



THE 12TH NATIONAL
**TENANT
VOICE** CONFERENCE

DAY 1 - PRESENTATIONS

Wednesday 7th December 2022



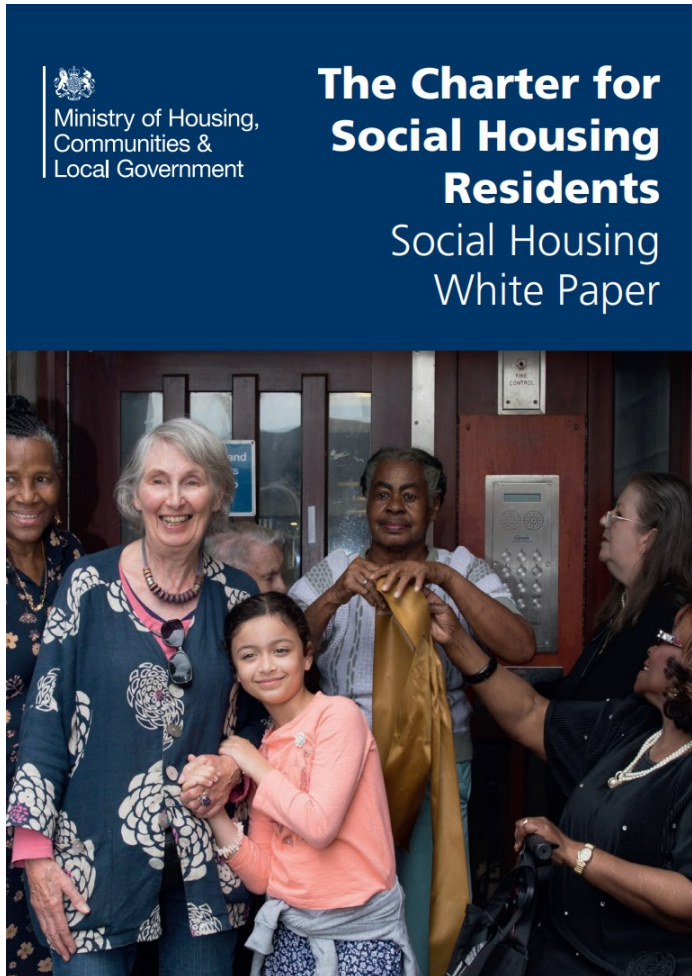
Department for Levelling Up,
Housing & Communities

National Tenant Voice conference

Social Housing Quality Resident Panel

will.Longhill@levellingup.gov.uk

The Context



- Grenfell
- The Social Housing White Paper
- The Social Housing Quality Resident Panel

Government action so far



- Naming and shaming
- Smoke, carbon monoxide and electrical safety
- Improvements made by the Regulator of Social Housing
- Improvements made by the housing ombudsman



Going further

- Social Housing Regulation Bill will improve resident scrutiny of landlords
- New powers for the Housing Ombudsman and the Regulator of Social Housing to demand more of providers
- Improving access to information
- Improving standards and quality of homes

Improving the quality of resident experience

- Delivered a complaints awareness campaign
- Professionalisation
- Anti-social behavior information package
- Residents' training grant
- Investigate other ideas to improve the voice of residents in national and local decision making

We got it sorted.

You can too.

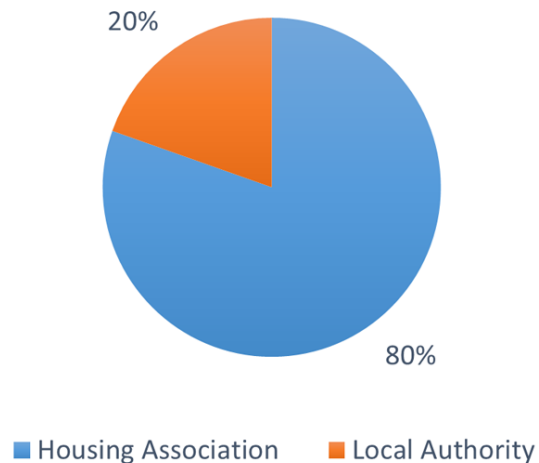
Every day, social housing residents are having their complaints heard.



