

# Our homes our say

---

2015 Resident/Tenant Engagement Survey – Summary Findings



# Contents

<b>Introduction</b>	<b>3</b>
<b>PART ONE: Governance and Decision-making Opportunities within the Board</b>	<b>4</b>
Make-up of Boards	4
Make-up of Sub-committee Boards	5
Tenant Board Member Recruitment	6
Tenant Board Member Development and Succession	8
<b>PART TWO: Wider Tenant Engagement Activities</b>	<b>10</b>
Tenant Engagement Activities	10
Resident/Tenant Feedback and Satisfaction	11
<b>PART THREE: Use of Resources for Tenant/Resident Engagement</b>	<b>13</b>
<b>PART FOUR: Innovative Ways of Engaging Tenants and Reaching New Groups</b>	<b>14</b>
<b>List of participating ALMOs</b>	<b>17</b>

The NFA would like to thank the 36 ALMOs who completed the survey. This has enabled us to provide a summary of the work that is being undertaken to encourage tenant participation by the vast majority of the ALMO sector.

Author – Manpreet Kaur, NFA Policy and Research Officer

Editor – Chloe Fletcher, NFA Policy Director

Layout by Jeremy Spencer

Cover photograph: bjoernmeyer/istockphoto.com

Published by:

**NFA – National Federation of ALMOs**

Octavia House, Westwood Way

Coventry CV4 8JP

 @nfa\_almos

Email: [info@almos.org.uk](mailto:info@almos.org.uk)

Website: [www.almos.org.uk](http://www.almos.org.uk)

Telephone: 024 7685 1729

Whilst all reasonable care and attention has been taken in compiling this publication, the authors, publishers and editorial team regret they cannot assume responsibility for any error or omission that it contains.

© NFA October 2015

### Introduction

ALMOs are not-for-profit council owned organisations who manage housing stock on behalf of local authorities. At present, there are 40 operating in 43 local authorities managing more than 550,000 council properties.

These local housing organisations are customer-orientated and offer genuine involvement and accountability in decision-making. They are committed to continuing to develop ways to further involve residents at all levels, including those not normally engaged in formal resident bodies and those in hard to reach groups.

The National Federation of ALMOs (NFA) is the membership organisation for all housing ALMOs. In order to continue to promote good practice and share new and innovative ways of working we carried out a survey earlier in 2015 on what ALMOs are doing on tenant governance and engagement across the organisation.

Our 2015 Tenant Engagement Survey shows that the majority of our members have tailored programmes to encourage participation of specific hard to reach groups, for example BME communities. The findings also illustrate how actively engaged tenants are urged to represent their communities on the organisations' Boards and provide them with the means to gain the necessary skills and knowledge required using various mechanisms and training programmes.

The key findings are structured into four main sections:

**PART ONE: Governance and decision-making opportunities within the Board**

**PART TWO: Tenant engagement activities**

**PART THREE: Use of resources for resident/tenant engagement**

**PART FOUR: Innovative ways of engaging tenants and reaching new groups**

### Key findings

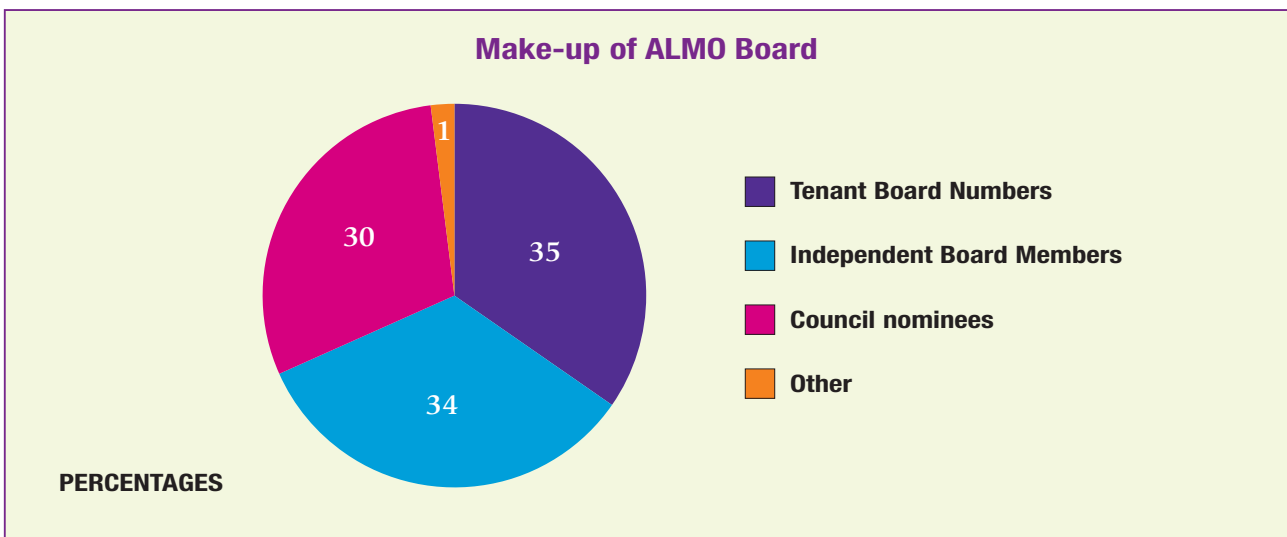
- **Overall, across all organisations Tenants/Residents, Independents, Councillors/Council nominees are equally represented, 1/3 of each.**
- **2/3 of organisations have a Tenant/Resident Chair and/or Vice Chair.**
- **All organisations have roughly 1/3 or more tenants on their sub-committees.**
- **Training and support is provided by all organisations to encourage and assist tenants/residents to become board members or engage in other housing involvement structures.**
- **86% of organisations engage with traditional Tenant Resident Associations and Resident Forums.**
- **Tenant engagement is considered imperative to help deliver improved services and build trust and communications with the community by all organisations.**
- **Average overall tenant satisfaction with opportunities available for participation is 69%, with the single highest satisfaction rate of 90%.**
- **Average tenant satisfaction with housing management services is 85% – 94% being the highest.**

