



Department for Levelling Up,
Housing & Communities

Social Housing Quality Programme

Nici Hosfield

**Social Housing Quality Programme Implementation Director
Department of Levelling Up, Housing and Communities**

29th November 2023



Every social housing resident deserves to live in a home that is decent, safe and secure, to receive a high-quality service from their landlord, and to have a strong voice – so that can hold their landlord to account and know that things will be put right when they go wrong.

- For too many residents in too many places, their experience falls well short of this promise. More than six years after Grenfell tragedy, we continue to hear about cases of major concern, from the tragic death of Awaab Ishak due to damp and mould, to the recent news that excessive neighbour noise had driven a tenant to take his own life.
- The Government is determined to change that. We are taking forward an ambitious programme of reforms which was developed following the Grenfell Tragedy and set out in the Social Housing White Paper (2020). The Social Housing (Regulation) Act 2023 is an important milestone in our work to improve the lives of social housing residents.
- There is much more work to do – both by Government and across the sector - to implement the reforms and drive the transformative change which residents deserve.



The Social Housing (Regulation) Act received Royal Assent on 20 July 2023. This Act will deliver transformative change across the sector, rebalancing the relationship between landlords and tenants, and ensuring landlords are held to account for their performance.

The Regulator of Social Housing

The Regulator of Social Housing (RSH) has consulted on revisions to standards and is currently consulting on use of its revised statutory powers ahead of the implementation of the proactive regime in April 2024.

The new draft consumer standards include:

- The Safety and Quality Standard
- The Transparency, Influence and Accountability Standard
- The Neighbourhood and Community Standard
- The Tenancy Standard

The new proactive consumer regulation regime will empower the RSH to:

- **(Inspect)** - seek assurance that providers have systems and processes in place to meet the consumer standards, including but not limited to conducting regular inspections of large landlords.
- **(Enforce)** - take swift and effective action. In the most serious cases, they will have the powers to issue unlimited fines and schedule repairs within 48 hours.

Other key changes

Other key changes brought in by the Act which will come into effect from April 2024 onwards include:

- Energy efficiency will become one of the Regulator's fundamental objective.
- Stronger powers for Housing Ombudsman Service to consider wider issues raised through complaints and set clearer requirements for landlords about complaint handling.
- New standards on decency, safety and service quality.

We have already introduced requirements for landlords around the provision and maintenance of smoke and carbon alarms

Building Safety

The Building Safety Act makes ground-breaking reforms to give residents and homeowners more rights, powers, and protections – so homes across the country are safer.

Under the Building Safety Act, building owners and landlords are now responsible for making buildings safe and the first port of call to fund any necessary repairs.



The Government is now taking the next steps on this programme of reform to drive up standards in the social rented sector and rebalance the relationship between landlord and resident.



New standards for physical decency and quality of service

- **'Awaab's Law'** – time limits for landlords to investigate and remedy hazards such as damp and mould.
- **New 'competence and conduct' regulatory standards** – landlords must ensure staff have skills, knowledge, experience and behaviours needed to deliver professional, high-quality services to tenants. Qualifications requirements for senior housing managers and executives.
- **Minimum energy efficiency standards (MEES)** – to make homes warmer, reduce damp and mould, and fuel poverty.
- **Social Housing Tenant Access to Information Scheme** – to give PRP tenants similar rights as are available to LA tenants via the Freedom of Information Act.
- **Requirements for regular electrical safety checks.**



Strengthening existing standards

- **We are committed to reviewing the Decent Homes Standard (DHS)** and have recently introduced amendments to the Renters (Reform) Bill to extend the DHS to the PRS.
- In September, we (jointly with DHSC) **published guidance for all providers of rented housing** - private and social – on understanding and addressing the health risks of damp and mould.
- We have also published our **review of the Housing Health and Safety Rating System (HHSRS)**, which is the tool used to assess hazards in all residential property.



Funding delivery against these standards

- We have **provided funding to remove unsafe ACM cladding, and to decarbonise social housing stock**. We have also provided **£30m in decency funding for Greater Manchester and the West Midlands**;
- In June, Homes England announced that grant funding provided through the **AHP 2021-26 can now be used for regeneration projects**;
- As part of a wider crackdown on poor standards, we are removing Affordable Homes Programme (AHP) funding from landlords who fail consumer standards.



Strengthening the Housing Ombudsman

- **Quicker and easier access** to the Ombudsman (HOS) through removal of the democratic filter
- **Increasing HOS capacity** – most recently enabling an increase in landlord membership fees to £5.75 per unit to help HOS to respond to an unprecedented increase in demand.
- **Complaints Handling Code onto statutory footing** – consultation on changes closed 23 November, revised Code published next year.
- Expanding HOS remit to **enable consideration of wider issues**, going beyond individual cases.
- **New powers** for HOS to publish guidance on good practice and to ask social landlords to complete a self-assessment when complaint received (from October 2024).

- HOS Annual Complaints Review for 2022-23 revealed:

Number of severe maladministration findings	Increased from 31 to 131 - a 323% rise
Complaints escalated for formal investigation for the first time	Received over 5,000. A 27% increase on the previous year.
Number of orders and recommendations made following investigations	An increase of 2,021 from the previous year. This included ordering or recommending £1.1m in compensation (from £619k 2021-22).

- 5 Special Reports this year following “para 49” investigations into potential systemic failings.
- Secretary of State has written 35 letters to poor performing landlords, where HOS has found severe maladministration.



Redress: raising tenants' awareness of their rights and how to complain



- **Make it Right Complaints communications campaign** to raise awareness of complaints processes.
- *Four Million Homes programme* - training and guidance for residents on their rights.
- **New regulatory standards on provision of information to tenants on complaints and rights.**



Transformative culture change is needed: to rebalance the power dynamic/relationship between landlords and residents

Landlords must:

- Listen to residents (and act)
- Put residents at the heart of policies and processes
- Provide opportunities to collectively engage (boards, panels etc)
- Be transparent
- Report on their performance
- Make info easily accessible (and understandable)
- Have effective/ varied/ tailored engagement methods
- Have effective and respectful communications with residents
- Continuously review and improve – to meet residents' needs

Residents will be able to:

- Feel empowered to speak up
- Have confidence their voices will be/ must be heard
- Influence their landlord's processes and policies
- Have information, tools and methods of effective engagement
- Hold their landlords to account
- Have a say in the way their buildings are managed
- Help improve the quality of their homes/ buildings/ communities



Local voice with landlords

Objectives: Providing knowledge, information and tools to inform, up-skill and empower residents to have a voice directly with their landlords and hold them to account.

- Four Million Homes
- Make Things Right campaign
- Complaints cases published (HOS)
- Antisocial Behaviour guidance
- Regulatory standard: right to information
- Access To Information Scheme (HA tenants)
- Tenant Satisfaction Measures (RSH)
- Publishing how income is spent (RSH)
- Report to residents on performance against consumer standards (RSH)

Having a voice with government, HOS and RSH

Objectives: Providing opportunities for residents to have a voice with government, HOS and RSH to share their views on reforms.

- DLUHC Resident Panel
- Four Million Homes Sounding Board
- DLUHC Expert Challenge Panel
- HOS Resident Panel
- RSH Advisory Panel
- DLUHC Resident Survey 2023
- Tenant Satisfaction Measures (RSH)



Key Focus Areas: Addressing Top Priorities

At the launch event in November 2022, panel members told us that their top priorities for discussion were:

- Repairs and maintenance;
- Transparency and accountability of landlords;
- Complaints handling by landlords and the Housing Ombudsman (HOS);
- Respectful and effective communication between landlords and tenants; and
- The experience of residents with disabilities and complex needs.

Focus groups (February 2023) – Landlord Transparency

On 22 and 25 February, 60 panel members were invited to take part in focus groups on the proposed Social Housing Access to Information Scheme. This will be used to inform the design of the public consultation on the scheme.

Key findings:

- Panellists mainly favoured a plan that would explicitly allow social housing occupants to obtain information from housing providers.
- Concerns were raised about the reality of implementation. Many felt housing providers need to be regularly held accountable for their actions and do more to ensure the well-being of residents.
- Panellists discussed reasons why a housing provider could refuse a request for information. Despite some feeling the exceptions were reasonable, many thought they would give housing providers an excuse to deny requests.
- Many also felt the Housing Ombudsman should do more than publish that housing providers have failed to comply with their requests and ensure Housing Providers are held to account.

