



You matter | Ti'n cyfri

Hearing the Tenants' Voice - 'The Right Stuff' revisited

workshop event
February 2022

**Event today is free and
exclusively for TPAS Cymru
members**





Diolch yn
fawr i'n
noddwyr

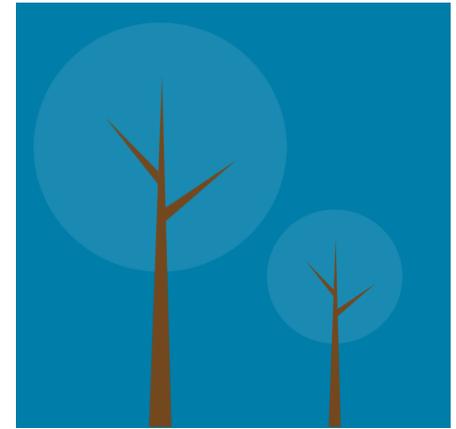
Thank you
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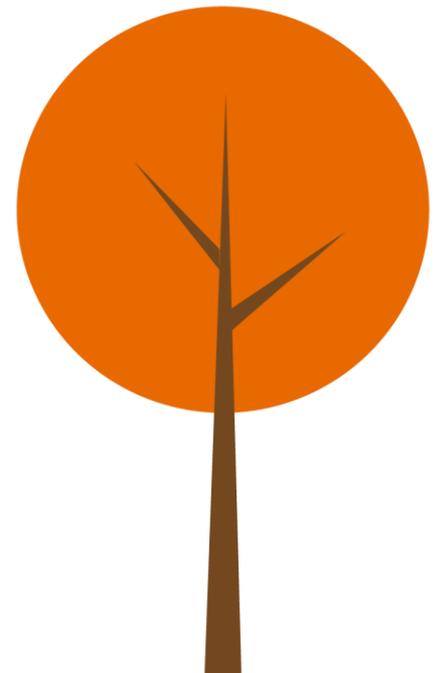
Ariennir yn Rhannol gan
Lywodraeth Cymru
Part Funded by
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The Right Stuff – Hearing the Tenants' Voice

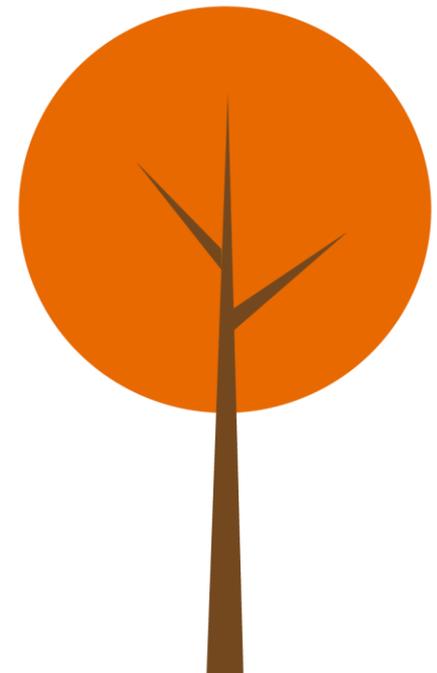


- https://gov.wales/sites/default/files/publications/2019-07/hearing-the-tenants-voice_0.pdf



What's today about?.....

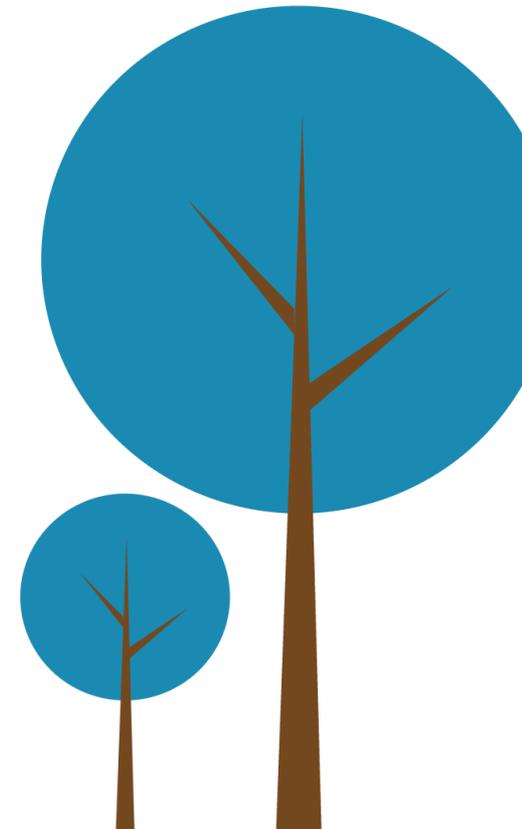
1. Revisit & Review - Background & overview of the 'The Right Stuff' report
2. Exploring links to new Regulatory Standards
3. A bit of self evaluation!



Terminology etc

RBW = Regulatory Board for Wales

Charged with advising the Minister for Housing & Local Government on the performance of the regulator and the housing association sector.



