

THE 10TH NATIONAL  
**TENANT  
PANELS** CONFERENCE

# Welcome and Introduction from the Chair

Ian Wardle, Chief Executive, Thirteen Housing Group

# Changes in Building Safety for Residents

Tim Galloway, Deputy Director of the Building Safety Programme, Health & Safety Executive

# Building Safety Regulator

Tim Galloway – Deputy Director Building Safety Programme



## Building a Safer Future

Independent Review of Building  
Regulations and Fire Safety:  
Final Report

May 2018  
Dame Judith Hackitt DBE FRing

Cm 9607



## Draft Building Safety Bill

Presented to Parliament by the Secretary of State for  
Housing, Communities and Local Government by Command  
of Her Majesty July 2020



## The BSR journey

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- On 14 June 2017 a fire broke out at Grenfell Tower, a 24-storey residential tower block in West Kensington, London - the fire took 24 hours to bring under control
- 72 fatalities were confirmed – the greatest loss of life in a residential fire since the Second World War
- As a result, the Government commissioned an independent review of building regulations and fire safety led by Dame Judith Hackitt



## The BSR journey

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*Building a Safer Future* was published in May 2018. The Independent Review found that the system for ensuring fire and structural safety for high-rise residential buildings was not fit for purpose and made 53 recommendations, including:

- create a more effective regulatory and accountability framework
- introduce clearer standards and guidance
- put residents at the heart of a new system of building safety: empowering them with more information; engage them on how risks are managed in their building

## The BSR journey

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We need a real step change in attitude, behaviour, culture and performance across the whole process of designing, constructing, maintaining, managing safety of and living in higher risk buildings.

The new, more stringent, regulatory regime will build people's confidence in the building safety system.

The regulator and new building safety regime for higher risk buildings will apply in England.



# Building Safety Bill

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20th July 2020 - Draft Building Safety Bill published

<https://www.gov.uk/government/publications/draft-building-safety-bill>

Pre-legislative scrutiny of the draft Building Safety Bill

<https://committees.parliament.uk/work/361/prelegislative-scrutiny-of-the-building-safety-bill/>

# Building Safety Bill

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The draft Bill sets up a Building Safety Regulator. Its three main functions will be:

1. Lead the delivery of the new, more stringent regulatory regime for buildings in scope
2. Promote competence for all buildings, including industry and professionals working on buildings, and building control bodies
3. Provide oversight for all buildings focused on using evidence to better manage risks

## Why HSE?

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The BSR will draw on HSE's 45 years of experience and track record of proportionate, evidence-based regulation, achieving safety outcomes.

As the BSR, we will continue to keep people safe, delivering functions based on experience, science and evidence.

Underpinning this is the principle that it is the responsibility of those that create the risk to manage and control it. It is our role to provide independent, risk-based assurance that people are being protected.



## The BSR journey – Partnership

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**Joint Regulators' Group** formed including senior representatives from:

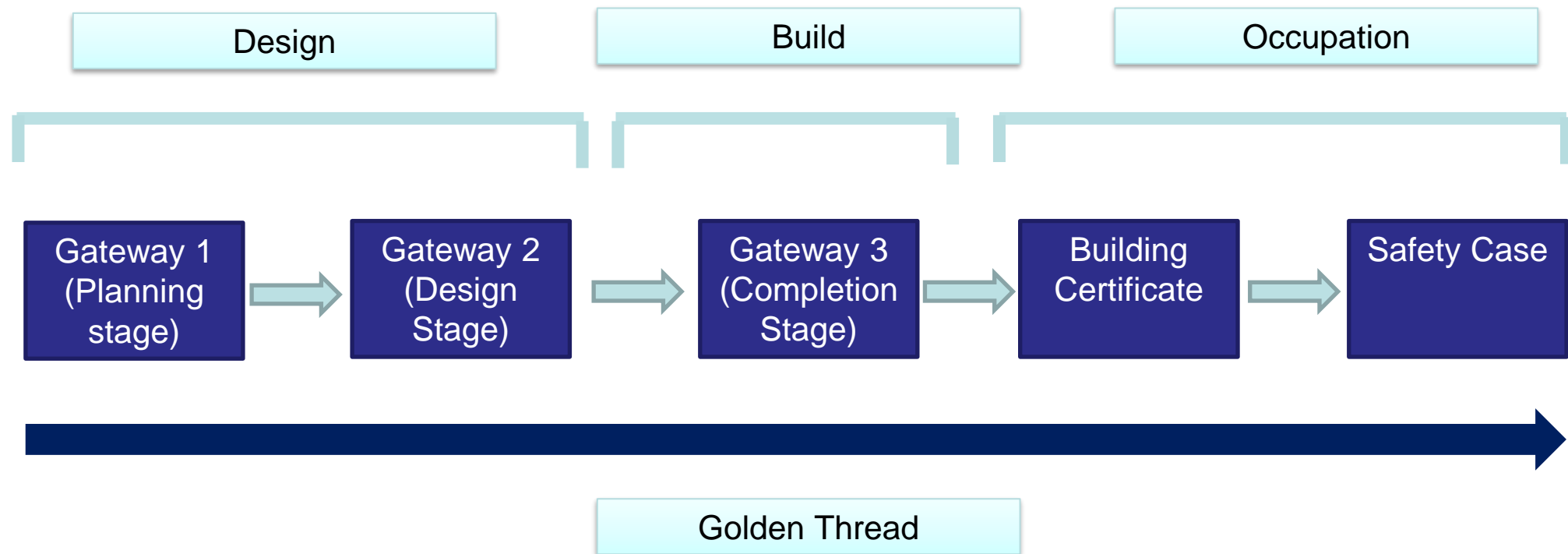
- Local Government Association
- Local Authority Building Control
- National Fire Chiefs Council



**Early Adopters** from housing providers and contractors

## Gateway approach - overview of the stages

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# Safety Cases

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## Overview

- Every high-risk building will have a safety case
- The owner or owners of a building must demonstrate that it is built safely and is safe for people to occupy.
- This document must be updated when any changes are made.
- Start collecting information now.
- Not just a paper exercise

## Residents

- The law will require owners/managers to have a documented residents engagement strategy.
- Regular meetings will form an essential part of this.
- How the building is run from a safety point of view and any changes made must be done in consultation with the residents.

## Building Safety Managers

- Every high-risk building must have a Building Safety Manager.
- The requirements for this role will be set out by the building Safety Regulator.
- Responsible for the safe operation of the building, working with the Accountable Person to ensure compliance with the safety case.

## BSR objectives

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The Building Safety Regulator will ensure buildings are safe so tragedies like that at Grenfell Tower do not happen again

Provide independent, risk-based assurance of the design, construction and occupation of higher risk buildings

Re-establish confidence in the system so that residents **are safe - and feel safe** - in their homes.



## The BSR journey – The BSR in HSE

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- Detailed transition plan to build the regulator
- Established the new Building Safety & Construction Division (BSCD)
- Migrating existing building safety functions
- Developing statutory guidance, operational guidance and guidance for duty holders
- Supporting MHCLG's legislative programme including secondary legislation
- Engagement strategy with key stakeholders and residents

# What can you do to prepare?

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## Existing buildings



- Think now about your fire and structural risks and how to manage them
- Are those working in safety critical roles competent, do they have the right skills, knowledge, experience and behaviours required?
- Collect the information you need to demonstrate your approach to the management and control of risk
- Consider performance measures so you know how you're doing
- Review your resident engagement strategy

# What can you do to prepare?

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## Buildings under construction or refurbishment

- Consider the lifecycle of a building as a system and for its intended use
- How can CDM principles help ensure a safe building?
- Understand your worker and supply chain competence
- Do they have the right behaviour, knowledge, skills and experience?
- Look at managing risks holistically – **build safe buildings safely**



# Questions

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# An Overview of Housing Policy and The Social Housing White Paper

