and my children after 20 yrs). I was heartbroken at having to move and start all over again. I was working and supporting my children but that was not good enough for my neighbour, he never had a good word to say about me or my children and it got me down.”

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Experience of stigma – quotes from survey 2019

"I work in social housing (three HAs, 15 years in total). The worst negative stereotyping has been from colleagues... I heard one colleague say: "You can tell who's in social housing, their curtains are filthy." At the same HA, I told another colleague that I had bumped into one of our tenants in town who I knew from our Tenants' Panel - this tenant had given me a hug. My colleague said: "You let a tenant hug you? Ew, gross!" I reminded both colleagues that I was also a tenant - cue apologies from them."

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Experience of stigma – quotes from survey 2019

"I do not tell anyone other than those closest that our home is social rented, most will assume it is private rented, as many of these properties are having been sold off. I feel I have to keep it a secret to avoid stigma. I believe that the road has a stigma attached as a 'poorer road' despite being mixed tenure and a peaceful, well kept, low crime area. I dread contractors coming in to do work...as they often show little respect and express stereotypes about who or how they expect you to live. I feel as if I need to prove myself, and it is ridiculous, I shouldn't."

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Impact of stigma

1. Personal
"Serious anxiety in a place that you should feel most comfortable."
"I feel ashamed to say that I live in social housing"
"It's painful to be looked down on and to know that to some you're a second class person."

2. Family / community
 A number of people reported their children's friends were told not to play with them after they had visited and parents realised they lived in social housing


People avoiding my neighbourhood / making assumptions about it

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Impact of stigma

- Impact on support for new social housing?
- Impact on funding for new social housing?

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See the Person Committee

- 15 tenants
- From around the country
- Working locally and nationally
- Mailing list of nearly 500 people who support us

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Campaign achievements

- House of Commons launch in 2018 – with Housing Minister
- Last PM acknowledged stigma of social housing is an issue – we haven't heard from current PM
- Green Paper has a chapter on tackling stigma – tenant campaign leaders invited to discuss with the MHCLG
- Previous Housing Minister signed our pledge to tackle negative stereotyping
- We reached more than 300,000 people through social media
- LSE research published setting out the background of stigma
- Reprint of Fair Press for Tenants (our publication with the NUJ)
- Working with MHCLG on White paper (and working, and working...)

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... but there is more to do

The PM seems to have forgotten she's a Conservative

John Popkum
This is the BBC adding to the stigma of social housing tenants on today of all days #NHF2018 #NHF18 #ukhousing

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Social housing residents have been blocked from using shared play spaces at a 149-home development in south London

Lambeth
Waltham
Gibson Road
Lambeth Grove
Lambeth
Area in detail

Children from Wren Mews, the social housing block, are not allowed to play in this area

Play area for social housing residents

Lilian Baylis Old School complex

Social housing in this area

In the original plan, this area was a gate - in reality it is a hedge

Guardian graphic

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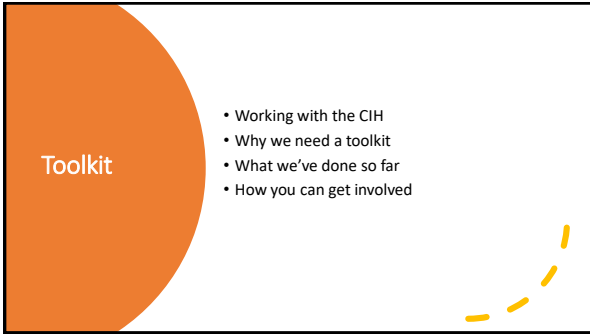
Current work

- MHCLG – questions in British Attitudinal Survey – they are taking it seriously!
- MHCLG – white paper – new housing minister?
- CIH joint project toolkit for landlord – watch this space!

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Toolkit

- Working with the CIH
- Why we need a toolkit
- What we've done so far
- How you can get involved



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https://www.youtube.com/watch?v=KRL_NgZEPXg

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The Regenda Group

Regenerating Place and Creating Opportunities
Steve Newsham, Regional Director, The Regenda Group

1

Menu for today

The Regenda Group

The starter


- A little bit about Regenda
- Introduction to The Learning Foundry & Positive Footprints – A couple of videos

Main

- Fleetwood 10 Year Vision
- Fleetwood Voice – The Royal Liverpool Philharmonic musicians
- Health and Wellbeing – BBC Breakfast News feature
- Employment and Skills
- Wyre Business Awards sponsored by Regenda Homes

Desert


- Lessons learnt
- Fingers crossed for the video technology



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2

A message from **Mike**



"All our staff – whatever their job title states – come to work every day to regenerate places"

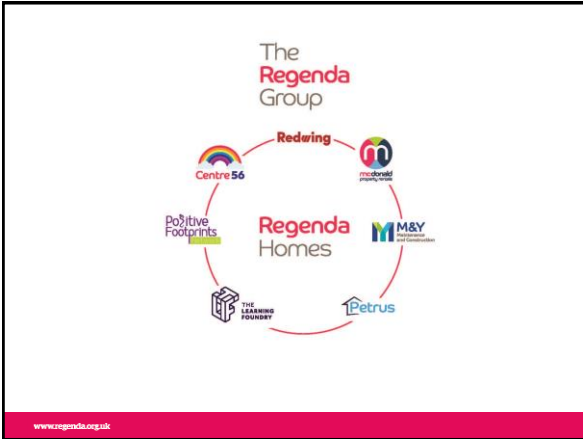
"Everything we do goes back into investing in our residents and communities, making them stronger and more resilient"

Hello everyone,

As we're all experiencing, there are many challenges but also lots of amazing work and positive stories within the Regenda Group. This newsletter aims to capture and share with you all the things happening each week.