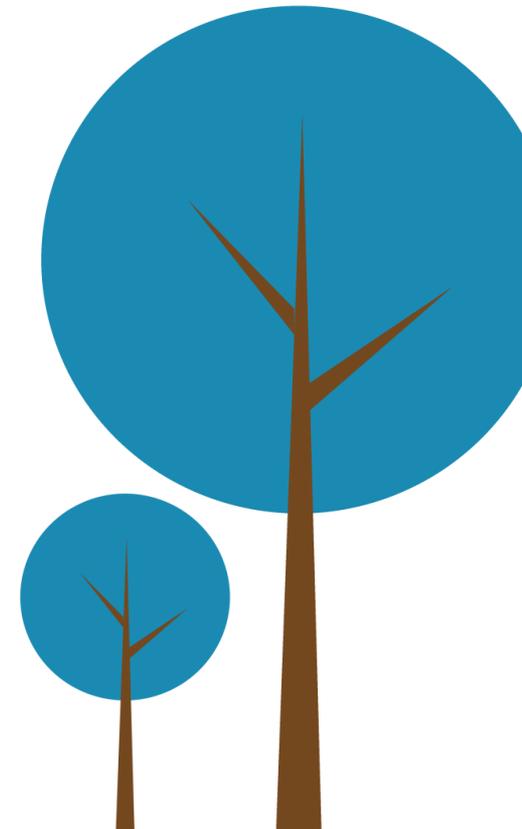
Terminology etc

“Tenant Involvement”

In the context of the review tenants include residents, service users and customers.

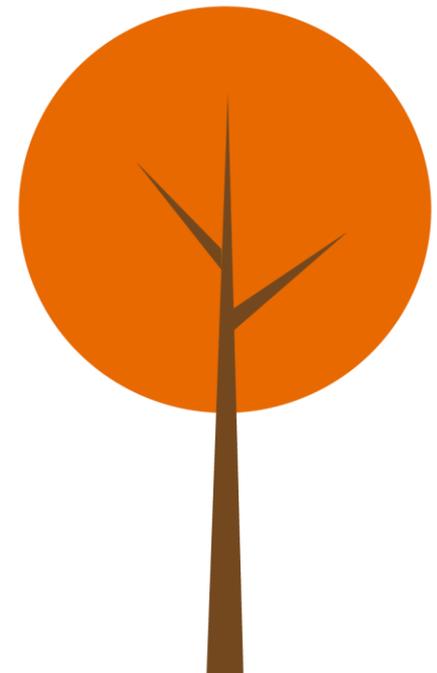
The report represents the views of the RBW.

Responsibility for the content of the report rests with the RBW.

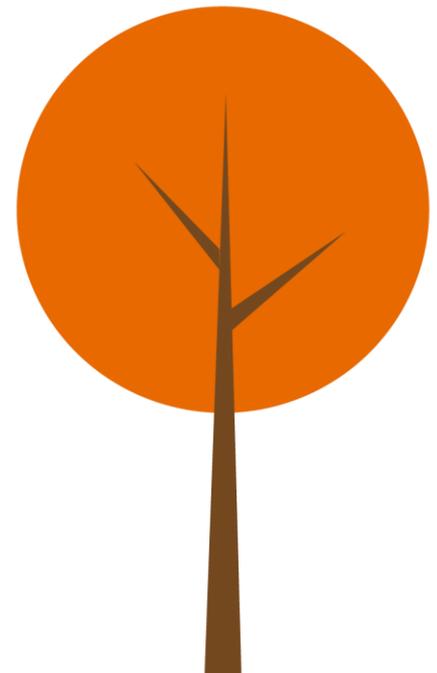


Review context - *pre-covid*

- Focus on finance & high-level governance risks.
- Tenant Involvement – An integral part of good governance.
- Grenfell/Hackitt review.
- Trust in Public Bodies.
- Social media/New technology v. established methods.
- The Well-being of Future Generations Act – involvement & collaboration.
- Regulating Tenant Involvement.



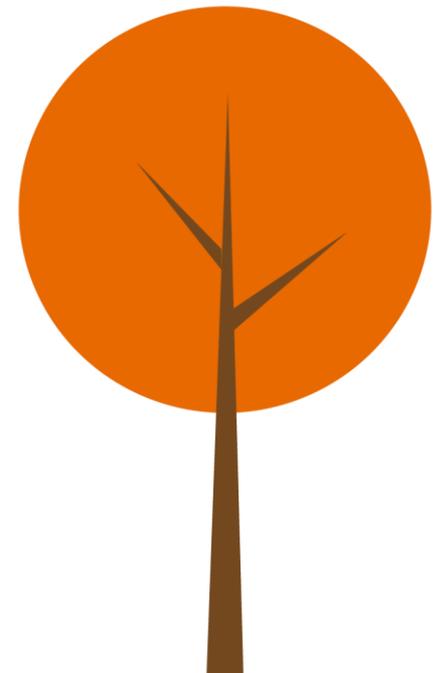
**What did the RBW
learn?**



What the RBW learned? -

1. Contested territory

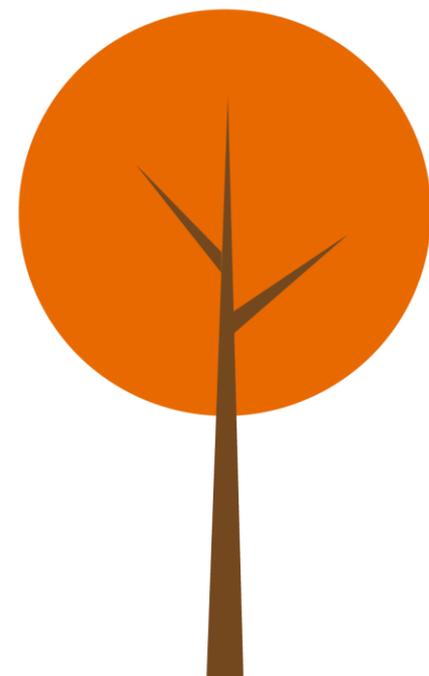
- Language - involvement/engagement
- Methods - modern V. traditional
- Purpose? — improve services, empower tenants, build trust



