**Unconference Flipchart Notes**

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**Trafford Housing Trust**

**26th April 2018**

*As promised, here are the flop chart notes from the discussions.*

*Thanks for writing clearly – I think I have what you said, but if I have fluffed it – let me know and I will review and change this.* 😉

**Influencing Your landlord – Top Tips**

* Set up a communications link
* Making yourself known/visible
* Use different forms of communication – make it varied
* Encourage people to make complaints when necessary
* Encourage people to give compliments
* Sharing news and outcomes
* Encourage people to complete satisfaction surveys
* Developing a good relationship with your landlord – be constructive
* Ensuring the landlord feedback – you said we did
* Talking to your neighbours
  + - Community champions
    - Black champions
    - Green champions
* Making the landlord aware of crucial issues
* More voices = more say/weight
* Filter out the important points and feed those to landlord
* Ensuring there is buy-in from senior staff – right up the CEO!

**Data Protection - new laws**

**How do we continue of tenants talking to tenants to improve services?**

* Not sure what the new roles are
* How can we contact tenants/customers
* Telephone survey’s –what can we do?
* Being blocked – used to have more access to our tenants/customers
* Get people to agree on sign up?
* ?ask all members of staff to ask for permission, i.e. gas repairs
* Some HAs stopped tenant surveys all together
* Get CEO to find a way to make it happen
* Volunteers feel disempowered
* Officers need to be more ‘can do’ and look for a way around laws
* Potential barrier for future engagement
* Consistent roles need to be set for all HAs
* Data needs to be for a purpose
* Need training & sign DP agreement
* Only contact people with permission
* Information commissioners site – videos ( can Yvonne keep us all up to date)

**Scrutiny – Top Tips and sharing**

* Best Practice – are we performing correctly and to the best of our abilities
* What works well for the Scrutiny Panel? “Staff call for action”
* Time frame “Set out”
* “Time limit” “time scales” – quarterly to board
* Focus on one at a time!
* Impact on tenants
* What is important to the customer
* Reports need to returned on time
* Ideal number for a panel – size scope on what is needed
* Is it fair to be told what to be scrutinized – not openness
* School holidays – planned out during certain months is not appreciated
* Follow-up monitoring,, debrief on actions taken
* Information sharing
* We are there to improve lives
* How can we best cut costs and maintain that
* Voice heard, have a voice that should be heard
* Fixed structure “reasonable Times”

**Scrutiny – Top Tips and sharing**

* Community trust panel looks at performance info
* Customer inspectors feed into panel
* Info feeds into operations committee
* 18 months existence
* Community consultation forum
* 12 member – Qtr. meeting
* Scrutiny and performance info
* 12 months existence
* Quality insight panel – part of governance
* Scrutiny -3/4 per year
* 2 Tnts on Board

Issues

* Retaining good volunteers
* Challenge to get interested customers
* Challenge to recruit youth age group
* Transformation within company can be an issue

**Best Methods of Collecting Customer Information – a tenant perspective**

Survey

* TXT
* Email – (armchair group monkey survey)
* Online survey
* Paper 1-2-1
* Telephone
* Star survey/snap

Digital consultation

* Social media
* Closed FB group
* Twitter
* Company website
* Customer postal login

Traditional

* House visits
* Postal

Negatives

* Digital media – impersonal – lack of skills
* Surveys – lack of feedback/results
* Digital safety concerns

**Communication to those Uninvolved – how do we get other tenants to hear and input?**

* Motivation – want to give something back
* Send copies of scrutiny report to any tenants involved. Put this in newsletter. Scrutiny helped by …. Things improved … you should get involved
* Promote more
* Make it simple, visual – photos. How do we make it more eye catching
* Before & after photos – relate things to tenants more
* How do we personalise it?
* E.g. performance info – dry, stats e.g. 3rd quartile, make visual – smiley faces colour code
* Use online & text not just phone, paper
* Detail what’s changed/improved as a result of involvement
* Highlight passion of involved tenants – want to make a difference – tenant to tenant
* Don’t want it to cost tenants anything
* Credit to good work
* 1 page summaries of each scrutiny

**Ways to Engage and communicate with Involved Tenants - make it interesting!**

* Social media
* Magazine – online or printed – section for customers to have direct input on what the content is
* Separate contact number listed in the article to call directly to involved customers and not staff (could just be a voicemail)
* Word of mouth
* Adopt a roundabout and share info
* Text messages
* Event/drop in session/roadshows
* Have more budget available to organise more events/engagement activities
* Attending external partner events/colleges
* Leaflet drop all properties
* Training programme open to customers
* Adverts/article in other local publications
* Customers into roles with the organisation – trainee/vocational qualifications
* Give incentives

**Feedback from other Tenants to help Scrutiny Panels and involved customer groups**

* Postal surveys
* Telephone survey – some allowed/some not to do – GDPR
* Text message survey
* Torus talk – online sounding board/forum over 100 members
* Feedback from TRAs
* STAR survey

**Mental Health Support in neighbourhood with ASB Links – how can involved tenants help?**

How can we influence the Landlord?

Level of priority needs to be evaluated

Spread the message, identification, good neighbours and solutions/signposting

Dementia – need specialised support – tenants need to understand the support available

More training

* Identifying change of personality
* Hoarding – How do we identify – gas checks?
* Alcohol drug issues – A.S.B route cause?
* Mental Health Services – should Housing Organisation focus more?
* Human Focal Point
* Depression – Potential suicide – look for signs – can’t pay bills (bedroom tax etc.)
* NHS cuts – withdrawal of MH services
* Autism Spectrum – more focus – social stigma – A.S.B
* Acting bizarre
* Know your tenant – more tenant insight
* Loneliness – encourage social interaction
* Across the age range

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