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Positive Footprints Network

Let's change the story for children and young people in our communities

- Award-winning personal development programmes that raise aspirations, build resilience and open up the world of work for children and young people.
- 250 primary schools in our communities are inspiring children today for a better tomorrow.
- 12,000 children and young people impacted this year.
- 3000 hours of careers-led learning delivered by teachers.

YORKSHIRE HOUSING **gentoo calico** HARROGATE HOUSING ASSOCIATION

Regenda Homes The Savini Group Homes in Sedgemoor Cobalt Housing newground together **ELDONIAN**

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The Learning Foundry

- Number of Apprenticeships delivered past 12 months – 571
- Number of Traineeships - 71
- Number of Adult Education Budget learners – 109
- CIH Housing apprentices - 96 learners (since June 2018_
- CIH 'distinctions' - 13 (out of 15 end point assessments)
- Disability Confident Employer

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What is next?

The Regenda Group

Help us to create more opportunities and meet your own CSR goals

All profit is re-invested into the regeneration of our communities

- Expand our skills offer to include:
 - Repairs and Maintenance
 - Construction
 - Finance
 - Hospitality
- Work with more employers to provide apprenticeships/traineeships
- Help employers to spend their levy
- Deliver commercial short courses
- Key provider of Adult courses



For more information contact joanne.abraham@thelearningfoundry.co.uk Tel 07971314638

www.regenda.org.uk

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A 10 Year Vision

to Transform Fleetwood's Neighbourhoods

www.regenda.org.uk

9

The roots and green shoots of the 10 year vision

The Regenda Group

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Our approach – Community Based Asset Management

The Regenda Group

1 Vision
10 Years
5 Themes

- Development and New Opportunities
- Arts and Creative Learning
- Health and Wellbeing
- Employment and Skills
- Community Cohesion

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Brand new apartments in Fleetwood

Lighthouse View

Find out more about Regenda Homes' Extra Care scheme, Lighthouse View

Wednesday 20 March 2019
Drop in anytime between 12pm to 4pm
North Euston Hotel, Fleetwood, FY7 6BN.

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Theme - Health and Wellbeing




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Theme - Employment and Skills




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More Positive Together Programme
Improving lives, increasing prospects

- 97 Participants
- 67 Long term health conditions
- 22 Over 55s
- 40 Achieved qualifications
- 11 Into work
- 11 Actively seeking work

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Aged 16 -65? Find your future




www.regenda.org.uk

10-week courses

- 62 Enrolled
- 54 Completions
- 52 Reported improved wellbeing
- 50 Attended life coaching sessions
- 39 New CVs
- 16 into employment
- 11 Into further training

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WYRE BUSINESS AWARDS

FLEETWOOD BEACH KIOSK
Take a seat and relax...
COFFEE · SNACKS · ICE CREAM · HOT DRINKS

BUILDERS SUPPLIES
West Coast Ltd.
01253 776600
www.bjwec.co.uk
Your local green energy centre.

HEALTHIER FLEETWOOD
connecting our community

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Regenda Homes

The Regenda Group

affinity Lancashire
OUTLET SHOPPING

wyre council

jobcentreplus

Positive Footprints

LEFTCOAST

MORE PROGRESS

European Union European Social Fund

Active Lancashire

Lancashire County Council

Fleetwood Town Council

HEALTHIER FLEETWOOD
connecting our community

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Our approach - What is next

The Regenda Group

We will continue to ;

- Keep resident involvement as central
- Build local capacity and assets
- Take risks, responding to opportunities
- Secure Future High St funding up to £20million – Town centre partnership board
- Aligning our investments to increase impact and opportunities for residents
- Participate in regeneration of the docks and the empty hospital
- Continue this approach in communities in Oldham and Liverpool

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The Regenda Group

Lessons learnt

- **Look to the long term – Transformational change doesn't happen over night** ✓
- **Relationship Relationships Relationships – Strategic and community** ✓
- **Stakeholder communications plan** ✓
- **Engagement Engagement Engagement** ✓
- **Governance arrangements to deliver the themes of the vision** ✓

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Further Information;



www.regenda.org.uk

Steve.newsam@regenda.org.uk Tel 07966970729 Twitter :@steveRegenda

The Learning Foundry <https://www.thelearningfoundry.co.uk/home>

Positive Footprints <https://www.positivefootprints.co.uk/>

Fleetwood 10 year vision <https://www.regenda.org.uk/fleetwood-10-year-vision>

Fleetwood Voice full film <https://www.youtube.com/watch?v=r8nDTLQWNx0>

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Scrutiny and Empowerment Partners Ltd

Membership Application

Please enrol my organisation into the partnership:
Organisation's Name:
Name of principal contact:
Address:
Email:
Telephone:

Membership fees Fees for housing organisations are £450 + VAT per year* Fees for landlords under 1000 homes (£250 + VAT per year*)

*Delete as appropriate

	Ways to pay (please tick and complete your choice of payment method)
<input type="checkbox"/>	Enclose a cheque for £450/250* plus VAT, made payable to Scrutiny and Empowerment Partners Ltd.
<input type="checkbox"/>	Please invoice for £450/250* plus VAT Optional: Purchase Order reference _____ Invoice address and contact (If different from above)

Please send your completed form to: Scrutiny and Empowerment Partners Ltd, 11 Hope Place, Liverpool L1 9BG Or by email to: yvonne@tenantadvisor.net Query? Call us on: 07867974659
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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.

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

	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: Yvonne@tenantadvisor.net or call 07867974659, for more details.

