

resident involvement champion

east midlands



Housekeeping



Morning session



- Introductions
- Welcome to Derby
- Guest Speaker
- Resident Involvement Champions
- Break
- Future Topics for Discussion

Welcome to Derby

Councillor Sara Bolton



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE



GOLD
Award



east midlands



ISO 9001



026



part of the audit commission

Tenant Services Authority

Deborah Ilott
Senior Policy Advisor

TSA

**TENANT
SERVICES
AUTHORITY**

**What we are
about**

- Making a difference to ten million people
- Renewed emphasis on services to tenants
- Governance and viability the bedrock of success
- Shaping the market through choice and information

Our Purpose

- To champion the needs and aspirations of tenants, leaseholders and residents – both those within and those as yet unable to access affordable housing
- To promote choice for tenants and providers of affordable housing
- To challenge providers of affordable housing services to meet or exceed the highest standards of organisational effectiveness and service delivery

And in so doing as a catalyst for change to improve the lives of 10 million people

How we are different

- In everything we do, we think ‘what does this mean’ for tenants and potential tenants
- We will be a regulator and not an investor
- We will be an independent regulator
- We have a clear set of strategic objectives that govern our work and set out our responsibilities and a new more flexible set of intervention tools
- We will be regulating all providers of affordable housing – homes owned by both housing associations and local authorities

Timeline

Enactment of the Housing and Regeneration Act 2008, July 2008

Launch of TSA, December 2008

Launch of the National Conversation, January 2009

New powers 'switch on' December 2009

Entry of LA and ALMO sector, April 2010

The National Conversation

- First phase of the NC launched on 19th January – Listening to what tenants see as their priorities
- Second phase launches in May – testing our propositions
- Statutory consultation in the Autumn
- Standards go live with switch on of new powers in December 2009

Standards' Framework

- Will form the basis of our expectations of providers
- Challenging and aspirational national standards
- Underpinned by local agreements and standards, negotiated with tenants
- Amplified by Codes of Practice
- Breaches of standards and use of new powers
- New powers to provide a better toolkit to intervene to get things sorted for the benefit of tenants
- Doesn't work against the grain of the LPF

Resident Engagement

- Cannot second guess the outcome of the National Conversation
- But there will be expectations that tenants can meaningfully get involved in decisions that affect the services that they receive
- Also want tenants to be able to hold their landlords to account
- Emphasis on locally agreed performance
- Lack of explicit direction on what works – it's what your tenants want this is important

Tenants and regulation

- Regulatory framework likely to cover a range of approaches
- Could include a formal role for tenant scrutiny panels
- Emphasis on data and indicators that tell a meaningful story
- Future of Resident Board Membership?

Supporting engagement

- Work with the National Tenants Voice
- TSA sees organisations such as TPAS and TAROE as key stakeholders and will continue to engage closely with them
- Tenant Empowerment Programme
- Will continue to work with CLG on Right to Manage and other ways of promoting the ‘high end’ of engagement

Resident Involvement Champions

Mark Crown
Tenant Involvement Manager



CUSTOMER SERVICE EXCELLENCE



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East Midlands Resident Involvement Champion Network

“None of us is as smart as
ALL of us”

Three Parts:

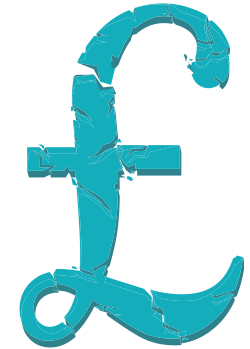
1. What is the Resident Involvement Champion Network (RICs)?
2. Why Derby Homes?
3. Why now?

Beacon Authority 'Improving Housing Services by involving tenants' regime

Nine regional Champions –

1. Bolton at Home
2. Carrick Housing
3. Southend Homes
4. Staffordshire Moorlands District Council
5. South Tyneside Borough Council
6. London Borough of Croydon
7. Kirklees Neighbourhood Housing
8. Reading Borough Council
9. Derby Homes Ltd

