**NHC Resident Involvement Conference**

Flip Chart Notes

**Initial discussion on 14 tables on:**

**Information, Transparency and Accountability**

**14 June 2018**

*The views of 98 residents and staff at the NHC Resident Involvement conference*

*Questions and Feedback:*

**A What would you like to see included in a Transparency Charter if it was to improve tenant/customer experience?**

Provide clear & understandable evidence that the Board have listened

* Access to Info – are we sharing information that our tenants/customers want need in a way that they want to receive it
* Direct access to management for involved customers
* Digital access to info & interactive services – website, tenant up -> interactive
* Easily see all engagement opportunities
* Advertised open access drop in for involved customers to access & Q/ MD/Director & Snr Ops lead
* Local focus & access mechanism for tenants to Q/challenge the organisation via Open forum that suits the organisation
* Willingness on both sides to talk/compromise/change
* Language that means something to the tenants – explain jargon
* Levels of scrutiny
* Make something responsible & accountable for transparency – in organisation & government – from the top
* Let results of scrutiny be known to all tenants – through a variety of channels
* Do something with scrutiny recommendations
* A national transparency framework – expected standards – adoptable to suit the size of the organisation
* Are all tenants interested?
* Be involved right from the start
* Tenants at the centre of every process (as with the Audit commission inspection)
* Housing should not be a political football – consistency is needed
* Regular Information (Performance) - Financial info
* A process in place to challenge this info
* Better promotion in place to challenge this info
* Better promotion of customer exp
* A more open government structure

**B How would you like keep up to date with the latest thinking -from think tanks, emerging and current housing and related policy, and regulation?**

* Events summary e.g. like this event
* Regular round ups
* Who is your tenants & organisations
* Different audiences. Board, involved tenants wider tenant body
* Clear simple website – take as much or as little as you can
* How do we contact wider tenant body
* Making assumptions
* Should ask
* Trust in landlord
* Sign posting to different levels – freedom of information – given without question
* A centralised body which can collate all of the most important info which can send organisation a bulletin of latest policies/regulations tec.
* Subscribe to your regions feeds so that the info you receive is relevant to your organisation
* Resident network £500 fee
* Newsletter magazine ‘door to door’ landlords
* Managers passing information to a communities team -> linking to something local
* Social media
* Events newsletter by tenants for tenants
* Social media platforms – twitter – Instagram – Facebook – website- KNH twitter
* A young person on the board
* Key polices link to further key policies
* Plain Language Please

**C What gets in the way of you being able to contribute to decision-making in your housing organisation?**

* Red tape
* Lack of communication between board and residents -> back up
* Lack of training/knowledge
* Lack of investment/support
* Time restraints
* Lack of staff
* Staff restructures
* Negative stereotyping from housing organisation
* Lack of motivation
* Forward Plan of decisions to be made – would give time for residents to give point of view prior to final decision.
* Slow decision-making process
* No consistency in directorate leadership
* Tenants coming off board
* Reactive process – decision making process before consultation
* Lack of strategic direction
* Tick box exercise
* Lack of HCA guidance
* Lack of focus/buy in
* Government policy
* Someone above you saying no
* Financial restriction
* Not enough people involved
* Not representative (the people involved)
* Decisions are made centrally – not local
* Lack of communication
* No voids – units
* Internet digital exclusion
* Training
* look where
* how do customers want to communicated
* easy read
* flexible meeting times and venues
* methods of engagement
* complex needs in housing management
* financial restraints
* working hours of staff
* political issues
* people power in management/boards – lack of
* customers don’t believe they have the power to really influence decision making
* not enough joint community working
* background of those in government positions – lack of understanding of real day to day issues for customers