



**3rd Annual Tenant
Panel Conference**

**Skills and innovation in
tenant panels**

#tenantpanels13

Tuesday, 8 October 2013, York Racecourse



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Tenant panels for **scrutiny and complaints** have been in various stages of development for a few years now. Other tenants are involved as mystery shoppers, tenant auditors, on service improvement groups, value for money panels and on editorial panels. All are excellent support mechanisms for successful panels and those who need to maintain their skills.

Some tenants are new and finding their feet on the involvement ladder, others are experienced and want to improve and advance their skills. **Whatever your panel or your skill level – this conference is for you.**

Reasons not to miss this conference

Hear from:

- Experts on the latest **policy changes** in tenant involvement and empowerment
- The new single landlord and joint **tenant complaint panels** in the North West and Midlands. Tenants and landlords involved will give their honest opinion on preparation, training and delivery
- **New and experienced tenant scrutiny panels** on the difficult services they have scrutinised – like tackling repairs and voids and anti-social behaviour
- Tenants who **volunteer to support other tenants to understand welfare reform**, by signposting and passing on information on how welfare changes will impact on them
- **Board Chairs, Tenant Board Members, Councillors and senior staff on their approaches to working with tenants** and how your volunteering helps them to govern your landlord

Who should attend? Any new and existing tenants and leaseholders engaging with their landlord on scrutiny and complaints; mystery shopping and tenant inspection, any landlord interested in staying ahead of the new agenda, including Directors of Housing, Repairs, & Transformational Change; Policy and Performance, Community and Tenant Involvement Managers.

Continuing Professional Development: Delegates will be able to record 5 continuing professional development hours for attending this conference.





Programme

9.30 Registration, refreshments and exhibition viewing

10.00 Joint chair's introduction and welcome

Dr Mike Biles, Housing Ombudsman

Margaret Connor, Customer Governance Manager, Salix Homes

Belinda Jeffery, Tenant, New Charter Housing Trust Group

10.10 Keynote Speakers: Complaints – options for landlords and tenants

Dr Mike Biles, Housing Ombudsman

Mike will explain the key changes to his jurisdiction and powers and how they have affected the complaints process, including designated tenant panels and tenant scrutiny panels.

Margaret Connor, Salix Homes and **Belinda Jeffrey**, New Charter

Margaret and Belinda will explain from the landlord and tenant perspective why they set up independent tenant solutions, to resolve complaint disputes across four landlords.

10.50 Question time: complaints panels

11.10 Professional practice sessions

1. Undertaking a full value for money review of customer involvement

Natalie Pryor, Customer Involvement Officer and Tenant, Liverpool Mutual Homes

Liverpool Mutual Homes have just completed a value for money review of their customer involvement methods. They will explain:

- how they approached the VFM review of their service
- how they involved tenants and staff in reviewing the value of services
- the outcomes from their review
- hints and tips for completing a value for money service review

2. Tenant Engagement and support in Welfare Reform planning

Tony Kiely, Neighbourhood Director and Tenant, Plus Dane Group

Plus Dane started early in involving their tenants in welfare reform. They have achieved a number of initiatives to support and advise tenants of the changes. They will explain:

- how they involved tenants as critical friends in welfare reform planning
- some communication initiatives like - Hair, Prayer and Beer
- how they engaged tenants to spread the word to communities
- how they approached bedroom tax and their current activities to advise tenants on Universal Credit
- Hints and tips for involving tenants in welfare reform planning





3. Reviewing involvement and setting up a joint scrutiny and complaint panel across small housing associations

Lucy Hales, Director of Housing & Care and Tenant, Nehemiah United Churches Housing Association

Nehemiah UCHA is a small housing association with 1000 homes in the West Midlands. They might be small, but they have big ideas for involvement. In 2011, they reviewed the current involvement structure and moved to new structures which are part for NUCHA tenants and part shared with other small local landlords. They will explain:

- why they choose to work with other landlords to deliver engagement services
- the projects they run alone, like mystery shopping
- how the new joint scrutiny and complaint panels works with three other small local landlords
- their outcomes to date
- hints and tips for partnership working and sharing costs

4. Engaging young people

Amy Butterworth, Engagement Team Manager, and young person, Forum Housing Association

Forum Housing Association is a small housing association in Merseyside, providing over 300 bed spaces mainly for young people. Engaging young people requires different skills from staff, and tenants. They will explain:

- how to raise interest and awareness to get young people involved
- how to make meetings more interesting and engaging
- how to achieve impact quickly – using SWOT for scrutiny

5. Scrutiny of void management

Linda Bacon, Resident Engagement Manager, Fabrick Group and Tenant, Tees Valley Housing Association

Tees Valley Housing resident scrutiny panel has just completed their 2nd piece of scrutiny on reviewing void management services. They will explain:

- their approach to scrutiny, including working with the landlord and Board structure
- what they scoped into the voids review
- what they found
- hints and tips for reviewing void management services

6. So you want to set up a complaints panel – what does this involve?

Linda Collier, Head of Service User Relations, Housing Ombudsman Service

Lindsey Farquhar, Customer Feedback Officer, City West and tenant, Pendleton Together, both Independent Tenant Solutions

The Housing Ombudsman Service (HoS) provides guidance on local dispute resolution at all levels of the sector including designated tenant panels. Linda will explain current HoS thinking and what you need to do to register your Panel.





Independent Tenant Solutions will explain the processes and training they went through to agree their terms of operation and the way they would work across four housing organisations

This session will give practical operational advice to new complaint panels.

