

# Summer Scrutiny and Empowerment Partners (SEP) Newsletter

August 2013



## Welcome to our Quarterly Newsletter

The **spring** newsletter featured as the main food for thought – the co-regulation challenge for involved tenants and landlords. **Have you completed your joint self-assessment yet?** If not, the newsletter is on the website for you to follow up.

The warm summer themes in this newsletter are:

- ✓ **Our exciting 3<sup>rd</sup> Annual Tenant Panel Conference with the NHC in York on 8<sup>th</sup> October – skills and innovation for tenant panels (early booking discounts if you book by 8<sup>th</sup> September). [www.tenantadvisor.net/events](http://www.tenantadvisor.net/events)**
- ✓ **Complaint Panel News**
- ✓ **Hints and tips on asking probing questions for involved tenants**
- ✓ **VFM guidance – where to find it and how to involve customers (it's a requirement)**
- ✓ **News from Scrutiny.net Involvement officers meeting 18<sup>th</sup> July**
- ✓ **Getting Scrutiny Chairs together**
- ✓ **What's new and interesting?**

All of these are equally as important information for complaint panels, scrutiny panels, tenant auditors/inspectors and service improvement groups, staff and Boards/Councillors – so if you are reading this – pass it on, it might be useful to others.

## 3<sup>rd</sup> Annual Tenant Panel Conference in York on 8<sup>th</sup> October

### – Skills and Innovation for Tenant Panels

BIG Early booking discounts if you book by 8<sup>th</sup> September, here is the link:

[2013 Annual Tenant Panel Conference full programme](#)

This is the 3<sup>rd</sup> annual conference for those involved in scrutiny, complaint and other tenant engagement.

Delegates can attend of **2 from 11 workshops**, aimed at all the differently involved tenants and **3 skills sessions from 12 options** along with hearing from **Plenary speakers on Complaints Panels**, a **Board chair on how tenant engagement with governance** and from what we consider to be the most flexible and **easy to run Tenant Rewards Scheme**.

Tenant panels for **scrutiny and complaints** have been in various stages of development for a few years now.

Other tenants are involved as **mystery shoppers, tenant auditors, on service improvement groups, value for money panels and on editorial panels**. All are excellent support mechanisms for landlords and successful panels need to maintain their skills.

Some tenants are new and finding their feet on the involvement ladder, others are experienced and want to improve and advance their skills. **Whatever your panel or your skill level – this conference is for you.**

### Tenant Complaint Panel News

We are hearing about more and more panels training and registering to take on the roles of Designated Tenant Complaints Panels.

A recent article in Inside Housing said there are only about 12 set up, but this is gathering momentum and many of you are getting the training completed before you leap to registration – very wise. As soon as Bury registered they had their first complaint, they handled this well. Preparation is everything.

Most recently we have supported Bury ALMO; Aster Communities; 4 large Housing Associations in the North West (Independent Tenant Solutions - New Charter; City West; Together Group and Salix Homes); 5 small Housing Associations in the Midlands; Villages HA and Weaver Vale HA Panels.

There is a bit of confusion over do we have to have one – you don't, but it expected under co-regulation that you will have a discussion over the possibility with residents and the Housing Ombudsman regularly states in his speeches that he might be asking the landlord why they have not set up a panel.

There are lots of decisions to be made:

- ✓ Shall we have a panel just for our landlord's services?
- ✓ How big will the Panel be?
- ✓ How and where shall we recruit volunteers for the Panel
- ✓ Shall we include leaseholders, shared owners and residents on the Panel?
- ✓ Shall we have more than one Panel in a group structure?
- ✓ Shall we join with another landlord to form a panel
- ✓ Shall we join an existing panel?
- ✓ Shall we not have a panel but pay to use another Panel?
- ✓ What training do we need?
- ✓ How and when shall we recruit?
- ✓ What paperwork do we need to agree before they start?
- ✓ What work will the panel do – is it about just reviewing complaints decisions, or will the panel also provide advocacy, mediation, performance management of complaints
- ✓ Who will receive the reports of the Panel?
- ✓ How does the Panel fit with other involvement structures?