Funding



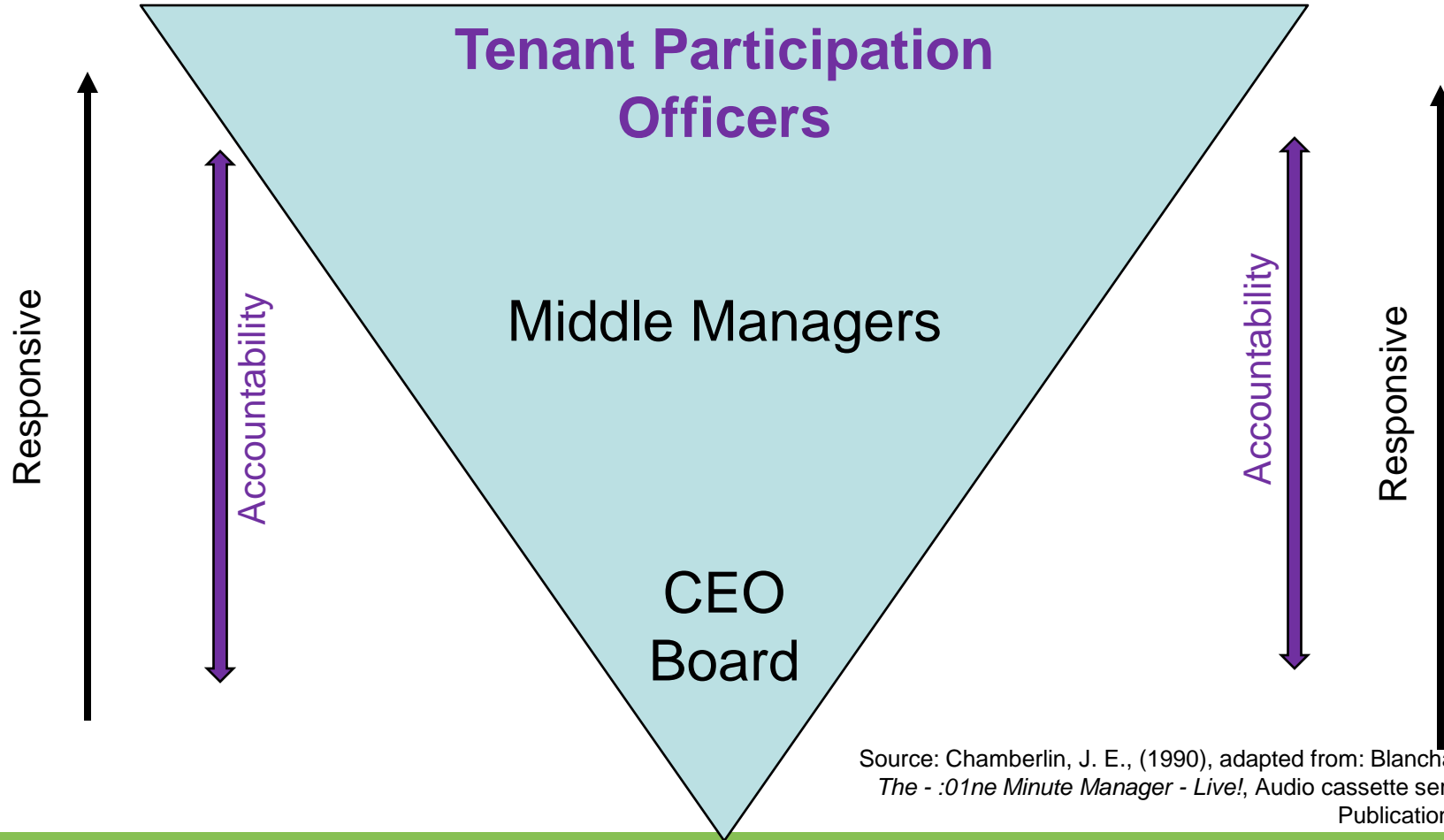
- £10, 000 one off grant
- Communities and Local Government (CLG)
- Improvement & Development Agency for local government (IDeA)
- TPAS support for national RICs network
- Using what we've got wisely!!

Primary objectives of RICs

- ‘Peer mentoring’ network - focussed on officers and professionals – sharing practice/good ideas
- Use of ‘learning exchanges’ between practitioners regionally and nationally – output focussed.
- To improve and enhance skills of TP/RI professionals
- Process benchmarking not data – HOW not ‘how much’!!

“ ..ensuring that local residents/tenants are actively engaged in influencing operational and strategic housing outcomes within their communities...”

