

Do we have real tenant engagement in our organisations?

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Community Housing Cymru

Governance Conference 2019

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Setting the Scene: A Regulation Perspective

- ▶ Regulatory Board for Wales (RBW) 3rd Strategic Review
- ▶ Welsh Government Revised Regulatory Framework (May 2017)
 - “Tenants remain at the heart of regulation with improved accountability and transparency to tenants and other stakeholders”
 - Grenfell Tower tragedy (June 2017)
- ▶ Initial scoping work (Board, Regulatory Advisory Group (RAG), selected other key informants) March - August 2018
- ▶ Project steering group (CHC, TPAS Cymru, Tai Pawb, Housing Futures Cymru, HA sector representation, RBW, Welsh Government) and Independent External Expert Adviser

Tenants at the Heart: Progress and Plans

- ▶ Effective tenant engagement closely linked to good governance (see “The Right Stuff”, March 2018)
- ▶ Underpinned by national standards (e.g. Performance Standards) and broad principles
- ▶ Key Question: How can we make tenant engagement more meaningful (within organisations and at a national level in Wales)?
- ▶ Steering Group Meetings/External Presentations/Think Pieces
- ▶ Phase 1: Commissioned review of recent tenant engagement literature (Tamsin Stirling)
- ▶ Phase 2: Individual and focus group perspectives (March/April/May)

Phase 1: Some Contested Issues

- ▶ What is the intent, purpose and scope of tenant engagement?
- ▶ Issues of language and definition
- ▶ Different perspectives (tenant/landlord, individual/collective)
- ▶ Which tenants wish to engage/participate (and how - traditional vs. digital methods)?
- ▶ Transactional vs. Relational Engagement (customers and/or citizens)
- ▶ What role for tenants in governance?
- ▶ Are tenants voices listened to (leading to what change)?
- ▶ Does the balance of power within the housing association sector need to be recalibrated?

Tenants at the Heart : Phase 2 (part one)

- ▶ Working in collaboration with Housing Quality Network (HQN)
- ▶ Short electronic survey
 - What is tenant participation/engagement trying to achieve now and in the future?
 - Three broad areas of coverage (Services, Strategy and Community)
 - Survey of tenants' views
 - Survey of views of other stakeholders

Tenants at the Heart : Phase 2 (part two)

Focus Groups

- ▶ 3 with small groups of tenants
- ▶ 2 with mix of housing association staff/Board members
- ▶ 1 with other stakeholders

Key Questions

- ▶ What works?
- ▶ What are the critical ingredients which make it work?
- ▶ How do we know it really works?

Next steps and outcomes

- ▶ Ongoing discussions with steering group
- ▶ Phase 2 research
- ▶ Final Report/Thinking Tool (similar to RBW governance strategic review?)
- ▶ Non prescriptive
- ▶ Launch (July 2019?)

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