

# Tenant Participation and Engagement

## What has Tenant Participation and Engagement Team done in first quarter of 2024 to engage with tenants?

### Meet the new Tenant Participation and Engagement Team

#### The team was redesigned

We are here to provide you with lots of different opportunities to get involved, for you to hold us to account and make your voice heard.

The members of the team cover different areas of the city, providing support to local residents, leaseholders and tenants' associations that operate across Southampton:



- Lepsa Stojkovic, Team Leader, manages the Tenant Participation and Engagement Team
- Debbie Collis, Tenant Engagement Officer, covers the west side of the city
- Michael Farleigh, Tenant Engagement Officer, covers the east side of the city
- Ian Mitchell is Junior Neighbourhood Warden Coordinator

### Building Safety Group

#### The Building Safety Group was re-launched this year

The group is made up of reps from different tenant engagement panels. It helps to influence and challenge building health and safety policies and practices. This ensures tenants are safe and that we meet the legal requirements for residents' safety.

This group gives members the opportunity to raise any concerns and questions on behalf of other tenants.



### Tenant Inspectors

#### Seeing People, Not Labels

Following up from the Tenant Inspectors Stigma report, the team worked with Learning and Development completing the production of videos and other training resources for council staff: a learning initiative to start an open conversation about the stigmatisation of council tenants and to see what we are doing well and what we could do better to reduce the stigmatisation council tenants face.

The group had a few weeks off following their Fly tipping Report, and have now recruited more members, and surveyed residents to discover what they wanted them to inspect next. Following their feedback they are just starting their next inspection looking at Antisocial Behaviour.

### Repairs Panel

#### Inspection work

The group raised concerns about the need to raise awareness about the fire safety doors disc importance after tenants were removing them.

In addition, the panel will be initiating a discussion about fire doors in Supported Housing although compliant are heavy and it has been reported some tenants have removed the door closure on these doors.

## The Resources Panel

### Consultation work

The group have been promoting the results of their Energy Survey with staff and tenants.

The group have met representatives from Capital Assets to scrutinise the work to deal with our decent homes backlog. While they were pleased that an additional contractor has been appointed to carry out more work they were disappointed to discover that there was no tenant input in that procurement exercise. The group also met a rep from Customer Payment and Dept department to talk about the rent arrears and their current restructure.

## Tenant Focus groups

### Consultation work

Our engaged tenants were busy helping us review many policies, such as the review of the new Building Safety and Resident Engagement Strategy, Tenant Engagement Standards and the new Tenant Charter. The team is in the process of conducting Tenant Engagement Satisfaction Survey – to hear what tenants think of the team and how we can improve what we do.

## Block reps

### Recruitment drive

The team continuously works to recruit more block reps – currently we have 74 block reps across the city.

Block reps are volunteers who represent the residents in their block or street – to make a difference where they live.

## Tenant Scrutiny Panel

### Sought after group have been very busy...

The group have undertaken a review into the information given when signing up for a property and suggested several recommendations. The recommendations have included the option to receive the information in a hard copy or online as well as updating and increasing the Supported Housing information available.

Raised the customer online journey in finding information of the special decorating scheme as an issue.

Scrutinised and made recommendations for changes to a number of documents which include the neighbourhood warden quality assurance manual, the service standards for the customer payment and debt team and the complaint panel guidelines.



## Junior Neighbourhood Wardens

Through our half term and summer programs and initiatives, we aim to promote citizenship and instil a sense of responsibility and compassion in our youth, ensuring they have the tools they need to become their best selves and make a positive impact in their city.

### Projects

We have been busy across the city supporting community events and completing our own Junior Wardens projects. We attended the Love Where You Live event in Thornhill, The Southampton Marathon, 3 Bugs & Bits sessions to name but a few!

### Marathon Water Station Charity Support

We supported by running the biggest water station at the ABP Marathon. We have supported this event for 10 years in aid of all the runners and their charities. This year we even appear in their promo video [HERE](#).



### Bugs & Bits, 3 Sessions Across the City

This project leads on from Bugs & Bits in February. We will be taking all the items made by the Junior Wardens in February and went out into the area to install them. Bird boxes, Bug Hotels etc were put up to encourage wildlife to come to each area. We will also did a Bug Hunt, finding out where Bugs hide in the natural environment.

At the beginning of each session the Juniors were asked a series of questions to assess their current knowledge & again at the end to see what they had learned.



### Potters Court, Big Help Out



We did this event as part of the national campaign *The Big Help Out*. We were asked by residents at Potters Court to help to tidy the communal garden ready for the summer. Some of the residents used to work regularly in the garden but were struggling due to poor health. We stepped in and spent a couple of hours, clearing, weeding, painting and planting to transform the garden, giving residents a clean fresh and welcoming space to enjoy and to make a real difference to the residents Health & Wellbeing.