Eamon McGoldrick, Managing Director, National Federation of ALMOs



# The National Policy Landscape

Resident Involvement 2020

9th December 2020

Eamon McGoldrick

Managing Director NFA





# Order of presentation

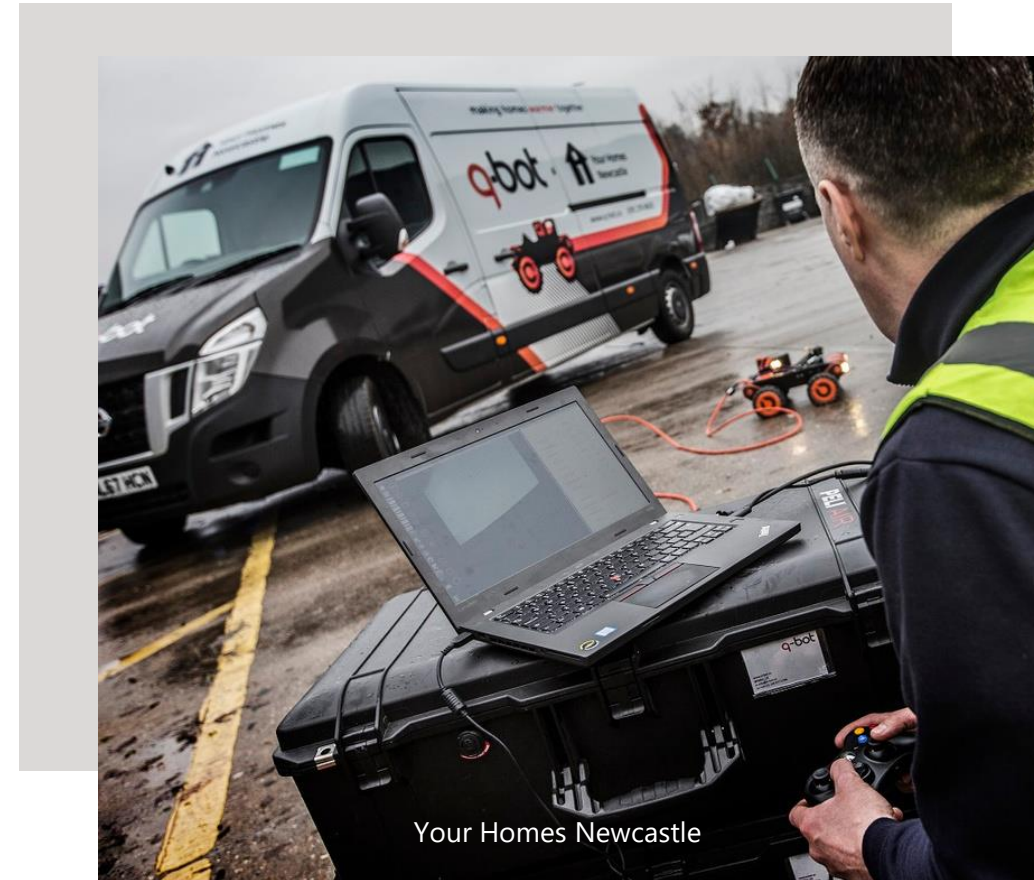
- Housing Policy - general update
- Social Housing White Paper
- Examples of good practice in resident engagement
- What does this all mean for residents?
- Q&A session to follow



8!

## Decent Homes and climate change targets

- New Decent Homes Standard?
- Need to meet Carbon Zero targets:
  - Energy efficiency work to meet interim targets of all EPC-C by 2035 and zero carbon by 2050
- BEIS Social Housing Demonstrator Fund Pilots launched - Dec 2020-21
- Still waiting for the Energy White Paper, Heat Strategy and Buildings Strategy to be published.
- Waiting for news on manifesto pledge of £9.2m for further energy efficiency work and wider strategy



Managing in a time of COVID-19	Decent Homes and climate change targets	Building and Fire Safety	Housing Ombudsman	New Build	Planning Reform
Homelessness	Universal Credit	Worklessness	Local Government Reorganisation	Social Housing White Paper	Resident Engagement

## Housing Ombudsman

- Much higher profile
- Increased accessibility
- Published Complaints Handling Code
- Producing regular insight reports
- 'Naming and shaming' landlords
- Memorandum of Understanding (MOU) with Regulator for Social Housing

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## New Build

- **£11.5 bn Affordable Homes Programme** announced:
  - Less to London than previously (50% to 35%)
  - Supported housing 10%
  - 50% home ownership/ 50% rent
  - A new right shared ownership
- **NFA/ ARCH Spending Review submission** highlighted new research showing a £15bn economic boost from building 100,000 new council homes





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## Planning Reform

- Government proposal to increase the small sites threshold and introduce First Homes into the affordable housing quota on s106 agreements in the short term.
- Sector wide concern that this will lead to a loss of affordable rented housing.
- Planning White Paper in longer term - trying to simplify the system, get rid of s106 and introduce an infrastructure levy.
- Concerns about loss of affordable housing through planning agreements given over half of existing delivery comes through s106.



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## Homelessness

- Manifesto pledge to 'end the blight of rough sleeping by the end of the next Parliament'
- Then COVID-19 hit and Government developed the 'Everyone In' strategy and ALMOs and councils delivered
- Concerned about sustainability in long term, but recognition that this was a great opportunity to reach people
- Government introduced the Next Steps Programme



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## Universal Credit

- Massive increase of UC claimants during lockdown
- 12 month increases in UC allowances and working tax credit (£1,000 p/a)
- LHA rate raised to 30% of market rent
- System reacted reasonably well in difficult circumstances
- ALMOS report increase in arrears as expected but now settling down - will re-survey next April



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## Worklessness

- NFA a member of the Housing Employment taskforce led by Communities that Work (CTW)
- We are promoting the social housing sector to DWP as well placed to provide support and guidance for working age households to support recovery beyond COVID-19
- The Government has introduced a £2bn Kickstart Scheme to fund the direct creation of jobs for young people at risk of long-term unemployment.
- Clarion Housing are leading a social housing providers network to help all get the most out of the programme





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## Local Government Reorganisation

- The white paper, first announced in December 2019 promising 'full devolution' was renamed the **Local Economic Recovery and Devolution White Paper** in July.
- Proposed reorganisation of two-tier areas into unitaries as a 'vital first step' for negotiating mayoral devolution deals.
- But concern among district councils and change of Minister now mean nothing expected until Jan 2021
- If goes ahead, presents opportunities and challenges for ALMOs



