

Introduction



Kai Jackson BSc (Hons) Psych Coun (Open), GMBPSS

- Social housing tenant
- Chair of BCHG resident scrutiny panel
 - Tpas Associate/ Consultant
- Tenant Advisory Panel (TAP) member (NHF)
 - Parent governor
 - Independent Committee Member
 - Centre For the New Midlands Housing and Communities board member
- Project author, **Is There a Seat at the Table: Ethnic Minority Voices in Tenant Engagement**

TENANT ENGAGEMENT EXPERTS



Project summary and outline.

- Started roughly 2 years ago
- Lack of diverse representation from tenants (local/national)
- Done research into why? Looked for data (NOTHING)
- Tpas sponsored the project Is there a Seat at the Table: Ethnic Minorities Voices in Tenant Engagement.
- Support from NHF, CIH, Inside Housing, MHCLG
- Launched 5th Feb '24, 370+ participants filled out survey, 3 focus groups
- Share findings with MHCLG and RSH

Over half of people answered (57%) don't consider their organisations tenant influencing structures reflective of the ethnic makeup of the overall tenant base.

I don't feel like it would make a change. Tenant panels have been around for some time and nothing changes - in fact it gets worse each year. What landlords should do is to take each tenant interaction as a learning moment. Good or positive interactions.'

'Because I don't think my opinions/ contributions would be truly valued. Do they really want tenant involvement or is this a tick box exercise

Findings so far

Almost all respondents (95%) expressed that their organisation could do more to attract tenants from ethnic minority groups to participate in their tenant influencing structures



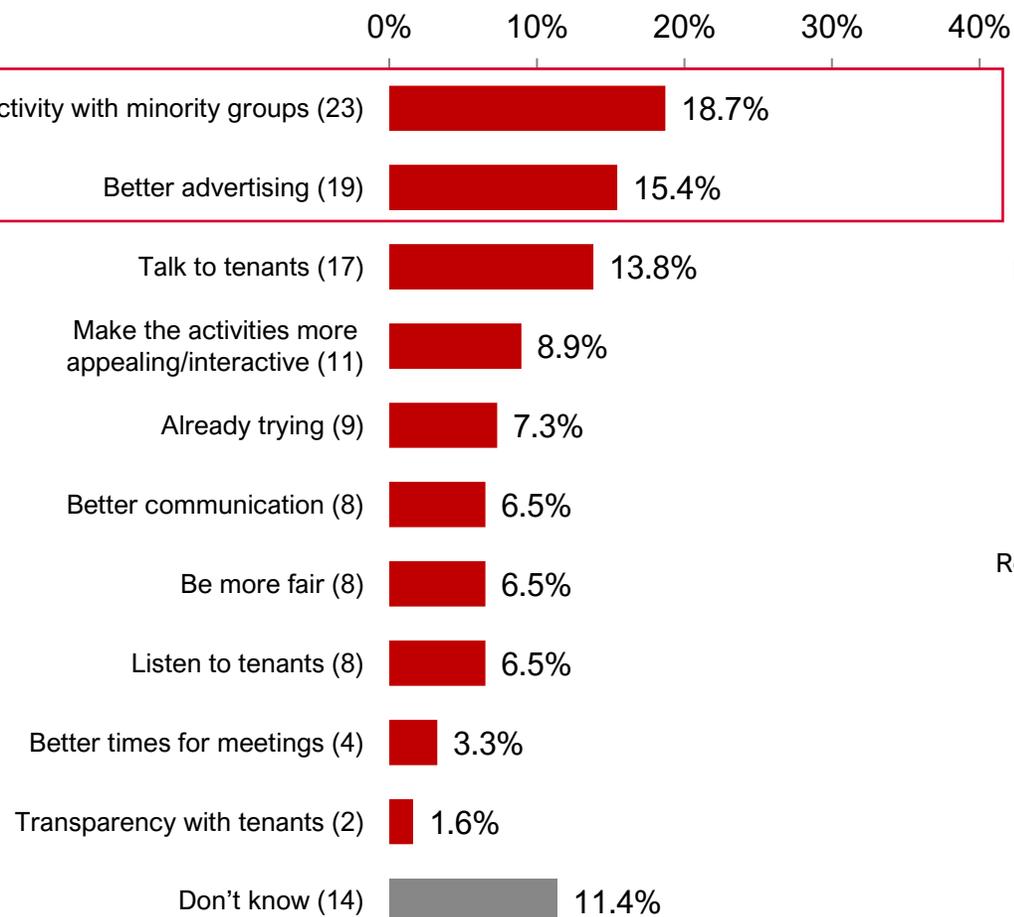
Over three quarters of tenants (78%) feel that their landlord should do more to attract a diverse range of tenants such as those from different ethnic backgrounds to participate more in the activities that help to shape their decision.