### Family Hub Planters

This was a whole city event, so any Junior Wardens could attend from anywhere in the city. We worked with several agencies over a few months to create a bright new area to the front of the Family Hub in Thornhill. The old planters were removed and replaced with nice new ones. The Junior Wardens then put all the finishing touches to the planters, starting with weeding and putting in some colourful new plants. On the day we had 2 other activities including a Clean Air session & Woodland session. We also worked with Men's Shed Bitterne who produced some carvings of woodland creatures that the JNW's painted and attached to the planters. We left the Hub with a safe, bright and welcoming new entrance.



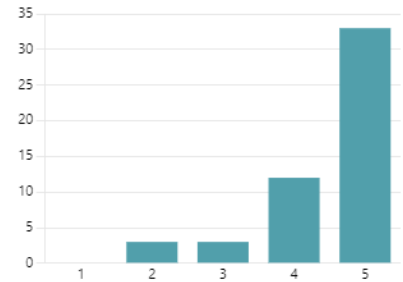
# Tenant Engagement performance

## Tenant Engagement Satisfaction Survey

The survey was undertaken between April and June 2024. Happy to report that the comments about the team were very positive.

Here is the snippet from the survey - the response for the question 4: "Please rate out of 5 your overall satisfaction with the Tenant Engagement Team" – the team got the top marks!

**4.47**  
Average Rating



(For full report please contact Tenant Participation and Engagement Team).

## The new performance indicators

The team has agreed the new performance indicators to monitor how well we are performing, that will now be published on a quarterly basis.

The following is a summary of our performance over the first 3 months in this financial year (1 April 2024 to 30 June 2024).

Tenant Engagement Team performance information			April-June
Workflow	Description		Q1
Workflow 1	How many people we engage		
	Total number of people attending TE meetings/events	Cumulative	258
	Total number of block reps		75
	Number of people signed up to tenant engagement (from the sounding board)		403
Workflow 2	Consultations		
	Number of issues consulted on	Cumulative	15
Workflow 3	Communications – social media		
	Number of people that follow Housing Facebook		1,774
	Number of TE Facebook group members		132
	Number of people that follow Twitter (X)		1,088
	Number of people that follow WhatsApp (N/A - Q1)		0
Workflow 4	Impact		
	How many recommendations/changes made by tenants, panels & social media	Cumulative	38
Workflow 5	Satisfaction with Junior Warden Scheme		
	Number of Junior warden events and other projects and events supported	Cumulative	7
	JNW numbers signed up	Cumulative	159
	Number of JNW engaged at events and projects	Cumulative	138
	JNW Facebook followers		725

## Demographics

We have agreed to collect a specific demographics data. It allows us to identify whom we are not reaching, so we can proactively try to engage them.

Here is the breakdown by age, gender, ethnicity, disability, the postcode and local housing office/neighbourhood of all our engaged tenants (the information was collected from our Tenant Engagement mailing list) for the quarter 1 (from April to June 2024).

Workflow 1 demographics	How many people we engage	Quarter 1
	<b>Age</b>	
Age : 16-26	5	
Age: 26-35	14	
Age: 36-45	30	
Age: 46-55	46	
Age: 56-65	74	
Age: 65+	146	
		<b>315</b>
<b>Gender</b>		
Male	149	
Female	251	
Other	1	
Unknown/Undisclosed		
		<b>387</b>
<b>Ethnicity</b>		
White British	171	
White European	14	
White other	1	
Black, British	3	
Asian	11	
African	11	
Caribbean	5	
Mixed heritage	2	
Unknown/Undisclosed	184	
		<b>402</b>
<b>Disability</b>		
Yes	43	
No	87	
		<b>130</b>
<b>Region - Post code</b>		
SO14	85	
SO15	26	
SO16	107	
SO17	7	
SO18	34	
SO19	143	
		<b>402</b>
<b>Neighbourhood</b>		
Central	117	
East	177	
West	108	
		<b>402</b>

## Panel's recommendations

Our amazing tenants work extremely hard to help council improve housing service – and we, in tenant engagement, are tremendously grateful and proud of all our engaged tenants: I would like to thank all our engaged tenants for their commitment to work with us to improve housing service.

Panels and forums choose subjects to review, conduct inquiries and recommend changes and improvements. The results are then reported back to the senior managers. Tenant panels act as a constant way to improve by checking and challenging the council.

Here is the list of the panels and forums recommendations in the first quarter of this financial year.

