

CHC Joint Welfare /Regeneration SDG Meeting

Wednesday 18 July 2018

MRC Llandrindod Wells

Notes from group discussions on tenants and community relations engaging tenants

1. Early intervention/ engagement

- Nurturing a relationship with the tenants
- Pre-tenancy work
- Offering support early

E.g. project designed and managed (co-designed) by young people for young people

2. Multi-agency approach

- E.g. staff at job centre
- Health visitors and social services
- Police
- E.g. Psychologist based in housing office (funded by health board) half a day a week, 3-4 years
- Nurturing good partnership- i.e. LIFT programme- communities for work
- Pre-support programme
- E.g. Cynon Taff- mind your money
- Holistic model (including mind/ financial)
- Neighbourhood coach idea from Hafod
- Recruiting the right mentor and including tenant in recruitment process
- Housing cooperatives i.e. Home Farm (Cadwyn Coop)
- Support to community group to let them thrive
- Supporting events (Macmillan type events) to build local support network
- Referrals from income team to job centres-internal/ external partnerships with employment and digital officers

3. Understanding or knowing our customers-especially those most at risk

- More co-working internally between teams/ departments
- Considering our customers lifestyles e.g. contact at 5.30pm consider best time to make contact etc.
- Sharing direct contact details for staff
- Relationship based conversations
- Back to basics work
- What matters conversations with tenants- PIE, ABCD
- Social responsibility

- Creating aspirations (people want to work)

4. Tenancy and community relations

- Coaching/mentoring involving motivational interviewing
- Coach not officers
- Holistic approach to tenancy
- Huge issue with mental health
- Proactive not reactive
- Personal engagement
- Deal with the causes not the symptoms
- Support worker identifying these skills
- Involving the rest of the organisation
- Help tenant if facing sanctions
- Essentials of pre-tenancy work and creating relationship building relationships and too many touch points
- Are customers too reliant on us intervening in people's lives
- Personalities of staff- building trust, communications. Does structure matter if people really want to help tenants
- Creating spaces and environments for staff to reflect be creative, question and be allowed to fail
- Organisational flexibility
- Run or work with the willing and the unwilling will come
- Promote foundational economy