

Introduction

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David Rhys Wilton

Director

TPAS Cymru

Background



LEW PLATT, FORMER CEO OF HEWLETT PACKARD

**“If HP knew what
HP knows, we’d be
three times more
productive.”**

My approach is not...





TPAS Cymru beliefs

To improve
services

To make
landlords
accountable
to Tenants

To increase
skills and
confidence
of Tenants

To improve
quality of
communities

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TPAS Update

DAVID WILTON

TPAS Cymru

Like many organisations we've had to tackle major challenges over last few years:

1. WG Funding cuts
2. Local Authority cuts and budget pressure on Social Landlords.
3. Pressure on ensuring members get value for money.
4. Doing more for less

We're in good shape



- 8 staff between Cardiff and Colwyn Bay.
- Real in-depth knowledge of the Housing market in Wales.
 - 27 years as TPAS Cymru
 - Our 3 training consultants have 50 years experience between them.
 - Proud to operate across all of Wales, offering a bilingual service
- Members are staying with us. 2 large landlords rejoined.
- Focused on revamping and developing new training and network events to develop best practices.
- Our TP consultancy is in strong demand and the client satisfaction is very positive.
- Developing Partnerships in events and training

Social Landlords: Challenges to achieving great Tenant Participation

- Engaging with young people
- Fit Tenant Participation into the organisation and mainstream it.
- Widening participation and the types of people who engage
- Getting people to understand what TP is (internally)
- Trying to get tenants to take responsibility – have received training and workshops but still dependant
- Digital inclusion for tenants at basic level ie using a computer
- Getting new people involved, bringing the average age down, getting away for the usual suspects
- Create skills enablement solutions to facilitate learning and employment opportunities for Tenants

How can TPAS Cymru assist with promoting and supporting the influence of people who use SP services?

NINA LANGRISH

What's the Message?

Ensure Commissioners, Service Providers, and most importantly Service Users, are involved in the planning, development and commissioning of services and service responses that meet identified needs and agreed strategic priorities on a local and regional level

Service Providers



- ✓ Service providers should be aiming to involve users across a range of ways.
 - This enables them to shape those services, and go beyond consulting them on specific issues.
 - This should reflect a corporate culture of users being at the heart of service provision.

SP Teams (Commissioners)

Local Authority must ensure service users are given meaningful opportunities to influence decisions at a local level and **evidence** of this needs to be reported at a regional level

LA Co-ordinating role

Develop plans that incorporate local and regional arrangements and **evidence** of the outcomes of user involvement to be evaluated and reported to the RCC

Regional Collaborative Committees



- Create frameworks whereby service users are involved in developing, commissioning and reviewing support services.
- A range of methods to be developed to give everyone an opportunity to be involved and the barriers to involvement should be identified
- Service User Representation to “champion” the voice of service users – could be ex service user

The Board



- The RCC will put into place consultation arrangements with service users
.....The SPNAB will expect to see evidence of this
- To receive annual/regular reports from SP service users and advising the Minister

Service User frustration

“People think the only thing we know is how to moan. But they are not listening.

We know what needs to be changed, what works and doesn't work.

We know this because we live it 24/7 52 weeks of the year with no days off”

Key Challenges



- SUI – not on everyone’s agenda, other things take priority
- Lack of understanding – people don’t get the value of SUI for individuals and organisations (and don’t how to engage service users)
- Doesn’t fit easily into the Outcomes Framework
- Good stuff going on, but not shared
- Difficult to track what difference user involvement makes
 - lack of methods to capture outcomes

How we support Tenants and Service Users



- Focused training and workshops
- Service User Involvement Networks
- Projects – The Wallich Reflect to Perfect
- Resources and Good Practice
- Publications – Solutions
- Advice and Information
- Thought leadership
- Membership benefits for SH organisations

Future Developments

New training courses

1. Achieving Positive Outcomes from User Involvement
2. Service User Involvement for Monitoring Officers

Examples of outcomes (benefits) from Service User Involvement



- ✓ The provider is accountable to service users
- ✓ Decision are influenced by the views of users
- ✓ Service users know the outcomes of consultations
- ✓ Service users are more knowledgeable about services and performance
- ✓ Better quality services
- ✓ Increased skills, knowledge and confidence
- ✓ Better trust between staff and service users
- ✓ Reduction in evictions, challenging behaviour
- ✓ Happier service users who feel valued

Questions and Comments

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NINA LANGRISH & DAVID WILTON