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DAY 1 - 9TH JUNE 2021 | 10:00 AM - 4:00 PM



Welcome and Introduction from the Chair Léann Hearn, Group Chief Executive, Livv Housing Group





Consumer Regulation Update Jonathan Walters, Deputy Chief Executive, Regulator of Social Housing





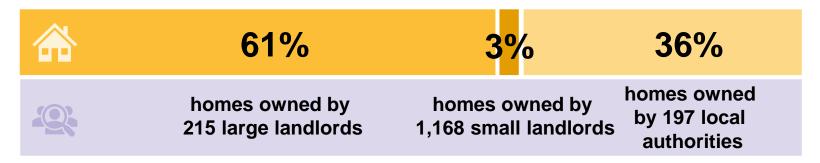
Social Housing Regulation

Jonathan Walters: Deputy Chief Executive, Regulator of Social Housing

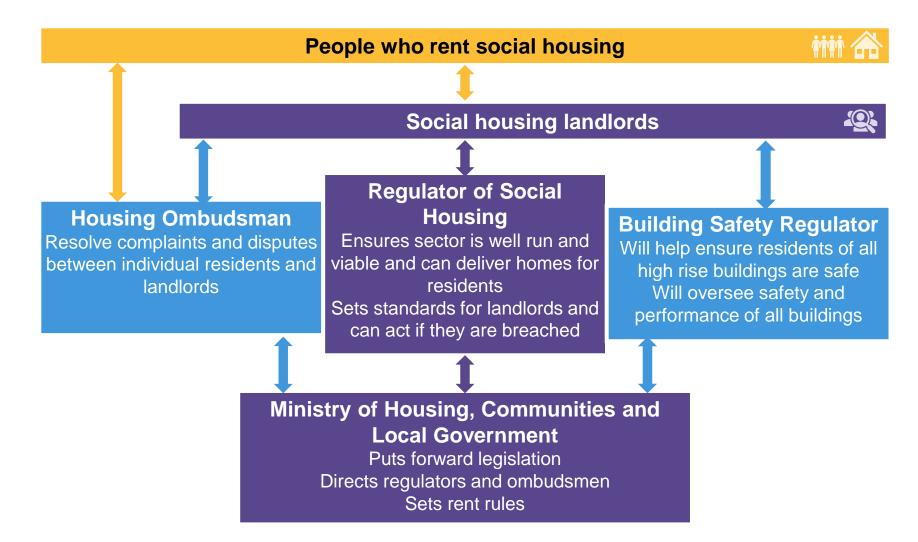


Social housing by the numbers





Where we fit in to social housing



How we regulate now

Proactive economic regulation

Helps make sure housing associations and other private registered providers are well-managed and financially stable.

- We look at financial and other information landlords submit to us
- We carry out in-depth assessments of large landlords and give them grades.
- we require providers to put things right where there is non-compliance with our standards, and where they do not, or cannot, we take action.

Reactive consumer regulation

Helps make sure all social housing tenants get quality accommodation, have choice and protection, and can hold their landlords to account.

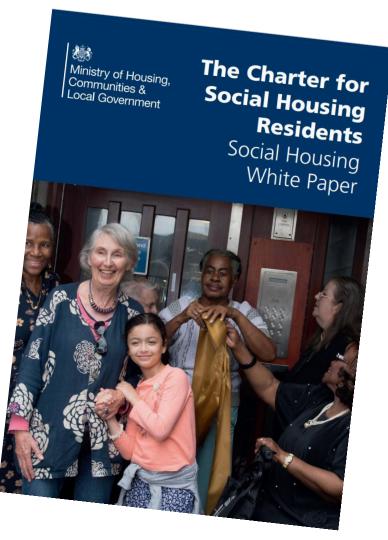
- We investigate potential breaches if we receive a complaint or other information.
- We decide whether there is evidence of organisational level failure which would indicate a breach of our standards.
- We can only take action against breaches that cause serious actual or potential harm.