Social Housing Quality Programme forward look

All timings are indicative and subject to change

Ahead of go live date:
RSH publishes decision statement and standards for new consumer regulation regime



Department for Levelling Up,
Housing & Communities

2023

2024



Future measures
 Measures already delivered



Department for Levelling Up,
Housing & Communities

Social Housing Quality Programme

QUESTIONS



InCommon brings generations together to build more connected, inclusive and age-friendly communities.

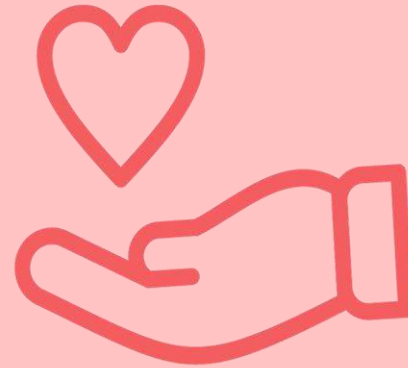
InCommon

The UK is increasingly divided along age lines

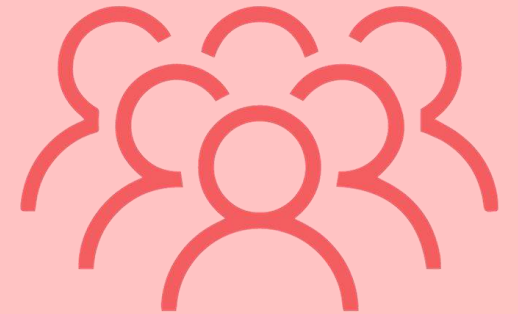
Intergenerational relationships bring a different dimension to peer ones



**We all like to feel
valued and
purposeful**



**Volunteering is
good for us**



**Social belonging
matters**



The young people, the way they act and talk, bring us to the days of when we were young... they really make us feel useful and like you're contributing to society... when you get old it's just so easy to get in your head and have nothing to do. Moments like these bring joy to our lives."

“

LORNA, OLDER PARTICIPANT, GAWTHORNE COURT.





How we partner with housing



Connect Programme

Programme connecting primary school children with older neighbours to create purpose, learning and connection.

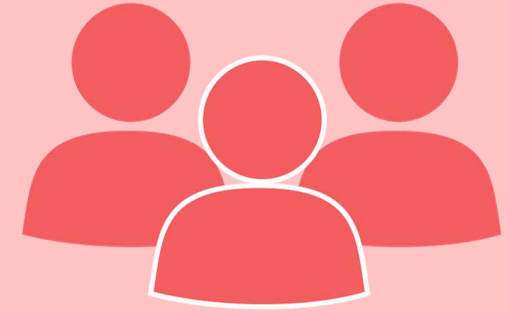
Directly delivered in London.



Intergenerational social action

Younger and older people taking action together to make positive change in their communities and the world

Directly delivered in London and supported nationally



Online platform

Supporting others to do intergenerational activity, through a co-designed website providing resources and 1:1 support from our team

Supported across the country

**Primary
schools**

InCommon Platform

**Retirement
homes**

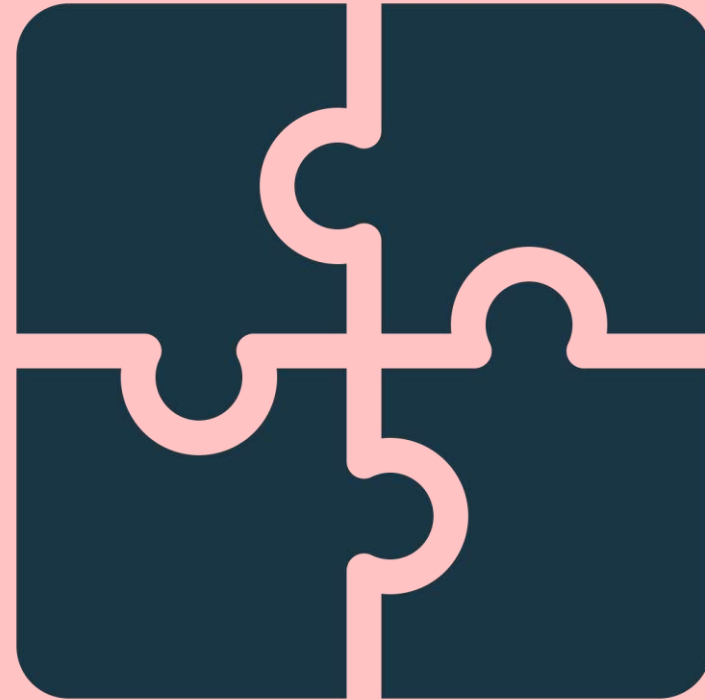
**Making a school <> scheme match
A library of tried and tested activities
Safeguarding and risk assessments
Onboarding for staff members
Advice and support from our team
Collecting simple impact data**



Intergenerational social action projects are an ideal way to bring people of different ages together to find common ground and a shared vision for the future of their communities

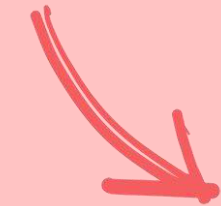
Principles

- **Learning-based**
- **Participant-led**
- **Purposeful activity**
- **Reciprocal**

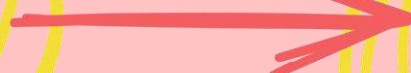


Direct Delivery

**Older
people**



**Young
people**



CASE STUDY

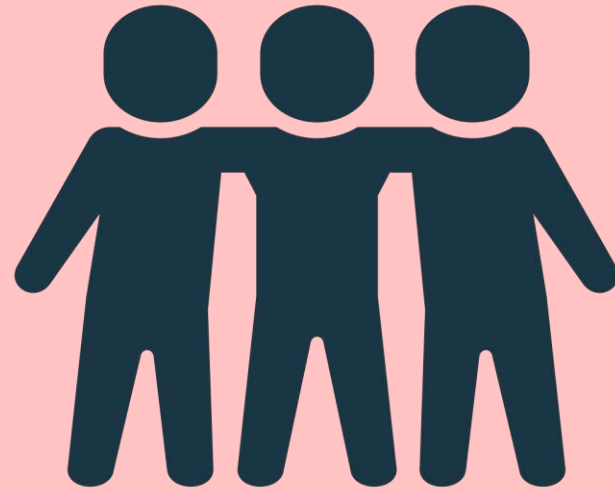
Intergenerational Social Action Board



Recruitment



Social Media



**Social Proof /
Ambassadors**



Value Time

Get in touch!



www.incommon.org.uk



hello@incommon.org.uk



hello@incommon.org.uk



[@incommonlondon](https://twitter.com/incommonlondon)



[@incommonuk](https://www.instagram.com/incommonuk)