Customers (Tenants & Residents)



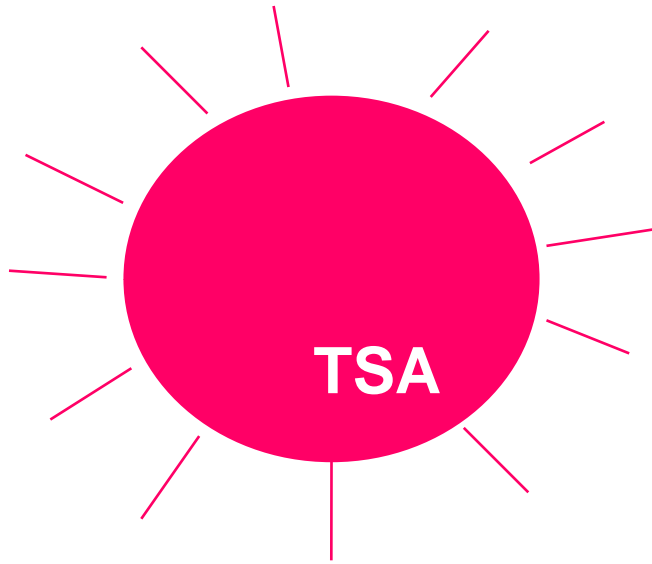
Source: Chamberlin, J. E., (1990), adapted from: Blanchard, K. H., (1989)
The - :01ne Minute Manager - Live!, Audio cassette series, CareerTrack Publications, Tape 1/Side 2

Why Derby Homes?

- History of leading and innovation.
- 3 star Best Value organisation twice
- Ongoing commitment since 2006 inspection.
- Investor in Excellence – TP too!
- ISO 9000 process – TP too!
- Charter Mark – customer service.
- Recent innovations and change in TP systems and methods.
- Courageous and committed to quality.
- Always sharing with other organisations.

Recent innovations (2007/8)

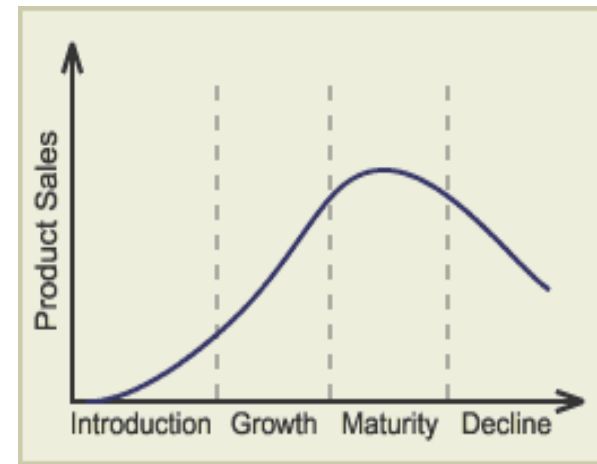
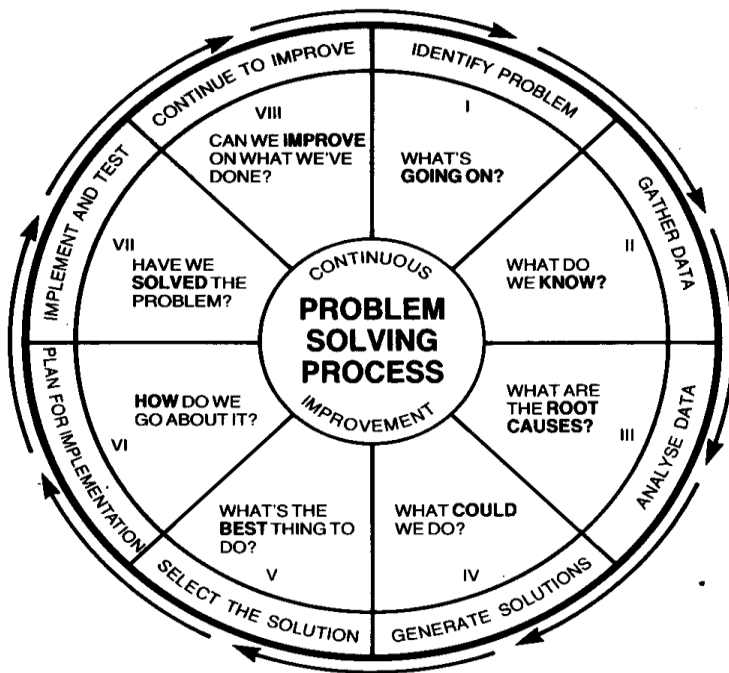
- Replaced Community Panels (Housing Focus Groups)
- Facilitation (flat hierarchies) at formal meetings
- Use of customer relationship management software to add value to TP work.
- HFG 'Lites' – outreach work - informal contact
- Best Value Review of our tenants' fed (DACP) and resource centre
- Tenant Participation embedded in performance culture
- www.derbykidztalk.org.uk – accessing youth – website
- Tenant Participation work across in all services (KLOES).