# PART ONE: Governance and decision-making opportunities within the board

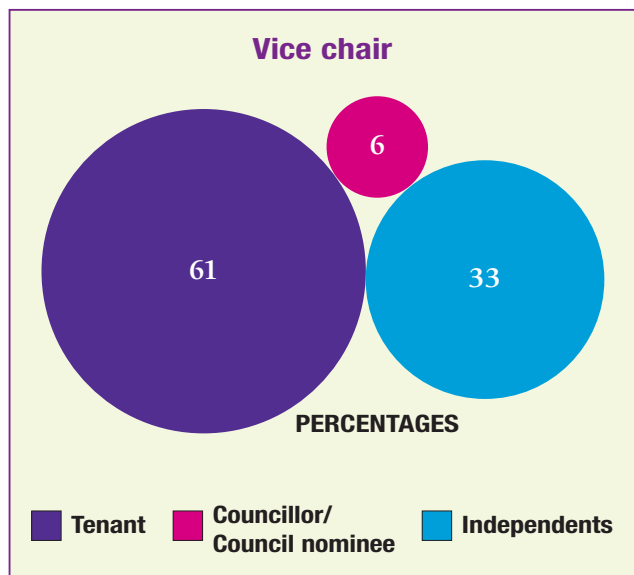
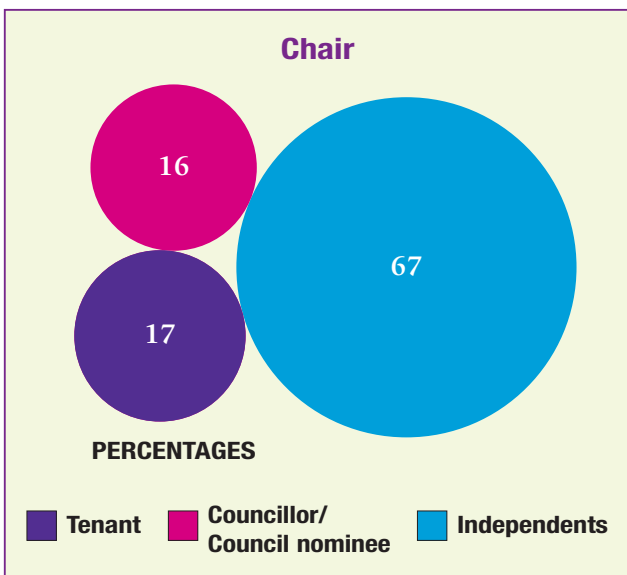
## Make-up of Boards

An ALMO is managed by a board of directors which is usually made up of Independents, Councillors/Council nominees and recruited Residents/Tenants whereby no single group is in the majority. This enables tenants to become directly involved in the management of their homes and get involved within the decision-making process.

All organisations participating in the survey have continued with the ‘traditional’ board set-up, consisting of a mostly equal number of Independents, Tenants and Councillors/Council nominees on their Board.



Resident/Tenants are more likely to carry out the Vice Chair position than the Chair position. The charts below depict around two thirds of ALMO Chairs are Independents, 17% are Tenants and 16% are Councillors/Council Nominees. Whereas, 61% of Vice Chairs are residents/tenants, one third are Independents and only 6% are Councillors/Council nominees.



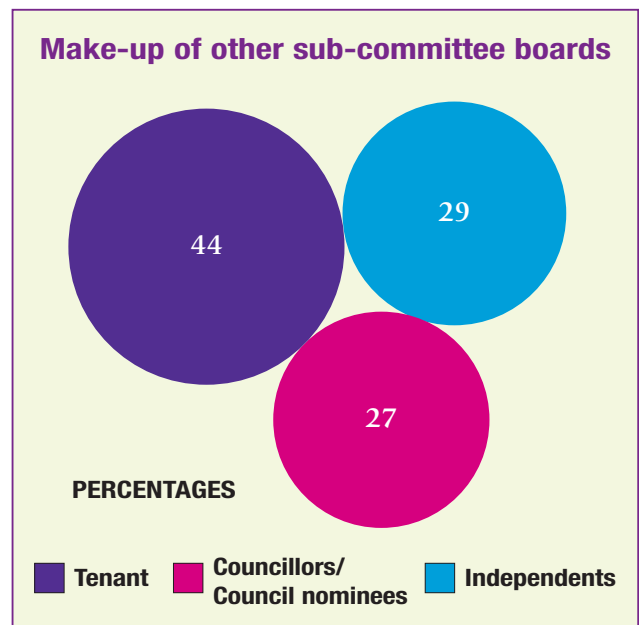
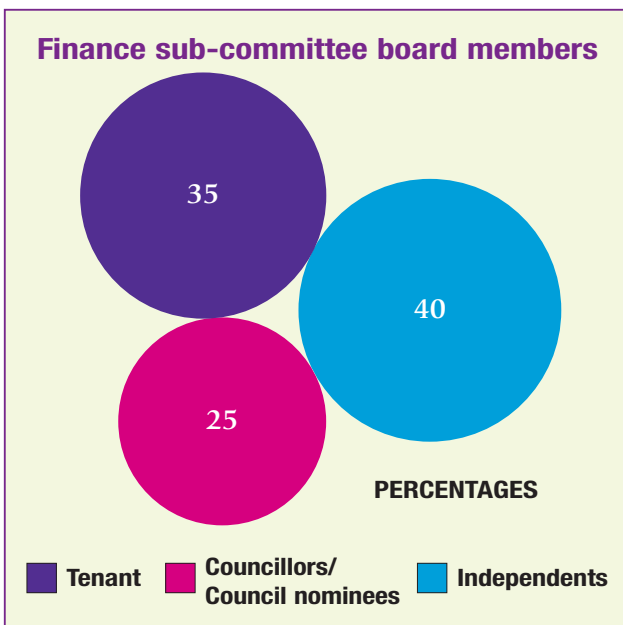
Nottingham City Homes and Kensington and Chelsea TMO have a tenant carrying out both positions of Board Chair and Vice Chair. 24 ALMOs (two thirds) have a tenant as a Chair or a Vice Chair, only 10 out of 36 ALMOs (28%) do not have a tenant in either positions.

Overall, the make-up of Boards is equal across Tenants, Councillors/Council nominees and Independents, each representing a third of the Board.