The Social Housing White Paper

It introduces a charter for social housing residents and an expanded consumer regulation role for us.

The charter is focused on commitments about:

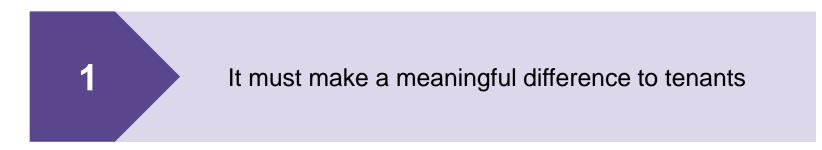
- 'proactive' consumer regulation
- transparency on landlord performance
- safety in the home
- prompt and fair handling of complaints
- strengthened resident engagement;
- good quality homes and neighbourhoods (including decent homes review); and
- better access to ownership opportunities for social housing tenants.

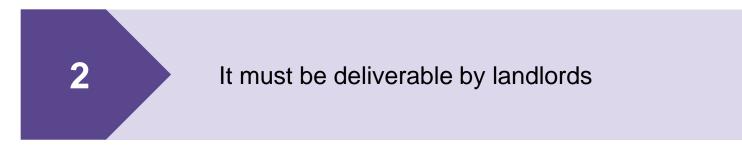


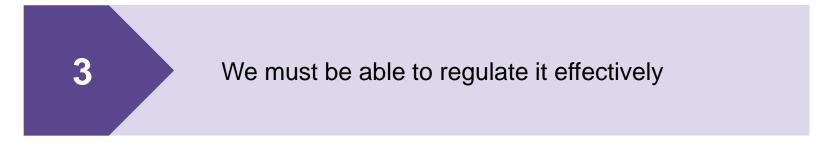
Proactive consumer regulation role

- Retain coregulatory principle
- Remove serious detriment test
- Annual desktop reviews to identify landlords at risk of systemic non-compliance
- Routine inspections on large providers (inc LAs) every 4 years to obtain assurance on consumer standards compliance
- Reactive inspections/investigations where appropriate
- Regulator publishing its findings of inspections where it finds noncompliance
- Transparency and safety added to RSH's fundamental objectives
- Expectation that we review all consumer standards

Three tests we have set ourselves for proactive consumer regulation







What we will be doing to create proactive consumer regulation

Over the next few years we will be changing our regulation in the following areas:

- changes to the **consumer standards** that landlords should meet
- how we can check whether landlords are meeting the standards and respond if they are not (our 'operating model')
- a set of tenant satisfaction measures that will help you and us hold landlords to account

We will be asking people who live in social housing, landlords, and others who work in social housing, what they think of our ideas and proposals before we make any decisions.



Regulator of Social Housing 0300 124 5225 enquiries@rsh.gov.uk www.gov.uk/rsh

twitter.com/rshengland

www.linkedin.com/company/regulator-of-social-housing

The Regulator of Social Housing regulates registered providers of social housing to promote a viable, efficient and well-governed social housing sector able to deliver homes that meet a range of needs.





Complaint Management Update Richard Blakeway, Housing Ombudsman



Housing Ombudsman Service

Richard Blakeway 9 June 2021

Who are we?

- Our vision is improving lives and housing services through complaints – independent, impartial and fair
- Our role supports landlord-tenant relationships 80% of cases closed before formal investigation, faster investigations and use of mediation
- Our orders are binding in 2019/20, we made 1,618 orders to resolve disputes and 999 recommendations to improve services
- Our work promotes learning and service development



From new Scheme to White Paper

- Strengthened Housing Ombudsman Scheme preceded the White Paper:
- raising awareness and improving accessibility
- set standards to improve complaint handling
- new order for complaint handling failure
- new powers to undertake systemic investigations
- revised MoU with RSH
- **White Paper** reinforces the importance of complaints:
- Removing 'designated person' filter
- Access to Info with the Ombudsman as review body