What the RBW learned? -

2. Listening is important - but so is action

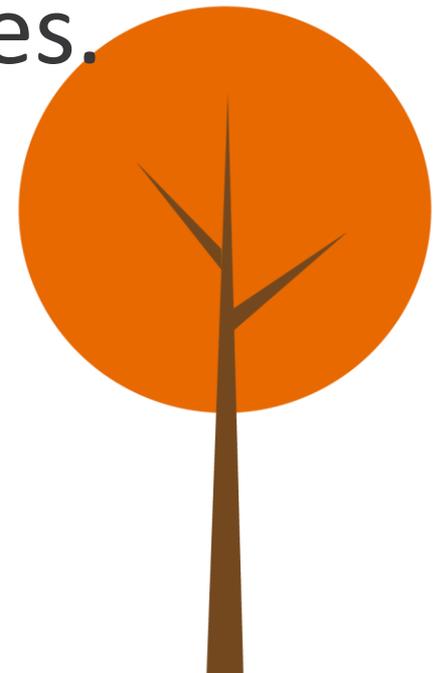
- Properly informed tenants.
- Trust and transparency.
- Open & honest discussions.
- Responding with feedback.
- 'Listen, act, learn'.



What the RBW learned? -

3. Culture, Trust and Mutual Respect.

- Accountability & Openness.
- Organisational culture & values.
- Relationships built on trust & dialogue.
- Authentic and genuine.



Quick question

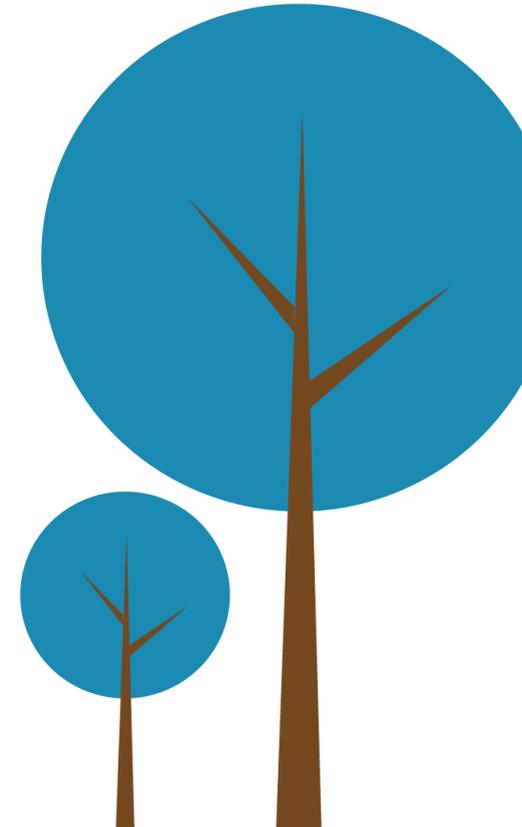
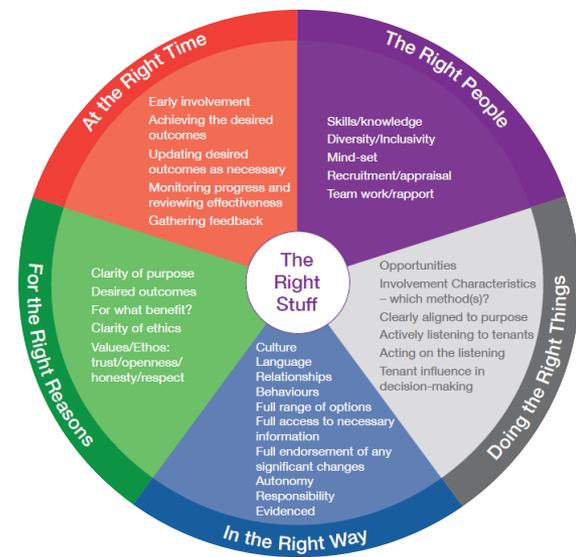
What term does your organisation use?