There is also a bit of confusion on the 8 week rule. A tenant can go straight to the Housing Ombudsman Service (HoS) at the end of their internal complaint process, but the HoS will not be able to deal with the complaint straight away (this is the 8 week wait), unless it is referred or rejected for help by the Designated Tenant Complaint Panel, an MP or Councillor.

You might need help to consider how the panel will operate and to agree the remit, terms of reference and recognition criteria and your tenants will need to be trained to undertake this important and sensitive task. We can help you think about some of these issues and there is a lot of information on both the Housing Ombudsman site and on the tenant advisor website on Complaints –if there is anything you need to know – just ask and watch this space for more news on complaint panels as they mature.

## Hints and tips on probing questions for involved tenants

We think it's a good idea to ask questions for clarification and also to probe for a deeper service review and this applies to all involved tenants – so when are you clarifying and when are you probing?

**First, think about who you are asking the questions of:**

- What is their job/influence?

- The more senior staff can be asked about strategies and Board involvement/influence
- The more junior or operation staff will be able to tell you about problems they encounter and offer you solutions for service enhancement – do you have that covered?

Are you making best use of your time with everyone you see?

**Clarifying Questions** are simple questions of fact.

They clarify the dilemma and provide the nuts and bolts so that tenants can ask good probing questions and provide useful feedback later.

Clarifying questions should not go beyond the boundaries of the questioner’s dilemma. They have brief, factual answers, and usually don’t provide any new “food for thought” for the presenter.

So you might ask about things which you consider to be weak when you have completed your review of paperwork, so you can check if your assumption that something is not done or a weakness is true and it will provide you either with the evidence that your right, or it will challenge your initial assumptions and make sure your final report is factually correct.

**Some examples of clarifying questions:**

- How much time does the XXX take?
- Who is involved?
- How is it organised?
- How/why did you decide to do this?
- What resources did you have available for this?

The litmus test for a clarifying question is: **Does the person responding have to think before s/he answers?** If so, it’s almost certainly a probing question.

**Probing Questions** are intended to help the responder think more deeply about the issue at hand. If a probing question doesn’t have that effect, it is either a clarifying question or a recommendation you are considering that might be discussing with them about early on.

If you find yourself saying “Don’t you think you should ...?” you’ve gone beyond probing questions and may even be considered rude. Be careful – **relationship management is everything** and will “cut you some slack” if you get something wrong later on.

The responder often will not have a ready answer to a probing question – getting them to think about this is very helpful and can spark new ideas on where your recommendations might lead to.

*Questions are the hard to create, here are some suggestions:*

- Check to see if you have a “right” answer in mind. If so, delete the judgment you have already assumed from the question, or don’t ask it.
- What do you want to find out? Check your probing questions for relevance to the service being reviewed.
- Check to see if you are asserting your own views in the agenda. If so, rephrase the question.
- Sometimes a simple “why...?” can be very effective, as can several why questions asked in a row.
- Try using verbs: What do you feel about that? Want? Get? Assume? Expect?
- Think about the risk, comfort and danger the responder might be feeling. Use these as a barometer. Don’t avoid risk, but also don’t push the presenter into feeling concerned or threatened, you want them to come back and support you in your future work

*Traits of good probing questions mean:*

- They are general and widely useful
- Don’t place blame on anyone
- Allow for multiple responses
- Help create a shift in someone’s thoughts to the tenant perspective
- Empower the person with the dilemma to solve their own problem
- Avoid yes/no responses
- Are usually brief, with long answers
- Elicit a slow and measured response
- Move thinking from reaction to reflection

Try the following for your probing enquiries:

- What would have to change in order for...?
- What do you feel is right in your heart/morally?
- What’s another way you might...?
- What would it look like if...?
- What do you think would happen if...?
- How was...different from...?
- What sort of an impact do you think...?
- How did you decide/determine/conclude...?
- What is your hunch about....?
- What was your intention when....?
- What do you assume to be true about....?
- What is the connection between...and...?
- What if the opposite were true? Then what?
- How might your assumptions about...have influenced how you are thinking about...?
- Why is implementation a problem for you?