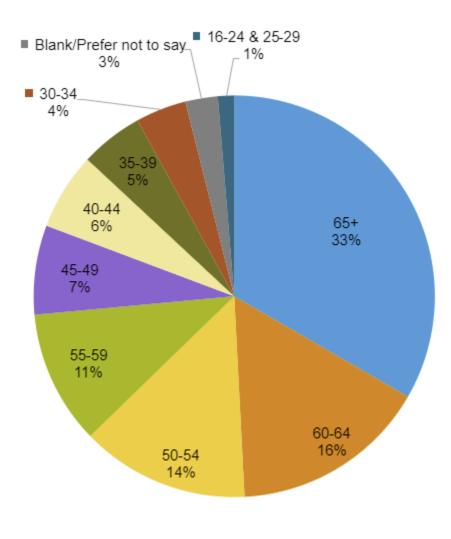


Resident Panel

- High level of interest more than 600 panel members appointed for three year term
- Two plenary meetings each year on key areas of work e.g. development of our annual business plan and three-year corporate plan
- 100 residents participating in a post-plenary discussion
- Series of smaller group activities throughout the year, e.g. awareness raising, thematic reports
- Annual survey



Panel membership by age



Housing Ombudsman Service

Panel membership by region



Housing Ombudsman Service

Transparency – accountability and fairness

- Major focus for 2021 promoting learning, accountability and fairness:
- Case decisions published since March
- **Special reports** on severe maladministration
- Quarterly Insight reports, regional data
- **Thematic reports** on systemic issues, with recommendations for best practice, case studies and analysis of landlords
- Quarterly Complaint Handling Failure Order reports
- Landlord performance reports providing 'health check' on complaints



Raising ambitions – the Complaint Handling Code

- Get the complaint handling culture right
- Landlords responded with enthusiasm self-assessment empowered complaint teams, engaged governing bodies, involved tenants and led to changes
- Over 2,000 participants in our Code webinars
- New standards include universal definition of a complaint, two-stage process preferred, maximum timescales and demonstrating learning in Annual Reports



CHFOs – supporting early resolution

- Complaint Handling Failure Orders issued since 1 January for non-compliance against the Code/Scheme:
- 10 orders issued between January and March 2021, mostly for unreasonable delays accepting or progressing residents' complaints
- 2 orders not complied with, cases taken into formal investigation
- Positive resident feedback an effective tool for early resolution
- Quarterly list published and included in Ombudsman annual landlord performance reports



Thematic reports – examining systemic issues

- Systemic framework published in March 2021 examining the rootcauses of issues, extending fairness and promoting learning
- Latest reports about heating, hot water and energy and cladding complaints:
- Heating report recommended more effective contract management, focus on 'right first time' and consideration of 'heat networks'
- Cladding report assessed investigations against complaint guidance, recommended improved communication, clear road map for all residents and consideration of individual circumstances
- Call for evidence on damp and mould, reporting in the autumn

Housing Ombudsman Service

Keeping in touch





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



www.housing-ombudsman.org.uk





Panel Question & Answer Session





Chairs Closing Remarks Léann Hearn, Group Chief Executive, Livv Housing Group





Lunch break

Please use the same link from this morning to come back

See you at 2pm





A A RESIDEN

Welcome and Introduction from the Chairs Sally Trueman, Customer Board Member at the Riverside Group

Yvonne Davies, Managing Director of Scrutiny and Empowerment Partners



A A RESIDEN

Modernising our Resident Involvement Model Charley Oulton, Resident Involvement Manager, Orbit Housing Group

John Bennet, Involved Customer, Orbit Housing Group





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Opportunities for Customer Engagement

Strategic



Opportunities to provide personal feedback on experiences of our services

02

Opportunities to share views on customers homes, neighbourhood and communities where they live

03

Opportunities to influence Orbit business plans, strategy and policies



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Toll

Strategic Offer

Aiming to engage, inform and inspire Working as a center of excellence





Make a difference Home

Everything you need to know Communities You said, we did

Profile

Admir

Create

Search this project

Q

Make a difference

Let's Influence and change the future together. Take part in our engagement activities below by clicking the follow button next to each opportunity. Work with us to share your views, challenge our performance, hold us to account and help to improve our services.