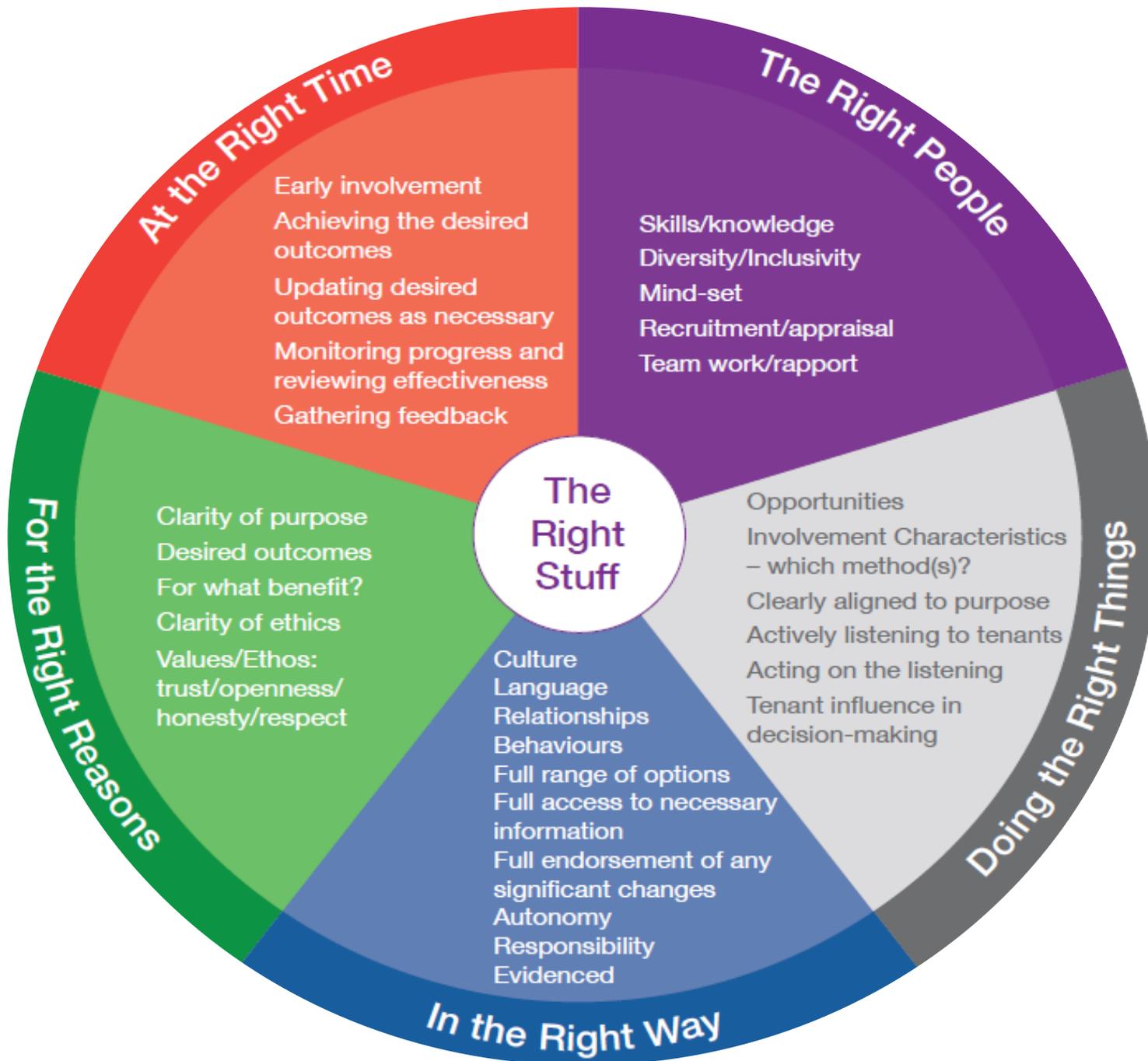
1. Tenant Involvement?
2. Tenant Participation?
3. Tenant Empowerment?
4. Resident Engagement?
5. Resident involvement?
6. Community Engagement?
7. Community Involvement?

"A model for Tenant Involvement" -

The Right Stuff framework

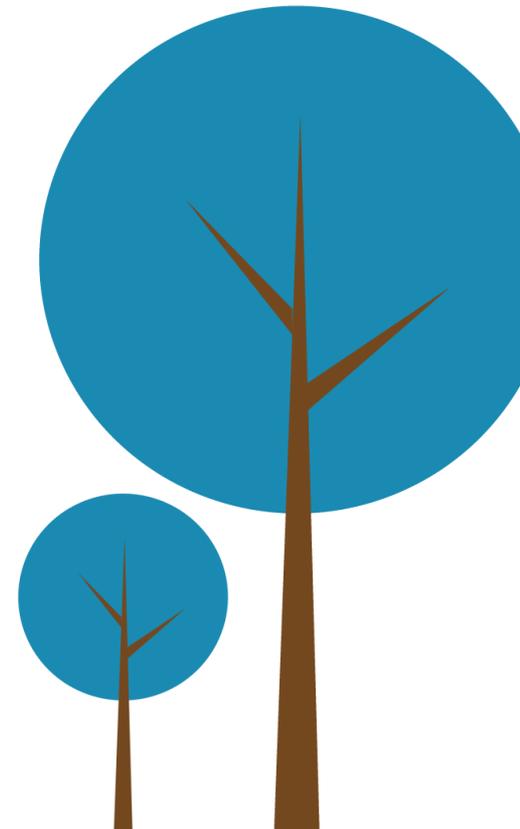
- Indicative rather than prescriptive
- Suggestions to stimulate thinking
- Provides topics to consider but each organisation needs to decide what is appropriate for their circumstances.