### **Some Examples of Probing Questions:**

- How do you think your own research and thoughts have influenced your choice of direction on this service?
- What do you think or hear about quality from tenants?
- How do you involve tenants in this?
- What does the Board or Committee discuss about this?
- You have observed any lack of focus on this important area for tenants – what makes you say that?
- What would the tenants involved say about this issue?
- How have your perspectives on current events influenced how you have structured this activity?
- Why did this cause a problem for you?
- Why do you think the expected outcomes weren't communicated?
- What was your intention when you assigned this work activity?
- What evidence do you have that you can achieve an improvement?
- What holds you back? Resources, Board/ senior team?
- How are your assumptions made?
- How do you think your expectations have influenced your work on this project?
- What do you think would happen if you did.....?
- What other approaches have you considered?

### **Finally - Remember to triangulate**

- Clarify all your identified points of weakness, to make sure you have this right
- Test out your assertions of how things are done – by checking they are might work

## **VFM guidance**

### **Where to find it and how to involve customers (it's a requirement)**

The HCA have not published much in the way of guidance and it is in 3 – yes 3 documents!

Please share this with your Finance team – its might help – they usually lead on VFM.

What there is can be found in a number of sources:-

There is a mention in the accounting direction

[http://www.homesandcommunities.co.uk/sites/default/files/our-work/accounts\\_direction\\_sept\\_2012\\_full.pdf](http://www.homesandcommunities.co.uk/sites/default/files/our-work/accounts_direction_sept_2012_full.pdf) (see page 9).

Regulating the Standards sets out a little more (see page 10, and 13 in particular)

[http://www.homesandcommunities.co.uk/sites/default/files/our-work/regulating\\_the\\_standards\\_-\\_may\\_2012.pdf](http://www.homesandcommunities.co.uk/sites/default/files/our-work/regulating_the_standards_-_may_2012.pdf)

The content of the self-assessment is covered in the VfM standard

<http://www.homesandcommunities.co.uk/sites/default/files/our-work/regfwk-2012.pdf> (see page 14).

In summary, the guidance states that the HCA seek a statement as part of your operating and financial review (OFR), which sets out to **stakeholders** your performance in the previous year and how you are planning to achieve VfM in how you deliver your objectives.

In practical terms you might want to publish a summary within your OFR, and perhaps publish a separate, longer or more accessible statement to stakeholders (**that is tenants and others**), but this is entirely up to you.

The September deadline isn't in our guidance, but as the statement will be published in the OFR, this is usually produced within 6 months of the financial year end. Most year ends are in March.

If you are publishing a separate statement, the easiest approach would be to send this to your key contact at the HCA directly in electronic form.

### **So how can you involve residents in your VFM statement?**

You always get more value by training tenants to understand VFM too and get the tenants ready to consider landlord performance and strategy. Just shout if you think we can help you – a one day course usually wets the appetite.

Then maybe the tenants (which could be an existing involved tenant group – or a one off task and finish group) could meet some of your senior managers individually who can play out to them what the landlord did last year and what they plan to do this year to achieve VFM.

Tenants can be asked for their opinion of the cost and quality of services and their ideas for improvement.

Then, when you have gone away to write up your statement, you could ask the group to endorse your statement, when you take it to Board for sign off, in whatever style you like.

It is tight as the deadline will **be late September or early October**, but you can still get 2 or 3 sessions with tenants in if you are not yet off the ground with this regulatory requirement.

