

A stylized purple house graphic with a gabled roof, a chimney on the left, and a window with a cross pattern in the center. The house is set on a purple base.

The Right Stuff: Hearing the Tenants' Voice

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Regulatory Board for Wales

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Tenant Involvement – Why Review? Why Now?

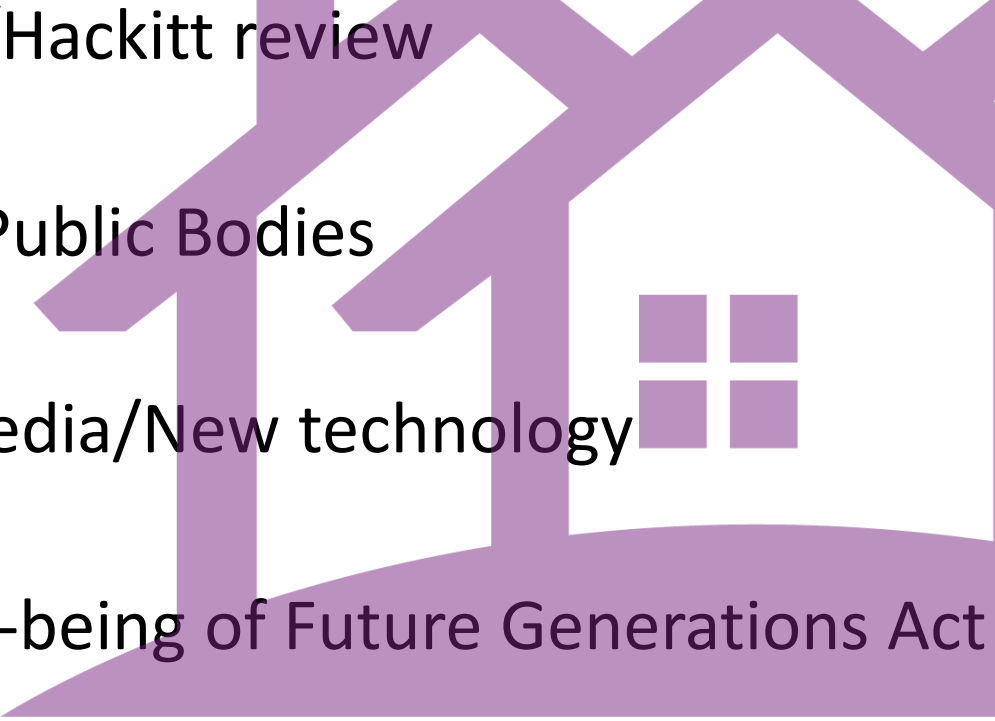
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- The Role of the Regulatory Board for Wales (RBW)
 - Our third review – Links to Governance and VFM reviews
 - Performance Standard 2
 - Tenant Involvement – An integral part of good governance

The Scope of the Review

- Scoping prior to commissioning
- A collaborative approach
- Making a difference
- Building on the Right Stuff
- Who is the report for?



Review Context

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- Grenfell/Hackitt review
 - Trust in Public Bodies
 - Social media/New technology
 - The Well-being of Future Generations Act
 - Regulating Tenant Involvement