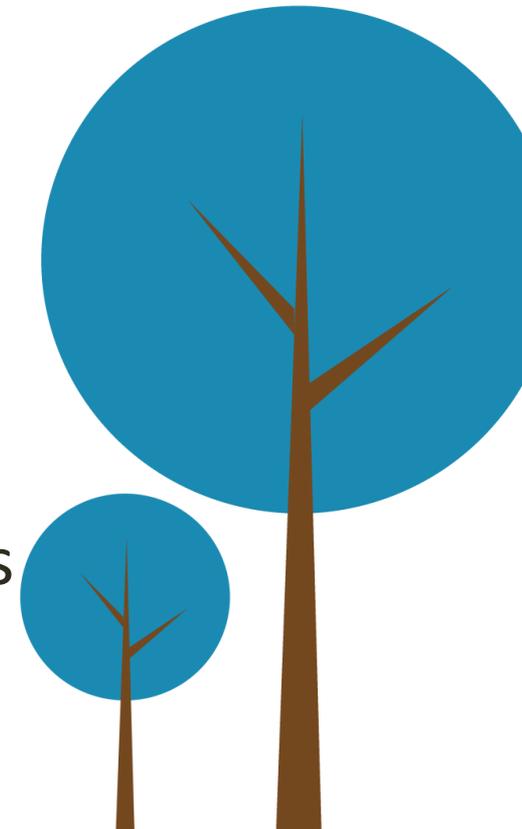
Making it Happen

**The key Messages
in the review
report.**



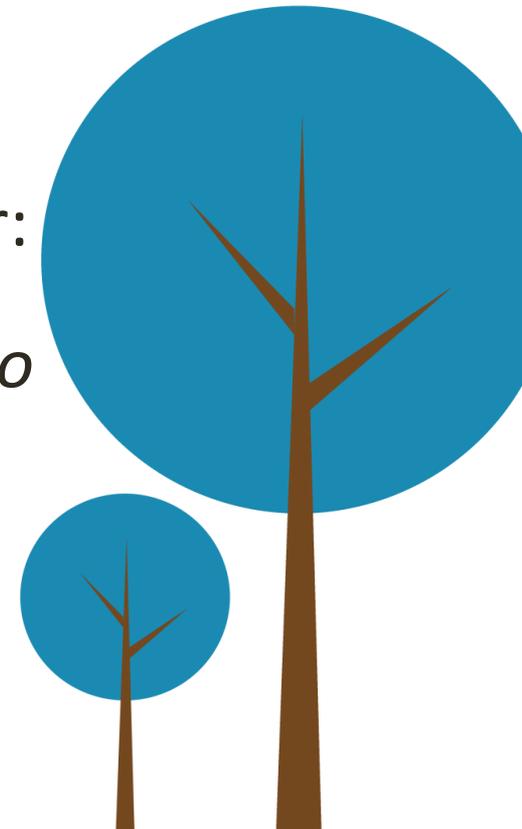
What is your tenant involvement trying to achieve?

- Clarity of purpose?
- Desired outcomes? – involve tenants in this.
- What works to achieve this? - Methods & approaches designed to deliver outcomes
- Does the approach provide value for money?
- How do you really know it works? - what's changed?!



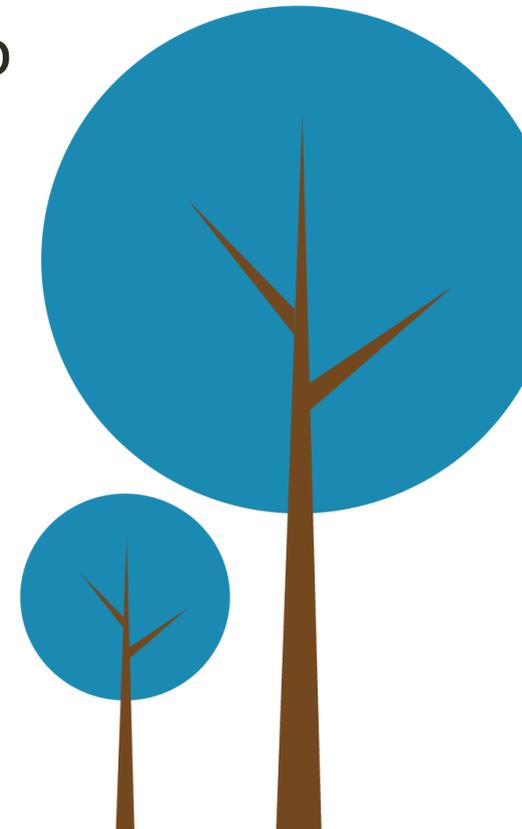
Board assurance & Governance

- Boards need to have assurance they have a robust approach to tenant involvement.
- Does the board have sufficient information about the tenant perspective?
- Not a regulatory requirement to have tenants on Boards. Questions to consider:
 - *What is having tenants on boards trying to achieve?*
 - *What level of influence do tenants have?*
 - *Other ways to feed into governance?*