Community Champions

A page dedicated to all of our past and current community champions, a place where you can all share ideas with one another.

23 followers Unfollow



Empty Homes Virtual Inspections

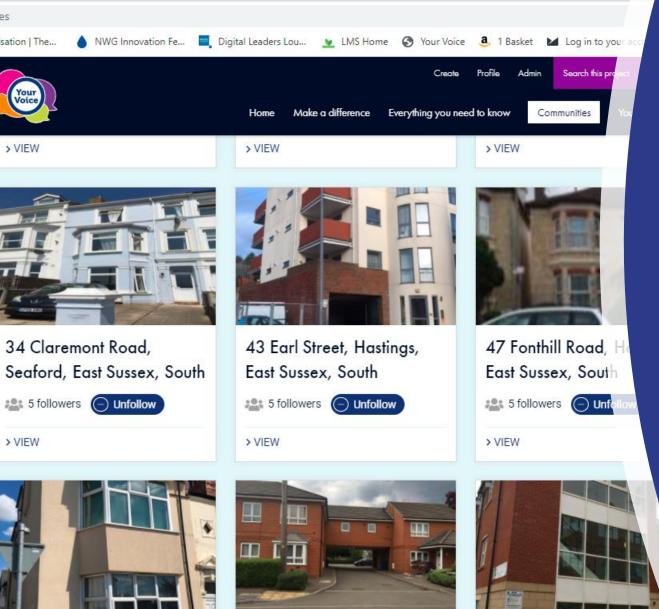
Receive training and take part in virtual inspections to hold us to account on our re-let service standards

242 followers (-) Unfollow



Equality, Diversity and Inclusion

Here at Orbit, we believe in providing an environment for our customers, partners and colleagues that gives everyone an equal chance. Follow this page for update and get. involved.



7 Oxford Mews, Oxford

61 Ardington Road,

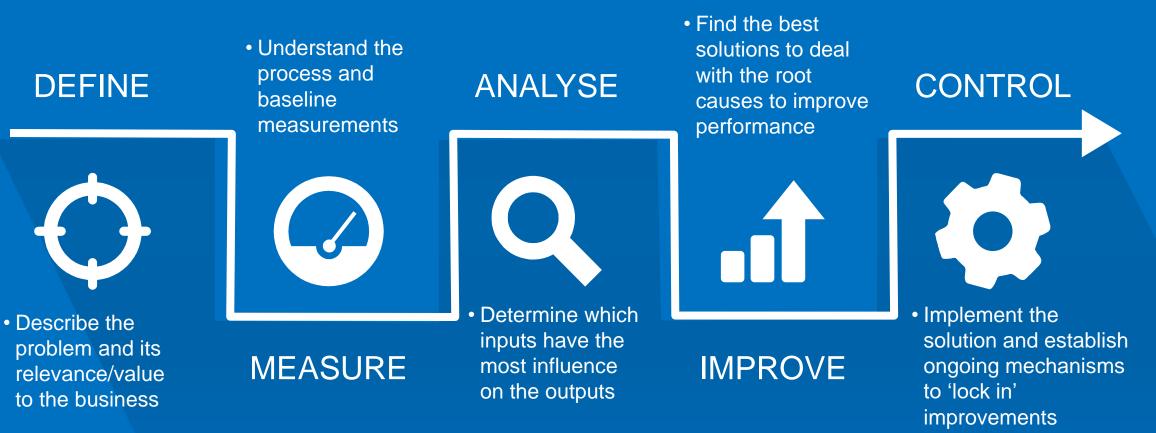


Local Engagement

- Estate inspections
- Local scrutiny hackathons
 - Crowd funding
 - Community projects
 - Community champions

Scrutiny Hackathons Delivering improvements based on the voice of the customer Delivering Impact and Identifying the Sourcing solutions improvements benefit problem realisation

Improvement Methodology





internal stakeholders.

suggestions.