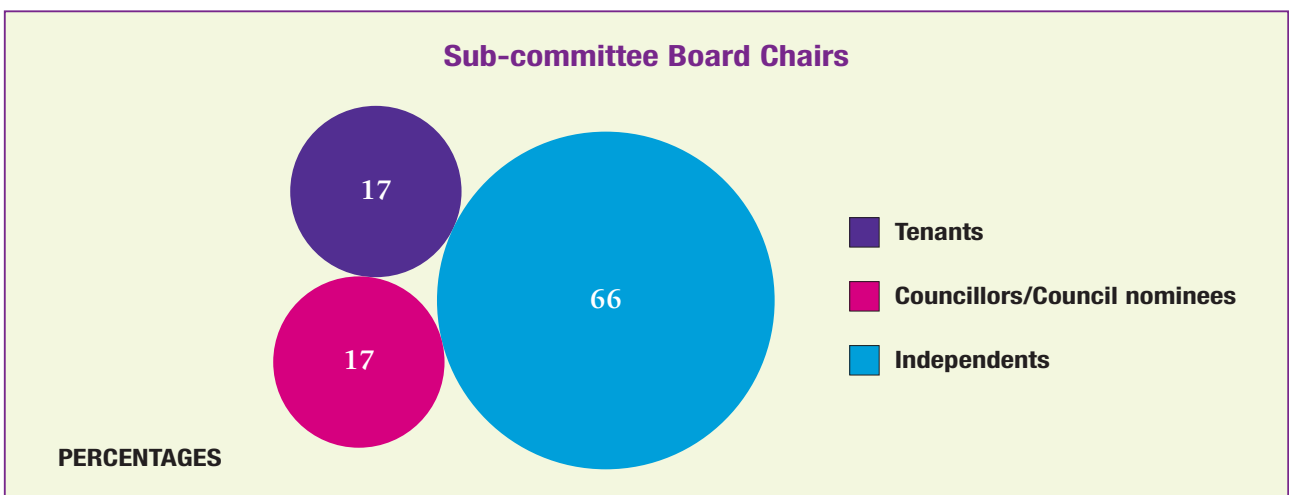
### Make-up of Sub-committee boards

All of the participating organisations had a finance and/or audit sub-committee board, out of the 36 there were only 4 organisations who did not have a sub-committee besides the one for finance/audit.

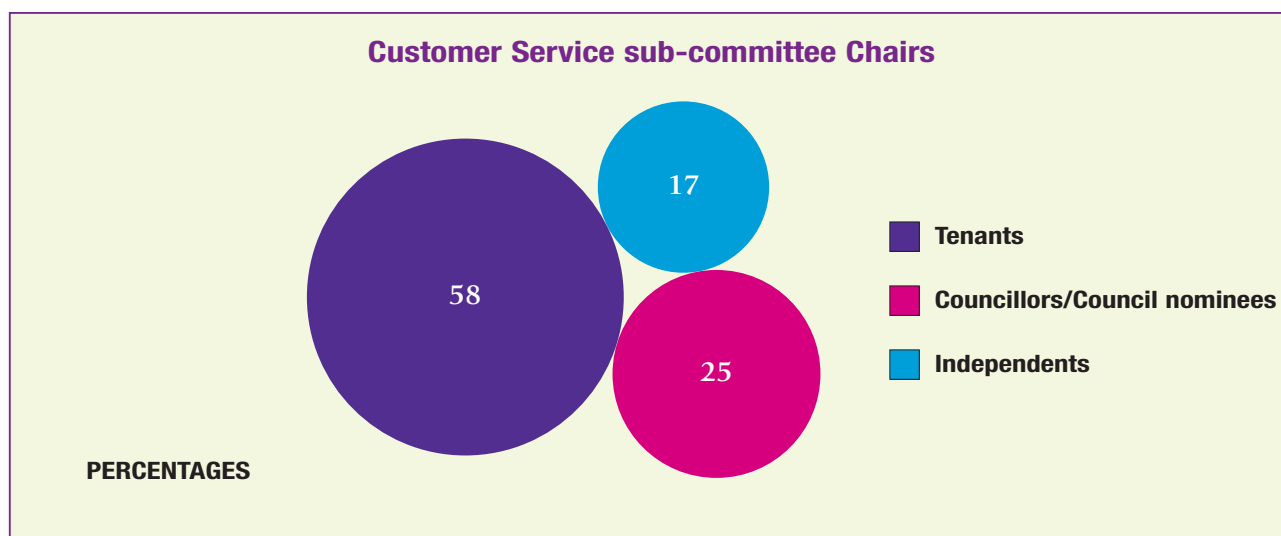
The three constituent groups on the board are still broadly balanced across the finance sub-committees of our members. 16 organisations (44%) had either the same number of tenants or a higher number of tenants on their finance/audit board although the sub-committees that dealt with finance-related issues had a lower proportion of tenant board members overall, see charts below. Other sub-committees such as human resources, customer service, operations and development had a higher proportion of tenants overall.



A common trend was identified across most of the sub-committees as the majority of Chairs were Independents, with Councillor/ Council Nominees and Tenants being in the minority.



The exception was within the customer service sub-committee boards where 7 out of the 12 organisations (58%) who have this sub-committee have Resident/Tenant Chairs.



All organisations have roughly a third or more of tenants on their sub-committees.

### Tenant Board Member Recruitment

The manner in which residents/tenants reach the Board is normally specified in the Memorandum and Articles which can be reviewed and changed where appropriate.

Most ALMOs treat the process as they would a job vacancy – with formal advertisement, application and interview. Out of the 21 ALMOs who follow this process, 12 of them use wider advertising methods such as social media. The remaining organisations use their own website or circulars such as magazines and newsletters. 25% of survey participants use elections where candidates have to be nominated or put forward from existing Tenant/Resident Associations and Federations/Forums, these are: A1 Housing, Ashfield Homes, Cornwall Housing, Homes in Sedgemoor, Kirklees Neighbourhood Housing, Newark and Sherwood Homes, Sutton Housing Partnership, Kensington and Chelsea TMO and Wolverhampton Homes. This is excluding the 10 ALMOs which combine both methods: Ascham Homes, Blackpool Coastal Housing, Colchester Borough Homes, Homes for Haringey, Northampton Partnership Homes, Nottingham City Homes, Poole Housing Partnership, Rykneld Homes, Stockport Homes and Welwyn Hatfield Community Housing Trust.

All organisations except Ascham Homes and Welwyn Hatfield Community Housing Trust carry out a preliminary sifting interview then open the short-listed candidates to an election. Ascham Homes require potential candidates to carry out a skills-competency based test, known as the 'A' standard, prior to nominations standing for election. In contrast, Welwyn Hatfield Community Housing Trust have elections from their Tenant Panel and then recruit candidates based on skills and experience.

The majority of ALMOs undertake a direct approach to identify potential candidates within their engaged resident/tenant talent pool and suggest individuals put their names forward. Talent can be identified using various conduits such as Neighbourhood Officers, Tenant Forums, Tenant Panel, Resident Involvement Teams etc.

Brent Housing Partnership and Nottingham City Homes have set-up academies for local tenants/residents which equip them with the skills and knowledge that the ALMOs deem necessary to carry out housing management decisions and board member duties.

**Brent Housing Partnership: BHP Academy**

**Brent Housing Partnership (BHP)** launched an Academy in March 2015 which trains BHP tenants/residents in a range of skills which will enable them to be actively involved with the housing provider and apply for board membership.