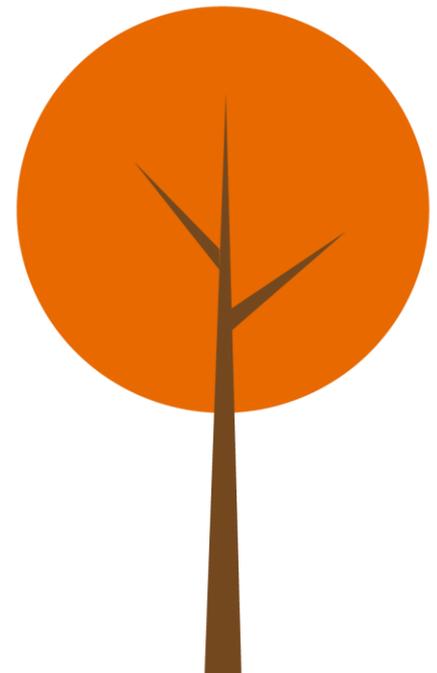


Sharing information & empowering tenants

- Housing associations should provide data to allow comparison with the performance of other landlords.
- This provides tenants with information to hold their landlord to account.
- Transparency obligation on landlords to honestly and openly share data.
 - *What does your landlord share?*
 - *Does your landlord have a transparency statement or policy?*

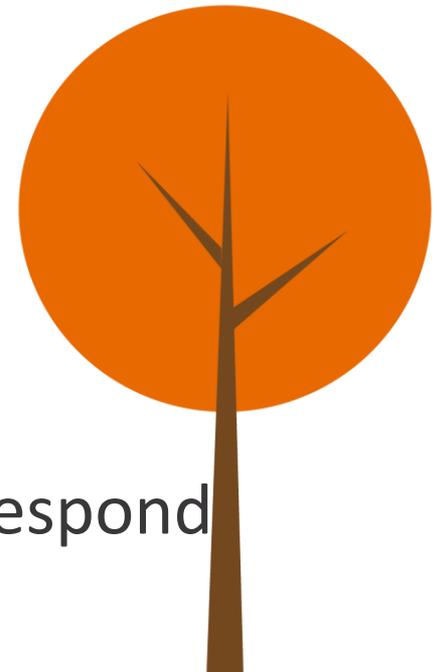


**Opportunities for
individual housing
associations -
as detailed in the report**



Opportunities for individual housing associations

- Use *The Right Stuff* tool to develop your approach to tenant involvement - strategic & operational levels.
- Use the model to add rigour to tenant involvement activity and develop a value for money approach.
- Work in close collaboration with those you serve when using the tool.
- Ensure organisational culture is aligned to a tenant involvement approach.
- Boards to explain to tenants how they will respond to this report.



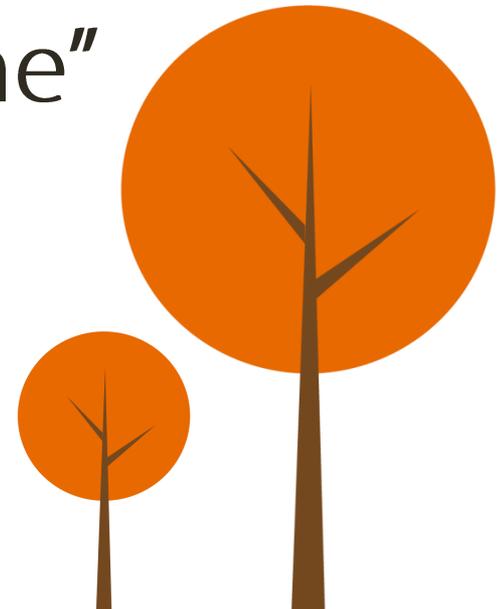
1.

Purpose

Resident
Involvement:

Why are you
doing it?

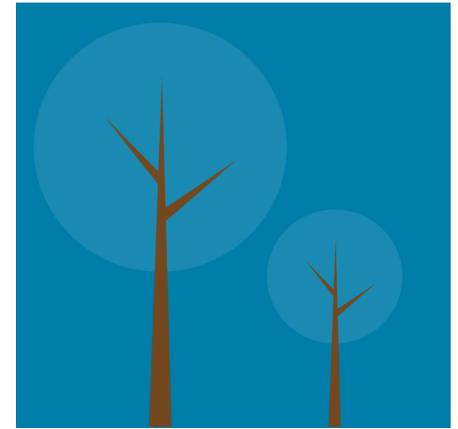
- “should be undertaken with integrity, not in a tokenistic way”
- “avoid doing things just because it’s what you’ve always done”





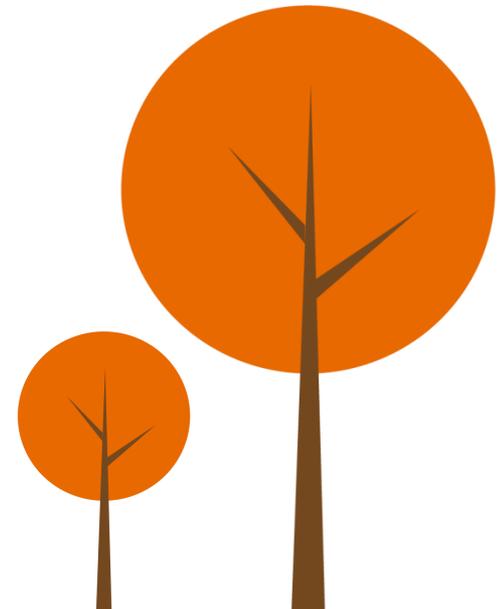
SO WHAT?