Performance and voice of the customer data used to identify strategic challenges. Priorities will be agreed in line with current internal projects with our engaged customers and senior Orbit staff.

Testing

Implementing quick-win improvements that have been signed off by project sponsor and starting to test longer term objectives.

identify improvements to

programme.

Transparency

Keeping customers informed of progress against improvements and involved in review of tests, pilots or trials.



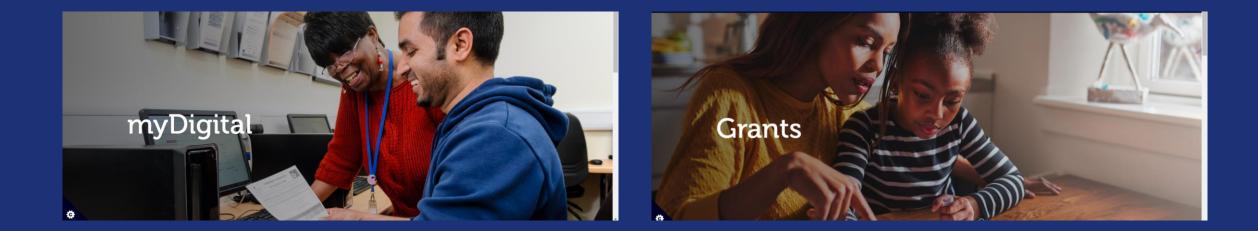
Closure

Scrutiny Hackathon **Champions** Empowering customers to take the lead

We recognise that customers will want to take different roles in the Scrutiny hackathons and offer more commitment than others. Scrutiny Champions are actively engaged customers who will champion our scrutiny hackathon programme and support new customers in a variety of ways. Their role will be to:

- 1. Attend quarterly performance webinars to decide on topics
- 2. Be involved in the exploratory work leading up to the 1 day workshops
- 3. Deliver training and introduction to Scrutiny Hackathons for new customers
- 4. Take an active lead role in the hackathon workshops during lunch and breaks to ensure new customers are comfortable, feed in any views and identify improvements to the programme
- 5. Support collating impact report on improvements following the workshop

Supporting customers to engage digitally





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20/21 Virtual Highlights

- Increased the number of customers we engage with by 84% to 378 customers.
- Designed, developed and piloted all new strategic offers, delivering 242 activities, which is a 734% increase on 19/20 output whilst making a budget saving of over £25,000.
- Gained average NPS score of 52 from customers attending our activities and 79 from internal stakeholders.
- Supported the organisation to identify 167 service improvements and implementing 42% of these to improve overall customer experience.
- Brought together Senior Orbit leaders, the board, customers and other housing associations to deliver our first ever virtual conference.
- Completed and presented self-assessment against Together with Tenants charter to Customer and Communities Board.
- Won the Delegates Choice Award at the National Housing Maintenance Forum for our new virtual customer inspection programme.





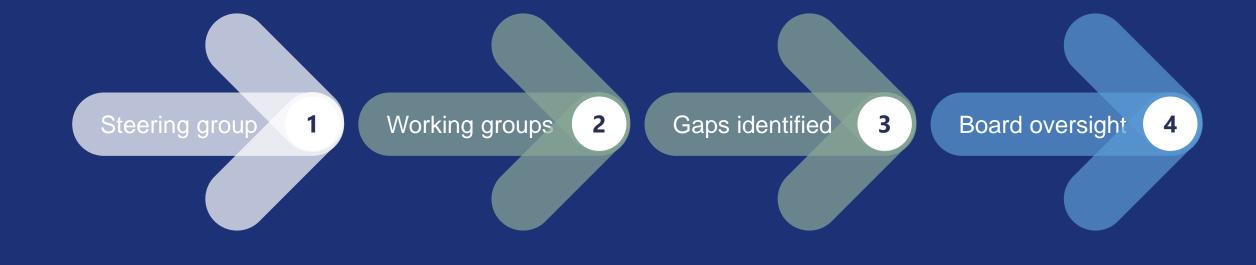






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Sponsor approach

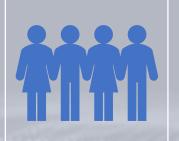
Change culture and complete self-assesment