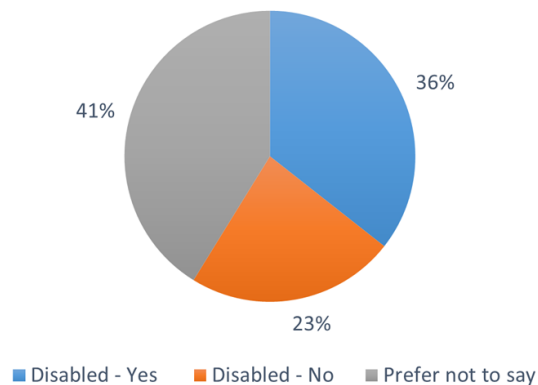
Make things right

A diverse panel of 250 people

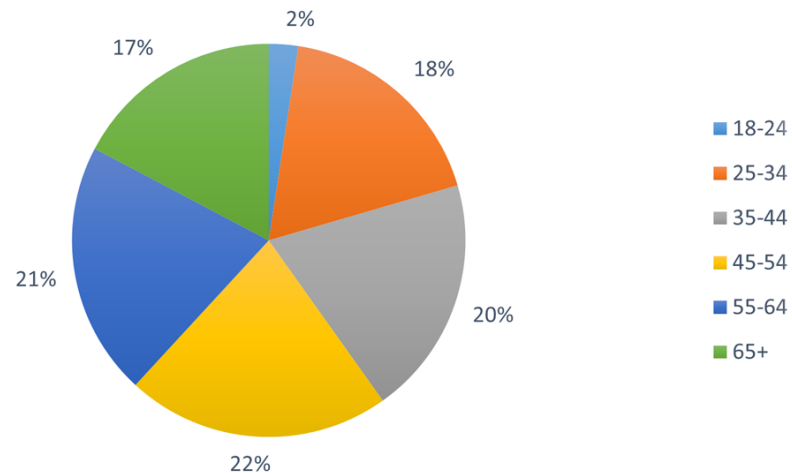
Type of landlord



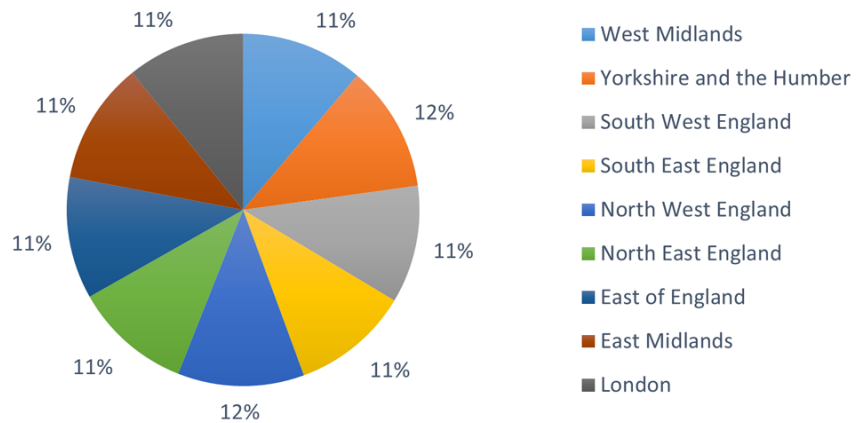
Disability



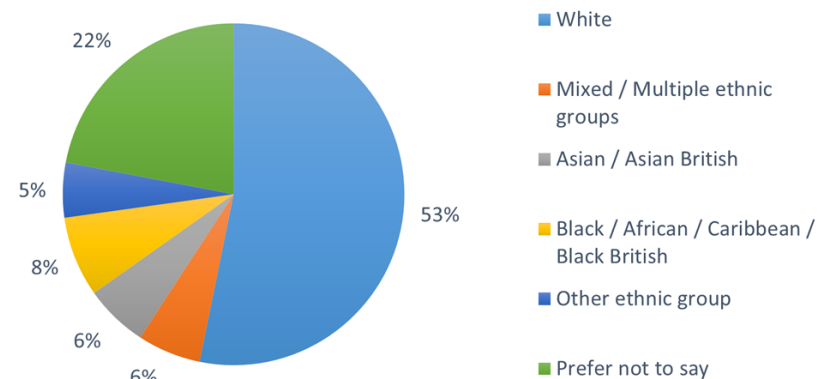
Age



Region



Ethnicity



How will the panel work?

How do meetings work?

How will the priorities and topics for the Resident Panel be decided?

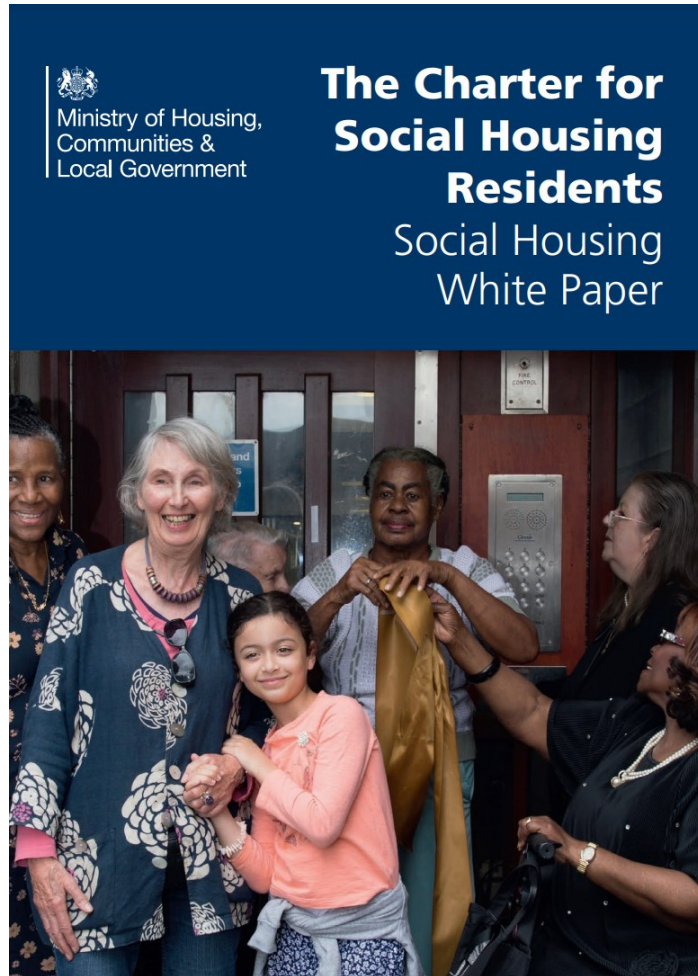
Is there still scope to influence government policy?

What's the long term future of the panel?

What do panel members think is important?

Topic	Count
Repairs and maintenance	101
Transparency and accountability of landlords	90
How complaints are handled by landlords and the Housing Ombudsman	76
Respectful and effective communication between landlords and tenants	74
The experience of social housing residents with disabilities and complex needs	60
What makes a decent home	58
How to tackle stigma around social housing	52
Neighbourhood management and community	44
<u>Total</u>	<u>555</u>
<i>*Note: 155 respondents voted; some respondents casted more than 3 options</i>	