The Right Stuff – Hearing the Tenants' Voice



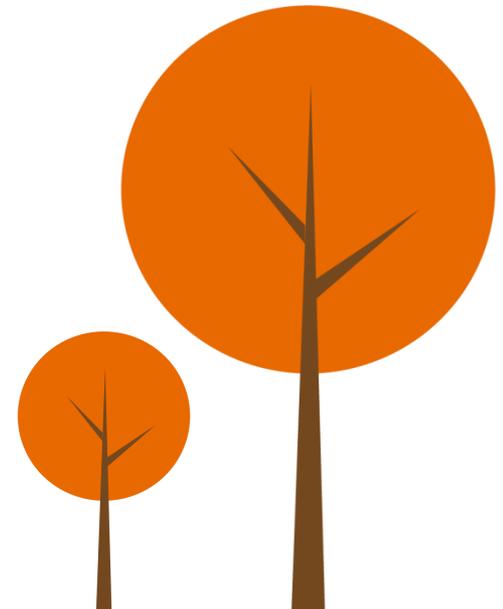
Questions to ask.....

1. What is the purpose of involving tenants at your landlord organisation?
2. What is tenant involvement trying to achieve? - *outcomes*



Questions to ask.....

1. How do you know tenant engagement at your landlord organisation is working?
2. What difference is it making?



**FORM
FOLLOWS
FUNCTION**

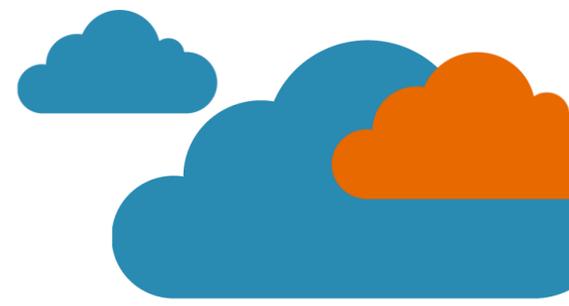
JOHN SULLIVAN

2.

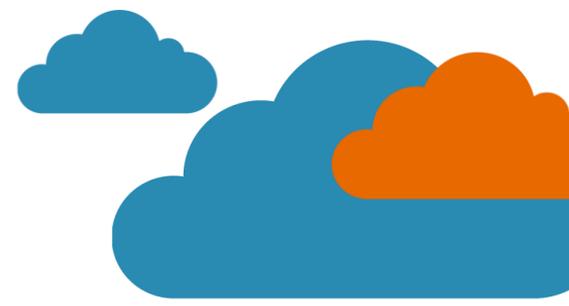
Listening

Resident Involvement:

Listen – Act -
Learn



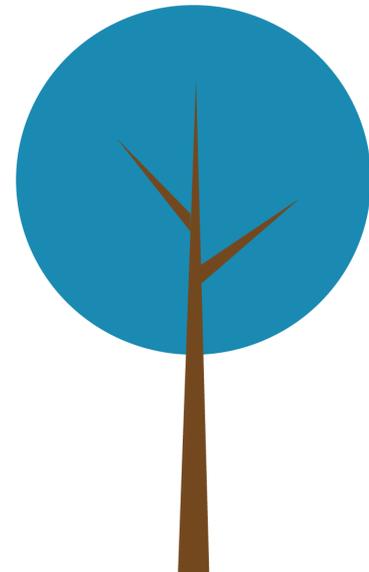
It's not about *how much* listening you do
—it's what you do
with it that counts.



How does your landlord organisation currently demonstrate how it listens, acts and learns?

Some thoughts & ideas cont....

- Don't tune out what you don't want to hear! Empower staff to think like this
- Share what you've heard and how you are acting, with tenants , staff, contractors, partner organisations and others.
- Listen to diverse voices – which tenants aren't being heard and why?



3.

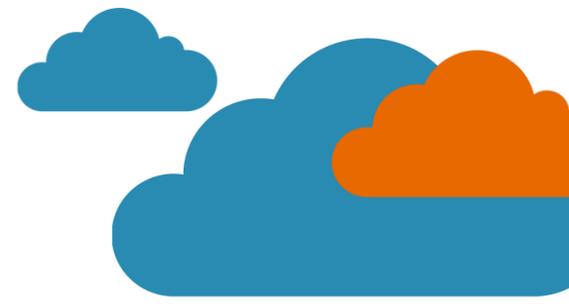
Culture

Organisational ethos:
Developing a culture which enables effective tenant involvement.

A white rectangular sign is suspended by a black metal bracket from a textured, light-brown wall. The sign features the text "YOUR CULTURE IS YOUR BRAND" in a bold, black, sans-serif font, arranged in two lines. The background shows architectural details like wooden beams and a window frame.

