



**Supporting™
Communities**
Empowering Society

Presentation to:

Leading, Supporting and Developing Tenant Participation

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Supporting Communities

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Supporting Communities



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With over 35 years of experience, Supporting Communities has a long history of championing community participation by developing community groups, supporting active citizenship, and building cohesive communities

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Our Vision & Mission



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- **Vision:** Engaged, confident, sustainable and inclusive communities
- **Mission:** We will deliver high quality, **INDEPENDENT**, professional support to the communities and agencies with which we engage



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Provide Independent Support to ALL Landlords



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Objective

- Place Supporting Communities as the key INDEPENDENT tenant support organisation for NI

Objective

- Assist ALL social landlords to develop Tenant Participation Strategies/Activities

Objective

- Help develop the skills of tenants/landlord staff to implement their Tenant Participation Strategies

Objective

- Set up and help maintain tenant panels and community/groups at a local level

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Our Clients/Stakeholders



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Our Services



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Information/Advice



COMMUNITY
DEVELOPMENT
WORK



Training



Funding



Housing Community
Network



Policy Issues



Administration



Good Practice



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DSD- Social Housing Reform



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- Facilitated engagement around SHRP
- Consultation Sessions held on Tenant Participation and Regulatory framework
- 220 participants involved
- Encouraged responses to Draft Tenant Participation Strategy = 200+
- Joint Housing Association / Housing Executive Tenant Event
- Additional engagement sessions around Stock Condition



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Housing Executive



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Support the Housing Community Network :

- 450 Groups / Community Champions / Village Voices
- Register of 300 Tenants/Residents
- 200+ Estate Inspections
- 200+ Inter Agencies
- District Housing Forums
- 13 Area Scrutiny Panels
- Central Housing Forum



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- 256 Compacts
- Mystery Shopping Exercise – 360 Interactions
- Annual Community Conference - 250+ delegates
- Community Base Check – 200+
- Digital Inclusion Pilot
- Social Enterprise Support
- Good Governance Check



Housing Associations



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- Support to Staff and tenants
- Tenant Participation Training
- Mystery Shopping
- Tenant Led Inspections
- Customer Journey Mapping
- Tenant Participation Strategies
- Review of Tenant Engagement and Governance Structures



Digital Inclusion



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Go On NI- Digital Champion Programme

- address the challenges of finding a way to improve Internet access within communities throughout N.I
- Ensuring that citizens do not become excluded from the digital era and the opportunities available to them
- **Project commenced- Sept 2012**
- Trained over **600 participants across NI-** OCN accreditation in Computer essentials
- Bridging the Digital Divide



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Our Impact



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Communities have:

- Improved physical environment
- Improved social environment
- A stronger sense of well-being
- A sense of belonging
- A sense of safety and security
- More stable housing – people moving less often



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Our Impact



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Individuals have:

- Increased knowledge and skills to fulfil their community role
- Increased self confidence and self-esteem
- Increased effectiveness & efficiency in problem solving (statutory bodies)
- Sense of ‘involvement’ or ‘having a say’ in housing & related services
- Volunteering and employment opportunities





Our Social Return on Investment



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£1 : £8





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We see Tenant Participation



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*Providing **all** tenants with a range of opportunities to have a say about how their housing services are delivered.*

It is a two way process where landlords value the engagement of their customers and recognise them as a vital component to improving their business

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Tenant Participation needs to Be....



Meaningful

- Landlords need to demonstrate their commitment
- Needs to be in the DNA of the organisation
- Needs to be part of the strategic and operational objectives of the organisation

Effective

- Landlords knowing *customer base / Customer Needs*
- Having the right approach



Benefits of Tenant Participation



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- Better **service delivery** and **improved value for money**
- Opportunities to **develop new knowledge and skills**
- Better **communication** between staff and tenants
- Better links between community and landlords
- **Informed and knowledgeable tenants** who have the skills and confidence to influence decisions
- Staff and tenants being more aware of each others perspectives and organisational and financial limitations

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Benefits of Tenant Participation



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- Breaking down misunderstandings, helping to remove any mistrust between landlord and tenants, and building mutual respect and understanding
- Increased tenant satisfaction with their home and neighbourhood
- Increased job satisfaction for staff





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The benefits of Tenant Participation and improvements in service delivery will not happen overnight and will evolve over time as effective information, communication and participation structures strengthen



Why people don't get involved



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- *Lack of information, what is the purpose of involvement?*
- *Tenants may neither have the time or indeed the interest*
- *Other Commitments (family, work etc.)*
- *Location of Meetings*
- *Lack of resources (staffing / expenses eg travel)*
- *Lack of capacity / skills*
- *Confidence*