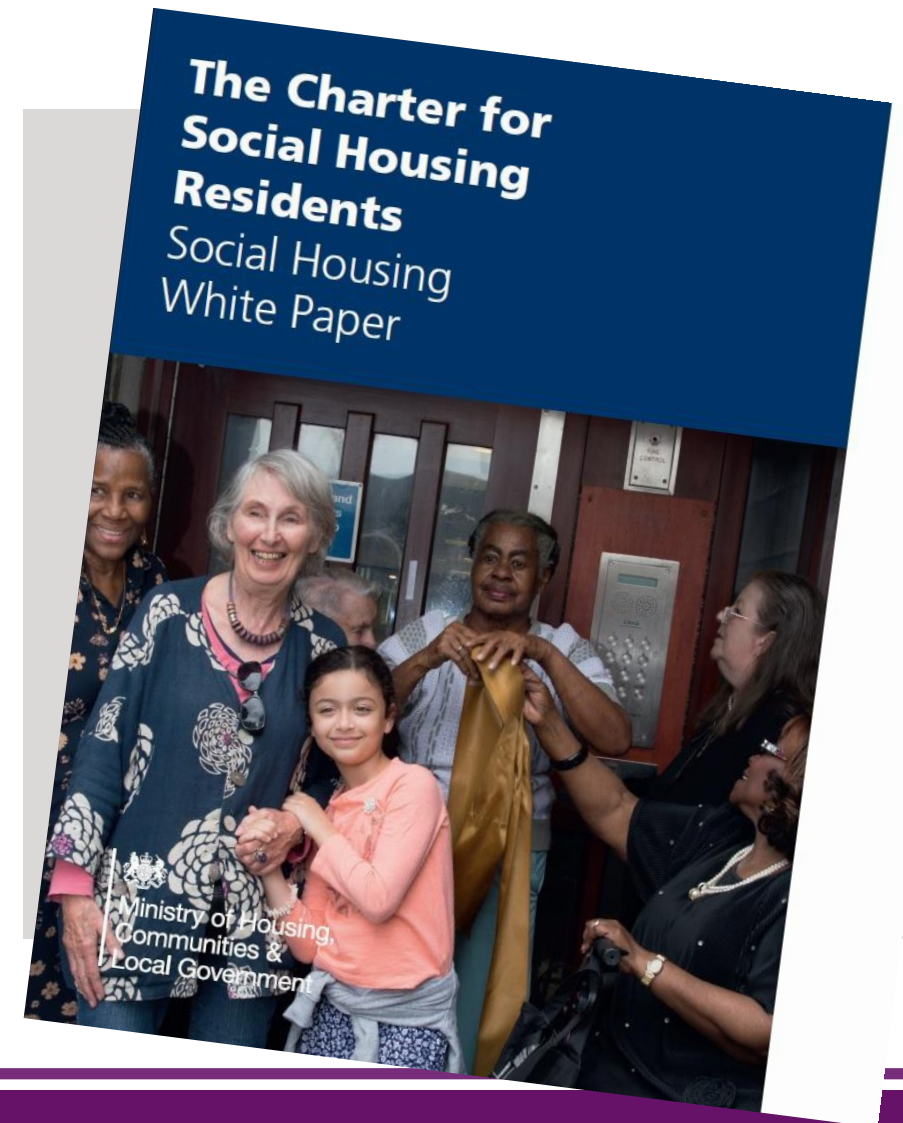
Blackpool Coastal Housing

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## Social Housing White Paper

### The Charter for Social Housing Residents

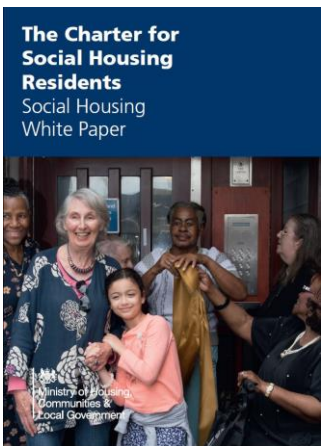
- "The proposals will make clear the standards that every social tenant is entitled to expect from their landlord..."
- "It will give social housing tenants a voice and ensure it is listened to..."



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## Social Housing White Paper

- It is a response to the Green Paper consultation and ministerial roadshows held in 2017/2018
- It is also a response to Grenfell
- It is not a consultation document
- It is a 'to do list' - over a number of future years
- Seven chapters as follows



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## • 1 - to be safe in your home

- Consumer standards to be strengthened to include safety
- Landlords to identify a named person for all health and safety issues
- Information to be shared between HSE, Regulator for Social Housing and new Building Safety Regulator
- New regulations on carbon monoxide alarms, smoke detectors and electric testing on the way

**The Charter for Social Housing Residents**  
Social Housing White Paper



Poole Housing Partnership

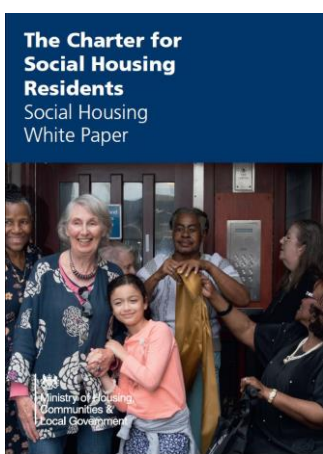


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- 2 - to know how your landlord is performing

This is a high profile chapter and work already underway:

- Regulator to bring in a set of Tenant Satisfaction Measures (TSMs), to cover all areas important to tenants
- Could be a mixture of quantitative and qualitative measures
- Regulator will lead on this work including consultation - April 2021?

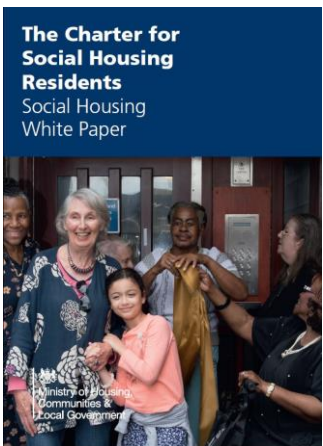


Nottingham City Homes

Managing in a time of COVID-19	Decent Homes and climate change targets	Building and Fire Safety	Housing Ombudsman	New Build	Planning Reform
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## • 2 - Landlord performance continued

- New access to information scheme for housing association tenants
- Landlords to show clearly where their income is spent - to be published alongside TSMs
- Landlords to identify a named person who will ensure compliance with new Consumer Standards
- Landlords to report on issues above to all tenants, at least once a year

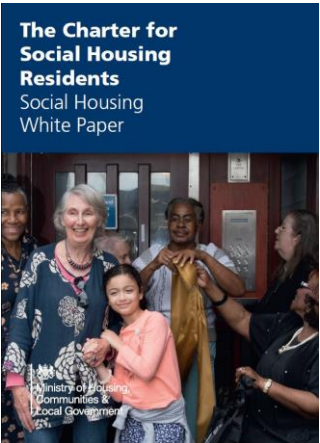


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### 3 - to have complaints dealt with promptly and fairly

- Builds on work already done by Housing Ombudsman
- MHCLG to run campaign to let tenants know how to complain
- Removal of democratic filter (in Building Safety Bill)
- Duty on Housing Ombudsman and Regulator to co-operate
- HO self-assessment to be completed by all landlords by end of Dec 2020



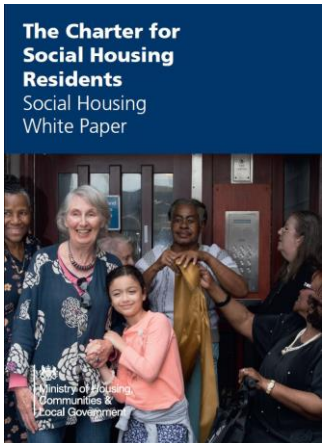


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## 4 - to be treated with respect

Stronger Consumer Regulation - this is "jewel in the crown"

- Removal of serious detriment test
- New risk-based inspections for all landlords with over 1,000 homes
- RSH to publish new code of practice and review Consumer Standards
- RSH will have new arm and staff resources



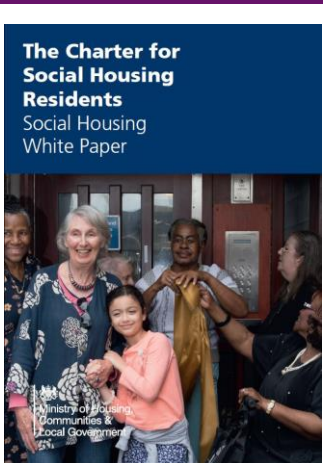
St Leger Homes



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## 4 - to be treated with respect - contd

- RSH to lift cap on fines they can impose
- Councils will be fully answerable for actions of any contracted service providers, including ALMOs and TMOs

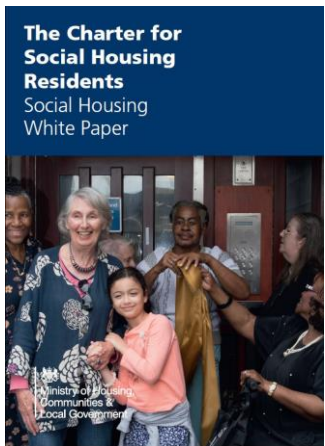


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## 5 - to have your voice heard

- RSH to require landlords to demonstrate how they are improving resident engagement and adopting best practice
- New programme to support tenant engagement and empowerment
- MHCLG will work with National Tenant Organisations, including scrutiny and holding landlords to account
- Increased professionalisation in sector

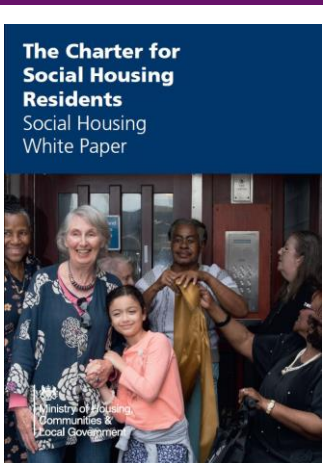


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## 6 - to have a good quality home and neighbourhood to live in

- Review of Decent Homes Standard to start Autumn 2021
- Future work will include climate change targets, review of ASB and 'greening' communal areas
- ASB - tenants could trigger a multi-agency review where they feel persistent problems not being addressed
- Allocations Review consultation outcomes to be published shortly



Rykneld Homes

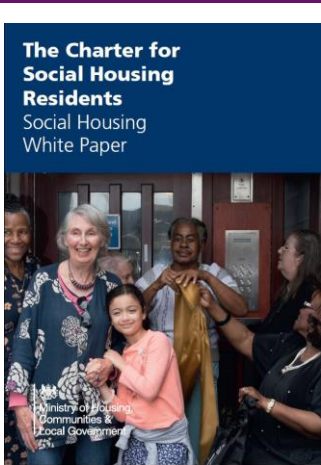


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## 7 - to be supported to take your first step to ownership

No surprise but not sure it fits neatly with rest of SHWP!