Please note that we are still developing recommendations monitoring system and not all the information is available at this time.

Panel / group	Recommendations		Accepted recommendations		Implementation completed		Implementation pending	
	Q 1	Cumulative	Q 1	Cumulative	Q 1	Cumulative	Q 1	Cumulative
Tenant Scrutiny Panel	21		Not available		Not available		Not available	
Repairs Panel	3							
Resources	2							
CWBRF	1							
SHF	1							
Joint Panel	7							
Focus groups	2							
Block reps	1							
<b>TOTAL</b>	<b>38</b>							

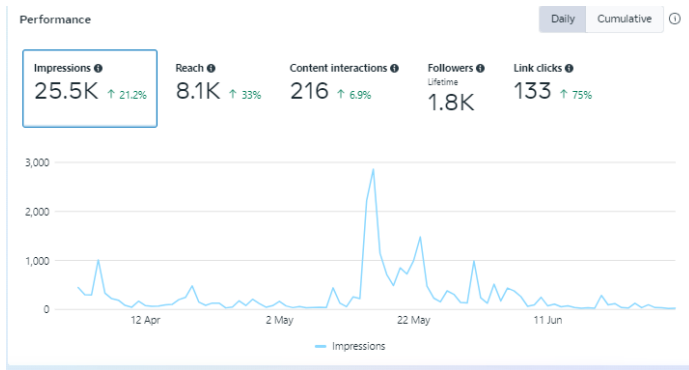
# Housing social media:

Housing Service got 1772 followers on Facebook and 1088 on X. Junior Neighbourhood Wardens' Facebook got 725 followers.

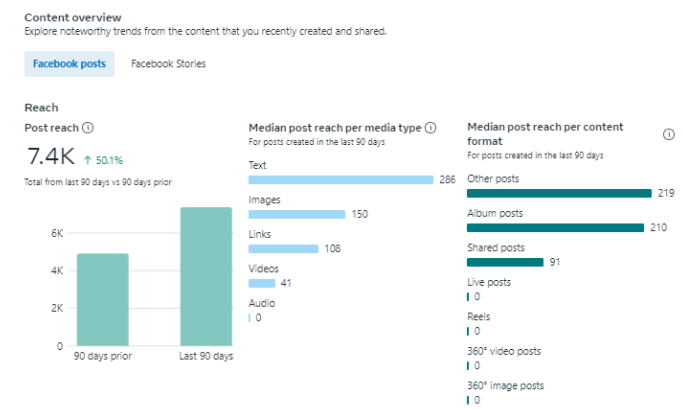
Social media quarterly insights for Facebook collected for three months, from 1 April to 30 June 2024:

(Please note that because of the election restrictions we were unable to publicise some information.)

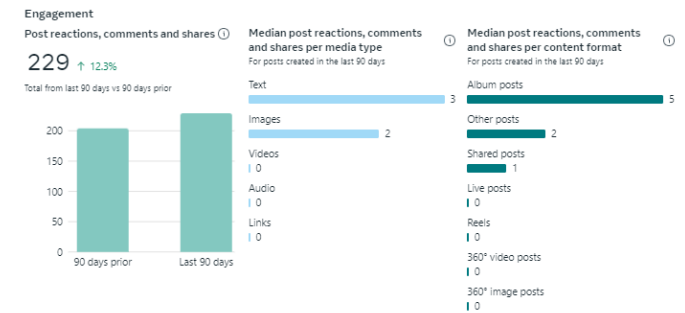
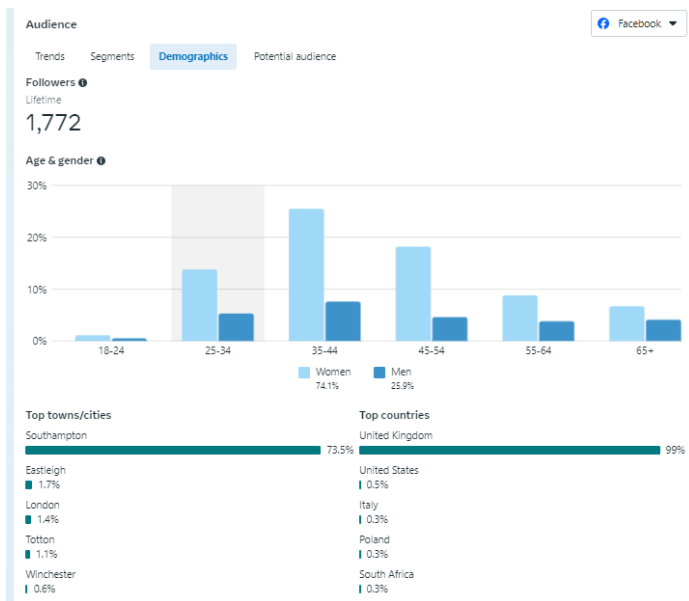
## Performance:



## Reach:



## Audience demographics:



# Tenant Engagement Facebook Group Insights (private Group)



### Top posts

⚠ Date range does not apply to top posts. Data shown is always for the last 28 days.