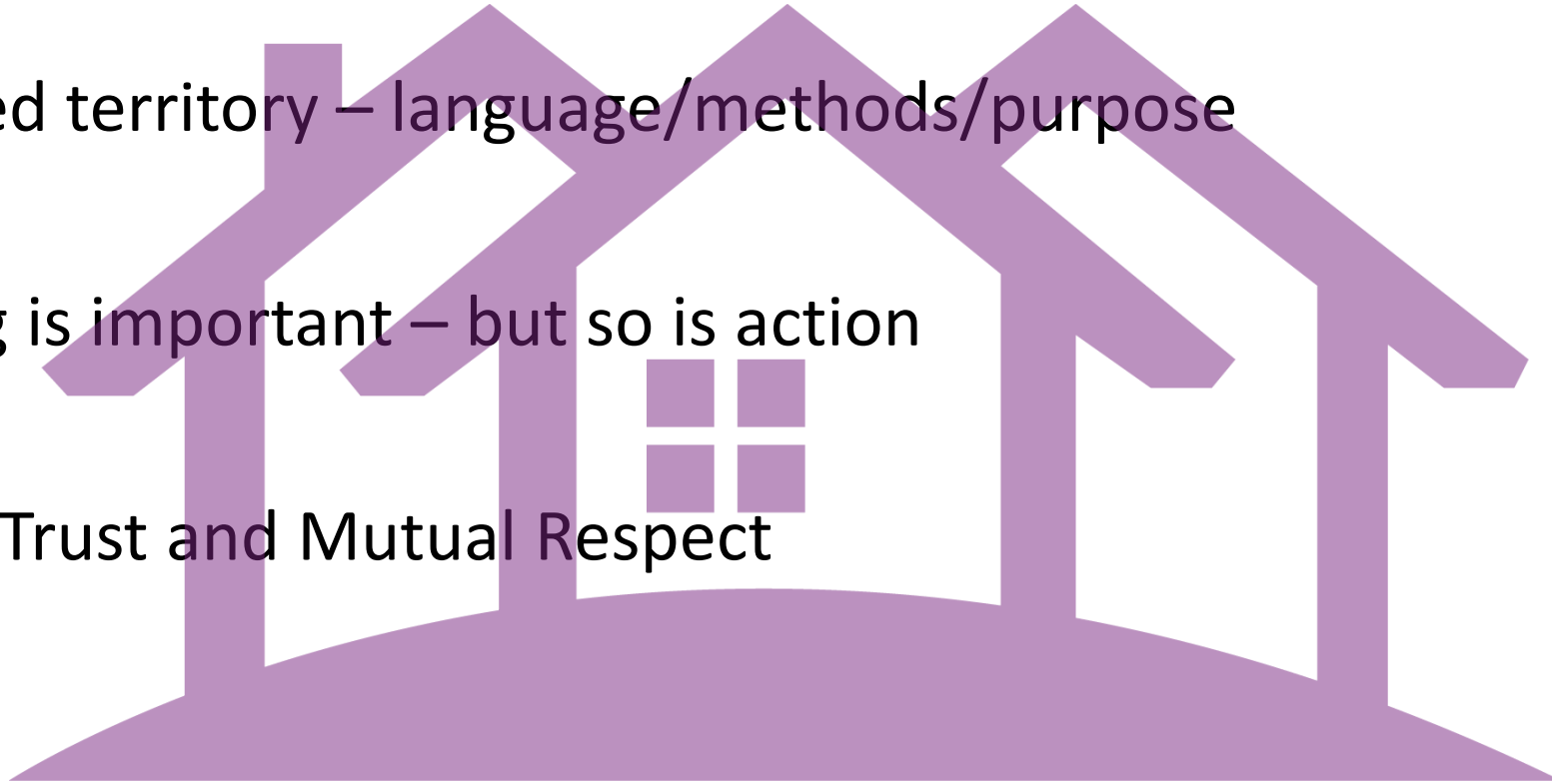
Methodology

- The Steering Group/Expert Advisor
- Varied speakers
- A Review of Tenant Involvement
- Online survey
- Focus Groups



What we've learned

- Contested territory – language/methods/purpose
- Listening is important – but so is action
- Culture, Trust and Mutual Respect