## **Scrutiny.Net meeting, 18<sup>th</sup> July 2013**

**The meeting** was held in **Fabrick** in Middlesbrough. The notes are on the website in the member area. Agenda items and presentations included:

### **Challenging behaviours in tenant meetings**

We had a general discussion on some of the ideas on the slides (see the website) and the need to promote engagement and the impact this has on involved tenant groups. We also discussed a route of the challenging behaviours through 121's, annual reviews and personal development plans, which can be really positive in building relationships and understanding.

## Performance indicators to measure involvement success

We had a long chat on the usefulness of performance indicators relating to involvement and what (if any of those collected) indicated drivers for change. Most of you were collecting quantitative and not qualitative and outcome based indicators. Commonly costs of serviced meetings and numbers attending were collected and some of the suggestions taken away included training – what participants had learnt and satisfaction with views taken on board or being listened too. We also discussed what Board received on performance in involvement

And of course, the ever popular “on the couch”, which covered Networking for tenants, links between governance and co-regulation, Social return on Investment

The next meeting will be on 6<sup>th</sup> November 2013 at Liverpool Mutual Homes, directly opposite the main Liverpool Lime Street Station. Easy! – Just send in your agenda items for discussion as soon as you like.

## Getting Scrutiny Chairs together

One of the things we discussed was the need to get scrutiny chairs/co-ordinators or representatives together for a similar style, where they could speak freely and “kick about some ideas of their own – based on their agenda.

We agreed after the first meeting, there was potential for the chairs to meet in the same building as the Tenant Involvement Team has the Scrutiny.net meeting.

We will be setting this up in late November 2013– anyone interested should contact Yvonne (e mail address below) with the name of their representative.

## Whats new and interesting?

**Alliance Homes took their residents to the local cinema to watch a movie** (paid for by Alliance Homes). It was a way to engage with families and encourage more involvement.

Incidentally Alliance have a fabulous Tenant Reward programme – which they have imported from Holland – hear more of this at the 8<sup>th</sup> October conference – it’s the best we have ever heard about.

**Nehemiah UCHA have set up a value for money panel** to help them scrutinise their VFM statement and to help them review the results of the follow up action plan (The regulator expects tenant engagement in this statement prior to its submission on 30<sup>th</sup> September 2013).



**Liverpool Mutual Homes are getting their managers to share their VFM statements** for each service with their VFM task and finish Panel.

**Fabrick Housing Group held a networking event** for North East local scrutiny panels to get together to network with each other.

**Vela Housing group** have been working with their 2 scrutiny groups at Tristar Homes and Housing Hartlepool to form a cross group scrutiny panel.

**Congratulations to Trafford Housing Trust Scrutiny Panel** who have just presented a report on right first time repairs and repairs by appointment to the full Board.

**Congratulations to Southway Resident Scrutiny Panel** who have just presented their report on complaints to the Audit Committee of the Board.

**If you are doing anything innovative and are prepared to share it, let us know and we will showcase it on the website or in our next issue.**

**Feel free to share this newsletter with colleagues and tenants**

If they want to register for the newsletter, they can subscribe to the mailing list on our website homepage and receive their own copy. **If you register - you will get our newsletter automatically as soon as its released.**

Finally thanks, I am in my third year of self employment in this field and it would not be possible without your support.

Do feel free to showcase your work and ask for targeted advice to be published in this newsletter – just send in requests.

**And it is still sunny outside, hooray**

**Yvonne**

**X**

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**Scrutiny and Empowerment Partners Ltd**

**Programme for the conference follows:**



## Programme for Conference

8<sup>th</sup> October 2013

### Skills and Innovation for Tenant and Scrutiny Panels

#### **9.30 Registration, Refreshments and Exhibition**

#### **10.00 Joint Chair's Introduction and Welcome**

Dr Mike Biles, Housing Ombudsman

Margaret Connor, Customer Governance Manager, Salix Homes

Belinda Jeffery, Tenant at New Charter

**The Housing Ombudsman, Dr Mike Biles** will jointly chair the conference, with **Margaret Connor, Resident Involvement Manager** at Salix Homes and **Belinda Jeffery, Tenant** at New Charter.