Northern Housing Consortium 13th Annual Tenant Voice Conference



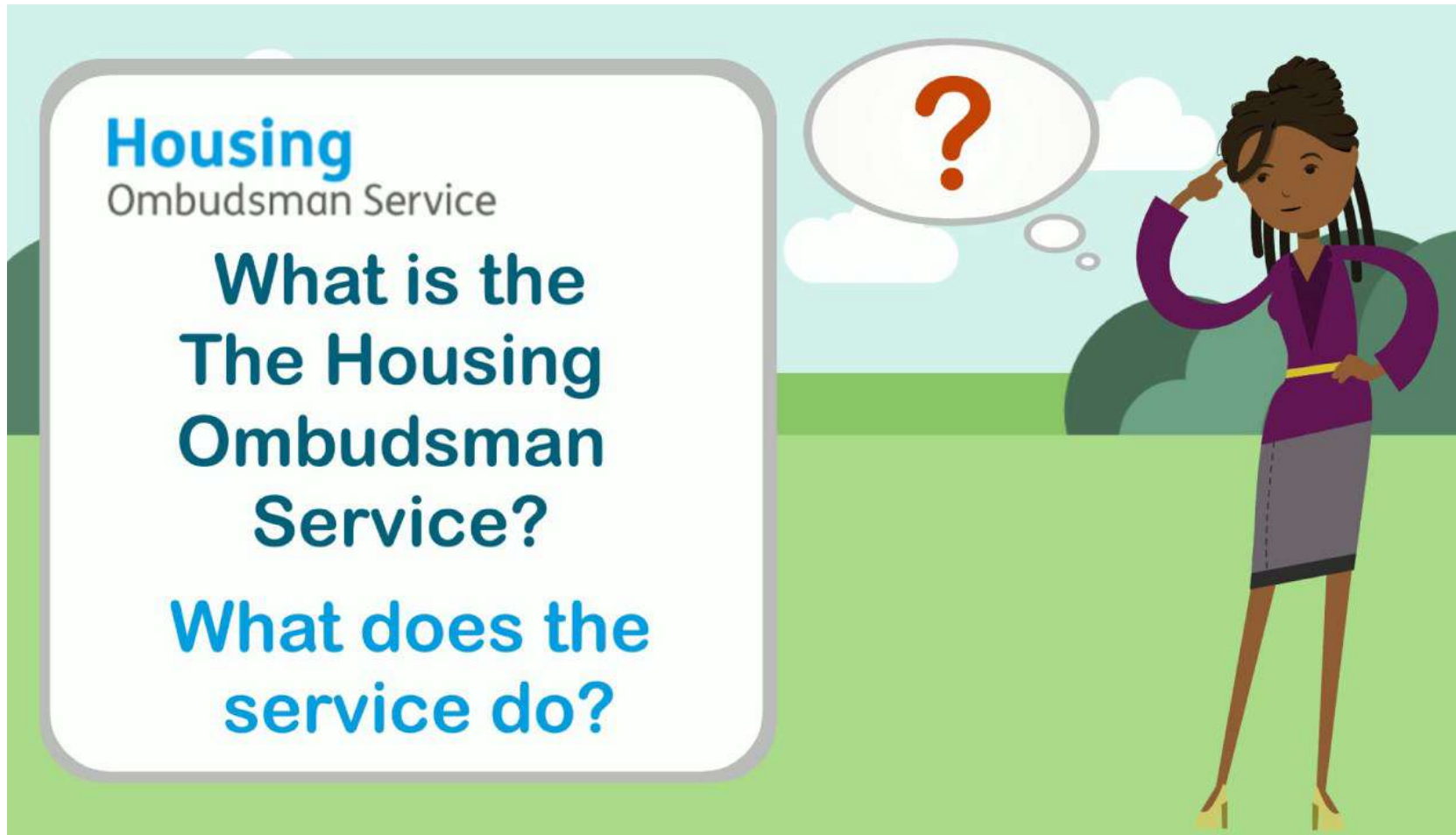
Polly Cox
Sector Learning & Development Manager
November 2023

Housing
Ombudsman Service

Programme

- **The Housing Ombudsman Service**
- **Statutory Footing – what does this mean?**
- **Learning from recent insights**
- **Vulnerabilities – case studies**

Video



What is our jurisdiction or when can we help?

Independent ✓

✗ not a member of the Scheme

Impartial ✓

✗ no landlord/tenant relationship

Free ✓



We first published our Code in 2020 and we have been actively using the Code to drive change since then...

This has been well received and has increased our ability to support the sector to learn and improve through our work to:

- Investigate Code non-compliance;
- Challenge landlords about compliance;
- Issue Failure Orders if required;
- Publish Orders and case studies;
- Refer all Failure Orders to the Regulator;
- Share learning across the sector;
- Report outcomes in our annual reports.

Feedback from landlords indicates that our approach to date has been very much welcomed.

Feedback from residents indicates that our approach is welcomed, but can be strengthened.



We have been given enhanced powers by the Government in the Social Housing (Regulation) Act 2023...

We intend to use these to support the sector in gripping poor service and performance outcomes for residents.

- Increased awareness of the impact of poor complaints handling;
- 50% increase in demand (since 2020), for support from the Housing Ombudsman;
- Addresses previous limitations to the extent to which the Ombudsman may act without an individual case;
- Ensures the Ombudsman has powers to monitor and challenge compliance with the Code.

The new powers provided by the Act will underpin the journey we have been on over the past 2-3 years...

That means widening our focus from resolving individual complaints to drive positive change across the sector.



Statutory Code – landlords must comply (by law) with the Code



Self-assessment – landlords must publish **and** submit these to HOS



Duty to Monitor – we must check compliance (we intend to be proactive)

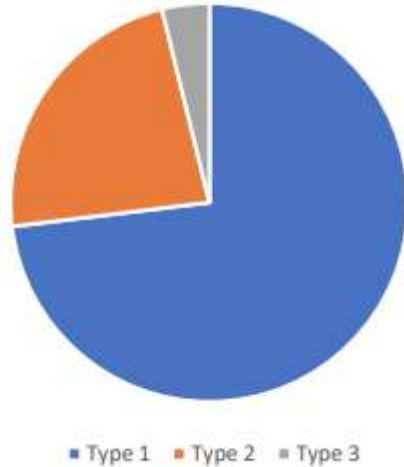


Interventions – ensuring action if there is actual (or risk of) non-compliance



Orders – swift orders where landlords fail to act, or are non-compliant

Complaint Handling Failure Orders issued July to September 2023 – How can the finding support learning across the sector?



- 52 Complaint Handling Failure Orders Issued
- 14 of those not being complied with
- 38 were Type 1
- 12 were Type 2
- 2 were Type 3

Learning from multiple orders lessons for the wider sector

The landlord's complaint handling issues were in cases that included repairs, pest control, damp and mould and fire safety

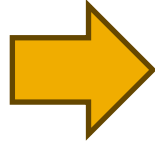


Southwark Council

- Provide information about the reasons for delays and actions being considered to ensure resolution
- Always acknowledge delay to complaint responses
- Ensure payments ordered (by HOS or others) are issued in a timely way - consider alternative approaches if there is a delay through the standard process
- Landlords should not be referring to the designated person/MP referral

Learning from multiple orders lessons for the wider sector

There were various cases involving this landlord, all for different themes but consistently producing poor complaint handling.



London Borough of Barking & Dagenham

- Acknowledge & cooperate with the Ombudsman
- Ensure repairs and surveys are booked in good time
- Keep residents and the Ombudsman (where involved) updated

Positive actions



Waltham Forest - implementing training



Stonewater - using the Code Self-Assessment



Livv Housing - engaged with online training from the Ombudsman

Video



Video



Centre for Learning

A central place to find guidance to improve the sector's complaint handling, which will include:

- ✓ e-learning
- ✓ FAQs
- ✓ Drop-in sessions
- ✓ Guidance notes
- ✓ Reports
- ✓ Case studies
- ✓ Videos
- ✓ Podcasts
- ✓ Virtual Classrooms
- ✓ Webinars
- ✓ Networking Forums



A blurred background image of a crowd with hands raised, overlaid with the text "Any Questions?". The text is white and centered horizontally. The background is a soft-focus photograph of a group of people, likely at a conference or meeting, with several hands raised in the air. The overall tone is professional and interactive.

Any Questions?



Pride in Place Views from Northern Communities

Tom Wilde

Director of Community & Business Planning

November 2023



Positive impact. Flourishing communities.



Access to basic services

Community Investment objectives

- Financial wellbeing & resilience
- Access to employment, skills & training
- Physical & mental wellbeing
- Social inclusion & digitally connected
- Young people supported to achieve their potential