Why now?



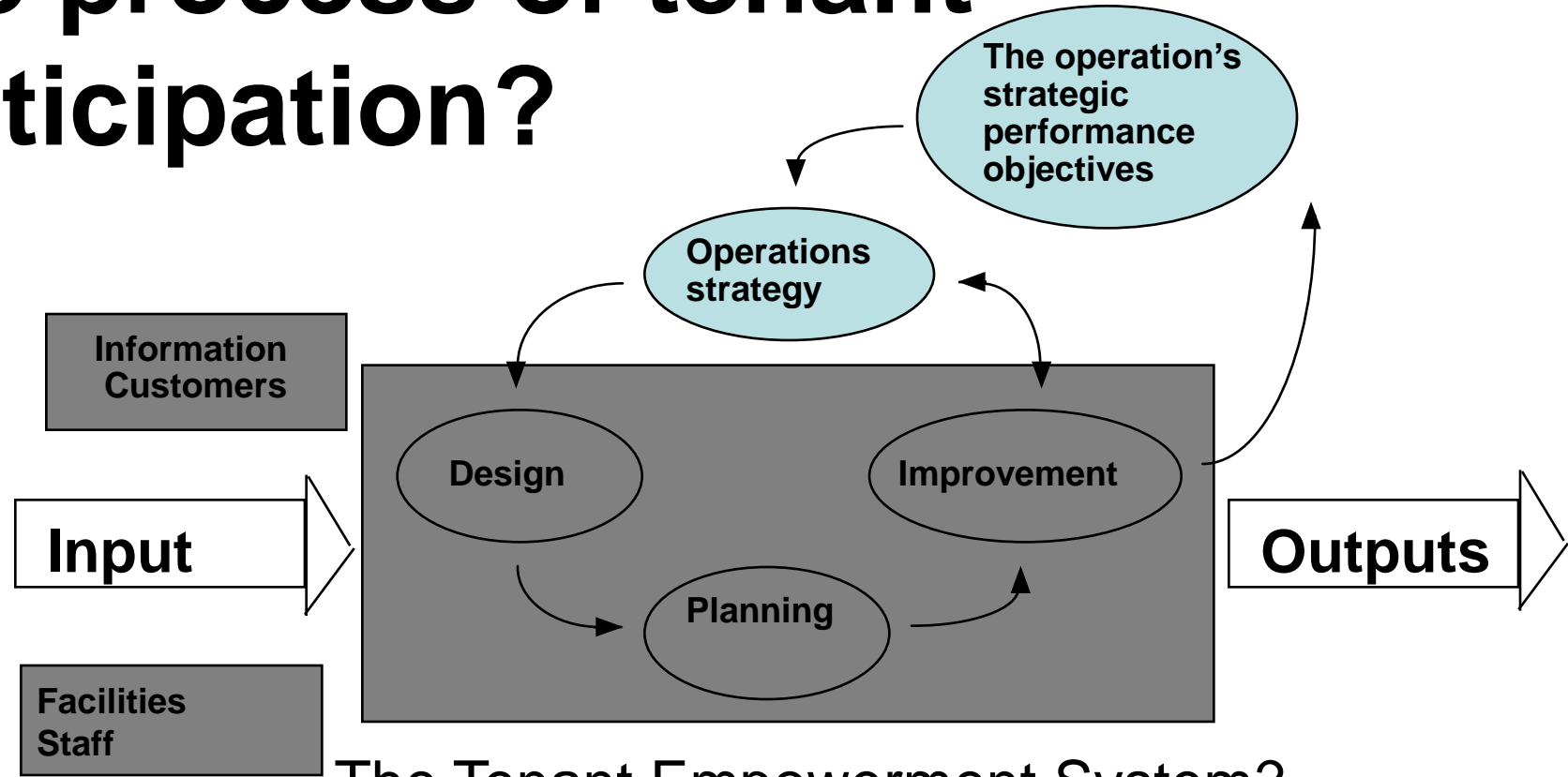
Professional approach?