#### **10.10 Keynote Speakers:**

##### **Complaints – Options for Landlords and Tenants**

##### **Dr Mike Biles, Housing Ombudsman**

Mike will explain the key changes to his jurisdiction and powers and how they have affected complaints processes; including Designated Tenant Panels and Tenant Scrutiny Panels.

Mike is passionate about user engagement in complaints and his expectation of landlords under new opportunities presented by the Localism Act

##### **Margaret Connor at Salix Homes and Belinda Jeffrey at New Charter**

Margaret and Belinda will explain from the landlord and tenant perspective why they set up **Independent Tenant Solutions**, to resolve complaint disputes across 4 landlords and their tenants.

#### **10.50 Complaints Panels – Question Time**

Mike, Margaret and Belinda will take questions from the audience

#### **11.10 Workshop One (Choice of 6) for 45 minutes**

##### **1. Undertaking a full Value for Money Review of Customer Involvement**

Natalie Pryor, Customer Involvement Officer and Tenant from Liverpool Mutual Homes

Liverpool Mutual Homes have just completed a Value for Money review of their Customer Involvement methods. They will explain:

- ✓ How they approached the VFM review of their service
- ✓ How they involved tenants and staff in reviewing the value of services
- ✓ The outcomes from their review
- ✓ Hints and tips for completing a value for money service review

## **2. Tenant Engagement and support in Welfare Reform planning**

Tony Kiely, Neighbourhood Director and Tenant from the Plus Dane Group

Plus Dane started early in involving their tenants in Welfare reform. They have achieved a number of initiatives to support and advise tenants of the changes. They will explain:

- ✓ How they involved tenants as critical friends in welfare reform planning
- ✓ Some communication Initiatives like - Hair, Prayer and Beer!
- ✓ How they engaged tenants to spread the word to communities
- ✓ How they approached the bedroom tax and their current activities to advise tenants on Universal Credit
- ✓ Hints and tips for involving tenants in Welfare Reform planning

## **3. Reviewing involvement and setting up a Joint Scrutiny and Complaints Panel across Small Housing Association**

Lucy Hales, Director of Housing & Care and Tenant from Nehemiah United Churches Housing Association

Nehemiah UCHA is a small Housing Association with 1000 homes in the West Midlands. They might be small, but they have big ideas for involvement. In 2011, they reviewed the current involvement structure and moved to new structures which are part for NUCHA tenants and part shared with other small local landlords. They will explain:

- ✓ Why they choose to work with other landlords to deliver engagement services
- ✓ The projects they run alone, like mystery shopping
- ✓ How the new joint Scrutiny and Complaint Panels works with 3 other small local landlords
- ✓ Outcomes to date
- ✓ Hints and tips for partnership working and sharing costs

## **4. Engaging Young People**

Amy Butterworth (Engagement Team Manager) and Young Person from Forum Housing Association

Forum Housing Association is a small HA in Merseyside, providing over 300 bed spaces mainly for young people. Engaging young people requires different skills from staff, and tenants. They will explain:

- ✓ Raising interest and awareness of young people to get involved
- ✓ Making meetings interesting
- ✓ Achieving impact quickly – using SWOT for Scrutiny
- ✓ Hints and tips for engaging young people

### **5. Scrutiny of Void Management**

Linda Bacon, Resident Engagement Manager, Fabrick Group and Tenant from Tees Valley Housing Association

Tees Valley Housing Resident Scrutiny Panel has just completed their 2<sup>nd</sup> piece of scrutiny on reviewing void management services. They will explain:

- ✓ Their approach to scrutiny, including working with the landlord and Board structure
- ✓ What they scoped into the voids review
- ✓ What they found
- ✓ Hints and tips for reviewing void management services

### **6. So you want to set up a Complaint Panel – what does this involve? (This workshop runs again at 12 noon)**

Linda Collier, Head of Service User Relations at the Housing Ombudsman Service  
Lindsey Farquhar, Customer Feedback Officer at City West and tenant from Pendleton Together, both from Independent Tenant Solutions

The Housing Ombudsman Service (HoS) provides guidance on local dispute resolution at all levels of the sector including Designated Tenant Panels. Linda will explain current HoS thinking and what you need to do to register your Panel.