Customer involvement / decision making



Social inclusion

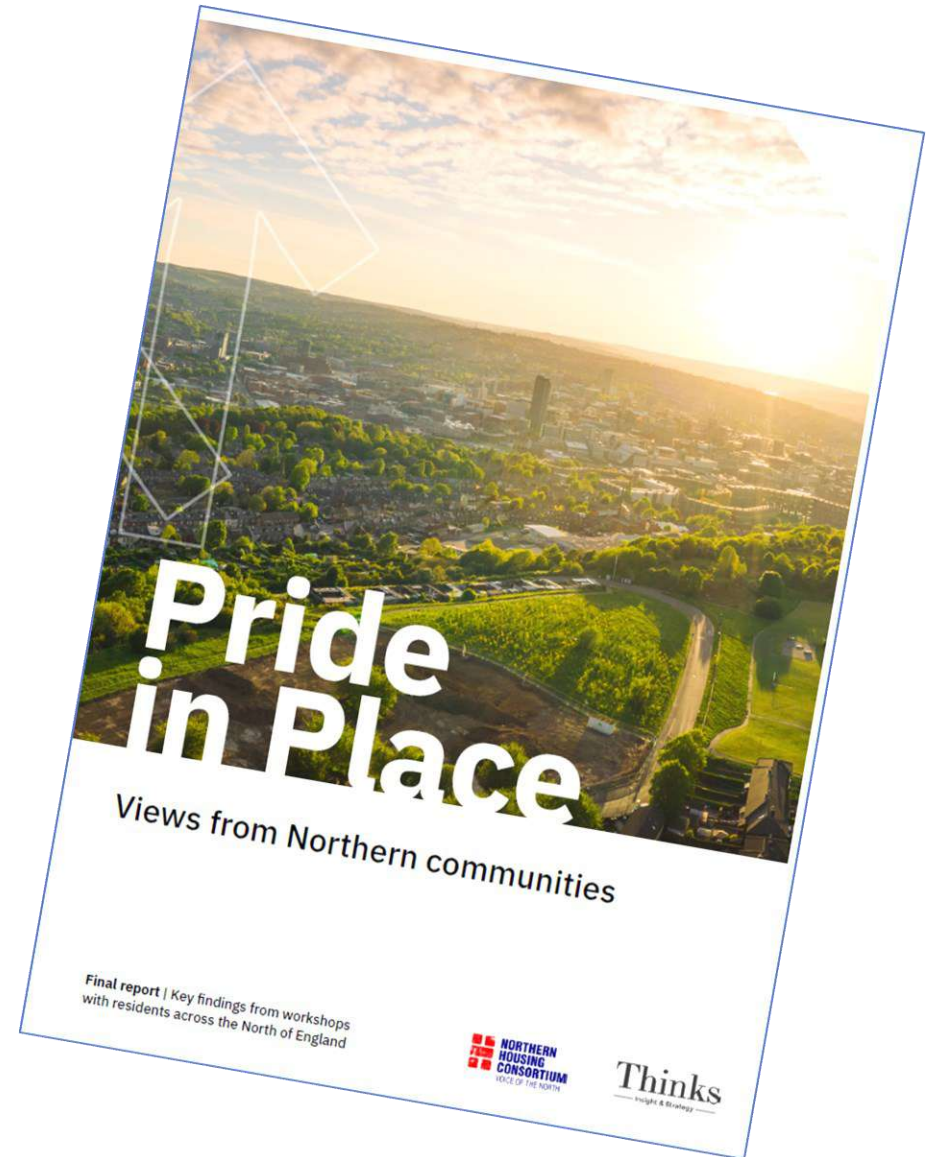


State of the local environment



What next?

- Placemaking and Regeneration Strategy
- 'Place-based' customer engagement
- Pilot project - co-design of communal space





Thank you

Tom Wilde

*Director of Community &
Business Planning*

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oup.com



How Can We All Help in Making Great Places to Live

Making this a reality



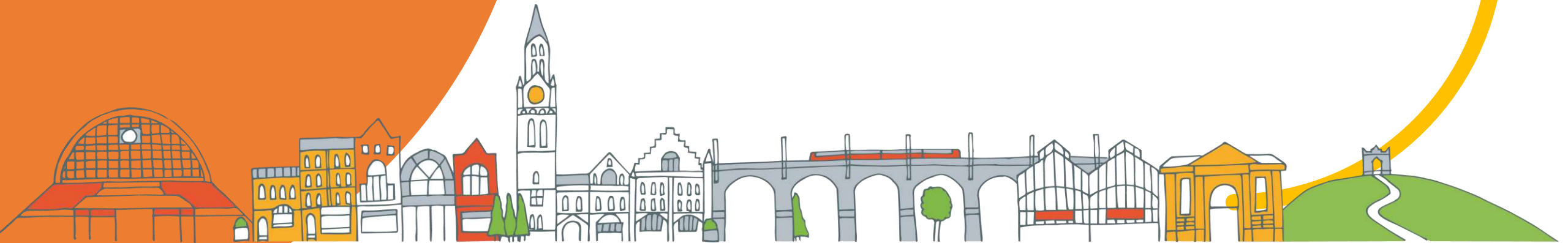
Social Housing Regulation Act 2023 overview

The government's new Social Housing (Regulation) Act received Royal Assent (20 July 2023). The Act gives:

- Greater powers to tenants and improve access to swift and fair redress
- Greater protection for tenants against serious hazards ensuring a better service and quality of life (Awaab's Law)

The Regulation enacts the reforms outlined in the 2020 White Paper aimed at improving:

- The regulation of social housing
- Strengthening tenants' rights
- Better quality and safer homes for residents



Customer Influence

- **Customer Voice**

Renewed focus on the customer voice being heard at all levels of the organisation and all services being customer focused.

- **Co - Creation**

Working jointly in partnership with customers to influence change.

- **Knowing Me Knowing You**

Making the customer the centre of the organisation through actively listening and building strong meaningful relationships.

- **Communication**

Clear and concise communication channels internally and externally.

Back to Basics

- You said We Did
- Front line services

“Housing Associations should develop a proactive local community presence through community hubs”
(Better Social Housing Review)





Underrepresented Groups

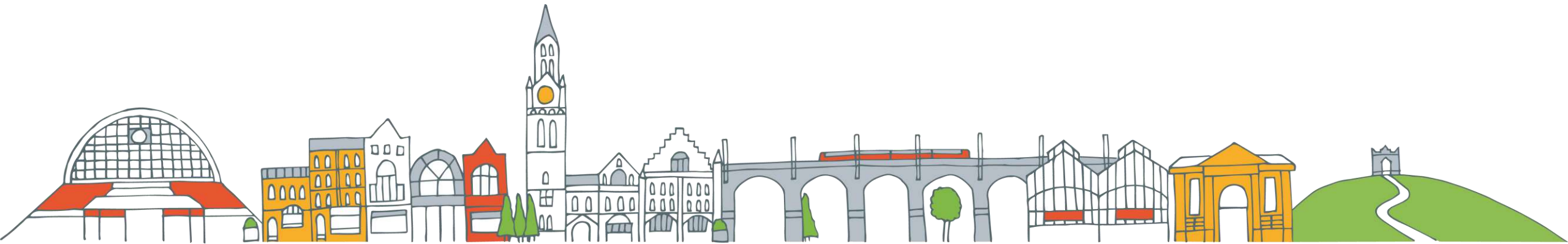
- Communication
- Marginalised groups
- Lived experience
- Language
- Commissioning skills
- Digital inclusion
- Internal representation

“inequalities and particularly racial discrimination can influence the experience tenants have....” (Better Social Housing Review)



Local Environment – cleaner , safer, greener

- Environmental Champions
- Block Champions
- Community and Partnership
- Community Gardens
- Friends Of Moss Side Community Park



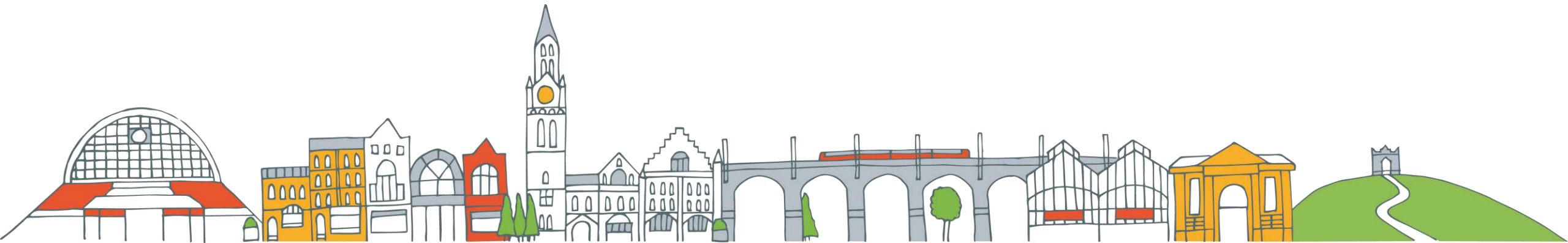
Quality of Life

access to basic services



- Decent Housing
- Employability Support
- Health and Wellbeing

“Housing associations should work with all tenants to ensure that they have a voice and influence at every level of decision making across the organisation, through both voluntary and paid roles.” (Better Social Housing Review)




Community and Decision Making

- Flexibility
 - Communication
 - Actively listening and learning from feedback
 - Accountability
 - Accurate recording and reporting
 - Strong policies and procedures in place with detailed timelines
 - Data and systems
 - Community Hubs
 - Partnership
 - Residents Groups
 - Co-production / co-design
 - Customer Committee / Scrutiny
- *Every housing association, and the sector as a whole, should refocus on their core purpose and deliver against it. (Better Social Housing Review)*



Summary

- Shift from formal engagement panels to co -creation
 - Be proactive
 - Support, encourage, listen and respond to customers
 - Be honest and transparent
 - Every encounter with customers are meaningful
 - Take accountability where things have gone wrong
 - Prioritising relationships, spend time getting to know your tenants , their needs and expectations in order to tailor services
 - Building capacity amongst customers through participation, training and a transfer of power
 - Robust reporting and recording systems and processes
 - Strong operational services
 - Clear, concise communication channels and guidance internally and externally
 - Use inclusive language
- 



Thank you. Any questions?