Projects aligned to opportunities for Improvement Customers present findings and progress to our Customer and Communities Board



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21/22 Delivery Priorities







Increase the number and diversity of customers we engage with Strengthening the relationship between the board and customers Supporting local engagement



Hints & tips

- Be bold and brave
- Things WILL go wrong, it's all about learning from them
- Don't forget to test things with friendly faces and critical friends!
- Directly recruit customers who have been through the experience
- Every customer will want to engage on different levels, provide options for all
- Collaborate–we have the same challenges
- Share learnings, research, insight on common themes across the sector
- Ensure you make technology simple and have support and training available
- Establish a budget for digital inclusion but remember not everybody will want to engage that way
- Know when to engage virtually and when to in person



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Thank you





Strengthening Resident Trust at Network Homes Maria Moriarty, Head of Resident Engagement and Corporate Experience, Network Homes Crystal Nicholson, Resident Engagement Officer, Network Homes

Resident, Network Homes





Maria Moriarty -Head of Resident Engagement and Corporate Experience



Crystal Nicholson -Resident Engagement Officer



Zoë Hebdon, Network Homes' resident



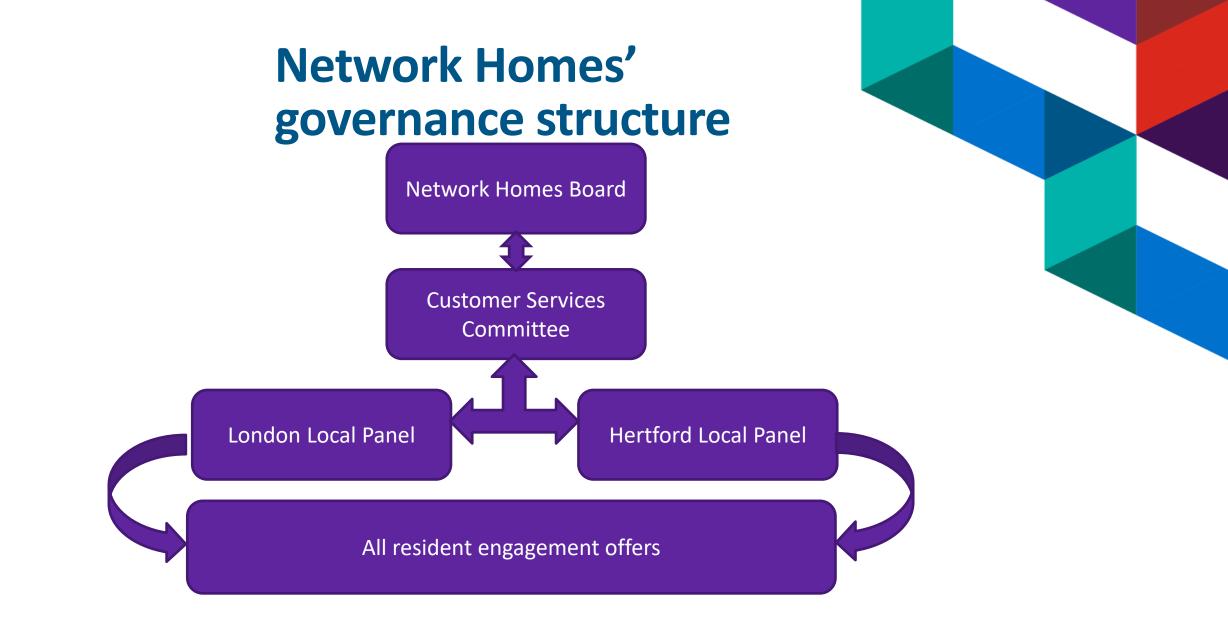


Our Resident Engagement Offer

- Local Panels
- Continuous Improvement Panels
- Readers Group
- > Young Ambassadors
- Community Ambassadors
- Resident Quality Champions
- Mystery Shoppers
- Digital Champion
- Resident Associations
- Resident Groups