Independent Tenant Solutions will explain the processes and training they went through to agree their terms of operation and the way they would work across four housing organisations.

This session will give practical operational advice to new complaint panels.

## **12.00 Workshop Two (Choice of 6) for 45 minutes**

### **7. Scrutiny of Right First Time Repairs, No Access and Repairs by Appointment**

Fay Jackson, Community & Partnership Engagement officer and Tenant from Trafford Housing Trust

Trafford Housing Trust Quality Improvement Panel has just completed their 3rd piece of scrutiny on reviewing repairs. They will explain:

- ✓ Their approach to scrutiny, including working with the landlord and Board structure
- ✓ What they scoped into the review of repairs to make it manageable
- ✓ What they found on right first time, no access and appointments
- ✓ Hints and tips for tenants reviewing repair services

#### **8. Tenant Involvement in Tenant Cashback for Repairs**

Ian Rumsam, Group Head of Repairs & Maintenance and Tenant at the Together Group

The Together Group (TTG) are pilots of the Tenant Cashback scheme for the government. Their approach was tailored to incentivizing tenants to look after their homes in areas of high deprivation, with high voids costs. It has since been rolled out to other estates. They will explain:

- ✓ Why TTG took on the challenge, which is a regulatory expectation of the HCA
- ✓ How TTG developed the scheme with Tenants, Staff and Boards
- ✓ How the scheme works, including payments and monitoring
- ✓ The financial and other outcomes from their successful scheme
- ✓ Hint and tips in engaging tenants and boards in cashback requirements

#### **9. Vela Improvement People (VIPs) – a cross cutting inspection service**

Jonathan Cannon, Customer Involvement Officer and Tenant from the Vela Group

Vela wanted to transform involvement and support a more intensive degree of scrutiny across the business, including validation of service at the point of delivery and across all service areas. They will explain:

- ✓ Vela's new VIP project and the role of VIPs
- ✓ How Vela engaged managers in bringing projects forward and supporting results
- ✓ How VIPs support service scrutiny
- ✓ Developing a training programme to support VIPs
- ✓ Embedding VIP work and reporting to Vela staff and customers
- ✓ Hints and Tips on developing your own VIPs

#### **10. How to set up and run a Resident Training Academy**

Peter Jefferson, Chief Executive Officer and Tenant from Blackpool Coastal Homes

Blackpool Coastal Homes set up their tenant training academy to support engagement. The Academy is now matured and is supporting residents with skills for engagement, life and volunteering. They will explain:

- ✓ How BCH set up and run the academy
- ✓ How BCH staff were trained to deliver training in the academy
- ✓ How BCH identify tenant and community training needs
- ✓ The benefits the academy has delivered for residents and the business
- ✓ Hints and tips on developing your academy

#### **11. Tenants having a major say in influencing large procurement contracts**

Steve Shirra, Service Planning Manager and Tenant from Hull City Council

Hull City Council wanted to engage tenants in a meaningful way in the procurement of contracts, where they had a real influence on who would work on their estates. They will explain:

- ✓ How Hull engaged tenant interest in procurement
- ✓ What training Hull delivered to tenants
- ✓ How tenants influence major contracts
- ✓ Outcomes for tenants and the business
- ✓ Hints and tips for engaging tenants in procurement

#### **12 So you want to set up a Complaint Panel – what does this involve?**

Linda Collier, Head of Service User Relations at the Housing Ombudsman Service  
Lindsey Farquhar, Customer Feedback Officer at City West and tenant from Pendleton Together, partners in Independent Tenant Solutions

The Housing Ombudsman Service continues to roll out advice and to consult on the new tenant panels. Linda will explain their current thinking and what you need to do to register your Panel.