Tanique Daley



Ten Ways to Become Involved at Leeds Jewish Housing Association

Simon Phillips, Community Engagement Officer, LJHA

Marcia Levy, Resident Consultative Group and Resident Ambassador

An infographic with a white background and a purple brushstroke at the bottom. It features the LJHA logo in the top left. The main heading is 'Get Involved!' followed by 'LJHA's Strategic Priorities:'. Below this are five circular icons with corresponding text: a heart for 'Relationship & Engagement', a house for 'Enhancing Our Homes', a plant for 'Development & Growth', a Star of David for 'Strengthening Our Brand', and scales for 'Be Honest As A Business'. At the bottom, the text 'Resident Involvement' is written in a large, white font over the purple brushstroke.

Get Involved!
LJHA's Strategic Priorities:

- Relationship & Engagement
- Enhancing Our Homes
- Development & Growth
- Strengthening Our Brand
- Be Honest As A Business

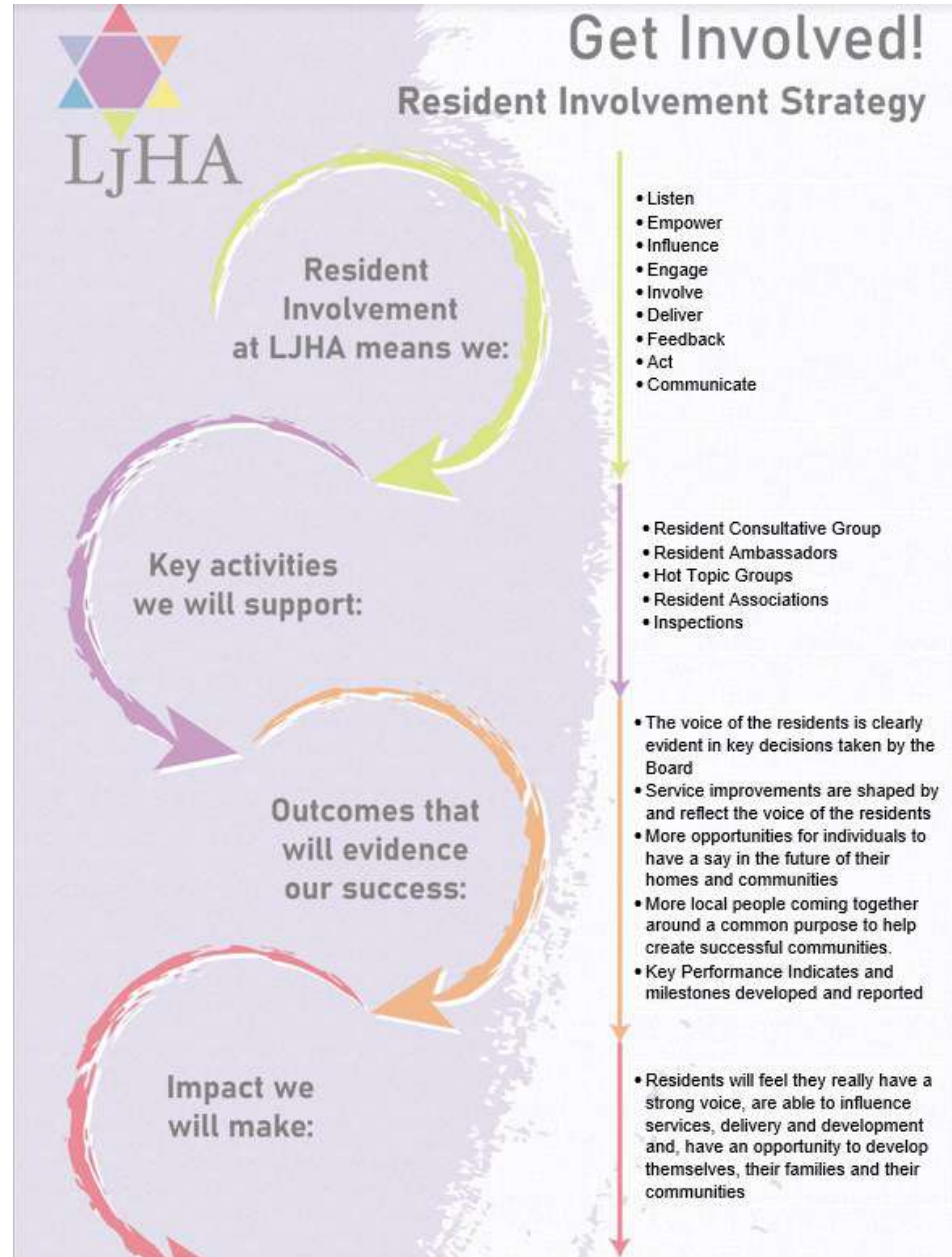
Resident Involvement





What will we cover in this session?

- **LJHA's engagement structure**
- **Resident Consultative Group (RCG)**
- **RCG Review of housing support for residents**
- **Resident Ambassadors**
- **Use of WhatsApp to engage residents**
- **How Marcia became an involved resident at LJHA**
- **Hints and tips**
- **Questions**



Resident Consultative Group

- **Highest-level of resident involvement, feeding into LJHA Board, Operations Sub-Board and Finance, Risk and Audit Sub-Board.**



- **Currently 10 members of the RCG**
- **Consultation on policies and procedures plus topic-based work**
- **Currently being reviewed and appraised with aim of making group more professional and strategic**

Hot Topic Groups

- **Hot Topic Groups are groups which allow residents to give their opinions to LJHA on services they are receiving or where services have dropped.**
- **Contain residents who have a particular interest, experience or expertise in something.**
- **In 2022, RCG commission a Hot Topic Group on subject of Housing Support Workers**
- **Structure for review:**
 - ✓ **Initial presentation from LJHA staff member who is charge of the area which forms the subject of the review.**
 - ✓ **Hot Topic Group meet for the first time to discuss the specific topic which they would like to focus on**
 - ✓ **Hot Topic Group meet to discuss the questions/areas of concern**
 - ✓ **Hot Topic Group meet with LJHA staff member to pose questions**
 - ✓ **Hot Topic Group meet to discuss LJHA staff member response and any requests for clarification**
 - ✓ **Hot Topic Group meet to discuss draft recommendations**
 - ✓ **Hot Topic Group meet LJHA EMT to review recommendations**
 - ✓ **RCG representative attends LJHA OSB to present final report and discuss recommendations**

Housing Support Workers at LJHA: Scope of Review

- **Group included representatives from some sheltered locations, as well as general needs residents with interest and knowledge in the area.**
- **Group focused on a range of areas via a series of broad questions for Sheltered Housing Manager, together with other relevant LJHA staff:**
 - ✓ **What Housing Support Workers can and can't do**
 - ✓ **Checklist for new residents**
 - ✓ **Visiting/contacting residents**
 - ✓ **Fire Safety Procedures**
 - ✓ **Sharing information on tenants who pass away, are in hospital, or move home**
 - ✓ **The daytime and night service and support across sheltered blocks**
- **Alongside the summary issues and recommendations is a priority grading, categorized as High (actioned within 1 month); Medium (actioned within 2-4 months); Low (actioned within 4 months or more)**



Summary Issues and Recommendations - Template

Ref.	Issue	Recommendation	High/Medium/Low Priority
3	<p><u>“We are unsure about how the process for Housing Support Workers communicating with residents works”.</u></p> <p>We know that sheltered residents are asked whether they would like to be contacted by Housing Support Worker, and whether this contact should be via telephone, intercom or in person. But we’re confused about what happens if someone wants to change their communication preferences, or if someone is going to be away from home when a telephone call or visit is scheduled.</p>	<p>1. Ensure that there is a process for amending or reviewing changes to communication preferences, as well as cases where someone isn’t going to be at home.</p>	<p>Medium</p>
MANAGEMENT RESPONSE			RESPONSIBILITY AND IMPLEMENTATION DATE
<p>1. All tenants are written to or asked every six months if they are happy with their housing support agreement and are asked to sign a form stating their preferred choice. This can be changed but we discourage tenants from changing it on a regular basis (daily or weekly) We do daily checks to over 200 tenants every day and if a significant number of tenants change their preferences on a daily or weekly basis it could lead to confusion.</p> <p>2. We will write to all tenants to once again ask them to pull their chord, leave a gone out sign on their door or call us if they are due to go out when a call is due. That will stop the call in most instances.</p>			<p><i>Responsible Officer:</i> Karen Woldman</p> <p><i>Implementation Date:</i></p> <p>1. N/A 2. 31/03/22</p>