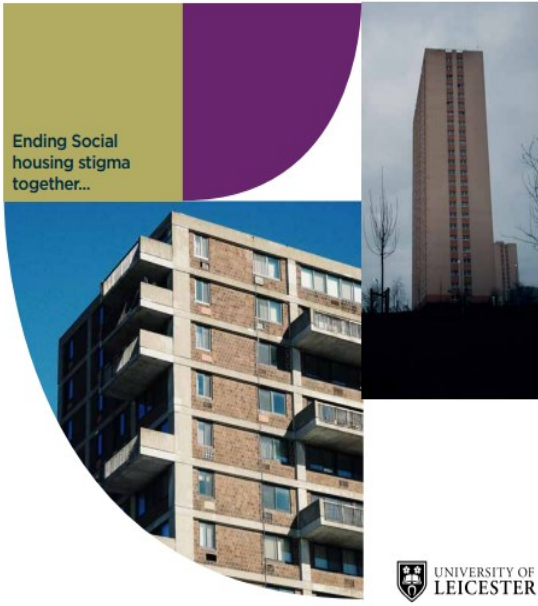
The Charter for Social Housing Residents sets out what every social housing resident should be able to expect



1. **To be safe in your home.** We will work with industry and landlords to ensure every home is safe and secure.
2. **To know how your landlord is performing,** including on repairs, complaints and safety, and how it spends its money, so you can hold it to account.
3. **To have your complaints dealt with promptly and fairly,** with access to a strong Ombudsman who will give you swift and fair redress when needed.
4. **To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants.
5. **To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens.
6. **To have a good quality home and neighbourhood to live in,** with your landlord keeping your home in good repair.
7. **To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow.

Stigma and Social Housing in England

Amanze Ejiogu & Mercy Denedo



Challenging the Stigma of Social Housing in England & consultation responses

Mercy Denedo



Amanze Ejiogu



Objectives

- To develop an in-depth understanding of how stigma is constructed, experienced and challenged in social housing in England.
 - ✓ **How actors in the social housing sector in England (tenants, politicians, registered providers etc) contribute to the construction of stigma.**
 - ✓ **How tenants (and other actors) have experienced stigma and its impacts on them.**
 - ✓ **How social housing stigma is being challenged**

Methods

- **Phase 1 – Research Study**

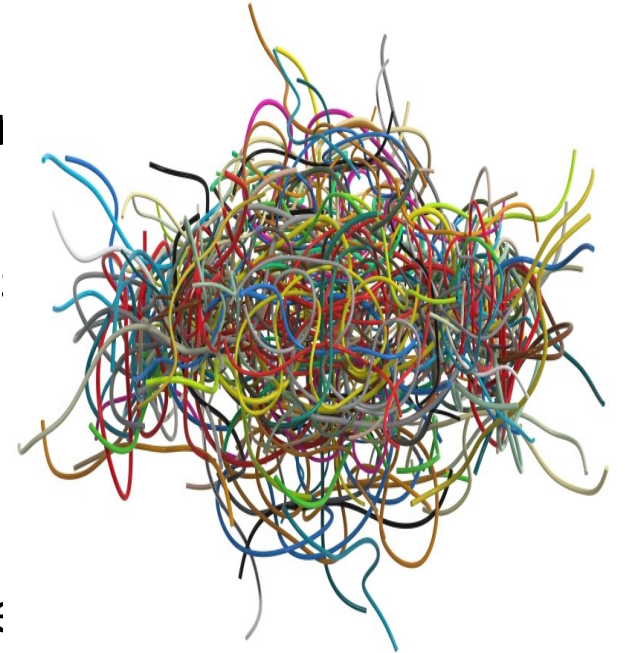
- Analysis of documentary archives, press archives and oral history (from interviews, audio and video archives),
- Netnography
- Interviews and focus groups - 45 individual interviews and 29 focus groups with over 200 participants

- **Phase 2 – Consultation**

- Focus Groups – 11 conversations
- Surveys – 4 Housing Associations - 149 respondents (103 - tenants/residents, 37 - housing professionals and 9 – OSSH)
- 6 Tenants/Residents
- 6 Individual submissions from Housing Associations
- 3 Professional and Trade bodies
- 1 Local Authority

Phase 1 - Findings

- **Construction** – Politicians, Media, Landlords, Absence of tenant voice
- **Experiencing Stigma** - Social Housing Providers & their Contractors
Police; GP; Council; Postcode stigma; Work; Education; Poor Door.
Homeowners and Neighbours
- **Intersectionality** – Drugs and Crime; Mental Health and Disabilities
Poverty; Benefits; Employment and Class; Race and Immigration