Independent Tenant Solutions will explain the processes and training they went through to agree their terms of operation and the way they would work across four housing organisations.

This session will give practical operational advice to new complaint panel.

#### **12.45 Lunch and Exhibition**

#### **1.45 Interactive Skills Sessions for Tenant Panels**

The conference will be clearly marked for to choose one of 4 afternoon skill sets to attend:

1. Leadership
2. Persuasion
3. Identifying the problem

#### 4. Evidence gathering

Delegates will participate in discussions and within that, they will interact with 3 different facilitators for 30 minutes each who will join your table

The facilitator will share their top 10 tips for their skill and invite other ideas from the table. All the information given and ideas discussed will be collected up and typed up and distributed to all delegates attending via e mail – so no one will miss out on hearing the other top tips from the day.

<b>1. Leadership:</b> a) Leadership Skills and Chairing meetings (Tony Kiely at Plus Dane) b) Managing meetings for success (Natalie Pryor at LMH) c) Dealing with BIG personalities (Yvonne Davies, SEP)	<b>2. Persuasion</b> a) Negotiation techniques (Sue Cox at New Charter) b) Report writing for influence (Maureen Ward at Southway) c) Presenting reports/findings (Fay Jackson at Trafford Housing Trust)
<b>3. Identifying the problem</b> a) Scoping and planning your work (Linda Bacon at Fabrick) b) The can opener – the desktop review (Linda Collier (HoS)) c) Reviewing performance and benchmarking data (Margaret Connor at Salix)	<b>4. Evidence gathering</b> a) Gathering evidence (Lindsay Farquhar at City West) b) Setting the right questions (Dr. Mike Biles, HoS) c) Researching best practice and networking (Jonathan Cannon at Vela)

#### 15.15 Tea/Coffee Break

#### 15.30 Keynote Speakers

An innovative approach to Tenant Reward.

What Boards want from scrutiny and tenant panels and how relationships can develop and flourish between Tenants and Board/Council members.

#### 15.30 An innovative approach to Tenant Reward

##### Steve Zebedee, Assistant Director of Housing from Alliance Homes

Alliance Homes have just introduced ProPoints, a flexible and generous tenant reward scheme, used extensively in France and Holland. Steve will explain:

- ✓ Why Alliance wanted to reward tenants
- ✓ How the scheme works and why this scheme was chosen

- ✓ How the scheme allows tenants to gather and spend points across a range of flexible options
- ✓ How tenants and Board engaged and advised on the final scheme
- ✓ The opportunities to further develop the scheme
- ✓ Hints and tips for developing your own reward scheme

### **15.50 What Boards want from scrutiny and tenant panels and how relationships can develop and flourish between Tenants and Board/Council Members.**

#### **Peter Styche OBE, Chair of Helena Partnerships and Salix Homes**

Peter is the proud chair of two of the TSAs co-regulatory champions, one in council and one in housing association ownership. Peter is passionate about co-regulation and how his Boards can work with tenants. Peter will explain:

- ✓ What Boards want from working with Tenant Panels
- ✓ How interaction works with Tenant Panels outside of Board meetings
- ✓ How Panels have influenced the Boards strategic thinking and service delivery
- ✓ How Panels can move beyond scrutiny to give additional support to governance
- ✓ Hints and tips for tenants and Board Members working together

### **16.10 Tenant Reward and Board Engagement question-time**

Delegates will put their questions to Peter and Steve.

### **16.30 Close of Conference**

**[Click here for bookings – don't miss out.... Book on line – see how to do this at the end of the programme](#)**

**[2013 Annual Tenant Panel Conference full programme](#)**