- Repeats announcements already made on Affordable Housing Programme
- New shared ownership model with 1% staircasing
- Further roll out of the Voluntary RTB scheme for HA tenants following Midlands pilot?

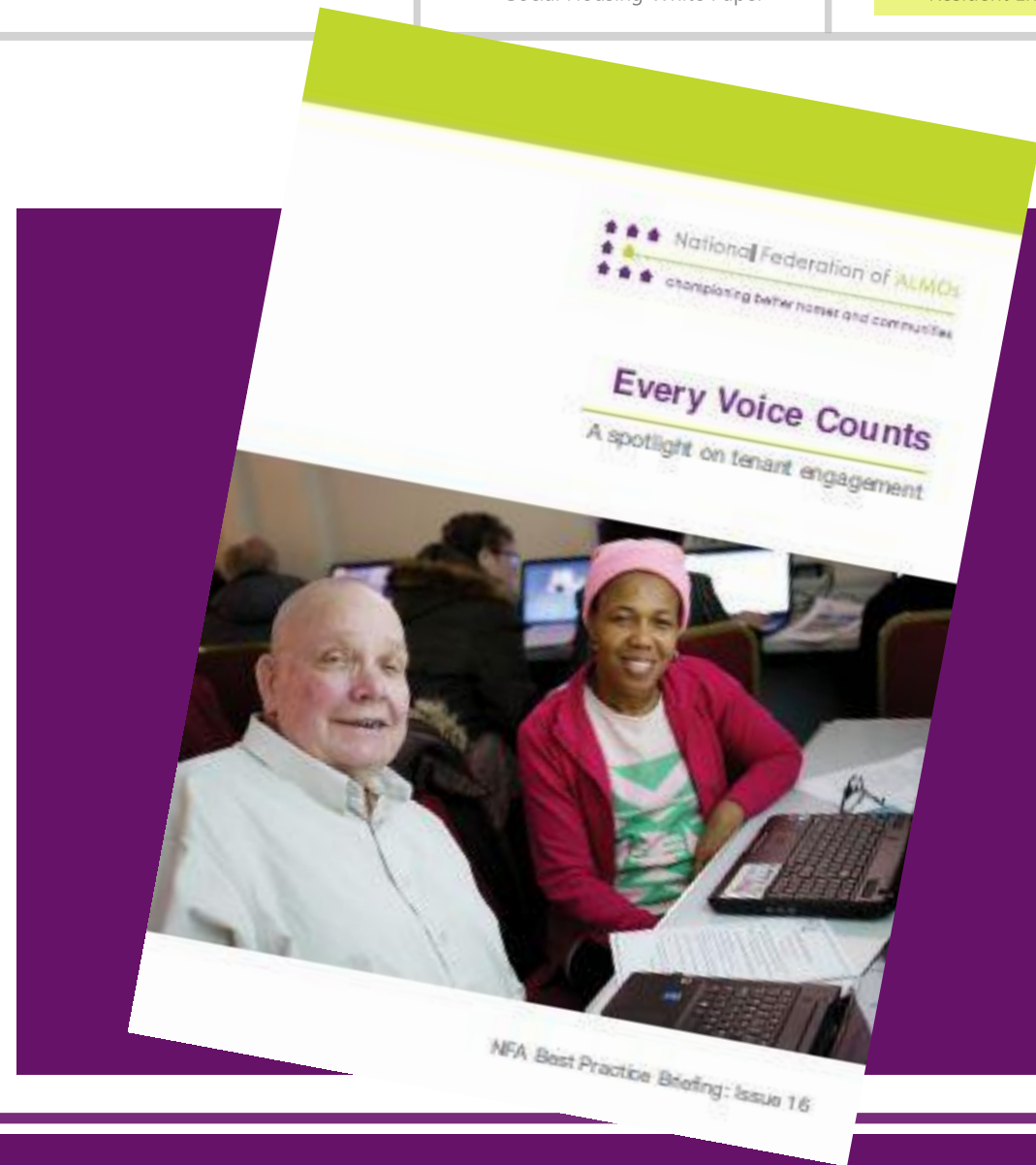


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## Resident Engagement - good practice

### High level spotlight on best practice

- All 29 ALMOs have residents on main Boards
- 32% of ALMO Board Directors are tenants
- Today the Barnet Group launches its Resident Board
- Your Homes Newcastle - Customer Services Committee
- NHF - Together with Tenants



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## What does this all mean for residents?

In theory, significant organisational and cultural change

- More access to information on landlords' performance, and how money is spent
- Ability to compare landlord performance with others
- Easier to contact Housing Ombudsman and Regulator



Lewisham Homes



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## What does this all mean continued

- More consistency between landlords and across whole housing sector including private renting
- Stronger enforcement action against poor landlords
- Increased respect and empowerment for tenants

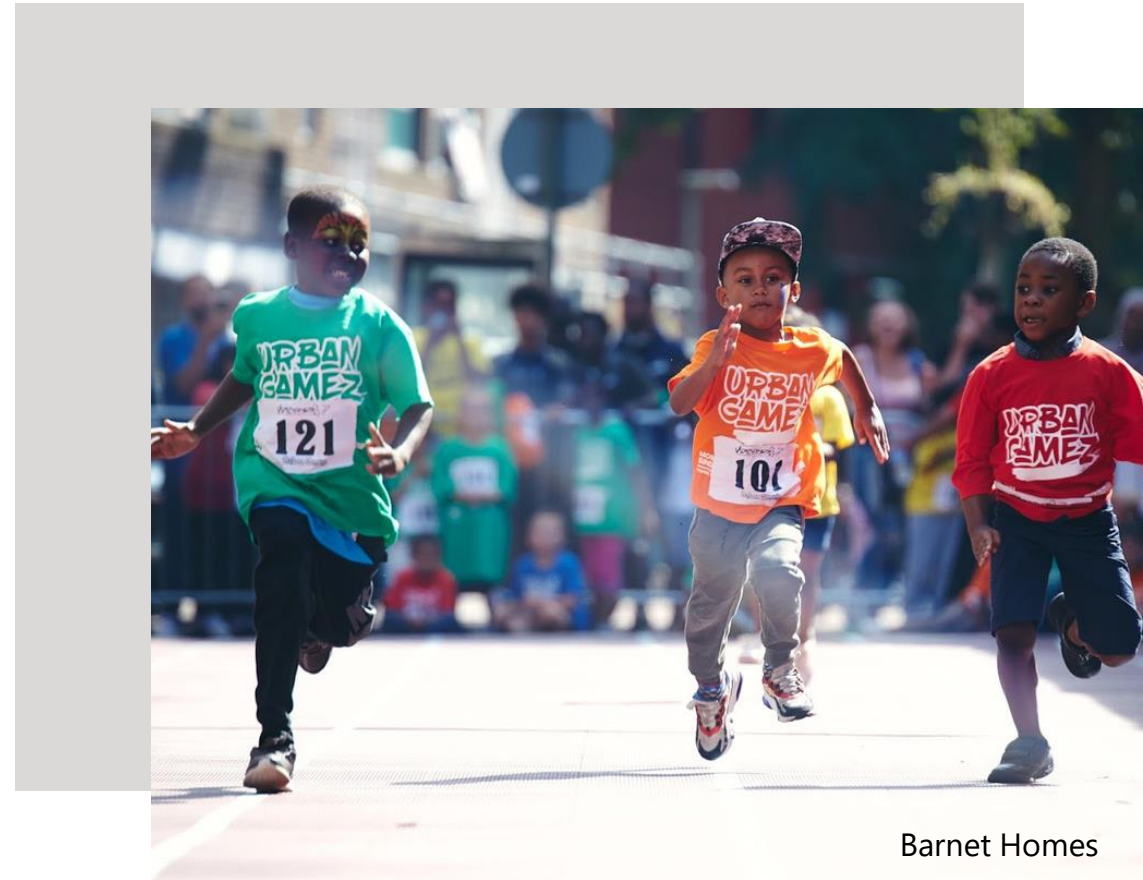


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## Challenges

- Will all landlords get the message?
- Finances are going to be tight
- Tackling stigma seems to have fallen between the Green and White Papers!
- How long will all these changes take?