Summary Issues and Recommendations - Template

Recommendation	Grading
Communicate fire procedure refresher information to all sheltered residents, through individual communications, information in public areas and face-to-face refresher sessions.	High
Ensure that all LJHA staff should dementia awareness training, although enhanced training for HSWs.	High
To produce an induction checklist across all sheltered schemes, including an annex for building-specific issues.	Medium
To produce a sheltered handbook. This could be along similar lines to the general needs handbook, which has recently been reviewed.	Medium
Ensure that there is a process for amending or reviewing changes to communication preferences, as well as cases where someone isn't going to be at home.	Medium
Consider the use of agency staff when it is known that there will be staff shortages.	Medium
Continue to use other LJHA staff if required, but ensure that appropriate training is provided.	Medium
Produce a weekly/monthly rota to show residents the coverage at each site.	Medium
Look into appropriate food hygiene training for Housing Support Workers, as well as any other staff likely to require this for resident-facing activities.	Medium
Make sure that all Housing Support Workers receive clear guidance on what can and can't be undertaken in the way of ad hoc support.	Medium
Provide residents with clear guidance on what they can expect from Housing Support Workers.	Medium
Identify a process for telling residents to inform us when they may not be in the building for an extended period of time.	Medium
Divide the cost of night support across all sheltered residents within LJHA properties.	Medium
Share KPI information with the RCG on a quarterly basis, as well as arrange six-monthly meetings between the RCG and Karen Woldman to review KPIs in detail.	Low
Organise activities which allow residents in different schemes to mix with one another. LJHA should publicise these and assist with any transport needs.	Low
Post details of LJWB or other Jewish community activities on communal noticeboards for the benefit of those who may find this of interest.	Low
Can residents be told when someone passes away?	Low



Resident Ambassadors

- **Provide the informal, neighbourhood-level form of resident engagement, representing the views and opinions of fellow block or street members.**
- **Provide the daily lived experience of residents for LJHA staff and the LJHA Board to facilitate an understanding of LJHA policies and projects at a grass-roots level.**
- **To be the ‘eyes and ears’ of LJHA on local concerns, issues and ideas pertaining to their block, development or street. This may include fly tipping, tenancy or local environment issues**
- **To feed in information on communal services like gardening and cleaning, and convey messages about forthcoming consultations and events, and undertake walkabouts (if practical) with LJHA staff**
- **To support the Residents Consultative Group and Hot Topic Groups with any research or survey work, which may arise from discussions.**
- **To support LJHA officers to share news and shape accessible communications on the work of Resident Ambassadors with all residents**



Ten Ways To Get Involved at LJHA

- 1 Join our Board as a Tenant Board Member
- 2 Join our Resident Consultative Group
- 3 Be a Resident Ambassador or volunteer for a walkabout to tell us about gardening or cleaning
- 4 Join a Hot Topic Group
- 5 Be part of a local street or block committee
- 6 Complete an Ideas and Suggestions form at <https://forms.office.com/r/EyvAcvKQbu>, or complete a hard copy and drop into the LJHA Office
- 7 Tell us what you think when we send out a survey or ask for your opinion on something
- 8 Join the LJHA Tenant Community Facebook Group or LJHA Community WhatsApp group
- 9 Take part in our events or activities
- 10 Tell others about your experiences with LJHA

For more information, please contact
Simon Phillips, Community Engagement Officer
Telephone: 0113 320 7777
Text/WhatsApp: 07584 601192
E-mail: simon.phillips@ljha.co.uk





Resident Engagement at Leeds Jewish Housing Association

Dear June

I am writing to welcome you to Skyte House. My role is to find out what matters to our residents, to allow the voice of residents to be heard, and to tell everyone what we're doing. There are various ways in which you can get involved in making LJHA a great place to live.

LJHA Board and Sub-Boards

The LJHA Board is where the big decisions are made to shape the future of the organisation. Underneath the Board are Operations Sub-Board, and the Finance, Audit and Risk Sub-Board. The Operations Sub-Board look at all resident-facing services, the Finance, Audit and Risk Sub-Board look at financial matters.

Resident Consultative Group

This is the highest-level of tenant involvement. The Group will feed in directly to the LJHA Board and two Sub-Boards. This allows residents to directly influence the development of strategies, policies and plans.

Resident Ambassadors

These are people who represent the street or building in which they live. Ambassadors raise issues of concern and listen to, engage with, and inform, their neighbours. They also organise resident meetings.

At the moment, the Ambassadors for ???? are.

Hot Topic Groups

These are groups which allow residents to provide ideas or opinions on specific services being received, where services have dropped, or where we need residents to help us make decisions on things. Some are ongoing, and some groups will be set up for a specific project with a start and end date.

We are currently setting up the following groups:

- A Readers Panel - helping us to review our written documents to make sure that everyone can understand these.
- A group to look at Equality and Diversity at LJHA.
- A group to look at Communications and Vulnerabilities

But there are lots of other ways in which you can get involved as the accompanying flyer shows!

Contacting you and telling you what is happening

We try to minimise the amount of paper that we print, so unless absolutely necessary, we will tell what is happening in the following ways:

- If you have an e-mail address for you, we will e-mail you unless you tell us otherwise.
- We will post information on communal noticeboards.
- We will add information to the LJHA website and our social media sites.
- We will tell you things via our WhatsApp Broadcast groups (these are groups where your telephone number can't be seen by anyone else). We will add you to the groups if we can see that your phone supports WhatsApp, but you can ask to be removed at any time. If you would like to be added to the group, you will need to add the telephone number 07584 601192.

If you would like any more information, you can contact me via the LJHA office on 0113 320 7777, on 07584 601192, or by e-mail at simon.phillips@ljha.co.uk.

Yours sincerely

Simon Phillips, Community Engagement Officer



WhatsApp engagement

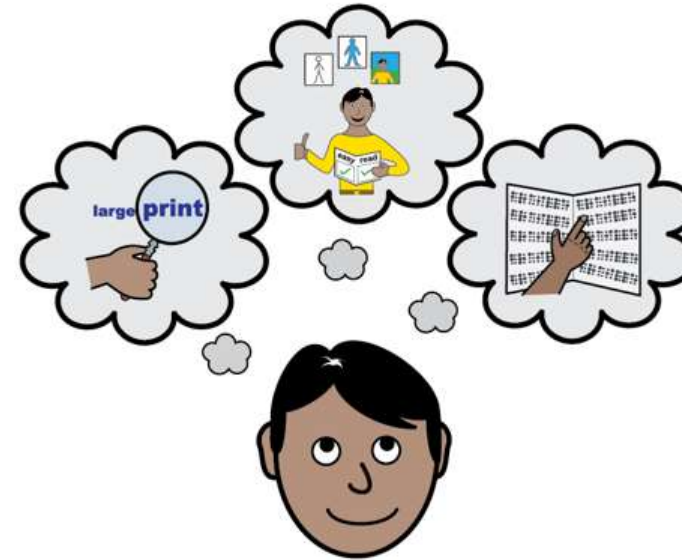


- **Recognition that many people prefer short messages and use WhatsApp group**
- **LJHA Community Broadcast Group – anonymity**
- **2-3 messages a week**
- **But people need to add number to contacts to receive messages**
- **Considering block/street/resident group communities**

The Importance of Being Accessible



To fail to be accessible once may be regarded as a misfortune; to fail to be accessible twice looks like carelessness.



Making Information Accessible

- **Communications Charter/Communication/Customer Care Strategy**
- **Communications Preferences**
- **Diverse ways to lodge a complaint**
- **Equality impact assessments for all policies and processes**
- **Publishing information in different ways**
- **Training for staff**



Marcia Levy, Resident Consultative Group member and Resident Ambassador: My Journey

Hints and Tips for resident engagement



- **Don't forget about it!**
- **Remember it's everyone's business!**
- **Not everyone wants to be involved**
- **Residents like to be involved in different ways at different times – think about time, place and format**
- **Tell people what the impact is – “You Said, We Did”, but also “You Said, We Couldn't”**
- **Value contributions, however small**

Questions





Life Swap –
Breaking down barriers
for customers to
influence at all levels



Structure



Colleague Structure	Customer Structure
Board	Customer Board Members Customer Agenda Item
Senior Management Team	Customer Forum
Operational Management	Viewpoint Teams
Local Communities	Customer Promise Assessments
Individuals	Customer Promise Surveys

Digital
anyone@home group

Specialised
scrutiny and
ideas groups

Viewpoint teams

You can scrutinise our performance in rented, supported and leasehold services by joining one of our regional Viewpoint teams across England and Scotland



Customer assessor teams

You can visit our services and neighbourhoods and talk to the customers who live there to measure how well we're doing at delivering our customer promise



Independent complaints panel

You can review and make recommendations to resolve complaints which have exhausted our complaints process

Complaints scrutiny group

You can review Home Group's complaints performance and make sure we learn and improve from complaints



Equality and diversity

You can raise awareness and challenge stereotypes and stigma by sharing personal stories and experiences at 'Lifeswap' sessions; advise us on diversity issues and help with Equality Analysis and training

anyone@home

You can join our digital customer group by email or via the website and give your views and opinions on a range of issues from the comfort of your own home anytime, day or night



Public affairs

You can represent Home Group at conferences and other internal and external events



What happened here?