One of the residents who attended the launch of the BHP Academy described it as:

*‘A truly inspirational day...’*

As of May 2015, 30 people from the community, representing a wide range of ages and diverse backgrounds within Brent, signed up for the academy and 23 residents had expressed an interest in standing for election to the three vacancies of the BHP Board with voting that took place in the Summer.

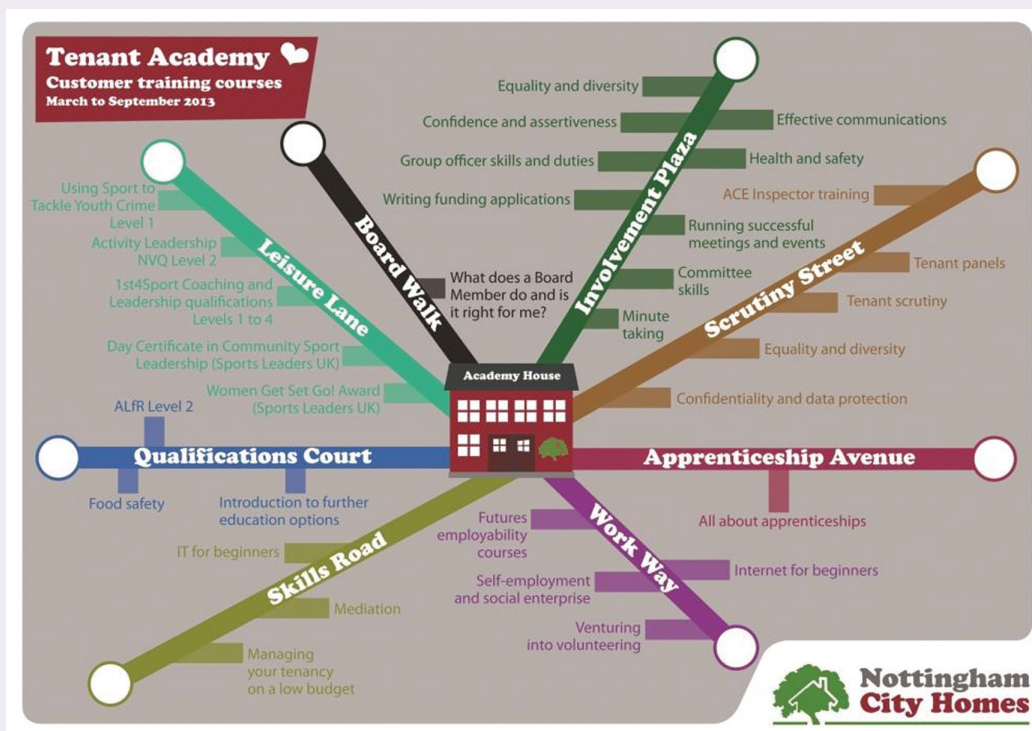
**Nottingham City Homes: Tenant Academy**

**Nottingham City Homes (NCH)** launched their Academy in March 2013. One of the main objectives of the Tenant Academy is to increase tenant/resident involvement and place them at the ‘heart of what they do’.

The Tenant Academy does this by providing training across a range of areas giving customers the ability to gain the skills, knowledge and tools required to make effective decisions about services and suggest service improvements. NCH believe that this is the most effective method to improve their services whilst creating pride and confidence in their communities.

Another key objective is to increase skills levels amongst NCH tenants/residents generally, with a particular focus for increasing their capacity to access training and employment opportunities and achieve their personal life and work goals.

The NCH Tenant Academy deliver training programmes under different streams:



The Academy is also used as a platform to identify potential board member candidates (Board Walk) and since its implementation it has also resulted in an increase in the number of tenants/residents actively involved in scrutinising and improving services (Scrutiny Street).

In addition to this, the majority of our members provide training to tenants/residents which enhance their skills and deliver recognised qualifications and meaningful employment opportunities.

All organisations believe that the main priority when recruiting board members is that the individuals have a clear understanding of the obligations involved in the role and their ability to meet the specified requirements. In this they are no different from any other member, whether a Tenant, Councillor/Council nominee or Independent. All aspects of the process are to ensure that board members possess the characteristics outlined in the person specification and the skills to carry out the role description.

#### **Ascham Homes: 'A stepping stone to becoming more involved'**

The 'A' Standard Training Programme was developed by the Resident Scrutiny Steering Group (RSSG). The programme involves training in 5 main competency areas:

- Focus on Delivery
- Engaging with People
- Engaging with Organisation
- Managing Resources
- Personal Awareness

These key areas were identified by the panel as competencies which enable residents to make meaningful contributions to the improvement of the housing service. Ascham Homes ensure that across the Board and the Resident Scrutiny Committee (RSC) all these competencies are covered. Therefore, one resident does not need to acquire all the 'A' Standard skills. This ensures that the Board and the RSC have a range of skills and are still diverse in their attitudes and experience which can challenge and stretch Ascham Homes as an organisation.

*"The A standard has changed my way of thinking and how to deal with different situations when scrutinising, and has made me a more calm individual when assessing my life"*

– Bert Morris, RSC member & Vice Chair of Tenants, Ascham Homes

The training programme consists of a self-assessment, followed by a two day training sessions, and a mental toughness questionnaire (MTQ). The self-assessment is used to help participants identify strengths and weaknesses and this is used to help residents develop the A Standard competencies. The MTQ is a psychometric measure which describes the resident's mind-set and their qualities i.e. character.

Since the 'A' Standard has been established 25 residents have participated, 4 of which are current members of the RSC and 3 joined the Ascham Board as board members and 1 is on the Regeneration Committee for their estate.

*"In our experience [the 'A' Standard Training Programme] has worked really well in equipping our residents with a broad skill set in order for them to effectively scrutinise and engage with a number of different housing related services."*

– Shahid Mallam, Inclusion and Engagement Manager, Ascham Homes.

## **Tenant Board Member Development and Succession**

Besides ensuring that there is a clear pathway for residents/tenants to become board members, our members also employ various methods to ensure that they receive the necessary support once in the role.

In addition to ensuring that board members are representative of their communities and they meet the criteria to be a board member on-going training and other means of support is provided by all organisations.



This can be in the form of specific training programs delivered in-house and/or via an external provider, mentoring/coaching and/or shadowing other board members. Around 11% of ALMOs have joint training procurement with other ALMOs/housing providers.