... it's a welcome start to a new world so let's all play our part in its successful delivery!



Barnet Homes



# National Federation of ALMOs

[www.almos.org.uk](http://www.almos.org.uk)

[eamon.mcgoldrick@almos.org.uk](mailto:eamon.mcgoldrick@almos.org.uk)



# It's not okay: tackling stigma in social housing

Melanie Rees, Head of Policy and External Affairs, CIH

Pam Hankinson, Tenant at South Yorkshire Housing

SEE THE PERSON.

NOT THE STEREOTYPES

Presented by Pam Hankinson

#SeeThePerson

@2benefitsociety

[www.seetheperson.org](http://www.seetheperson.org)

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# About the campaign

- Founded 2017
- Tenant led committee
- 30+ housing organisations sponsor
- Aim to tackle negative stereotypes and stigma about living in social housing



# Why is there a stigma?

## Findings

### LSE research says:

- 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.<sup>1</sup>
- 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.<sup>2</sup>
- This view of social housing is reflected in pejorative media programming, recognised in 'poverty porn' and moralising broadcasting such as *Benefits Street* and *Council House Crackdown*, which specifically link tenure and benefits status together, also drawing links to perceptions of unacceptable behaviours.<sup>2</sup> 90% of tenants say the media portrays a stereotype of social housing tenants.<sup>4</sup>
- 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.<sup>2</sup>
- 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 1% in full time education. Tenants recognise the contributions made to society by all these people.<sup>1</sup>
- Social housing tenants view an increase in stigma as being one of the major challenges to the tenure and to their wellbeing.<sup>2</sup>

# Quick Facts

- 3.9 million households live in social housing, that is 17 % of the population
- 43 per cent are working households
- 28 per cent are retired
- 8 per cent are unemployed
- 17 per cent are disabled

# 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.”*

# 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.”*

# 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."*

# 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.”*



# 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

# Impact of stigma

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



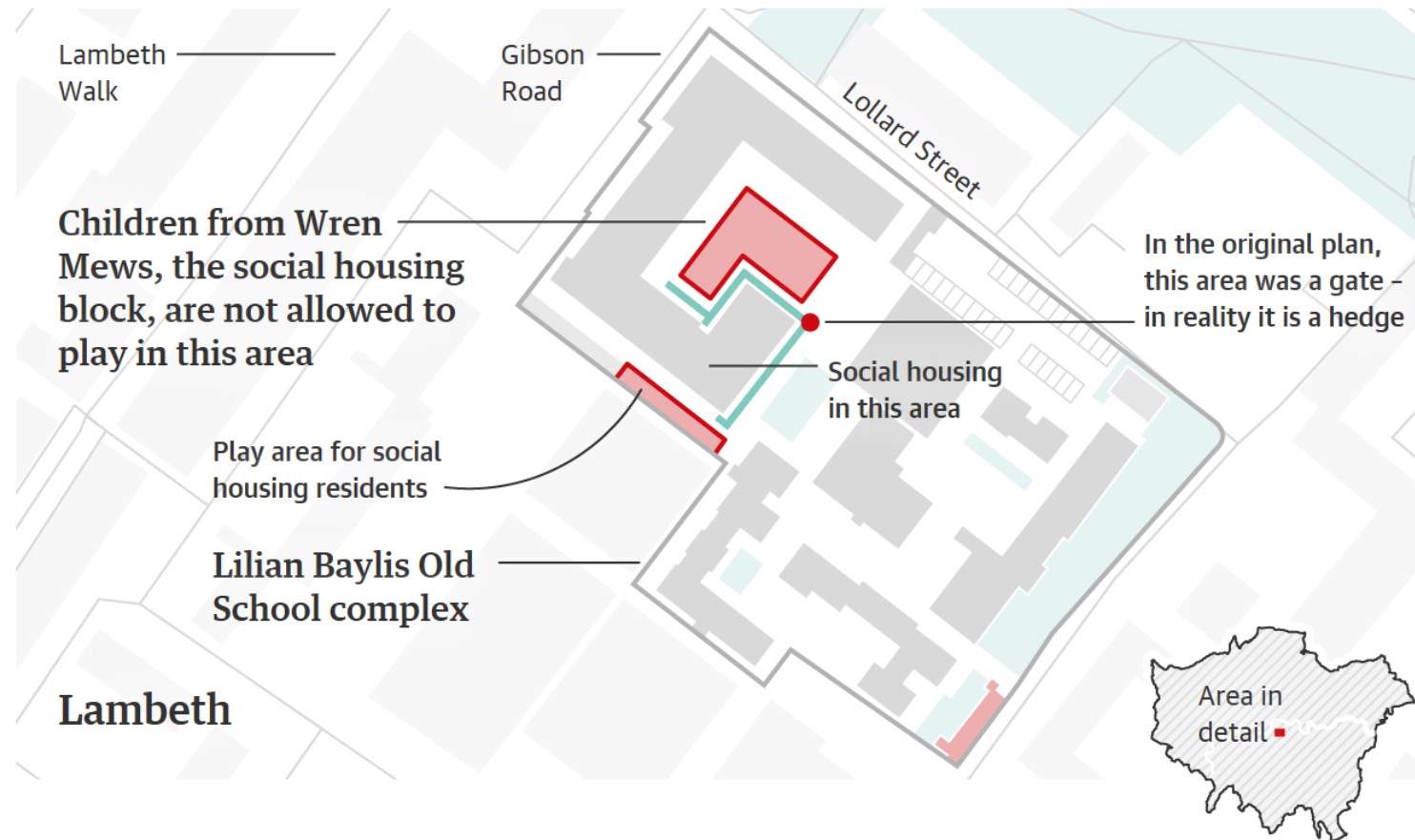
- 15 tenants
- From around the country
- Working locally and nationally
- Mailing list of nearly 500 people who support us

See the Person Committee

# 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)
- September 2020 launch of the 'It's not okay' guide for landlords in partnership with the CIH
- November 2020 See the Person campaign mentioned in the White Paper but not much about stigma, so still a lot of work to do!

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



Guardian graphic



SEE THE PERSON.

NOT THE STEREOTYPES

#SeeThePerson  
@2benefitsociety  
[www.seetheperson.org](http://www.seetheperson.org)

SEE THE PERSON.

#BenefitToSociety



Chartered  
Institute of  
Housing

# It's not okay: tackling stigma in social housing

Melanie Rees, Head of Policy and External Affairs, CIH

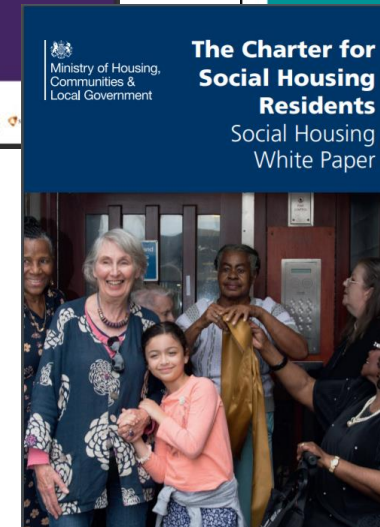
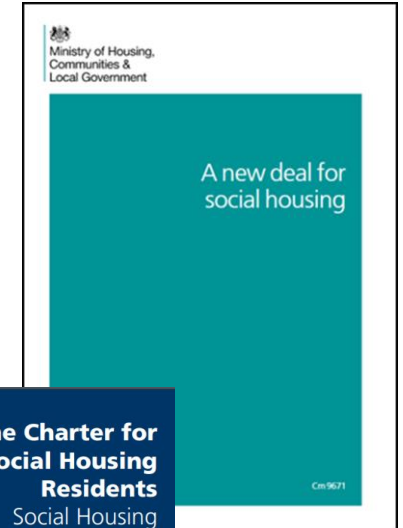
@MelanieReesCIH

# A bit of background



Chartered  
Institute of  
Housing

- Concerns increasing about stigma attached to social housing
- Highlighted in our Rethinking social housing research (2018) and the Social Housing Green Paper (2018)
- Mentioned in the Social Housing White Paper (Nov 2020)
- See the Person campaign established to challenge unfair stereotyping (2017)



SEE THE PERSON.  
#BenefitToSociety

# What are the causes?



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Institute of  
Housing



No, I couldn't possibly move a few miles away to another free house, that would be a breach of my human rights.