QuickMBA.com

From Chamberlin, UoD Leadership Module, LMS 2007/08

The process of tenant participation?



The Tenant Empowerment System?

From: Gino Franco, Operations Management, LMS UoD, 2007/08

Your customer focus?

Which customer?

Internal

- Staff, managers?
- The Organisation?

External Customers

- Tenants?
- The Government, TSA, the taxpayer?
- Lenders?



DON'T DREAM IT BE IT!!



Leadership - it's down to you to take
it back to the ranch!!

Can we improve our practices?



Future Topics for Discussion?



What did your feedback tell us?



Battery Icon

Rate using
1 - 5

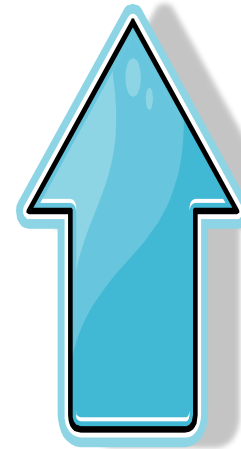
On

Change Management



Please rate from 1 to 5

1 being of no interest
5 being your highest priority

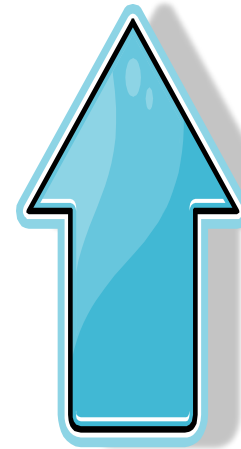


Modernising your Tenants Federation



Please rate from 1 to 5

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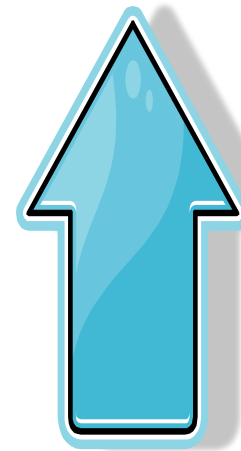


Resident Involvement Impact Assessments



Please rate from 1 to 5

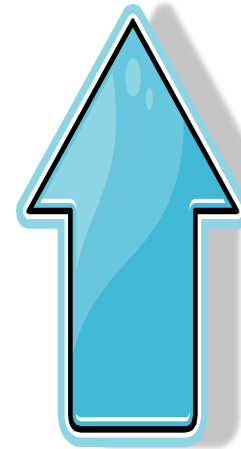
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Real Tenant Empowerment

Please rate from 1 to 5

1 being of no interest
5 being your highest priority

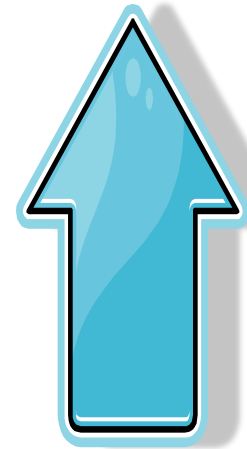


Customer Relationship Management Programmes



Please rate from 1 to 5

1 being of no interest
5 being your highest priority

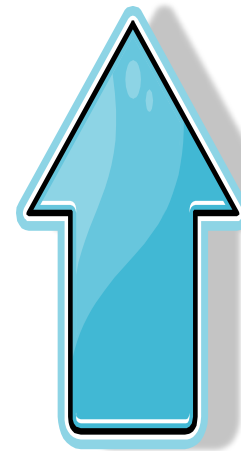


Menus of Involvement & Databases



Please rate from 1 to 5

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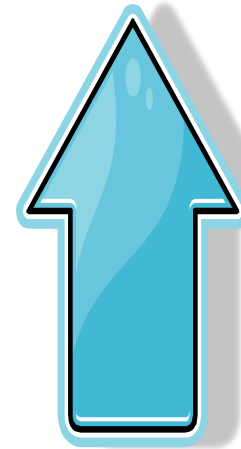