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Making it Work



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Every customer contact is an opportunity to engage and learn

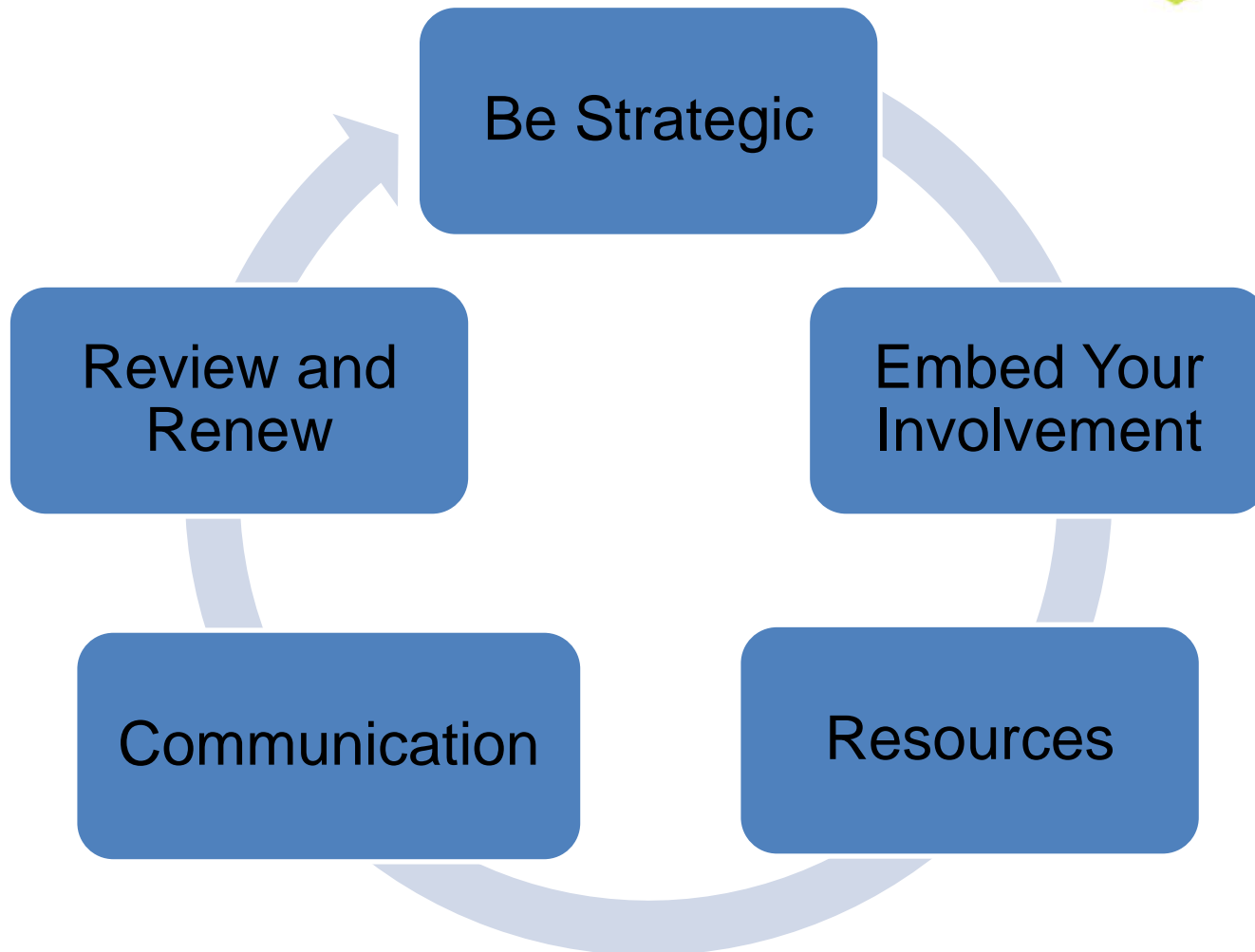
- For example, if someone is contacting an organisation to report a repair, the organisation could be asking how else they can help or asking for feedback too.
- If providers are truly listening to and involving their customers then they will be providing the services customers want; satisfaction will increase and more people will want to take up those services.

***Housing Learning and Improvement
Network***

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Making it work



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- Set out your commitment to Tenant Involvement – **Clearly and Concisely**
- Provide a **wide range** of opportunities for Involvement
- Think **creatively** about the methods of participation
- **LISTEN** to your tenants
- **Properly resource TP**
- Provide training and Support





Many Thanks