Christ, I hate these parasites. [#housingyorkshire](#)

That's what Social housing is for, the lazy, thick and and inadequates #



'We want a bigger home for our TEN kids (and pet python)': Couple on £32,000 a year in benefits demand larger council home for their growing family

**HOUSING  
SHORTAGE**

# What about 'us'?



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Institute of  
Housing

I noticed when I mention to people I live in social housing they sometimes make a joke or flippant comment about my estate or background... and this is from people working in the social housing sector.

Same same. Crazy isn't it how@you're instantly judged when you say you come from the estate. We should perhaps change some of our perceptions and views.



**Chronicle**Live

**'Nuisance' neighbour who plagued community with anti-social behaviour is evicted**



# “It’s not okay”



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- Aimed at housing providers and housing workers
- Encouraging reflection on language, behaviour and service design/delivery
- Respectful and professional practice is part of tackling and ending stigma



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Housing

SEE THE PERSON.  
NOT THE STEREOTYPES

## It's not okay

A guide to tackling stigma in social housing

August 2020



# Some of the issues...



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*“When signing up for the tenancy, it was assumed I was on benefits”*

*“Contractors turn up without appointments assuming we don’t work”*

*“The perception that people who need affordable housing are somehow ‘other’”*

*“Treating tenants in a condescending, patronising manner”*

*“Poor quality of work by contractors. They see it as the tenant not paying for it, that will do”*

*“Poor quality design and build quality of community and homes”*

*“Not including us in decisions about our estate”*

*“Seeing properties as assets, not homes”*

# What are the solutions?

- Get the culture right: own it!
- Be accessible and accountable
- Clear, positive communications: be human and kind!
- Meaningful tenant and resident involvement
- Good standard of homes, neighbourhoods, repairs and maintenance: the 'Mum' test!
- Recruitment, training and development
- New homes that don't 'stick out'

New Broadland HA homes



Thank you for listening!



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Housing





# Panel Question and Answer Session



See you at 2pm,  
Please use the same link as this morning

# Citizens Assembly for Climate Change

Jez Hall, Shared Future CIC

# Getting Communities on board with Net Zero



## Deliberative Engagement and Climate Change

Jez Hall, Shared Future CIC

# What are Citizens' Assemblies and Citizens Juries?

Deliberation

Oversight Group

Randomly selected members of the 'general public'

Independent facilitator or facilitators

Witnesses (commentators)

Set of recommendations



# Mini – publics

## Citizens' Assemblies



40-200 randomly selected people  
e.g. Irish Citizens' Assembly

## Citizens' Juries



20-40 randomly selected people  
e.g. Leeds Climate Change Citizens' Jury

# Leeds Climate Change Citizens' Jury

## Sept-Nov 2019



8 evenings and 1 day,  
25 participants





# Oversight panel

## Kendal Climate Change Citizens' Jury: Oversight Panel

Kendal Town Council,  
Cumbria County Council,  
South Lakeland District Council,  
Cumbria Action for Sustainability,  
Extinction Rebellion,  
Kendal Activists Saving the Little Earth (KASTLE)(youth climate change),  
National Farmers Union,  
James Cropper PLC,  
Kendal BID (Business Improvement District),  
Kendal Futures,  
Lancaster University,  
Frieda Scott Charitable Trust,  
South Cumbria Flood Partnership,  
Tim Farron M.P.



# Recruitment

Wide Mailing  
Large pool of applicants recruited  
Final selection





# Who are on a Citizens' Jury?

Leeds had 21 regular attendees

## A Random Stratified Sample of the General Public

**Age** 15-29 (6), 30-44 (5), 45-59 (6), 60+ (4)

**Gender** Males (11)/Females (10)

**Ethnicity** White (16), Asian, Black (5)

**Indices of deprivation** (on deciles): 1-2 (7), 3-4 (2), 5-6 (4), 7-8 (5), 9/10 (3)

**Disability** Yes (6), No (15)

**Geography** city core, inner urban, outer urban, market town, non urban

**Attitude to climate change:** Very concerned: (6), fairly (10), not concerned (5)



## The question in Leeds

**‘What should Leeds do about the emergency of climate change?’**



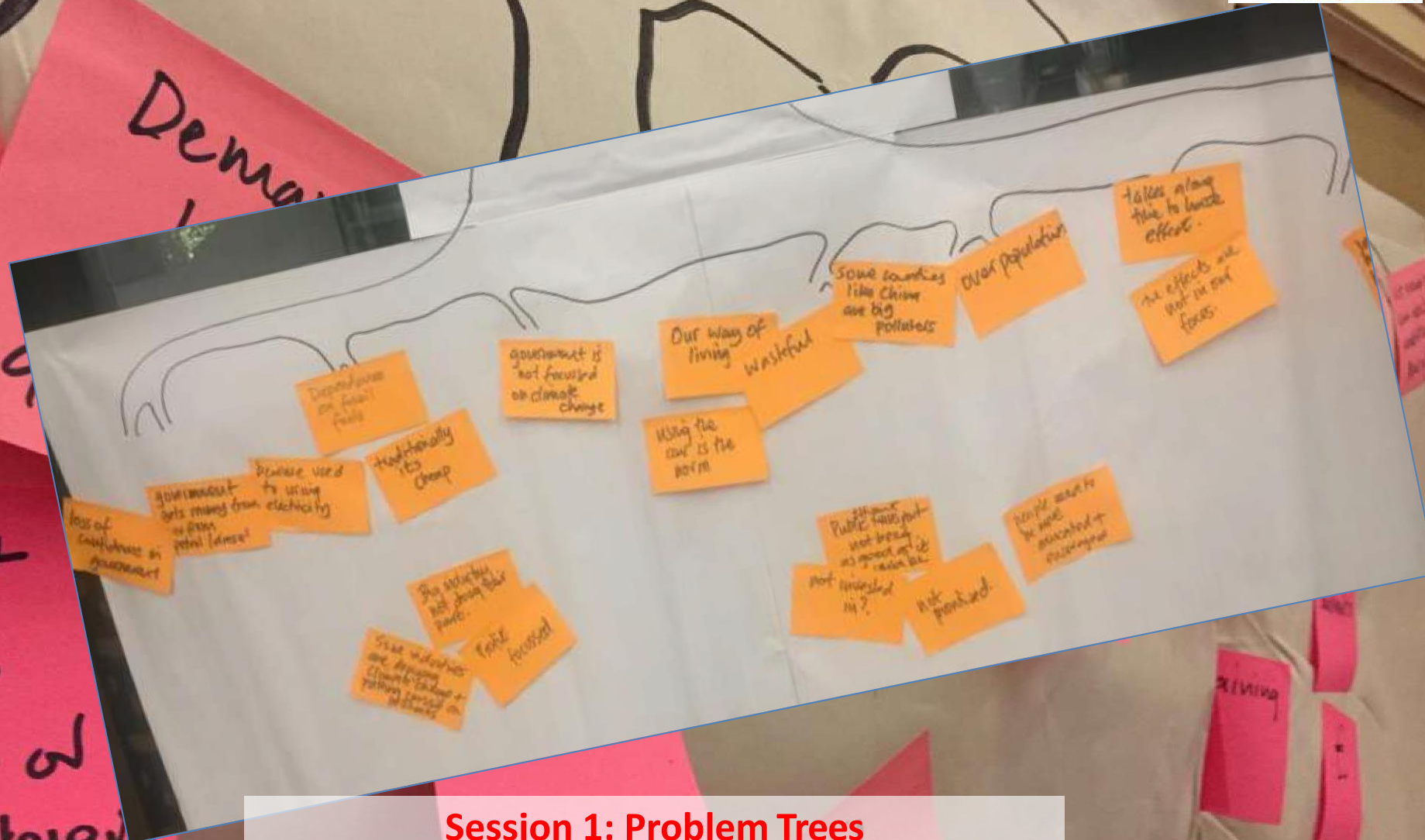
## Session 1: Building relationships





## Session 1: Lived Experience





## Session 1: Problem Trees



# Commentators (witnesses)

- 20 minute presentation
- Red cards to stop jargon
- Small group discussions
- Question and Answer