(This professional practice session is repeated at 12 noon)

12.00 Professional practice sessions

7. Scrutiny of right first time repairs, no access and repairs by appointment

Fay Jackson, Community & Partnership Engagement officer and Tenant, Trafford Housing Trust

Trafford Housing Trust quality improvement panel has just completed their 3rd piece of scrutiny on reviewing repairs. They will explain:

- their approach to scrutiny, including working with the landlord and Board structure
- what they scoped into the review of repairs to make it manageable
- what they found out right first time, no access and appointments
- hints and tips for tenants reviewing repair services

8. Tenant involvement in tenant cashback for repairs

Ian Rumsam, Group Head of Repairs & Maintenance and Tenant, Together Housing Group

Together Housing Group is piloting the tenant cashback scheme for the government. Their approach was tailored to incentivizing tenants to look after their homes in areas of high deprivation, with high voids costs. It has since been rolled out to other estates. They will explain:

- why Together Housing Group took on the challenge, which is a regulatory expectation of the HCA
- how Together Housing Group developed the scheme with tenants, staff and Boards
- how the scheme works, including payments and monitoring
- the financial and other outcomes from their successful scheme
- hint and tips in engaging tenants and boards in cashback requirements

9. Vela improvement people (VIPs) – a cross cutting inspection service

Jonathan Cannon, Customer Involvement Officer and tenant, Vela Group

Vela wanted to transform involvement and support a more intensive degree of scrutiny across the business, including validation of service at the point of delivery and across all service areas. They will explain:

- Vela's new VIP project and the role of VIPs
- how Vela engaged managers in bringing projects forward and supporting results
- how VIPs support service scrutiny
- developing a training programme to support VIPs
- embedding VIP work and reporting to Vela staff and customers
- hints and tips on developing your own VIPs





10. How to set up and run a resident training academy

Peter Jefferson, Chief Executive Officer and tenant, Blackpool Coastal Homes

Blackpool Coastal Homes set up their tenant training academy to support engagement. The Academy is now matured and is supporting residents with skills for engagement, life and volunteering. They will explain:

- how BCH set up and run the academy
- how BCH staff were trained to deliver training in the academy
- how BCH identify tenant and community training needs
- the benefits the academy has delivered for residents and the business
- hints and tips on developing your academy

11. Tenants having a major say in influencing large procurement contracts

Steve Shirra, Service Planning Manager and tenant, Hull City Council

Hull City Council wanted to engage tenants in a meaningful way in the procurement of contracts, where they had a real influence on who would work on their estates. They will explain:

- how Hull engaged tenant interest in procurement
- what training Hull delivered to tenants
- how tenants influence major contracts
- outcomes for tenants and the business
- hints and tips for engaging tenants in procurement

12 So you want to set up a complaint panel – what does this involve?

Linda Collier, Head of Service User Relations, The Housing Ombudsman Service

Lindsey Farquhar, Customer Feedback Officer at City West and tenant, Pendleton Together, partners in Independent Tenant Solutions

Repeat of PPS6

12.45 Lunch and exhibition viewing

1.45 Interactive skills sessions for tenant panels:

How do you keep up to date with what everyone else is doing? How to you maintain your skills? How can you contact other tenants when you need help?

Delegates can choose from four networking discussions around four key skill sets:

<p>1. Leadership:</p> <ul style="list-style-type: none"> • leadership skills and chairing meetings • managing meetings for success • dealing with BIG personalities 	<p>2. Persuasion:</p> <ul style="list-style-type: none"> • negotiation techniques • report writing for influence • presenting reports
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3. Identifying the problem: <ul style="list-style-type: none">• scoping and planning your work• the can opener – the desktop review• reviewing performance and benchmarking data	4. Evidence gathering: <ul style="list-style-type: none">• gathering evidence• setting the right questions• researching best practice and networking
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15.15 Refreshments

15.30 A new and innovative approach to tenant reward Steve Zebedee, Assistant Director of Housing, Alliance Homes

Alliance Homes have just introduced ProPoints, a flexible and generous tenant reward scheme, used extensively in France and Holland. Steve will explain:

- why Alliance wanted to reward tenants
- how the scheme works and why this scheme was chosen
- how the scheme allows tenants to gather and spend points across a range of flexible options
- how tenants and Board engaged and advised on the final scheme
- the opportunities to further develop the scheme
- hints and tips for developing your own reward scheme

15.50 What Boards want from scrutiny and tenant panels and how relationships can develop and flourish between tenants and Board/Council Members. Peter Styche OBE, Chair of Helena Partnerships and Salix Homes

Peter is the proud chair of two of the TSAs co-regulatory champions, one in council and one in housing association ownership. Peter is passionate about co-regulation and how his Boards can work with tenants. Peter will explain:

- what Boards want from working with Tenant Panels
- how interaction works with Tenant Panels outside of Board meetings
- how Panels have influenced the Boards strategic thinking and service delivery
- how Panels can move beyond scrutiny to give additional support to governance
- hints and tips for tenants and Board Members working together

16.10 Question Time: Tenant reward and Board engagement

16.25 Chairs closing remarks

16.30 Close of conference





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Delegate fees		Discounted rates Book by 9 th September
Tenants or leaseholders	£159	£129
NHC or SEP Member	£209	£179
Non Member	£259	£229

All delegate fees are shown excluding VAT



Online

To book your delegate place at this event and to view our full terms & conditions and cancellation policy, please click below.

[**Book Online**](#)

Contact us

For further information or if you have a query please contact a member of the events team:

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Email: events@northern-consortium.org.uk

