



What Four Million Homes has achieved – Learning from the LSE Evaluation

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LSE Evaluation

Produced four evaluation reports

These have included:

- Feedback forms
- Questionnaires
- Follow-up phone calls
- Focus groups
- 1 to 1 interviews
- Website and social media data
- Attending sessions

Four Million Homes in numbers



4749 PARTICIPANTS



159 WEBINARS AND
TRAINING SESSIONS



1879127 SOCIAL
MEDIA IMPRESSIONS



71 VIDEOS CREATED,
185932 VIEWS



28,154 PEOPLE
ACCESSING ONLINE
GUIDES

Direct feedback on the sessions

- Very satisfied or satisfied with:
 - The content of training: 97%
 - The quality of training: 98%
- Strongly agree or agree with:
- I feel more confident in my knowledge of the topic following the training: 91%
- I feel my skills around the topic area have improved: 81%
- I feel inspired to make a difference: 84%


This has improved over the course of Four Million Homes

Who has participated ?

- Representatives from all regions of the UK
- Ethnic diversity increased over the course of the programme- and reflected social housing population.
- People who have never engaged in tenant training
- 18-24 under-represented in training and webinars **BUT** engaged more heavily in social media posts

Reflections on the whole of Four Million Homes from residents


- 49% found the training events the most useful
- 51% of respondents had accessed information via all three channels- training, webinars, website.
- What did people find most useful:
 - New information and knowledge
 - Hearing from others
 - Receiving support and guidance
 - Meeting people and building community



“All of the Four Mullion Homes sessions were extremely useful, whether they were face to face sessions or whether they were held online. At every single Four Mullion Homes session I managed to understand a bit better as to where Social Housing Renter Tenants stand”

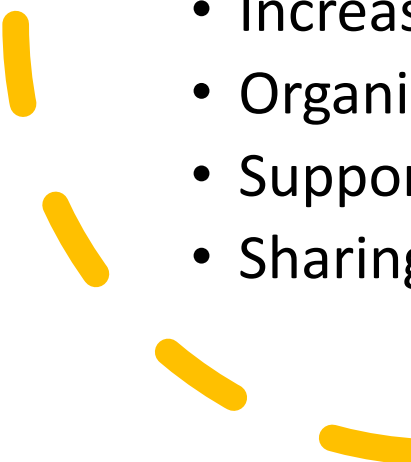
“The information provided and the opportunity of hearing the issues raised by others and the advice they received”

“Unique in the opportunity to hold deep discussions with a vast array of tenants and to share opportunities and information on local events they are all involved in!”





Four Million homes produces real action..

- 87% of participants had either taken action or planned to take action
 - This included:
 - Sharing information with other tenants
 - Using information when talking to landlord
 - Using knowledge to advocate for social housing
 - Increasing involvement in residents groups
 - Organising community events
 - Supporting other tenants one to one
 - Sharing information online
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Wider
feedback

Transformational Impact on Tenants

Reach Beyond “Formally Involved” Tenants

Effective Complaining and Reduced Escalations

Accessibility, Flexibility and Plain English Format

Emerging Tenant Networks

Need for Ongoing Access to Reliable, Updated Information