The training provided by most organisations is multi-faceted incorporating an array of topics. The following were key training areas identified throughout the organisations:

- Introduction to governance and roles and responsibilities
- Risk management
- Health and safety
- HRA/ Finance
- Legal overview
- Equality and diversity

The majority of ALMOs encourage succession of board members using their advertising methods, recruitment process and development mechanisms as a conduit. Nearly all of the organisations stated that they did not have a specific approach in place to ensure that a tenant board member would be a chair, as the most important requirement is that they have the skill set and knowledge to carry out the role successfully, despite whether they are a Tenant, Independent or Councillor/Council nominee.

Wolverhampton Homes, however, has a board succession plan for tenants and encourages them to be Vice Chairs of committees through buddying and mentoring programmes. This is a popular choice for the ALMO and the local authority as it “makes a statement that they put tenants at the heart of our establishment”. Kensington and Chelsea TMO is also an ALMO and a Tenant Management Organisation therefore they ensure tenant board succession as only tenants/residents can be nominated for election.

Although most of the organisations do not have a preference for a particular type of board member as Chair, they all support the development of tenants. 36% of ALMOs also encourage applications from tenants for the Chair position. In addition to this 61% of organisations have additional roles for tenant board members to carry out which usually involve sitting on other boards, committees or panels as well as forums, events etc.

The majority of ALMOs, (58%), had also reviewed their board meetings arrangements within the last 12 months to ensure that they accommodated board members’ needs and (25%) have reviewed it in the last 2-4 years. The reviews which resulted in changing the schedule were mostly to accommodate board members’ working schedules and moving the meeting times to the evening and/or changing the venue and/or the frequency of board meetings.

## PART TWO: Wider Tenant Engagement Activities

### Tenant Engagement Activities

All of the organisations possess Tenant/Resident Scrutiny Panels which are made up of residents/tenants who can challenge, question and offer scrutiny of officers’ reports on performance. This in turn enables the organisation to make recommended changes based on evidence. Tenant/Resident Scrutiny Panel governance structures vary across the country but most ALMOs use Resident Scrutiny Panels as a common place to spot likely talent for board members due to the nature of their role and the training involved providing an appropriate foundation towards board membership.

Similarly, a majority of participating organisations (86%) use Tenant Associations/Resident Forums in the same manner. Traditionally, it is through Tenant Associations/ Resident Forums that tenants develop an understanding and interest in governance. It is also a platform in which tenants can develop relevant skills and experience if/when required to carry out committee work.

Three quarters of ALMOs use mystery shopping as a common structure for tenant engagement; whereby tenants are recruited to inspect services of the ALMOs with the aim of being able to improve and develop services to meet customers’ needs. Other structures for tenant engagement across the organisation also involve focus groups, community engagement projects, online forums and panels.

Interestingly, there is no consensus on the most effective strategy for resident/tenant engagement. This confirms that what works for one ALMO will not necessarily work for another and all social housing organisations must work to their own strengths and customer base to be effective. The following is an example of how Newark & Sherwood Homes used a review to utilise their tenant/resident feedback for the purposes of improving their tenant engagement mechanisms and involvement structures.

#### **Newark and Sherwood Homes: ‘Involvement and participation at the heart of ensuring a first class housing service’**

**Newark and Sherwood Homes** has fundamentally reviewed the involvement mechanisms used for over 20 years which were based around a federated body and traditionally structured. Their review sought to remove formality and bureaucracy from tenant engagement to allow tenants to become involved in a way that support their needs and wants.

The review uncovered that tenants/residents wanted to:

- Have influence and be involved in making decisions about shaping service delivery.
- Be involved to make a difference – either for the community in which they live or for tenants as a broader group of people.
- Ensure they receive services in line with agreed standards and where this is not the case work with Newark and Sherwood Homes to improve to deliver to the targets or standards set.
- Provided with flexible mechanisms which can fit around their other commitments.

From the review a number of elements over which tenants seek influence were established:

- i. Governance and Scrutiny
- ii. Performance Monitoring and Challenge
- iii. Service Improvement and Development
- iv. Championing Local Issues
- v. Providing a Social and Support Network
- vi. Influencing Local and National Policy Agendas on Tenant Issues

Taking into account the elements of tenant influence that are required, a range of mechanisms for tenant influence and integration in decision making were developed.

- i. Tenant Forum – an inclusive meeting to which all tenants who are members of other influence mechanisms detailed below are invited to attend.
- ii. Tenant Scrutiny Panel – to review and scrutinise delivery and performance against the company's vision, corporate objectives, business plan and local service standards and, secondly, to be the final stage in the company's complaints process by hearing any appeal against a decision of the company.
- iii. Performance Monitoring Panel – to provide the opportunity to monitor and review operational performance to determine whether agreed service standards are being achieved and, where appropriate, apply challenge to improve the quality, timeliness or value for money of the service.
- iv. Service Improvement Panel – will be predominantly concerned with finding improvements to address service delivery issues and identifying service developments which would improve the quality and/or value for money of the service delivered to customers.
- v. Tenants and Residents Groups – the recognised vehicle through which tenants can come together in their locality to highlight and resolve issues. These groups also play an important role in providing the opportunity for tenants to interact socially and provide support to each other and the communities in which they live.

These mechanisms are complimented through the increased use of technology and a higher level of support from officers for individual groups within the overall umbrella structure.

However, there was harmonisation across the organisations on what the primary benefits gained from implementing a resident/tenant engagement strategy were. Most stated the primary benefits to the ALMO and the community which they serve is that the delivery of services improves as it is shaped around the tenants'/residents' needs/feedback which also has a positive impact on overall customer satisfaction. Some organisations also mention building a stronger relation with tenants/residents as a primary benefit, as their involvement and transparency of the organisation builds trust and communication between the landlord and the tenant/resident.

## Resident/Tenant Feedback and Satisfaction

Thus far the focus has been on how tenants who are already actively engaged within the housing sphere are involved and encouraged to develop existing skills and knowledge to carve a pathway towards board membership. It is also important for ALMOs to actively gain feedback from tenants/residents who are not present within the formal structures of engagement. This is to ensure that the organisation is meeting its objectives and providing a service of quality and value whilst meeting their customers' needs.

All of the organisations have multiple methods which they employ to collect views of tenants/residents. The majority use postal/paper surveys which are sent out door-to-door as well as online surveys. Two ALMOs solely employ the use of online surveys rather than postal or paper questionnaires and six ALMOs also carry out telephone surveys. 39% use social media to interact with their tenants/residents and gain feedback. The majority also use focus groups and their complaints procedures to get feedback from their customers' experiences.