Event Management



Please rate from 1 to 5

1 being of no interest
5 being your highest priority

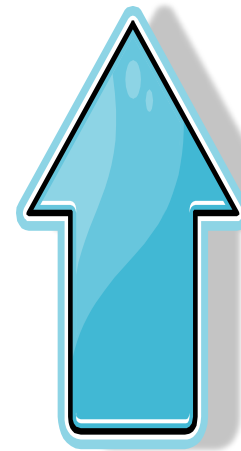


Working Strategically in your Organisation



Please rate from 1 to 5

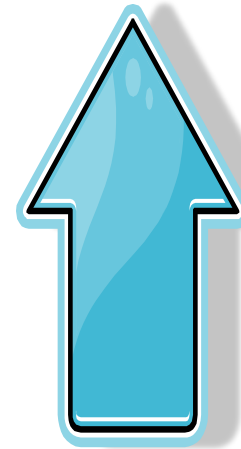
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Involving Young People

Please rate from 1 to 5

1 being of no interest
5 being your highest priority

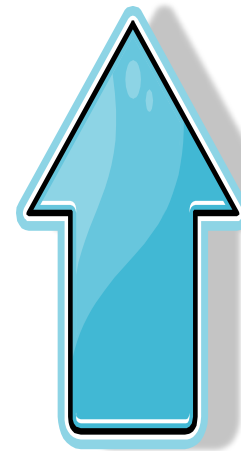


Tenant Involvement Structures



Please rate from 1 to 5

1 being of no interest
