



Reviewing tenant engagement

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The Plan

- Different options and methods for delivering regulation
- Compliance with the tenant involvement standard
- Increasing impact and outcomes when staffing resources are tighter



Regulatory Assurance

- Tenant involvement and empowerment standard
- Access and choice
- Complaints
- Equalities



Consumer Regulation Review 2015

– it is important that Board that are assured of meeting standards which the HCA are not assessing

TIE standard (1.2)

Registered providers shall ensure that tenants are given a wide range of opportunities to influence and be involved in:

(a) the formulation of their landlord's housing related **policies and strategic priorities**

(b) the making of **decisions about how housing related services are delivered**, including the setting of service standards

(c) the **scrutiny of their landlord's performance** and the making of recommendations to their landlord about how performance might be improved

(d) the **management of their homes**, where applicable

(e) the **management of repair and maintenance services**, such as commissioning and undertaking a range of repair tasks, as agreed with landlords, and the sharing in savings made

(f) agreeing **local offers** for service delivery



TIE standard (2.2)



2.2.1 Registered providers shall support their tenants to develop and implement opportunities for involvement and empowerment, including by:

- a) supporting their tenants to exercise their **Right to Manage** or otherwise exercise housing management functions, where appropriate
- (b) supporting the **formation and activities of tenant panels or equivalent groups** and responding in a constructive and timely manner to them
- (c) the provision of timely and relevant performance information to support effective **scrutiny by tenants of their landlord's performance** in a form which registered providers seek to agree with their tenants - such provision must include the publication of an annual report which should include information on repair and maintenance budgets
- (d) providing support to tenants to **build their capacity** to be more effectively involved

TIE Standard (2.2 cont.)



2.2.2 Registered providers shall consult with tenants on the **scope of local offers for service delivery**. This shall include how performance will be monitored, reported to and scrutinised by tenants and arrangements for reviewing these on a periodic basis.

2.2.3 Registered providers shall consult with tenants, setting out clearly the costs and benefits of relevant options, if they are proposing to **change their landlord** or when proposing a significant change in their management arrangements.

2.2.4 Registered providers shall **consult tenants at least once every three years on the best way of involving tenants in the governance and scrutiny** of the organisation's housing management service.

Board Assurance

– consumer standards



- How can tenants support consumer standards assurance on involvement and other Consumer Standards?
- Where can performance targets and reporting give Board assurance?
- Where is engagement more suited than reports and performance information to give Board assurance

Recent reports

The business case for resident involvement

- ✓ **Amicus Horizon** - Success, satisfaction and scrutiny – the business case for involving residents
- ✓ **Tenants Leading Change** – An investment, not a cost – the business benefits of tenant involvement
- ✓ **Family Mosaic - Changing Places** – how can we make resident involvement relevant?



Tenants Leading Change

Most effective

- ✓ Shaping neighbourhoods
- ✓ Scrutiny
- ✓ Involvement in governance
- ✓ Communications on Welfare Reform
- ✓ Tackling ASB
- ✓ Regeneration programmes

Least effective

- ✓ Surveys, market research and on line involvement – less so



Amicus Horizon have 97% resident satisfaction

- ✓ University of Westminster
- ✓ Embedding involvement and aligning goals
 - Creating a resident governance structure; BM attendance at area panels and one team culture; 5 gold medal KPIs – best landlord by 2016
- ✓ Complaints (£180K):
 - solution focused, central team, chairing stage 3
- ✓ Procurement (£2.3m):
 - Recruitment; identifying VFM; resident monitors for post work inspections and performance review
- ✓ Resident satisfaction and operating margins
- ✓ Resident satisfaction and engagement



Changing Lives Report



- ✓ More surveys
- ✓ Better use of insight an big data
- ✓ Focusing on local empowerment of active citizens to replace the demise of TARAs
- ✓ Better use of social media
- ✓ Customer researchers
- ✓ More evaluation



Quality of engagement matters

- ✓ Annual Impact Assessments for Board
- ✓ Stories - You Tube and website clips
- ✓ Service changes as a result of CI
- ✓ “So what” surveys– what have we learnt/changed – **what has made a difference?**
- ✓ Numbers involved in attending training/involvement – **but are they the same people?**
- ✓ Increase in underrepresented groups
- ✓ Satisfaction with opportunities to get involved and views taken into account



Are the Minutes you take action focussed?

Measuring the real value of engagement (2)

Try to understand:

- ✓ Appropriate reaction/speed of landlord to request for change
- ✓ How involvement benefits in other ways – combating loneliness
- ✓ How customer engagement informs business decisions
- ✓ What changes would have happened anyway?

On the to list – to stop:

- ✓ Expecting enlightenment with just one conversation or survey
- ✓ Asking the same group the same question over again

On the to list – to start

- ✓ Planning to involve tenants in a meaningful way where they can see the results of their work and record this
- ✓ Linking involvement to satisfaction surveys and measures
- ✓ Appreciative enquiry and use of volunteering in recruitment



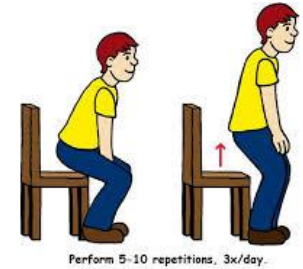
Thinking differently

- Regular customer groups
 - Scrutiny
 - Light touch scrutiny
 - Consumer panels
 - Service groups
 - Tenant and Community associations
- Task and Finish
- Large scale events
- One off activities – phones, surveys and researchers



Or a mix of all of these bespoke to your organisation?

Standing groups



- Can recruit a skilled team – but you have to set a bar
- Raises the bar of the conversation, the outcomes and the challenge (VFM)
- Regularity of some tasks:
 - Performance management information
 - Annual report to tenants
 - VFM look back and forward
 - Equalities, complaints, involvement
 - 3 yearly review of tenant involvement in scrutiny and governance

Task and finish



- Tenant voice can be varied
- Fabulous for Policy and standards review
- Do we mean focus group or a series of T&F groups?
- Database management of occasional contributors and keeping them informed
- Volunteering can be at home or in a meeting
- Volunteering can be out of hours, by survey or social media
- Potential to reward those who give something back
- Instant insight and feedback from those who have used the service recently
- Can contribute to start up of projects at start or finish

Social media and surveys

The same applies:

- Instant insight and feedback from those who have used the service recently
- Can contribute to start up of projects

And

- Electronic sign off
- Different group of users with opinions
- Can capture a broad range of comments quickly

Link to digital and performance staff/team work



Recruitment

- Social groups
- Piggy back on other events
- Employability initiatives
- Benefits from Volunteering
- Social media and surveys for customer insight
- Problems – complaints
- Problems – rules on expenses and other barriers – rent arrears etc
- Newsletters and rent/other communications



Building capacity



Expectation to build capacity, to enhance skills and to add value to the conversation:

- Employability and life skills
- Promotion!
- Performance review, scrutiny, analysis feedback, managing relationships, managing meetings and agendas etc. etc.
- Different skills for Task and finish v standing groups

How quickly can we change?

- Do you really need a full review of involvement or can you do this in 2 days
- Board commissioning - in line with assurance role
- Tenant opinion and influence
- Staff and managers opinion and influence

Put the energy into rolling it out and not the policy itself



Workshop time



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