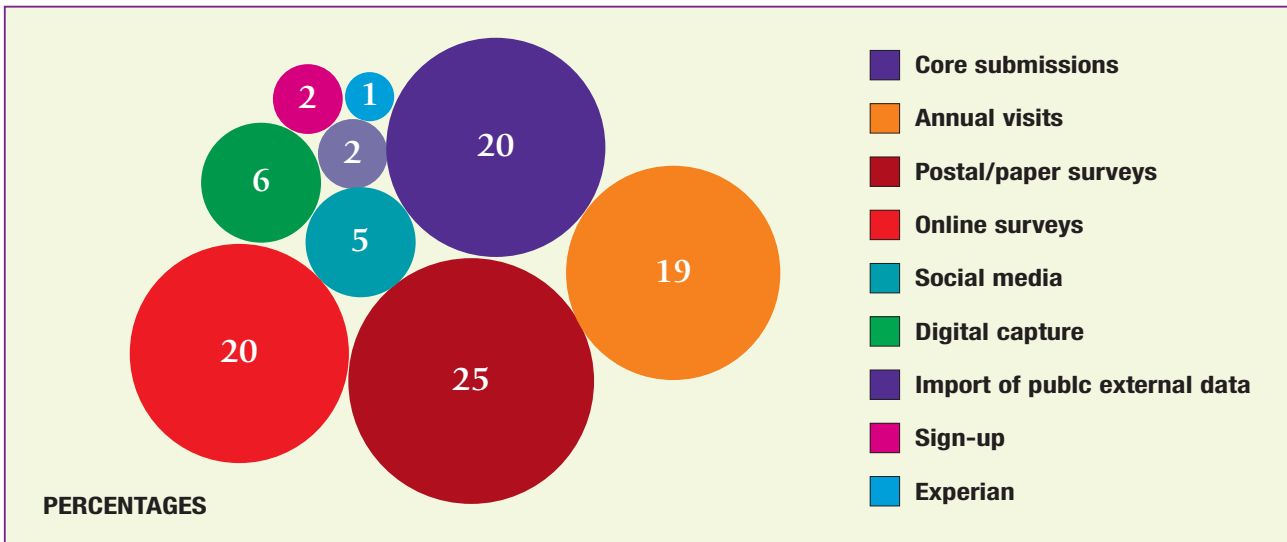
32 out of the 36 organisations which took part carry out a survey either in-house or using a STAR/STATUS survey, to capture tenants satisfaction for participation structures and methods. 16% collected this data three years ago or more with the remaining 26 ALMOs having carried out in the last three years. Across the ALMOs the tenant satisfaction with opportunities for participation rate is around 69%. The highest rating achieved was 90%.

# OUR HOMES OUR SAY

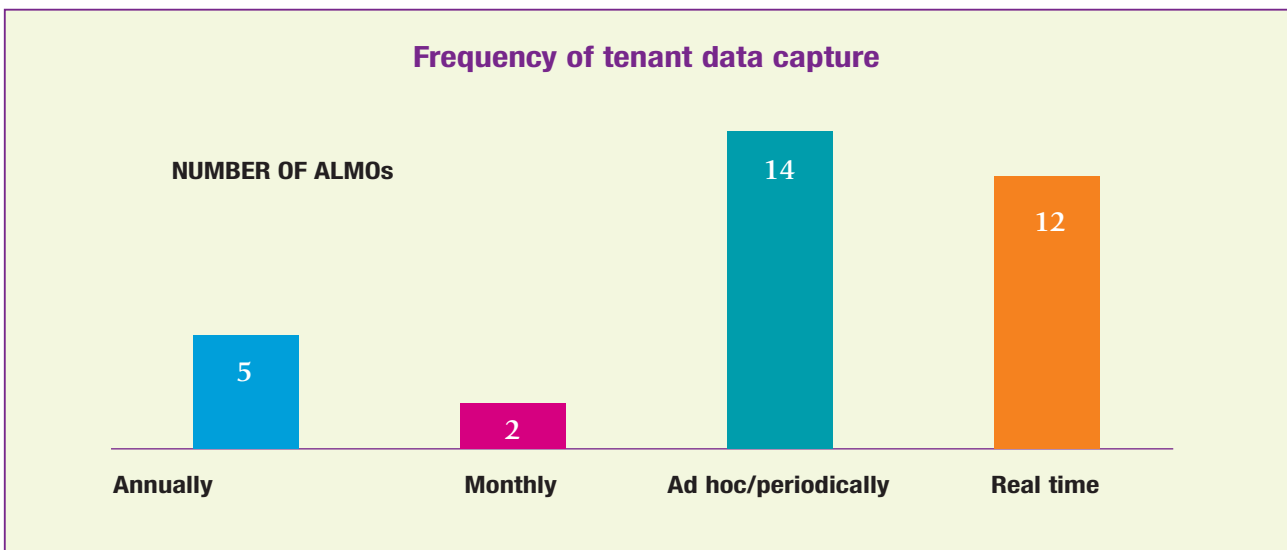
## 2015 Resident/Tenant Engagement Survey – Summary Findings

Most ALMOs (35 out of 36) use surveys to ascertain the overall tenant satisfaction rating using one of the methods mentioned earlier. On average the overall tenant satisfaction rating is 85% this was also captured within the last three years by all 35 ALMOs. The highest satisfaction rating achieved was 94%.

The same organisations also collect and hold data on their tenants/customers in order to feed into service improvements. The following depicts how the 35 ALMOs capture tenant data.



This chart shows the number of ALMOs that capture their data annually, monthly, ad hoc/periodically or real time capture:



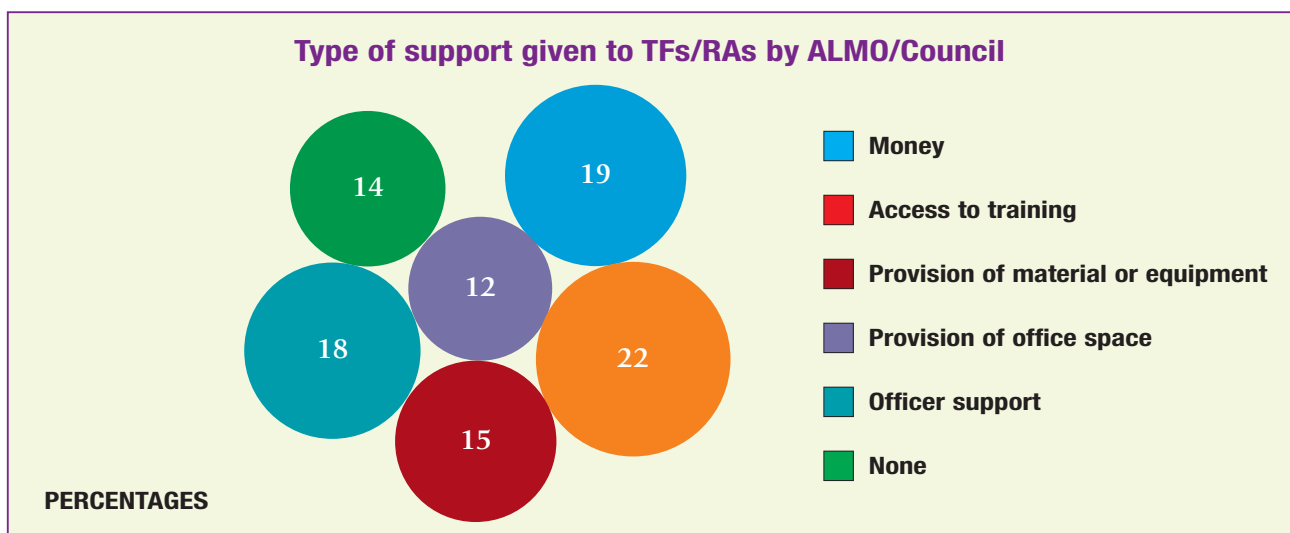
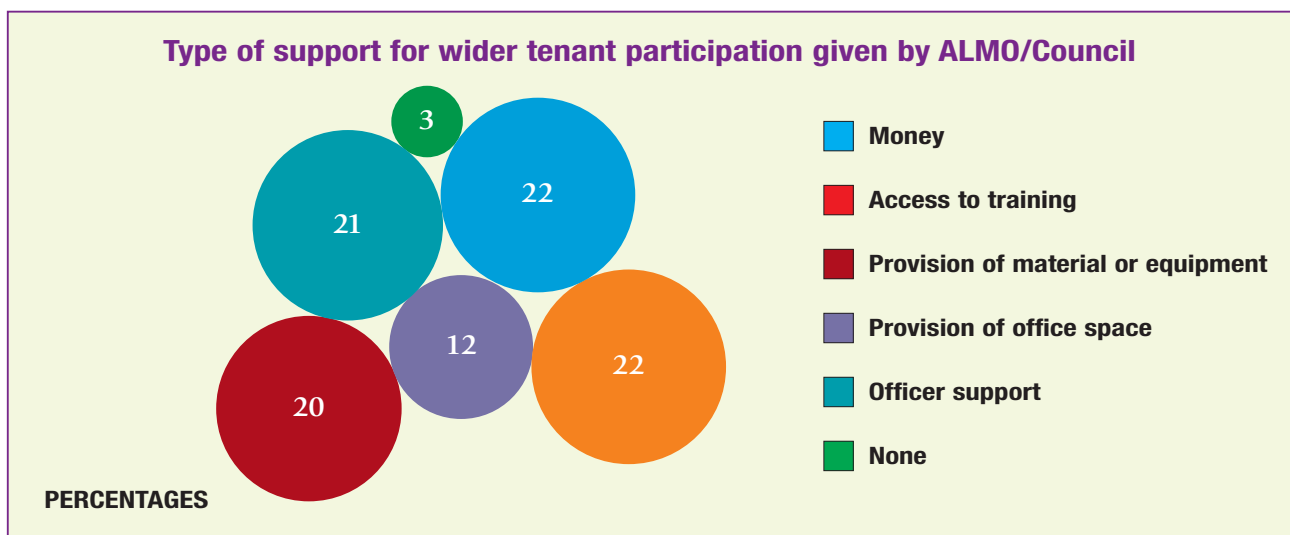
The majority of organisations use their tenant/resident feedback to tailor their services directly to their customers' needs. This can be from adapting their materials to suit their needs to implementing new initiatives and/or prioritising funds around the immediate concerns of their tenants/residents.

## PART THREE: Use of Resources for Tenant/Resident Engagement

Around a quarter of ALMOs provide tenant/resident board members with a salary whereas the remaining organisations only meet their board members' expenses. Within the organisations that have a Tenant Chair, only one gives a salary and the remaining five reimburse expenses only. Overall, approximately 14% of ALMOs remunerate their Chairs.

Seven of the ALMOs introduced remuneration for Board members and/or Chairs as a result of a board review. Three of the organisations who implemented this change have not had a remuneration review since, which was over 5 or more years ago.

89% of ALMOs or their local councils in this survey provide support for wider tenant participation and 64% offer assistance to an independent Tenant's Federation (TF) or Residents Association (RA). The nature of support given is detailed below:



In the financial year 2014/15, 29 ALMOs spent around £2.2 million on tenant/resident engagement this was however lower than the previous year by 22%.

## PART FOUR: Innovative Ways of Engaging Tenants and Reaching New Groups

There is no single best method to attract residents into becoming more engaged in the delivery of their housing services. The method chosen will vary from organisation to organisation in light of their fiscal constraints and their demographic make-up. Hence, there are various mechanisms and initiatives in place to promote the benefits of board membership and encourage residents from all backgrounds to be involved in making decisions on the management of their own homes. Each organisation has also implemented different initiatives to encourage tenant participation from harder to reach groups such as BME communities.

It is important as an organisation that manages social housing on behalf of the local authority that there is a diverse range of tenants engaged to support policy development, service reviews and equality analysis. It enables the organisation to build links with different communities and focuses the delivery of services on the needs of customers in their diversity. This can be a core element of driving service improvements. The following subsections highlight new and innovative mechanisms which have been employed by organisations to engage tenants/residents from diverse backgrounds and hard to reach groups.

### Engage – Attention to Digital

**A1 Housing** and **Your Homes Newcastle** have implemented new initiatives to promote digital inclusion within their communities. A1 Housing have recruited four new Digital Champions from the Digital Champions for Housing Network to provide assistance to tenants with limited knowledge and access to technology and devices. Similarly, Your Homes Newcastle is amidst a Digital Champions pilot which provides training to tenants with access to tablets and internet.

The involvement of our organisations in digital inclusion is important and meaningful in combatting the root causes of digital exclusion and provides an opportunity for tenants/residents to take advantage of these new technologies and embrace change.

### Supporting Local People to have a Voice

#### *Engaging with BME communities*

**Berneslai Homes** has found taking the first step to approach BME communities has been effective. They visit local mosques and are a part of borough wide partnership with Barnsley Together which includes BME and Faith Forum. They also use their data on tenants/residents to make direct contact with BME customers (i.e. via email/Berneslai e-bulletins) when they require involvement for specific purposes. For instance, Berneslai Homes recruited BME tenants/residents to test their translation services via direct e-mail.

**CityWest Homes** and **Kirklees Neighbourhood Housing** also employ direct engagement and involvement with BME communities by implementing initiatives and providing support for the community as well as for cultural events. They engage with the residents around their interests and activities rather than a collective BME identity.