- Michael Tenant Engagement** is at **St. Christophers Church, Thornhill.**  
*Admin* *All-star contributor* · 15 June at 13:00 · Southampton · 🌐  
I'm at the Thornhill Love Where You Live event today at St Christopher's Church (we've had to change from Hinkler Park because of whether the flag for Housing! If you're in the area do pop in and say hello!  
👍 Vicky Egerton, Ray White and 8 others · 4 comments · 👁 Seen by 68
- Michael Tenant Engagement**  
*Admin* *All-star contributor* · 20 June at 10:39 · 🌐  
Wow, here's a interesting photo of Wyndham Court being built while still demolishing the housing in Commercial Road.  
👍 🤔 Vicky Egerton, Kim Ayling and 4 others · 3 comments · 👁 Seen by 61
- Janice Evans**  
*Rising contributor* · 5 June · 🌐  
Found this article in today's Echo !!! Food for thought as resident had repeatedly reported on noise complaints /anti social behavior and nothing was done !! ( over a year ) Rings a bell or 2 !! There comes a time when sorry really isn't good enough...  
👍 1 · 14 comments · 👁 Seen by 21
- Michael Tenant Engagement**  
*Admin* *All-star contributor* · 14 June at 10:25 · 🌐  
Today marks the 7th anniversary of the tragedy at Grenfell. #neverforget #neverforgotten  
👍 🤔 Vicky Egerton, Andrea Burd and 1 other · 1 comment · 👁 Seen by 34
- Michael Tenant Engagement**  
*Admin* *All-star contributor* · 4 July at 17:35 · 🌐  
👍 Hazel Baxter, Zeta Hill and 2 others · 👁 Seen by 40



# Junior Neighbourhood Wardens social media insights 1 April to 30 June 2024:

29 posts ?

1 Apr 2024 - 30 Jun 2024

Posts

Comments

Reactions

All



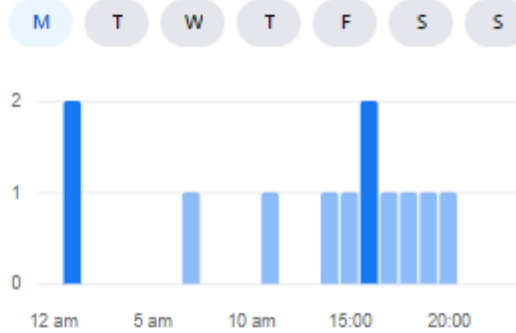
## Popular days ?

The average number of times that members post, comment or react on a given day in the specified date range.



## Popular times ?

The average number of times that members post, comment or react at a given hour of the day in the specified date range.



## Posts ?

The posts with the most activity in the last 28 days.

Top posts

By all

Date	Post	Comments	Reactions	Views
01/07/2024 10:36	Unfortunately SCPA has ceased running this year. Play Day, an amazing event each year was run by them for over 15 years an... Posted by Ian Mitchell	15	12	5,000
03/06/2024 15:08	Posted by Ian Mitchell	1	5	197
04/06/2024 16:21	Took some more pics today with some of the woodland animals painted last week by the Junior Wardens Southampton. Posted by Ian Mitchell	1	8	337
14/06/2024 9:57	Posted by Rob Tpn	0	2	136

## What next?

### Actions for improvement and lessons learned

- Share Tenant Engagement Satisfaction Survey results with our tenants
- Share Q1 Tenant Engagement report with our tenants
- Continue to improve our social media presence
- Explore possibility Tenant Engagement performance page so we can be more transparent about our performance
- Organise Housing conference in quarter 3
- Create Communications plan as we are not good at publicising how tenants made the difference and the work of the tenant engagement team
  - Share good news stories
  - Re-start “Tenants’ corner” to share their successes (social media)
- Create accessibility and diversity forum or working groups
- Youth work – work closer with Junior Wardens and explore, if possible, to start a junior block rep/junior champion scheme and pilot local junior forum
- Improve take up of our tenant training
- Update tenant engagement strategy
- Launch tenant charter
- Keep our webpage updated and our tenants informed about what is available
- Continue to offer variety of tenant engagement opportunities and aligne them to the tenant engagement standards - consult with tenants to see if we missed any engagement opportunities important to them