

Four Million Homes

Knowledge and action for change in social housing

www.fourmillion.org
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CCH The Confederation
of Co-operative
Housing

 **PPCR**
associates


Department for Levelling Up,
Housing & Communities

Four Million Homes

Resident Panels

Social Housing Residents Training Session 3

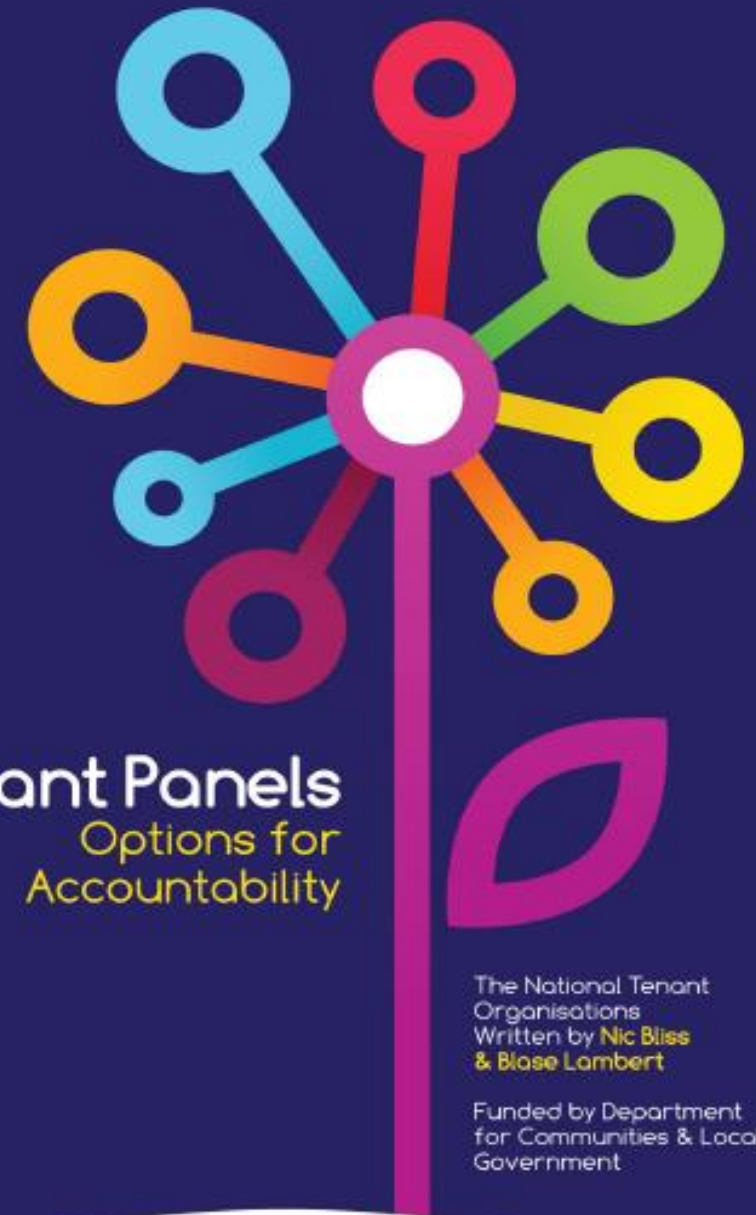
The Policy Context

The Policy Context

- Government policy
- Social housing regulation
- Tenant Satisfaction Measures
- Tenant Involvement and Empowerment Standard
 - ✓ Input into policies and landlord priorities
 - ✓ Deciding how services are delivered
 - ✓ Setting of service standards
 - ✓ Monitoring landlord performance
 - ✓ Resident management of homes and services
 - ✓ Provision information
 - ✓ Training and development

The role of resident panels

- Making decisions
- Shaping services
- Overseeing performance
- Monitoring and scrutiny
- Complaints
- Recruitment
- Representation
- Resourcing
- Assessing impact



Exercise: What should resident panels do?

The four option themes; decision making, shaping services, monitoring & scrutiny, complaints

Options for Tenant Panels

Involvement in decision-making

Shaping services

Monitoring & scrutiny

Involvement in Complaints

Co-governance

Service review groups

Performance monitoring

Assisting tenants

Joint & tenant management

Task & Finish groups

Tenant Scrutiny

Stage 2 or 3 of procedure

Tenants Federations

Communication groups

Joint scrutiny approaches

Complaints Panel

Advisory Panels

Involvement strategy groups

Undiscovered approaches?

Area & specific panels

Diversity groups

Collaborative Tenant Panels (area based & multi-landlord)

Feedback & Discussion



Comfort break for 15 minutes

The session will re-start at 2.40 pm

Who should be on a resident panel and what support should your landlord give?

Resident panel membership

Resident Involvement

- Election or appointment – what makes for valid choices?
- Representation or participation?
- A leader or a voice?
- Enthusiasm and understanding
- Development, independence and challenge

Resident panel membership

Access To All and Fairness

- Structures and form
- Equality and diversity
- Access for all – variety of approaches
- Code of Conduct – online and in person

Landlord Support

- Independence from landlord governance
- What and how will be monitored?
- What data will be reviewed?
- How will data be presented?
- How should residents gather evidence?
- Which staff members will be involved?
- What budget will be available?
- Dealing with conflicts of interest
- Communication with the governing body
- How does change happen?

Exercise: How should resident panels be resourced?

Feedback & Discussion



How do we know whether resident panels are improving services?

Impact Assessment

Some key questions about resident oversight:

- Can residents 'hold their landlord' to account?
- Are the arrangements leading to improved services?
- Is involvement leading to improved neighbourhoods?
- Are all residents able to participate?
- What are the costs and benefits?
- Is there evidence of a better deal for residents?
- Has satisfaction increased?
- What about complaints?

Four Million Homes Thank You

- For more info on anything you have heard here today, please check your guide, or visit our website
- Join an upcoming training or webinar
- Make sure you are signed up to our newsletter
- Be part of our Resident Sounding Board
- Help us spread the word .

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Evaluation Survey



<https://www.surveymonkey.co.uk/r/FMHtrainingsurvey>