

Consumer Regulation – the new regime

Meaningful and demonstratable tenant engagement structures

10 October 2023

Introduction – Sharron Webster (Chair)

Our speakers:

- Emma Palmer, Chief Executive – Eastlight Community Homes
- Denise Fowler, Chief Executive – Phoenix Community Housing
- Emma O’Shea, Chief Operating Officer – Aster Group (pilot organisation)
- Jenny Osbourne, Chief Executive – TPAS

We will be recording this session so that you can share

What do we want you to get out of this session?

- Understanding of how the tenants voice is used across organisations
- What frameworks
- What mechanisms are in place to ensure this is happening
- How to evidence influence and outcome - that the use of insight in decision making is working, what the insight is telling you and what changes are being made as a result of it

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Themes from attendees' questions

Themes:

- Tenant engagement structures – where are the touch points?
- Evidencing impact and change
- Impact on board – what needs to change?
- Data /technology/ innovation?
- Culture
- Smaller providers

Customer Voice @ Aster

Emma O'Shea

Chief Operating Officer

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Integrated Customer Voice Strategy

- Hygiene factor of a consumer-focused business
- Culture – beyond the tick box exercise
- Modern methods of engagements
- Embedding customer voice at all levels
- Customer involved in designing the involvement strategy
- One size shouldn't fit all



Customer Voice Pillars

Direction



- Co-Design Services
- Culture
- Equality, Diversity and Inclusion
- Sustainability
- Workforce Planning
- Procurement of Services

Scrutiny and Assurance



- Assurance Flows
- Delegation
- Policy Scrutiny
- Complaints Panel
- Service scrutiny
- Support Board and Exec
- Customer Insight (Assurance)

Engagement



- Local Initiatives
- Service Engagement
- Customer Insight (Local)
- Complaints Learning

Being a pilot organisation

- Pilot organisation new consumer standards
- G1/V1 – compliant against the new consumer standards
- Reflections on the pilot
- Governance review
- TPAS





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Question time



question time

Tenant engagement structures – where are the touch points?

- I would like to know (if possible!) whether the sector is showing a preference to any specific type of engagement structure?
- Where are the most meaningful and key touch points for engagement in your organisation?
- What formats has your organisation found most useful to encourage tenant feedback?
- How does the tenant voice feed into board and organisational decision making?
- To Emma O'Shea: What specifically will Aster 'weave' into the organisation following pilot Consumer Regulation inspection?

Tenant engagement – evidencing outcomes

- Are we expecting to need to evidence improvement in outcomes?
- Can the panel for some good examples of evidencing insight from tenants and influence?
- What are the most effective ways of evidencing the residents' voice to the Board and the Regulator
- How and where would you document the meaningful tenant engagement structures?
What is defined as meaningful?
- Do RPs need to have a customer experience committee in place?

Impact on board – what needs to change?

- What if anything has changed/ should change at board level?
- Have you change the language of board reports?
- Are you using different ways, other than reports, to enable the board in your organisation to hear the tenant voice?
- Interested to hear of examples of Customer Committees that are formally established as part of the governance structure

Data/ technology and innovation

- What are the key data points that need to be available to inform the decisions?
- Are there specific tools or technologies in place to facilitate resident engagement and feedback collection?

Culture

- How do we work towards embedding the right organisational culture to ensure meaningful engagement?
- What work has been done around culture change within the organisation?

Smalls

- How are smaller HA's able to demonstrate how their tenants voices are heard across their organisation?
- How do you design formal tenant engagement structures in a very small Housing Association

Bureaucracy

- What's your best advice for delivering accountability without generating expensive bureaucracy in lean times?
- How can we make capturing resident views an everyday practise without over-burdening them.

And finally...

Key piece of advice for meeting the standard

Contact

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