Phase 2 -Consultation Questions

submission deadline: 31/10/2021

- To achieve meaningful change, there needs to be honest and spirited engagement around these issues by all stakeholders in the social housing sector
 - What should the purpose of social housing be?
 - Should access to affordable housing be recognized as a fundamental human right and who should have access to it?
 - How can we encourage politicians to limit/stop their use of stigmatizing language and rhetoric in relation to social housing?
 - How can we encourage the media to be more balanced and fairer in their reporting of social housing?
 - How can we create a stronger and more effective tenant voice at the local and national levels?
 - How can we make social housing providers more accountable to tenants?
 - How can we build a sustainable and inclusive social housing system devoid of stigma?

Highlights from Consultation Responses (a)

- Social housing should provide affordable and decent standard accommodation for all who chose to live in social housing.
- Democratic accountability, which is for tenants and put more tenants on key decision-making bodies.
- Quality of homes as well as service delivery from landlords should be improved.
- Improving access to information and clearer communication channels.
- Tenant voice and engagement at the local, regional and national levels is imperative.
- At the local level, tenants voice should be embedded in the organisational structure. This can take many forms including representation on the board, effective tenant panels etc.
- Involvement in decision making (collective approach). Tenants should be given substantive opportunity to shape those policies and improve services.

Highlights from Consultation Responses (b)

- Effective Tenant forums and associations (local and regional) encouraged by stakeholders.
- Landlords accountable to Tenants Forums.
- Leadership team taking responsibility by conducting unplanned visits to their estates to collect data on disrepair, problems and challenges.
- Transparency in finance, investment plans and in rent levels.
- Performance and compensation (including managerial remunerations) being tied to service deliveries.
- Performance management regime which ties service delivery to rent.
- Larger fines and penalties by housing ombudsman and social housing regulator.

Highlights from Consultation Responses (c)

- Stronger legislation to make landlords accountable to tenants. Refocusing social housing regulation to reflect the interests of the tenants and tenants' involvement in decision making.
- Regulation needs to be redesigned to put the interest of tenants at the heart of regulation and give tenants a stronger role in regulatory governance.
- Involve tenants in the co-regulation of the sector, particularly in setting service standards, & in assessing performance.
- Promoting positive stories of social housing by landlords and other stakeholders.

Issues to reflect on from this consultation

How do we change the narrative?



How do we deal with the intersecting stigmas in Social Housing?

How do we create a system with more accountability of landlords to tenants?

How do we give tenants a voice at the local, regional and national levels?

Way forward....

- ✓ Developing more localized understanding of stigma
- ✓ Understanding in more depth the localised intersectionality of stigma with other stigmas
- ✓ Developing tenants voice and inclusion
- ✓ Understanding the social infrastructure needs of social housing and mixed tenure estates
- ✓ Developing stronger regulation and accountability systems for social housing
- ✓ Tenant involvement in regulation
- ✓ Ensuring the housing associations focus on the interests of tenants and remain rooted in the communities they serve.





CONTACT DETAILS



@sshscampaign



stopsocialhousingstigma21@gmail.com

Tenant involvement in safety

Daniel Klemm – Director of Customer Experience
and Communications

Justin Appleyard – Involved resident

Grenfell and Rochdale



Housing

Ombudsman Service

**Spotlight on:
Damp and mould**

It's not lifestyle

October 2021

Tenant Satisfaction Measures

“Landlords will also be judged against tenant satisfaction measures - allowing tenants, indeed all of us, to see transparently which landlords are failing to deliver what residents expect and deserve”