You can review health and safety, anti-social behavior and serious incidents and advise how we could have dealt with them better and avoid them in future



KISS group

KISS stands for Keep it Short and Simple. You can look at and change customer facing documents using our KISS standards or join our virtual KISS group and change documents by email

Recruitment

You can help us recruit new staff in ways that work for you



Training

You can help the Involvement team deliver training to colleagues, customers and stakeholders



Design and development

You can help shape regeneration and the design and development of new schemes and communities



For more information

call 0191 5948140

Life Swap

“

**Discrimination
based on gender,
sexuality, race,
or religion is
wrong.**



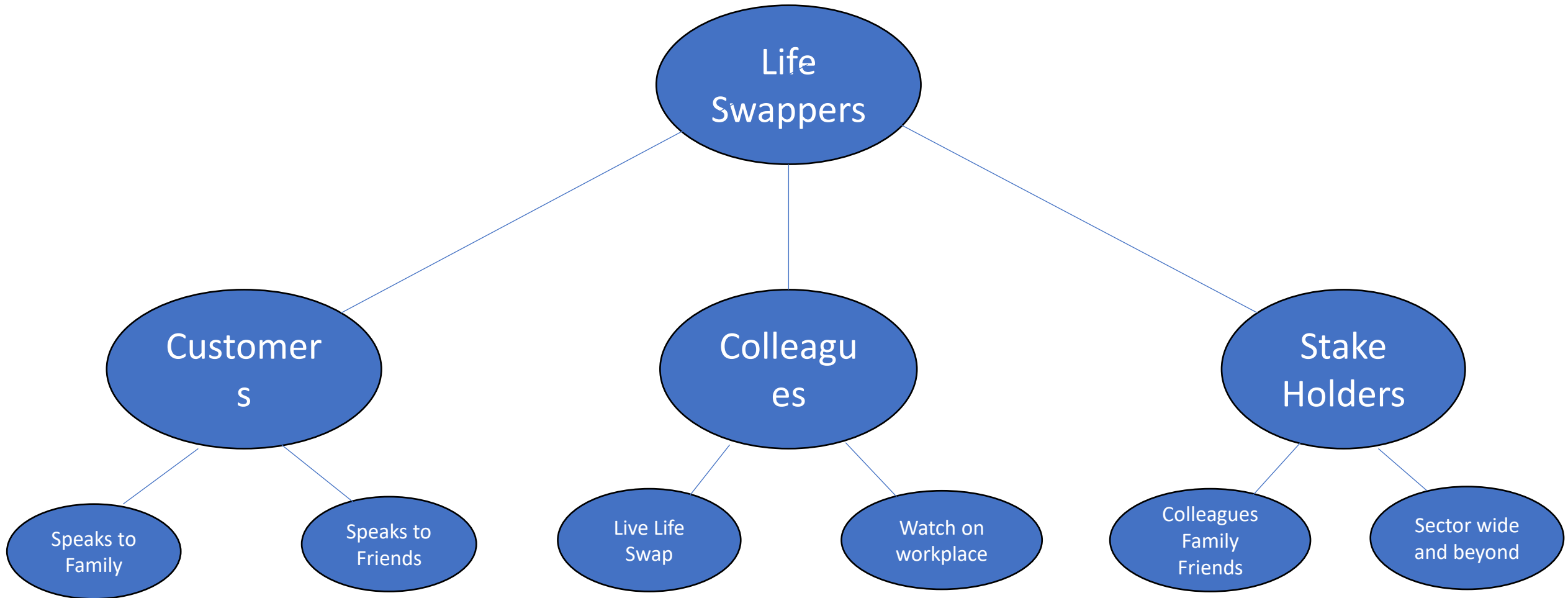
Life Swap

“

We need to
celebrate our
differences
instead of
fearing them.



Life Swap reach



Life Swap on workplace

Life Swap

Life Swap
Open group · 1.3K members · Life Swap helps you see life through... [See more](#) [Add people](#) [...](#)

[Posts](#) [Files](#) [Pinned Posts](#) [More](#)

Write something...
[Live video](#) [Image/video](#)

Pinned posts · 2 [See all](#)

Becky Leonard-Dixon is with **Indra Mudie** and **9 others**.
September 29 ·

We've got a whole load of new dates for Life Swap for you!

About
Description
Life Swap helps you see life through other people's eyes, you can catch all the recordings here!
Life Swap members te... [See more](#)
Members (1,315)

 [Share an invitation link](#)
[Chats](#)



Life Swap index

Customer engagement

- [Benefits of Life Swap 2022](#)
- [Customer diversity groups 2022](#)
- [Customer engagement opportunities 2022](#)
- [Stop social housing stigma – inclusivity week 2022](#)

Disability

- [Global accessibility awareness day 2023](#)
- [Learning disability awareness week 2023](#)
- [Life Swap in aid of Macmillan 2023](#)
- [Rare disease day 2023](#)
- [Workplace adjustments 2022](#)
- [Purple light up day – not all disabilities are visible 2022](#)

Mental health

- [Eating disorder awareness 2023](#)
- [Complex mental health and homelessness 2022](#)
- [Mental health awareness week – focus on loneliness 2022](#)
- [Stress awareness month 2022](#)
- [Vita health wellbeing 2022](#)
- [World mental health day 2022](#)
- [World mental health day 2023](#)
- [World suicide prevention day 2022](#)
- [World suicide prevention day 2023](#)
- [World mental health day 2021](#)
- [World suicide prevention day 2021](#)
- [World mental health day 2020](#)
- [World mental health day 2020](#)

Neurodiversity

- [Neurodiversity celebration week – ADHD panel 2023](#)
- [Autistic spectrum disorder and attention deficit hyperactivity disorder 2022](#)

- [Living with a tic disorder 2022](#)

Gender

- [International women's day 2023](#)
- [International women's day 2022](#)
- [Menopause 2022](#)
- [White Ribbon day 2022](#)
- [International men's day 2021](#)

LGBTQ plus

- [International day against homophobia, biphobia and transphobia 2023](#)
- [International non-binary people's day 2023](#)
- [LGBTQ plus history month 2023](#)
- [Pride month 2023](#)
- [International day against homophobia, biphobia and transphobia 2022](#)
- [International non-binary people's day 2022](#)
- [LGBTQ plus history month 2022](#)
- [Pansexual plus visibility day 2022](#)
- [Pride month 2022](#)
- [Transgender day of visibility 2022](#)
- [Bi plus visibility day 2021](#)

Multicultural

- [Black history month 2022](#)
- [Black history month 2023](#)
- [Micro aggressions 2022](#)
- [South Asian heritage month 2022](#)
- [South Asian LGBTQ plus people and their allies 2021](#)
- [Black history month 2021](#)
- [Growing up black in Birmingham 2021](#)

The Life Swap index is a quick way for all our colleagues to access past Life Swaps



Hints and tips for having involved customers



Customers bring:

- Lived experience
- A variety of professional backgrounds
- Different aspirations

What do you get out of using involved customers:

- A firsthand account of being a customer
- Puts the customer at the heart of everything

Remember, customers are why we are here!!



**Now on to
our Life
Swap**

Your Homes Newcastle

Hearing the customer voice

Lou Grogan, Zara St Clair



About YHN

- Arms Length Management Organisation (ALMO) set up in 2004
- Manage council homes, leasehold properties and a range of support services on behalf of Newcastle City Council and Leazes Homes
- 26,000 homes located across Newcastle
- One of the largest property management organisations in the region.



Developing our engagement offer

YHN reviewed our engagement offer in 2021-22 and expanded our Customer Insight and Engagement Team.