**YOUR CULTURE
IS YOUR BRAND**

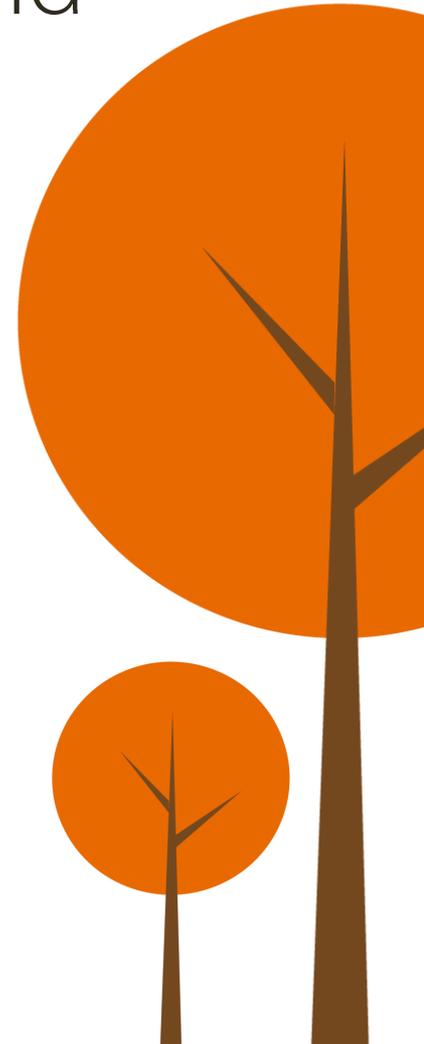
Culture - the ways you do things



- Language used
- Look
- Feel
- Behaviours
- Practice
- Relationships
- Values

Getting the culture right: 5 areas to think about

1. Management Commitment and style
2. Employee involvement and contractors!
3. Training & competence
4. Communications
5. Organisational learning



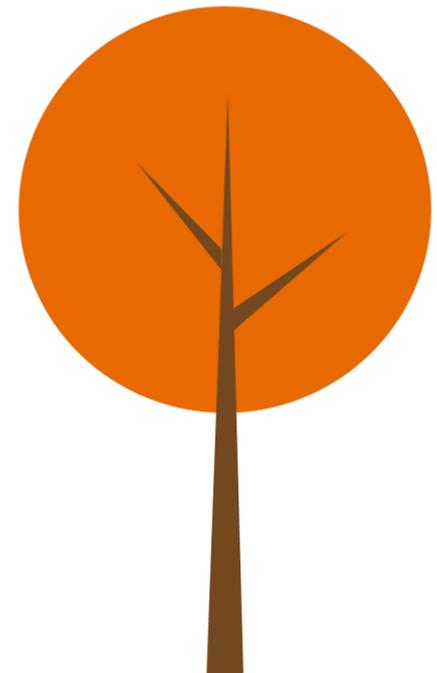
4.

Value for Money

“Tenant Involvement must represent value for money for effort and resources employed, as well as recognising the importance of respecting the value of tenant time and input.”

Support from TPAS Cymru - examples include:

- Facilitate review sessions with staff/Tenants/Board - 'self evaluation' against Regulatory Standards and *The Right Stuff* report.
- Accountability & Transparency training workshop.
- Building a culture of tenant engagement – NEW ½ day online training workshop.
- Vale for Money online workshops



ABOUT TPAS

How we support
Social housing in
Wales.

RESOURCES

Access our Guides,
Reports and Best
practice.



Involving Tenants in strategic decisions and governance: exploring the options

Thursday 7th April 2022: 10am - 12:30pm

Involving tenants in strategic decisions and governance is a key expectation in the current Regulatory Framework regulatory standards, but what could, and should this look like in practice?

Join us for this new online workshop event where we'll explore a range of options which can enable and support tenants to influence your organisation's strategic decision making. As well as exploring the options available we'll also look at what needs to be in place to make them work.

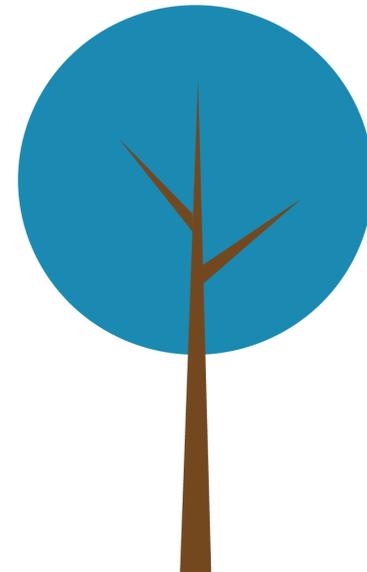
Who should attend?

Briefing: WG's Housing Conditions and Disrepair Report What you need to know

Tuesday, 15th February: 2pm - 2.45pm



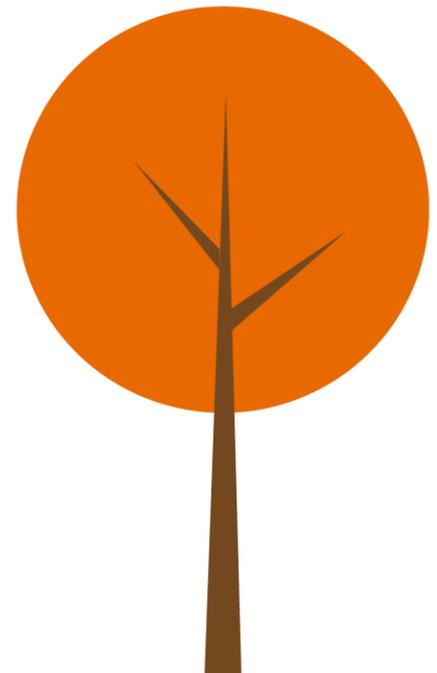
-
-
- <https://www.tpas.cymru/briefing-wgs-housing-conditions-and-disrepair-report-what-you-need-to-know>



Evaluation

<http://doo.vote/views>

<http://doo.vote/gwerthusi>
[ad](#)



The Right Stuff – Hearing the Tenants' Voice



Name & address to:
david@tpas.cymru



You matter | Ti'n cyfri

**Thank you for
joining us today.**

David Lloyd
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