Secretary of State Michael Gove,
Statement to Parliament, 19 November
2022

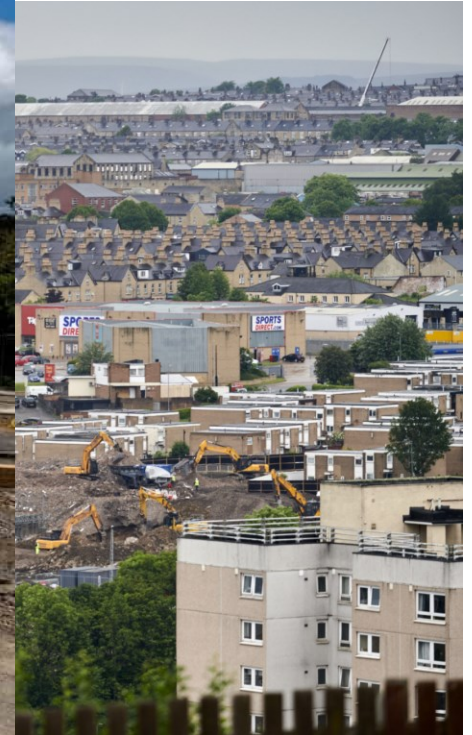


Scale of the problem

- 20 high risk blocks over 18 metres
- 48 Complex blocks – typically “supported type” accommodation
- 39 blocks are between 11-18 metres (double counting as 7 blocks are complex)



Some blocks knocked down



Safety improvements at Ebor House



Partnership with West Yorkshire Fire Brigade

Fire doors

Fire doors help prevent the spread of fire and smoke. Keep fire doors closed, never prop them open. There's a seal around the edge of a fire door that expands in a fire. Make sure it's not damaged and report it if there's a fault. Never alter or remove the self-closing device on a fire door.



Your Residents Together A-Z Guide




Working with residents – TRIO



- TRIO - The Responsibility Is Ours
- It aims to raise awareness of fire safety and how it is everyone's responsibility
- Residents, Together Housing staff and the fire service working together

Answering Surveys

We regularly run surveys about how we are performing. We may text you asking for your opinion about a service that you've just received, or you might be contacted by phone to take part in our six-monthly Survey of Tenants and Residents (STAR). Participants are in with a chance of winning high street voucher prizes.

 **Time commitment** – quick and easy – answer a survey from the comfort of your own home

 **Level of influence** - medium

Antisocial Behaviour Group


If there's antisocial behaviour in your neighbourhood, work with our Antisocial Behaviour Team to improve our services.


 **Time commitment** – quick and easy – this group meets online for 2 hours, every 3 months.

 **Level of influence** - high

Building Safety Panel

If you live in one of our high-rise blocks, this group is especially for you and looks at all aspects of building safety.

 **Time commitment** – quick and easy – this is an online group corresponding via e-mail whenever there is something interesting to discuss.

 **Level of influence** - high

Clean-up Days

Get involved in improving your local area by helping us and other partners to remove litter and waste.

 **Time commitment** – quick and easy – these 'pop up' events usually last a couple of hours. Pop along and join in!

 **Level of influence** - medium



Any questions?

A decorative header consisting of several horizontal, wavy stripes in a rainbow color palette: teal, orange, red, pink, and purple. The stripes are layered and have a soft, flowing appearance.

believe
housing



Engagement at believe

Date

- Background
- Our Approach
- External Surveying
- Internal Surveying
- Customer Expectations
- Customer Voices



Background:

- North East provider
- LSVT April 2015
- 3 Separate engagement functions
- Engagement Review 2016
- Board adoption 2017

believe
housing



Our Approach:

- Meaningful engagement
- Focus Groups
- Policy development
- Service Improvement
- Transactional Surveys
- Perception Surveys
- Scrutiny Support

believe
housing



External surveying:

- External contractor
- Annual STAR survey (including TSM's)
- Monthly repairs survey
- Gas Servicing survey
- Electrical testing survey
- Development survey (new build)

believe
housing



Internal surveying:

- Mixed methodology
- Service Improvements
- Regular surveys
- Ad hoc activity

believe
housing



Customer Expectations:

- DinLab
- Promising Outcomes
- Understanding our customers
- More than Customer Satisfaction
- Performance against Tenant Expectations
- Moving Forward





we believe in life without barriers

A decorative header consisting of several horizontal, wavy stripes in a rainbow color palette: light blue, teal, orange, red, pink, and purple. The stripes are layered and have a soft, flowing appearance.