5 being your highest priority

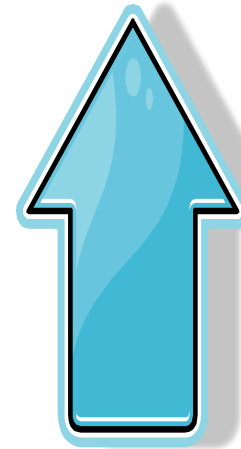


Equalities

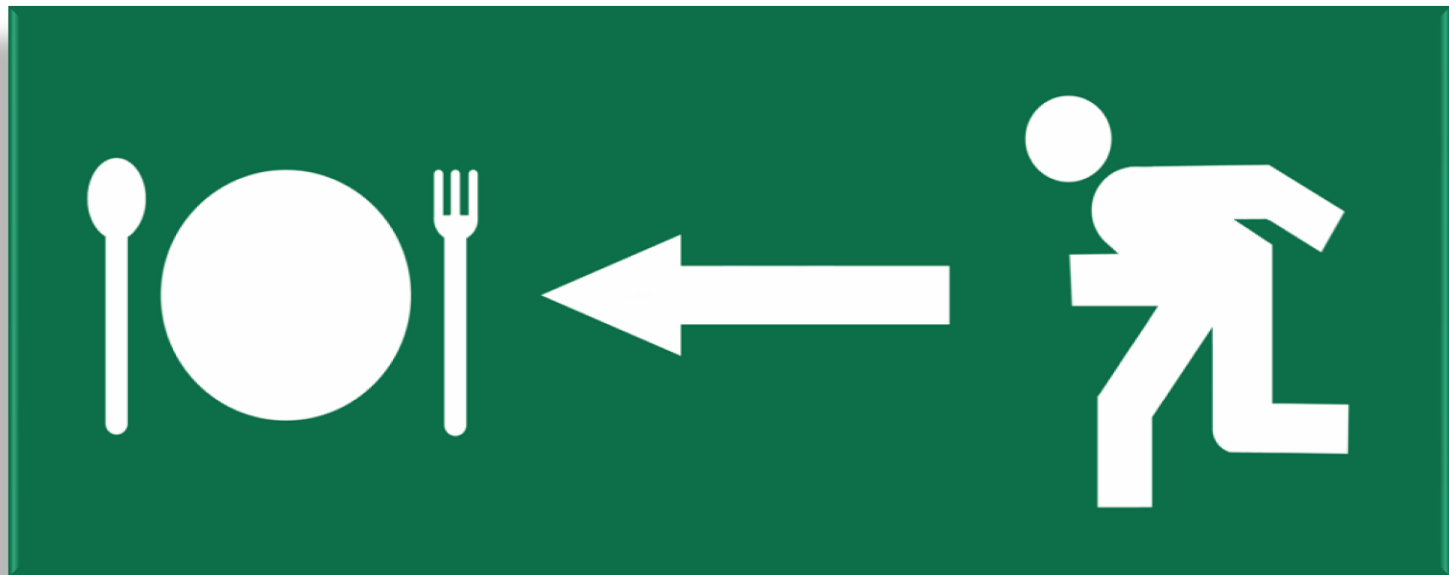


Please rate from 1 to 5

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Lunch

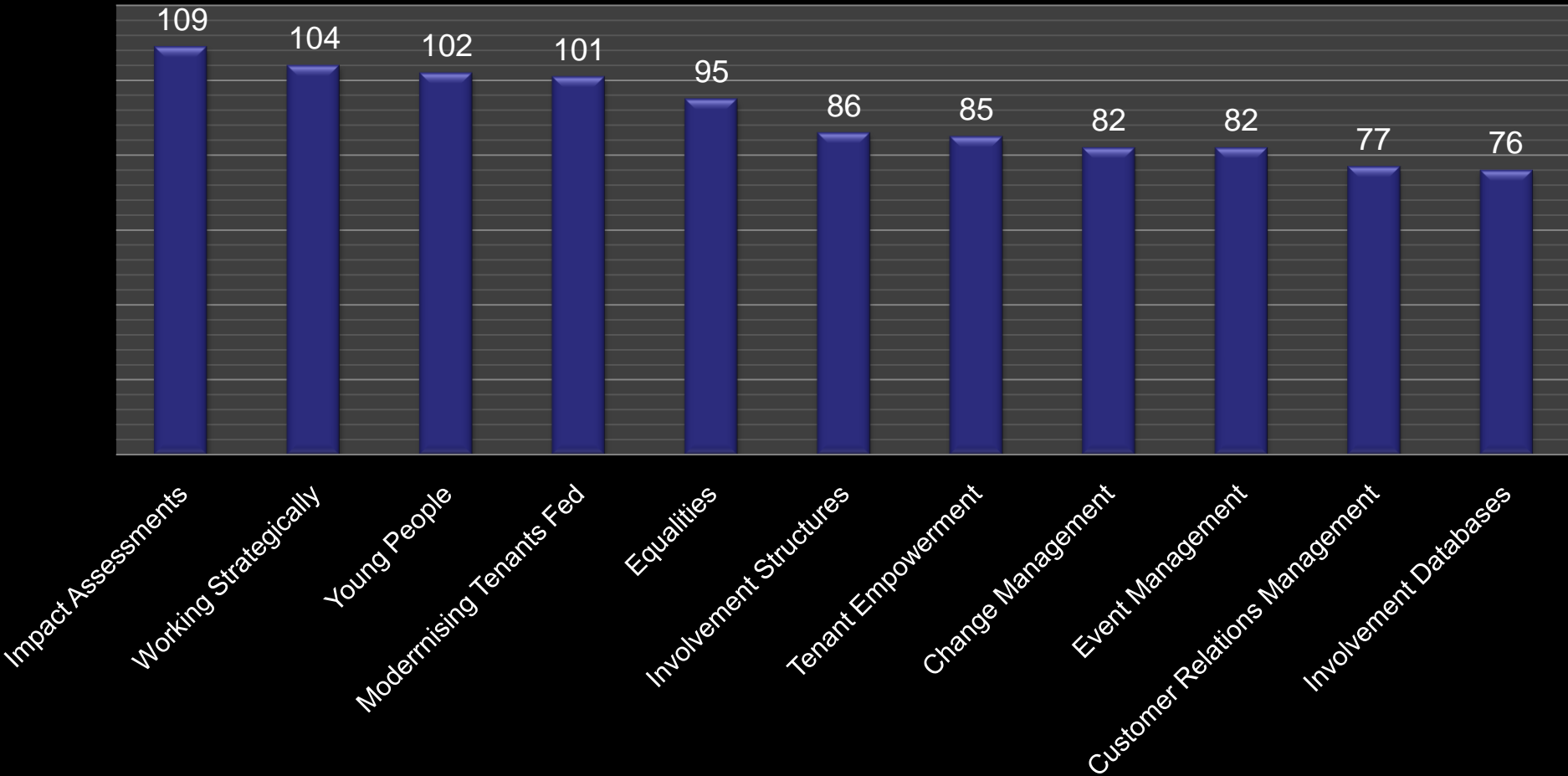


Afternoon session



- Feedback
- Workshop One
- Break
- Feedback
- Workshop Two
- Feedback
- Summing Up and Close

Future Topics - Total Rating Scores



Workshop one



Workshop one feedback



Workshop two



Workshop two feedback



Close



Carl Willis

Business & Operations Manager