' I didn't know there was any form of engagement.'

Both tenants and landlords have similar ideas for driving participation

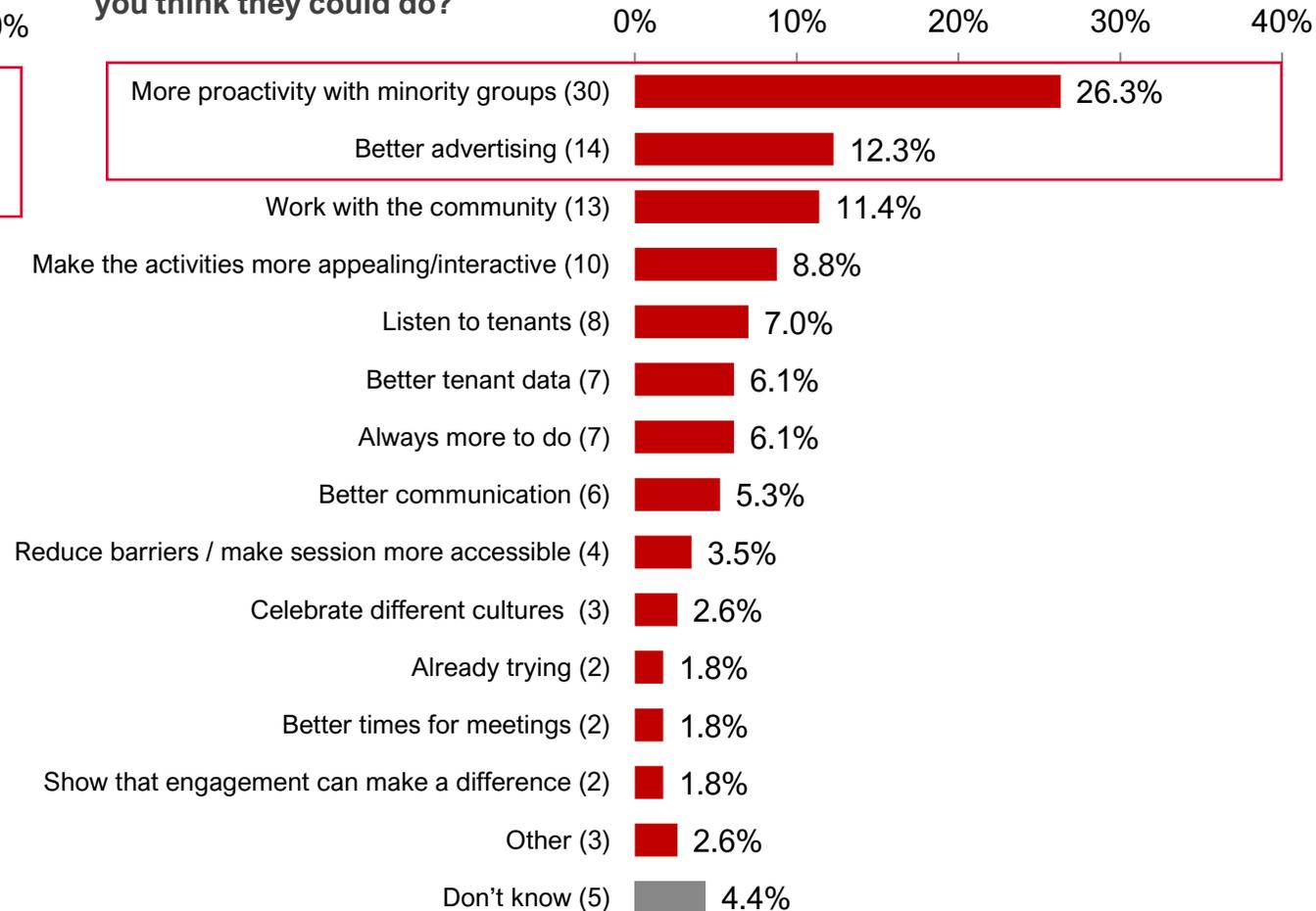
Tenants

What do you think your landlord could do to get a more diverse range of tenants involved in tenant participation activities?



Landlords

Do you think your organisation could do more to attract tenants from ethnic minority groups to participate in your tenant influencing structures? What do you think they could do?



Ask Yourself



- Is it regulation or culture that is driving the change for diversity in your organization?
- Do you truly exemplify diversity?
- Does everyone have a seat at the table?
- What is your plan going forward??