believe
housing

Customer Voices – hear all about it.



membership and how it's changed as a result of consultation

Customer Voices was previously known as Values Group

Following consultation with customers in the summer membership has changed

Values Group membership	Customer Voices membership
Up to 7 x Customer members	Up to 8 x Customer members
1 x Independent member	2 x Independent members
1 x Employee Representative	1 x Employee Representative
1 x Durham County Councillor	N/A



brief overview of what the purpose of the group is

The terms of reference state that: Customer Voices shall in fulfilling its responsibilities ensure that the organisation's core values to "Do the right thing for our customers, our people and our business" are intrinsic to everything we do and to hear the true voice of the customer gaining insight to drive the business forward.

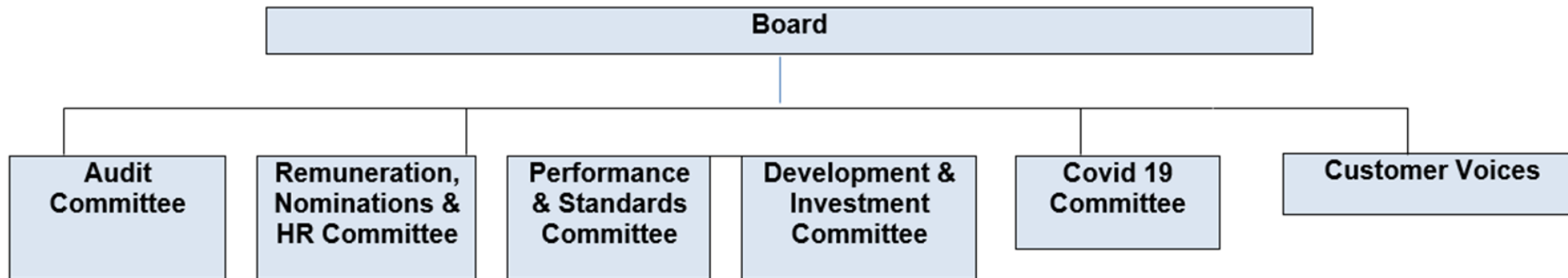
Areas of responsibility include:

- Standing agenda item to ensure assurance via the Audit Committee for Health and Safety and Compliance
- Consider Customer facing policy changes
- Approve the Annual Report to tenants
- Provide appropriate feedback to customers on the work of the Customer Voice



how the customer voices feeds into the governance structure

- Unique structure with the Customer Voices group sitting within the formal Governance Structure
- Social Housing White Paper has six key themes number five being “to have your voice heard by your landlord





Scrutiny

How scrutiny works

A Terms of Reference including a scope is developed and approved by Performance & Standards Committee.

A small group of Customer Voices members is selected to commence work.

Develop an action plan of specific areas we'd like to explore further. This can range from estate visits, to researching other housing associations websites.

Develop an outcomes report with recommendations and present to Performance & Standards Committee.

- Scrutiny activities and generated either by asking Customer Voices members to suggest areas or via direction from Performance & Standards Committee.

To date we have reviewed

- Complaints Policy
- Service Standards
- Satisfaction 35-45 Age Group
- Community Hubs
- Our own Communication
- Neighbourhoods



Workplan and Training Plan

Workplan

Our workplan covers:

- Scrutiny Activities
- Housing Ombudsman Complaints Self-Assessment
- Together With Tenants Compliance

Training Plan

Our Training Plan for 2022/23 covers

- Governance Structure, Roles and Responsibilities
- Scrutiny Training
- Values and Behaviours
- Probity
- Unconscious Bias

2023 what's to come

- Scheduled quarterly meetings in March, June, September and December
- Recruitment to vacancies in early 2023
- Annual appraisals
- Scrutiny activities covering Quality of Homes and Void Properties
- Workplan and Training plan activities



believe
housing

any questions?