**Nottingham City Homes** follow the same mechanism collaborating with Nottingham City Museums and Galleries for the Universal Roots project which won the 2014 Tenant Participation Advisory Service (TPAS) central region award for Excellence on Equality and Diversity. The project started in 2009 when Afro Caribbean tenants from NCH's Black and Minority Ethnic Forum started work with the company and museum and galleries service on 'From da sunshine to da snow'. This told the stories of their migration to Nottingham in the 1950s and 1960s. The exhibition was a great success and tenants involved wanted to develop it into a wider look at the city's diverse communities and their journeys to Nottingham.

As a result, Universal Roots was born. Altogether 62 people from 15 different cultural backgrounds contributed to the project. The project developed two exhibitions called 'Boots and Routes' at Nottingham Castle and Wollaton Hall, an education learning resource for schools and also recorded and transcribed 16 oral histories.

As part of the commemorations for the Great War, NCH also worked with Nottingham City Museums and Galleries and their young people's panel to 'illuminate' exciting oral histories for their visual arts project called 11-11-11. They recorded and interpreted First World War stories and journeys from Nottingham's diverse communities. The project featured in Nottingham's major WW1 exhibition – 'Trent to Trenches' and also toured around the city as a whole. Vis-à-vis cultural festivals and exhibitions NCH have built a strong relationship with ethnic minority groups in their community and also provided a direct route for involvement i.e. Equality Panel, word of mouth for board positions/training opportunities.

#### *Engaging with Young People*

**Barnet Homes** a mobile youth platform that engages young people 8-19 and up to 25 with a disability, called Voicebox in 2010. Voicebox provides them with the opportunity to take part in a variety of activities, workshops, projects and events. They are free of charge and are located in Brent. They have successfully delivered peer-to-peer mentoring programmes in schools as well as producing a film with young people to highlight the impacts of becoming homeless under a homeless prevention initiative. The youth programme also involves social media presence which also engages and connects young people with their housing provider and is used as a means to encourage tenant participation.

#### *Engaging with Elderly People*

The majority of organisations use forums, groups, schemes and/or panels to directly engage the elderly community and promote involvement structures and opportunities. **Ascham Homes, Ashfield Homes, Sutton Housing Partnership** and **Wigan and Leigh Homes** use forums of either one of the following or more than one:

- Neighbourhood Forum
- Supported Housing Forum
- Older Persons Forum
- Sheltered Forum

In a similar manner, supported/sheltered schemes are also used to directly engage with the elderly community by **Berneslai Homes, Cheltenham Borough Homes, Cornwall Housing, Lewisham Homes, Kensington and Chelsea TMO, Poole Housing Partnership** and **Stockport Homes**. They hold specific events within the schemes to talk directly to the tenants/residents about involvement structures and as a means to gauge their thoughts and opinions in order to improve and develop their services. **Nottingham City Homes** carry this out within an independent living site.

In addition, **Colchester Borough Homes** have a resident group and **Homes in Sedgemoor** has a sheltered housing group which are used as involvement structures specifically for the older tenants/residents. **Eastbourne Housing** has a Focus Groups with a remit for issues and services for the elderly.

**St Leger Homes of Doncaster** employ Community engagement officers to attend various community groups. **Welwyn Hatfield Community Housing Trust** use their community bus service to improve direct communication with this group.

The majority of organisations also carry out events specifically to target the elderly community i.e. baking competitions (**Berneslai Homes**) and soup socials (**Rykned Homes**).

#### ***LGBT and Homeless communities***

**Wolverhampton Homes** “Proud to be Me Network” of LGBT have just held a meet and greet drop in for LGBT tenants. Five tenants attended for the first time and have joined the Proud to be Me Network. This is used as a platform to embrace the LGBT community in the hope that more LGBT tenants will engage and tell them their views as well as encouraging their involvement in decision-making on housing management of their estates.

**Stockport Homes** supports HOST (Having our Say Together) for customers of the housing support service and H3 (Helping the Homeless into Housing) which represents homeless and ex-homeless customers. They also hold a number of focus groups for example, for asylum seekers to identify improvements to service delivery.



## List of participating ALMOs

The survey was sent to all 40 ALMOs nationally and 36 organisations responded to the questionnaire, representing a response rate of 90%. The data gained enabled the NFA to identify mechanisms, initiatives and good practices of tenant engagement within the sector. Those that responded are listed below:

### Participating ALMOs

A1 Housing Ltd	Kirklees Neighbourhood Housing
Ascham Homes	Lewisham Homes
Ashfield Homes Ltd	Newark and Sherwood Homes
Barnet Homes	Northampton Partnership Homes
Berneslai Homes	Nottingham City Homes
Blackpool Coastal Housing	Poole Housing Partnership
Brent Housing Partnership	Rykneld Homes
Cheltenham Borough Homes	Shropshire Towns and Rural Housing
CityWest Homes	Six Town Housing
Colchester Borough Homes	South Essex Homes
Cornwall Housing	South Tyneside Homes
Derby Homes	St Leger Homes of Doncaster
East Kent Housing	Stockport Homes
Eastbourne Homes Ltd	Sutton Housing Partnership
Gateshead Housing Company	Welwyn Hatfield Community Housing
Homes for Haringey	Wigan and Leigh Housing
Homes in Sedgemoor	Wolverhampton Homes
Kensington and Chelsea TMO	Your Homes Newcastle

### The NFA team

Further details can be found at [www.almos.org.uk/nfa\\_team](http://www.almos.org.uk/nfa_team)



**Eamon McGoldrick**  
**Managing Director**

Email: [eamon.mcgoldrick@almos.org.uk](mailto:eamon.mcgoldrick@almos.org.uk)

Telephone: 07944 660276



**Chloe Fletcher**  
**Policy Director**

Email: [chloe.fletcher@almos.org.uk](mailto:chloe.fletcher@almos.org.uk)

Telephone: 07515 050207



**Joanne Kent-Smith**  
**Policy and Relationship Manager**

Email: [joanne.kent-smith@almos.org.uk](mailto:joanne.kent-smith@almos.org.uk)

Telephone: Direct: 024 7685 1729 Mobile: 07944 458294



**Manpreet Kaur**  
**NFA Policy and Research Officer**

Email: [manpreet.kaur@almos.org.uk](mailto:manpreet.kaur@almos.org.uk)

Telephone: 024 7685 1784



**Alli Ward**  
**NFA Business Support Officer**

Email: [alli.ward@almos.org.uk](mailto:alli.ward@almos.org.uk)

Telephone: 024 7685 1729