What should  
Leeds do about  
the environment  
climate



## Leeds Sessions 2-4:



### Suggested by oversight panel

#### **Session 2: Introduction to climate change and its impacts:**

Professor Julia Steinberger / Dr Cat Scott

#### **Session 3: Leeds and climate change:**

Professor Andy Gouldson (Leeds Climate Commission)

Paul Chatterton (Our Future Leeds)

#### **Session 4: How does change happen?**

Andrew Simms (Rapid Transition Alliance)

Penny Wangari Jones/ Sai Murray (Racial Justice Network)

## Leeds Sessions 5-8:

## Suggested by participants

### Session 5: Transport

Paul Foster: Leeds City Council, Transport Projects Manager

Mark Goldstone: W and N Yorkshire Chamber of Commerce

Millie Duncan: Leeds Climate Commission (on the airport).

### Session 6: Housing

Neil Evans: Leeds City Council, Director of Resources and Housing

Steve Batty: Engie, Sustainability Places & Communities UK & Ireland

Andy Walker: Sure Insulation (retro fitting)

Steve Rowley: Leeds Property Association

Cindy Readman: Save our homes LS26 (Residents/homeowners).



## **Session 7: Communication / Community Involvement**

Jamie Clarke: Climate Outreach

Rob Greenland: Social Business Brokers CIC

Lydia Dibben: Extinction Rebellion Leeds

Julian Pearce: Social Communications

Alexis Percival: trustee of Roundhay Environment Action Project.

## **Session 8: Leeds City Council / Finance**

Councillor Lisa Mulherin: Leeds City Council

Andrew Sudmant: School of Earth and Environment: Leeds University.

**Recommendation writing**

**Typically session 8 and 9**

**Draft  
Review  
Prioritise  
Report**



# Launching the Recommendations

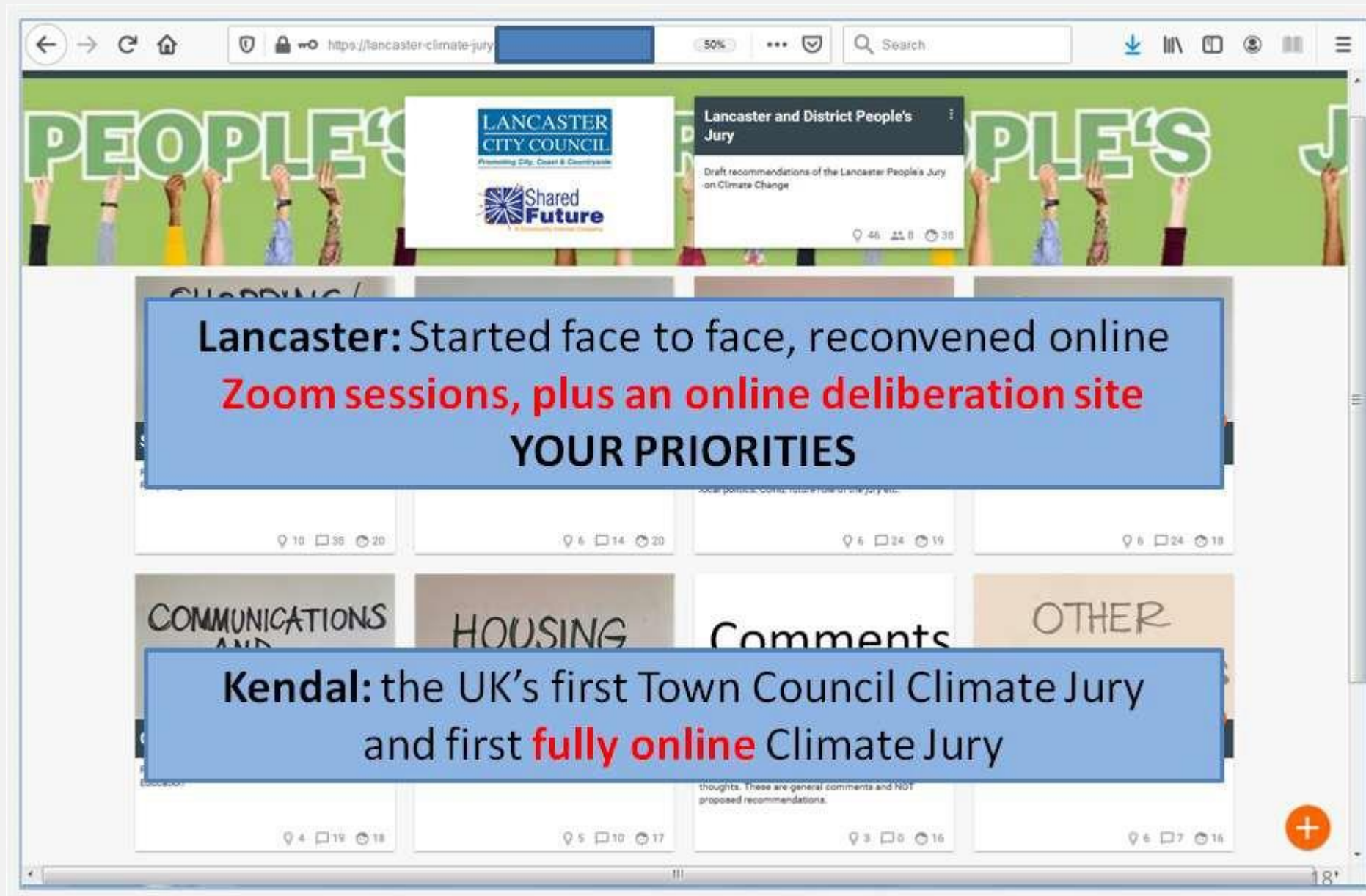


## Session 10: Stakeholder workshop

Led by members of the Jury  
*Followed by*  
Action Planning Sessions and  
Official Responses

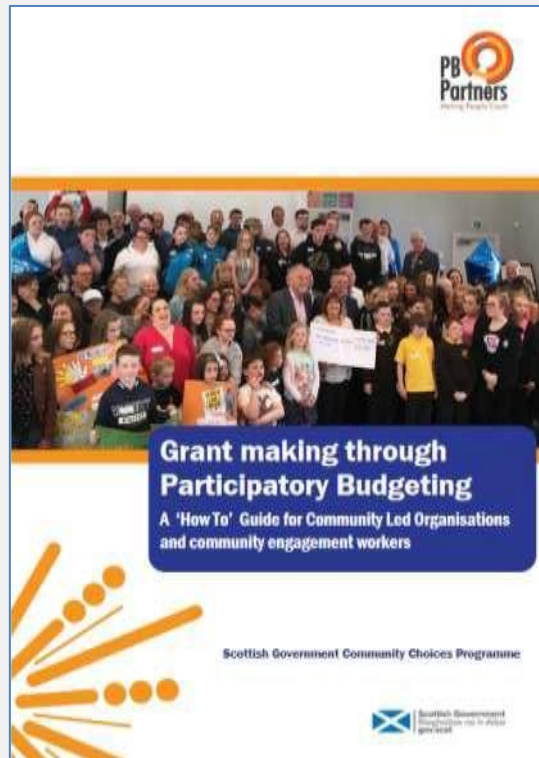


# Responding to Covid? Move it online



# Connecting with other approaches

Housing Associations, Cooperatives, and Arm's Length Management Organisations are well placed to initiate and lead **Participatory Budgeting (PB)** as they have well structured tenant engagement processes, and much of their income comes directly from rents.