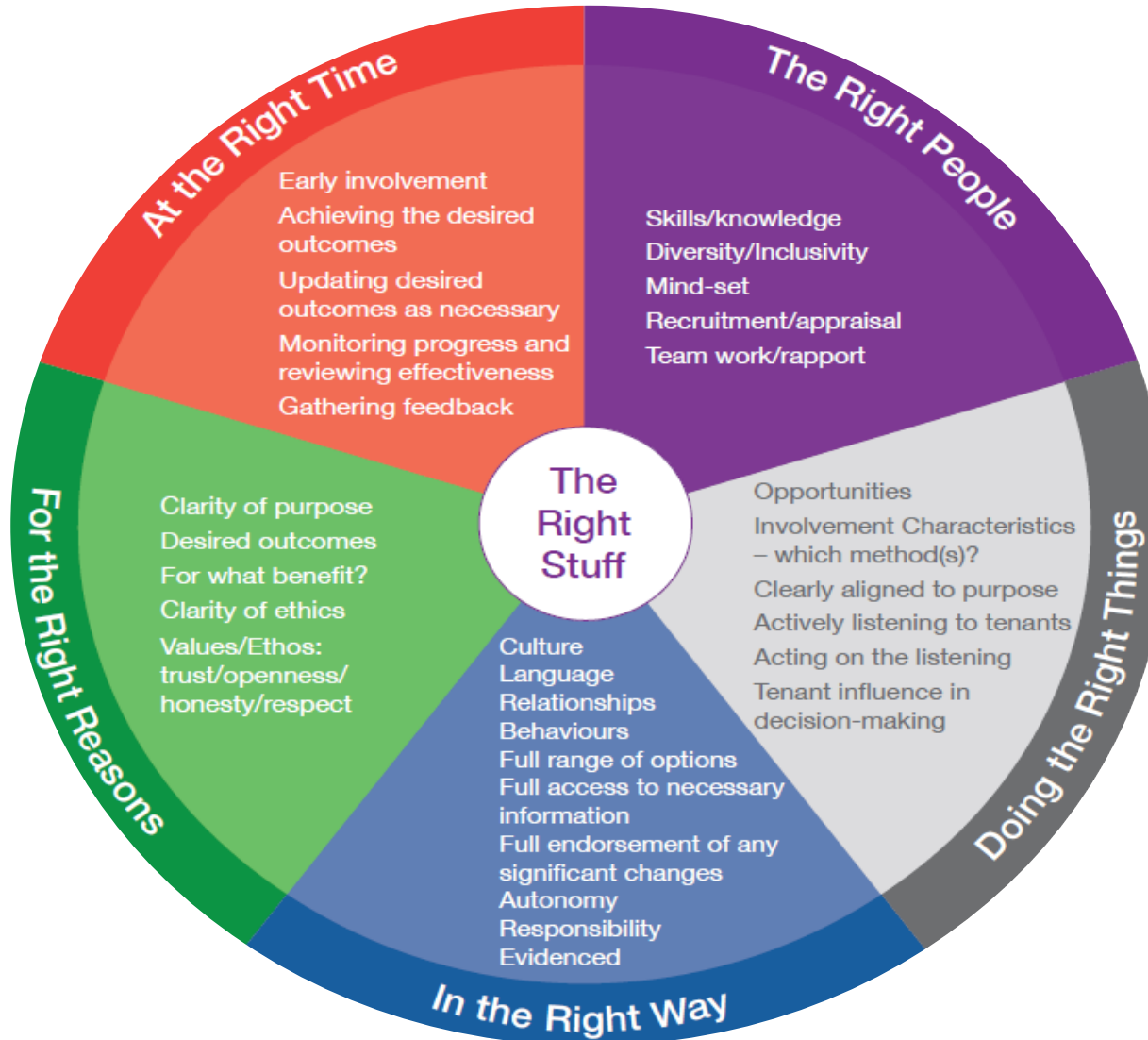


Key Vision and Values

- Focus on outcomes – not methods
- Involvement Characteristics
- **Key Values** – Listening; Trust; Organisational Ethos; Collaboration; Acting; Feedback; What works.



A Model for Tenant Involvement



Making it Happen

- Why are you doing it?
- A need to go back to fundamentals
- Culture, values and behaviour are critical
- What do you want to achieve?
- Work in honest and open collaboration





- Thank you

- Any Questions?