

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

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