# Widening the Spectrum of Participation



# Lets watch a video from Leeds



Website of Leeds Climate Commission Citizens Jury

<https://www.leedsclimate.org.uk/leeds-climate-change-citizens-jury>

Link to Video:

[https://youtu.be/3\\_l9mEe7Y-A](https://youtu.be/3_l9mEe7Y-A)



## Contact Me

Jez Hall

Web: [www.sharedfuturecic.org.uk](http://www.sharedfuturecic.org.uk)

Email:

[jez.hall@sharedfuturecic.org.uk](mailto:jez.hall@sharedfuturecic.org.uk)

Mobile: 07963 706106



# Building Resident Resilience

Angela Corner, Head of Community Resilience, Thirteen Group

Pam McIvor, Involved Customer, Thirteen Group

Pam McIvor  
Involved customer  
**Angela Corner**  
Head of Community Resilience



### What we will cover today:

1. The importance of the customer voice – Thirteens response
2. The role of the customer at Thirteen
3. Learning for Covid-19
4. What does Community Resilience really mean?
5. Why Thirteen are developing a Community Resilience Strategy
6. Our vision for customers
7. Our Approach
8. Example of Asset Based Community Development
9. Next Steps

**thirteen**  
Managing and building homes



## A new deal for social housing

Cm 9671

## The importance of the customer voice – Thirteens response

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- Social Housing White paper
  - Key themes
- CIH/See the person – it's not ok
  - Report
- Together with tenants
  - Charter

# The role of the customer at Thirteen

Customer Engagement Framework with streams of work and a customer stream lead

- Consumer standards assurance
- Policy and strategy development
- Performance monitoring
- Building safety and property compliance
- National Policy
- Community fund
- Service projects







## Customer involvement Developing a Community Resilience Strategy

1. Customer Champion
2. Feedback
3. Monitoring

# Learning from Covid-19

- Furlough, job losses, increased claims for Universal Credit
- Access to essential provisions
- Demand on high cost services
- Readiness to transact digitally
- Loneliness

## Positives

- Locally driven groups
- People to people support
- Community spirit/Resilience





# What is community resilience?

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- 1. The community is prepared, can respond and recover from adverse situations.**
  1. Employment, skills and training
  2. Financial and Digital Inclusion
  3. Social and Personal Development Skills
  4. Health and Wellbeing Activities
  5. Community Safety
  6. Environment
  7. Promote Community Involvement and Resident Engagement
- 2. The community is connected to its assets and uses local resources when in need**
- 3. The community works together to address local issues**
- 4. The community is involved in decisions about things that affect them and their community**
- 5. Partners taking a joint approach to address community resilience**





# Community Resilience Strategy

## Vision

*With communities at the heart, we will create engaged, thriving and empowered communities.*

**If our communities thrive, we thrive.**

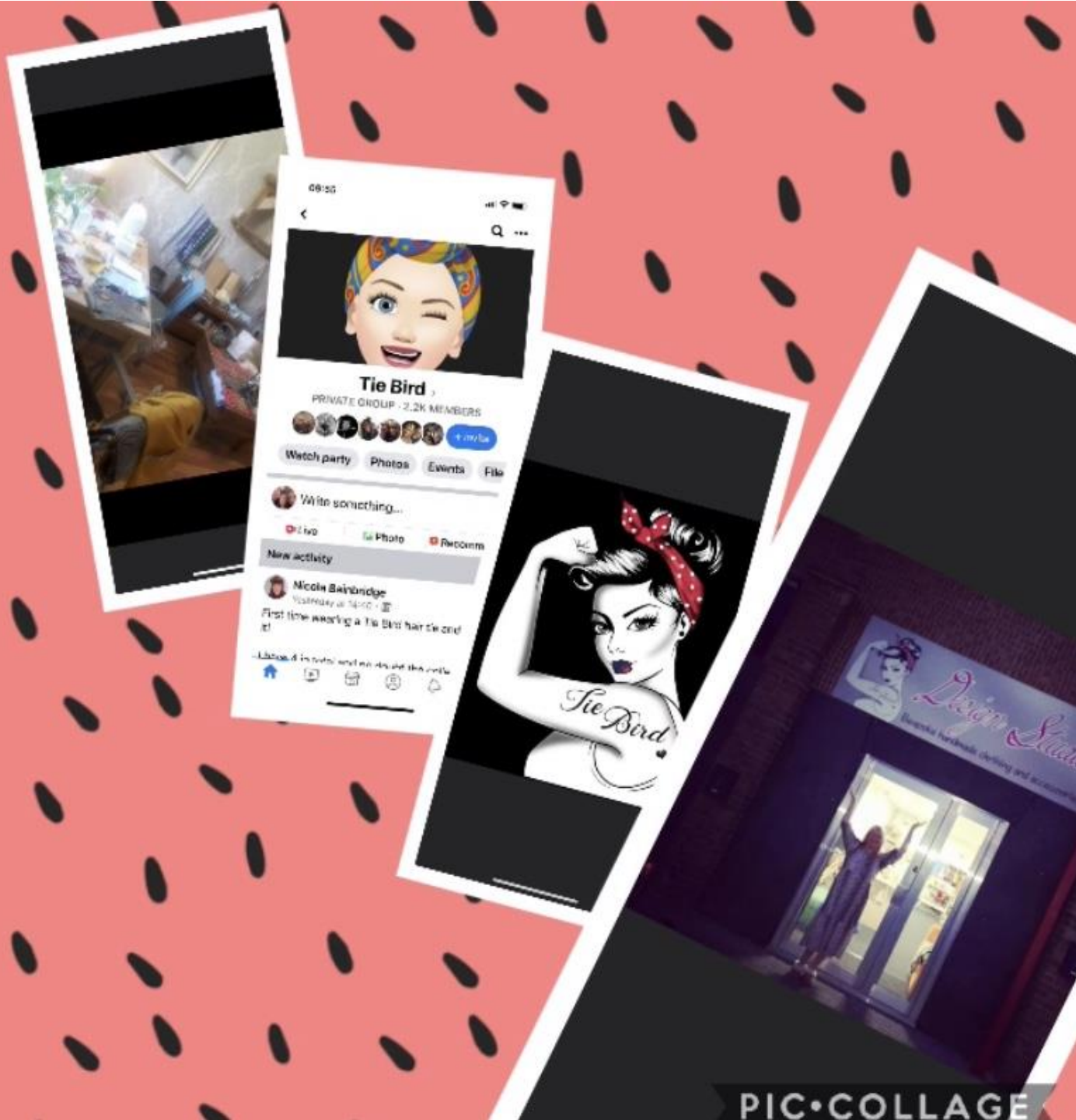


# 'Discoverables' or deliverables?

## 4 harms of help



1. Communities are defined by deficiencies and vulnerabilities not capability (remove stigma)
2. Money is spent on services to help people rather than being spent on helping people help themselves
3. Communities lose power to take control
4. Communities Internalise and wait to be helped



Defined as  
vulnerable and  
in need of help?

# The questions we need to answer?

What can communities  
do best alone?



What can communities  
do with a little help?



What do communities  
need others to do for  
them? (Transparently)  
and who??



# *Looking at our communities through a different lens*



*Strengths based approach*

Reframe the conversation internally and externally





# The approach

## **Thirteen understands and celebrates its community impact**

- Understanding the value of Thirteen as a Community Anchor,
- Making the most of our presence within the community
- Understand, monitor and learn what interventions really work, that customers want. Don't do them just because it makes us feel good
- Focus our resource in the right way

## **Working with others**

- Discovering not delivering
- Make the most of what is already out there
- Enabling and empowering local people and voluntary organisations
- Identify the gaps and work with others to fill those gaps



# Customers voice at a local level

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- 1. Data drives the focus, customers drive the solutions**
- 2. Customers will be involved in setting the vision and aspirations about where they live**
- 3. Improving engagement at a local level**
  1. Identify new ways to engage digitally, interactively and creatively with all of our customers and communities
  2. Ensure our communities voices are heard at a local level with strong linkages to our customer involvement group and processes
  3. When doing new things we are working with, not doing to
  4. Empower and enabling customers and communities to be their best





Hemlington - Asset Based Community Development

# Final thoughts & questions...





# Panel Question and Answer Session