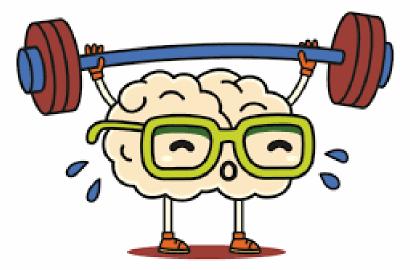
Training and induction for involved residents

Induction session

> Training plan review

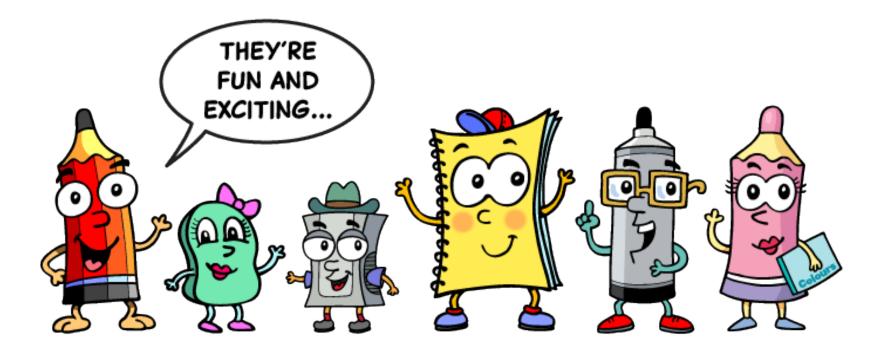
Annual meet & greet with Exec team

Annual refresher training





Workshops with colleagues



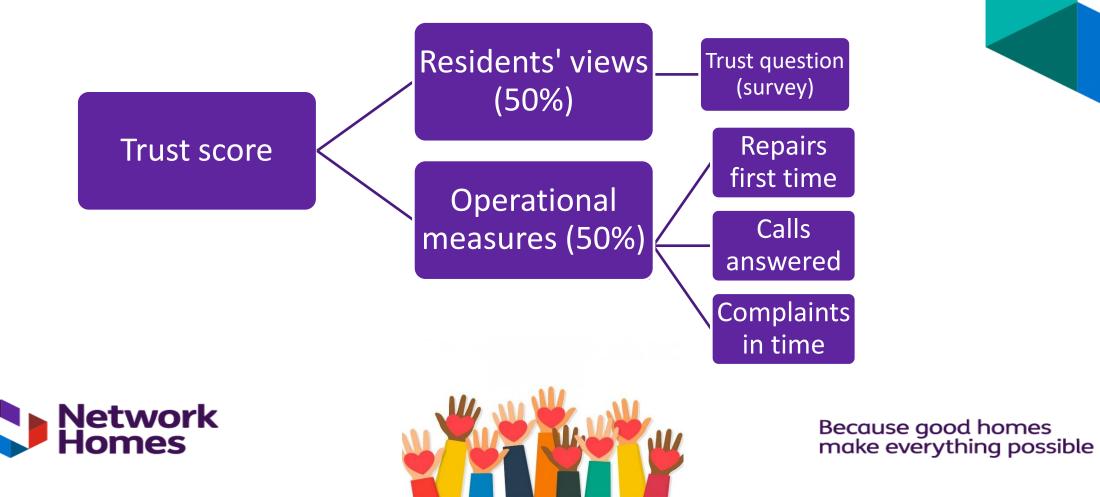


New strategic objective: Strengthening residents trust in us





Measuring trust



Organisation involvement

Resident Engagement workshops	Strengthening Trust Kudos	
Making a Difference HART Awards	My Network Days	
in-house mandatory briefing following the release of the Social Housing White Paper	Resident Involvement in contractor performance and procurement meetings	TOOL BOX TALK