Developing our engagement offer

During this review, we also made changes to our existing Customer Service Committee .

We wanted to:

- ✓ Increase the level of influence that customer voice has on YHN decision making
- ✓ Remove barriers to customers engaging in the group
- ✓ Give the group greater autonomy
- ✓ Evidence that customer views are acted upon as well as being listened to
- ✓ Evidence that any changes implemented improve the customer experience

Through working together as customers, staff and board members, we set up the **Customer Voice Group**.

The Customer Voice Group



- Looks at insight and makes sure it's acted on
- Checks improvements are making a difference
- Decides on what activities we should do to gather insight
- Makes sure that the YHN Board hears the customer voice
- No longer set up as a 'committee' of YHN, less formal
- More regular meetings
- 13 members



Customer Voice Group



Achievements and benefits

- More independent
- Customer led agenda and discussion
- Greater customer participation in meetings
- More enjoyable, focussed meetings, more meaningful discussions, greater satisfaction
- A focus on the difference changes make to customers
- More flexible way of working – more frequent meetings, visits rather than meetings
- Easier to recruit and keep members

Achievements

- Recommendations for
 - Safe living service
 - Voids service
 - Homelessness Prevention
- Social media campaign
- More feedback to customers – monthly newsletter

Other customer groups

Scrutiny Involvement For Tenants (SIFT)

- Independent and representative group of tenants and leaseholders supported by a consultant
- Collect evidence and make recommendations for service improvement
- Report recommendations to senior management
- Monitor and review agreed action plans

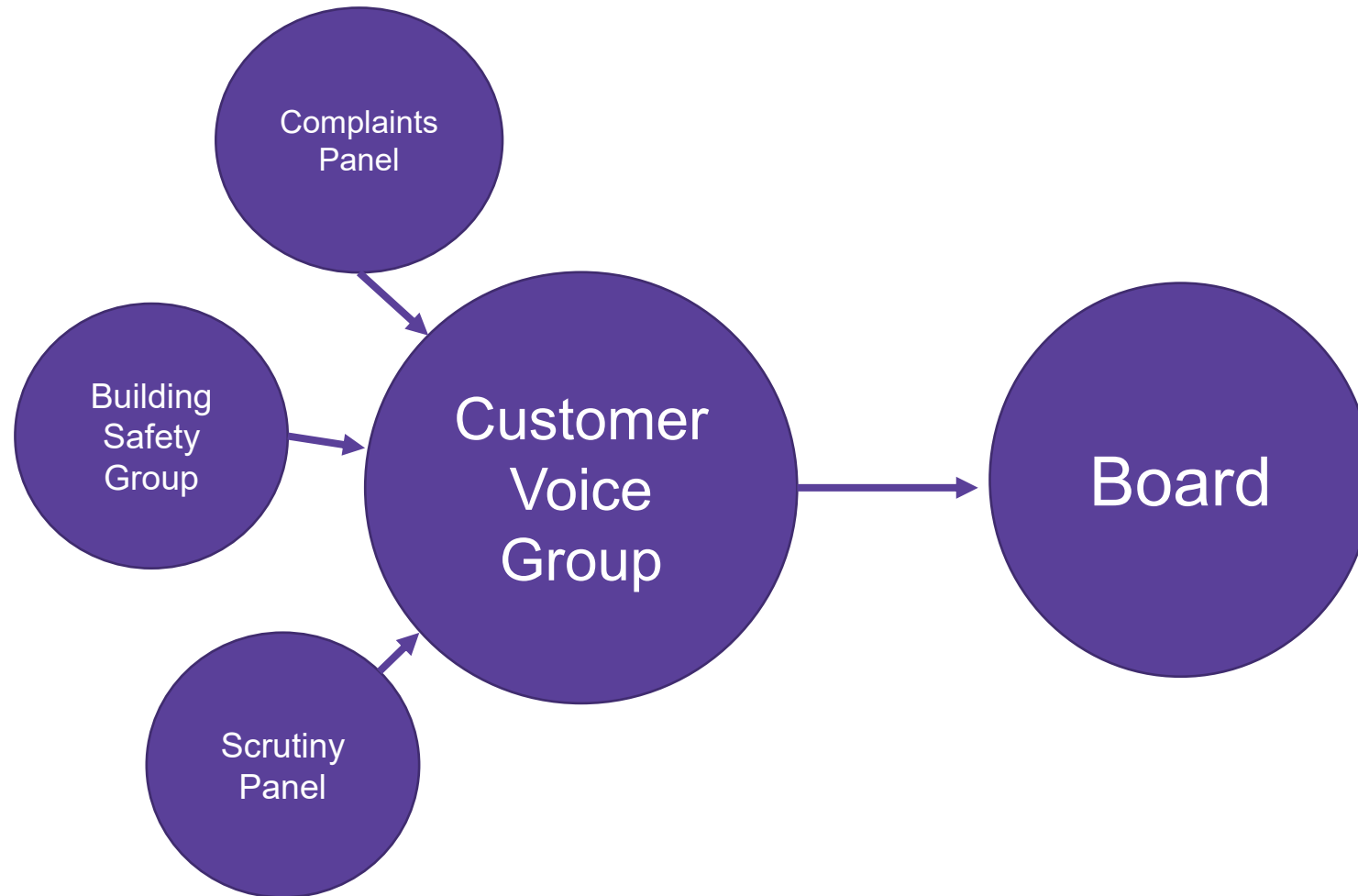
Building Safety Group

- Focuses on maintaining high safety standards in high rise buildings
- Gives customers a platform to suggest improvements or raise concerns

Customer-led Complaints Panel

- Helps us to learn from customer complaints and to make service improvements:
- Feedback from customers to improve the way we handle complaints
- Reviewing closed complaints to understand the customer's point of view

Customer Voice and the Board



Building Safety Engagement

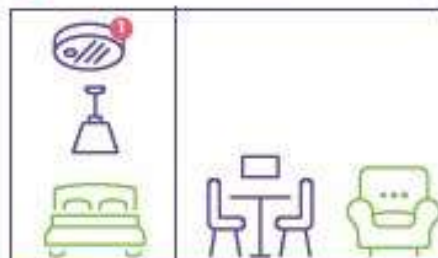
- Large number of high rise blocks
- Engagement team and compliance team visited every high-rise block within the city
- Spoke to customers about any safety concerns
- Handed out cards explaining the safety measures in place for each building
- 39 blocks, 3285 properties, 1003 doorstep conversations.
- Recruited to our Building Safety group

Moorland House safety features



Features in your flat

- 1 Mains wired smoke and heat alarms connected to our 24 hour contact centre
- 2 Intercom connected to our 24 hour contact centre
- 3 Fire doors with door closers



Features in your building

- 4 Water hygiene monitoring
- 5 Lightning conductors
- 6 Fire doors with door closers
- 7 Automatic smoke control vents fitted in corridors and staircase
- 8 Protected means of escape
- 9 Onsite and responsive caretaker service carrying out maintenance and monitoring
- 10 Fitting of bin chute fire dampers to prevent fire spreading up the building
- 11 Fire exit signage
- 12 Electrical safety testing
- 13 Fire detection fitted in plant rooms and other high risk areas
- 14 Serviced lifts linked to 24 hour control room
- 15 Fitting of automatic fire suppression to the bin store
- 16 Building safety information stored securely onsite for use by fire service
- 17 Construction of a dedicated mobility scooter store for safe storage and charging of mobility scooters

Fire doors

The front door of your flat is a fire door that is made from special material and tested to withstand heat and fire for at least 30 minutes.

We inspect your door every six months:

- Do not alter your door in any way - this includes drilling into it, painting it or changing any of the door furniture.
- Do not wedge the door open or remove/disconnect the closer.
- Report any damage to your door immediately by calling 0191 278 8600 or pressing your intercom.



Scan this code for more information

CUSTOMER ISSUES REPORTED



83 Person Centred Fire Risk Assessments (PCFRA)

8

Mobility scooters



38

Intercom issues



15
Repairs



12
Damp & Mould

Damp & Mould



19

Smoke alarms

16 Housing



19

Fire doors



12

Anti social behaviour

Visited 39 high rise blocks



Building Safety Group

- Customers who live in a high-rise building
- Focuses on maintaining high safety standards in high rise buildings
- Gives customers the chance to suggest improvements or raise concerns
- Understanding the fire and structural safety of high-rise buildings

YHN is one of only four housing providers in the country to have been awarded the BAFE accreditation for the work we do to carry out fire risk assessments.

Things that worked for us

- Get out there
- Don't be precious
- Evidence