Ensuring residents have a voice

- Pop up events / surgery events
- Scheme Meetings
- Online themed events
- Online consultation
- Big Winter Check In







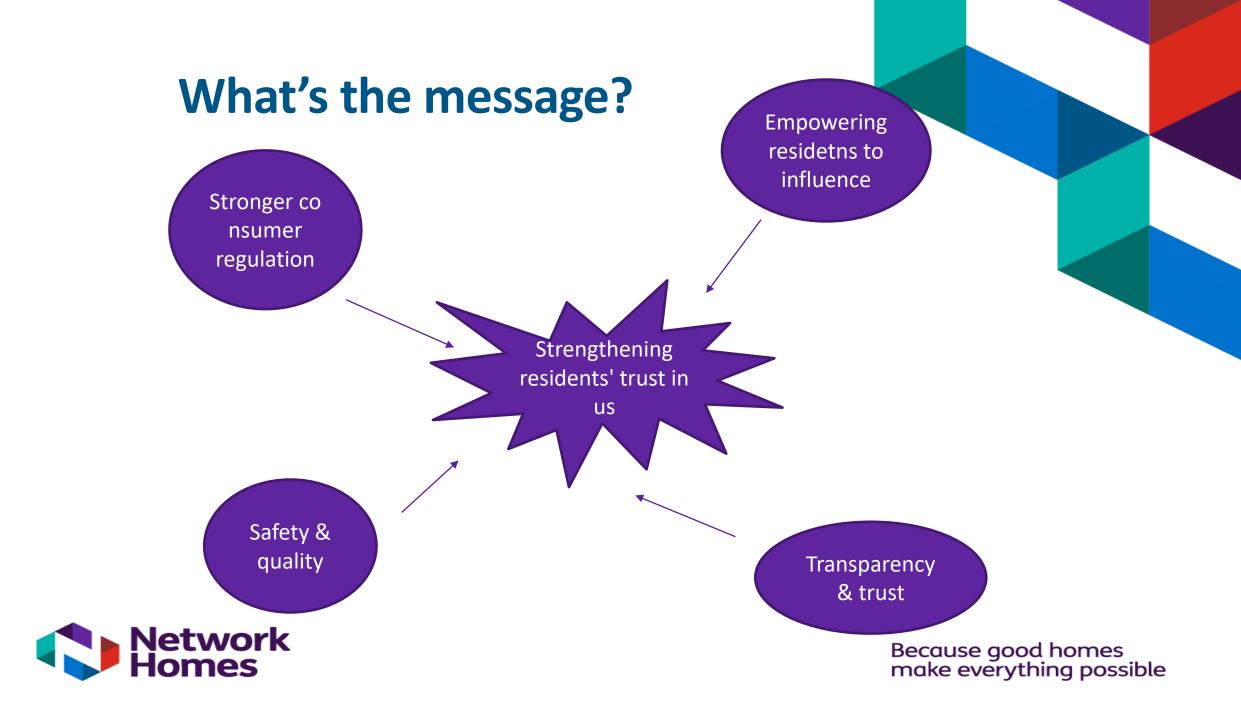
Response to Grenfell

Residents not listened to Residents not treated with dignity and respect

Focus on the landlord-resident relationship – for the whole sector







What's next?

- Recruitment
- Resident Engagement Strategy
- Big Winter Check in





Community Projects Parkour Miyawaki GoSketch



Hint

- imp
- Hint





Because good homes make everything possible

mes possible



Panel Question & Answer Session





Chairs Closing Remarks





THANK YOU FOR ATTENDING THIS EVENT

WHC in Northern Housing Consortium www.northern-consortium.org.uk