

Tenant Participation and Engagement 2nd quarter report

I hope you all had a lovely summer! Welcome to our report summarising engagement activities during quarter 2 (1st July – 30th September 2024).

We have been very busy listening and acting on your views, planning for the future and meeting Housing Regulator inspectors!

Repairs Panel

Inspection work

The Repairs panel have been scrutinising Housing's phone line, paying particular attention to call waiting times.

Empty (void) properties have also been a priority for the Panel. They have been examining what actions are being taken to let properties as quickly as possible.

The Panel are also reviewing information about repairs on the website. This is to ensure it is clear, concise and understandable.

The Resources Panel

Tackling the Decent Homes issue

The Panel have been looking at the Housing budget and examining where the Council spends its money. The Panel were pleased to hear the from the Council's Stock Condition Manager about investment to increase the number of properties that meet the Decent Homes standard.

Over the next five years the Council is spending £21m on new roofs, £13m on bathrooms, £11.5m on windows and £10m on heating upgrades which should make a big difference. They also received a breakdown of the latest housing budget explaining the income and expenditure for the year.

Tenant Inspectors

The Inspectors are looking at how Housing manages Antisocial Behaviour

The group have been working hard looking at policies / procedures. They have created a 'tenant friendly' version of the ASB procedure to ensure that tenants understand how to report ASB.

They are also trying to find ways to encourage more residents to complete ASB satisfaction surveys. These surveys are important because they result in service improvements. The Inspectors will be completing their own survey to look at whether the way the council deals with ASB has improved since it's last report into the area.

Tenant Scrutiny Panel

Sought after panel have been very busy...

Following their review of 'sign-ups', the Panel's recommendations have now been completed and they will now move onto the next review.....

Thanks to the Panel, changes will be made to the web pages for the special decorating scheme. This will help tenants to find all the information they need.

The Panel have also contributed to the development of a consultation on Housing's car parks.

Building Safety Group

The Building Safety Group has been re-launched

This group is made up of representatives from different tenant engagement panels. It helps to influence and challenge building safety policies and practices. Ensuring tenants are safe and that the Council meets legal requirements for residents' safety.

The group would like to get more representatives from the high-rise blocks: please contact Tenant Engagement Team to join, or for more information.

Tenants can now request electronic Fire risk assessment reports for their block.

Decent Neighbourhood Programme Board

Three tenant reps now sit on the board!



'Decent Neighbourhoods' is a programme of landscaping improvements around Council homes.

We now have three tenant representatives that sit on this programme board. To familiarise themselves with the programme and the work it undertakes, they went on a city tour.

In the future, the residents will be involved in making decisions about which areas should receive funding from this project.

The representatives on the board are already working hard for tenants at large and said that they would like to see commitment from SCC to provide necessary resources and more support to community gardeners.

Gardening clubs

Tenants with green fingers...

Supported by 'Decent Neighbourhoods', Neighbourhood Wardens, Tenant Engagement, the Local Housing Offices and Supported Housing staff, local residents have been busy creating a community space for all to enjoy.

A great example is the summer house at Leaside Way – all thanks to a local gardening club called Bizzie Bees. Great work everyone!



Buzzy Bees' gardening club summer house

Inspired?

If you're inspired [please get in touch](#) to see if Decent Neighbourhoods funding could be used to transform an unused drying area or neglected spot into a community garden

Tenant Focus groups

Consultation work

Our engaged tenants have been busy taking part in different consultations – such as management of some of housing car parks & the pathway / underpass leading to Tanner Brook school.

We also made sure that tenants get to know what changed following their involvement by organising follow up meetings. For instance, we held a follow up focus group regarding the pending 'Building Safety and Resident Engagement Strategy', Tenant Engagement Standards, Neighbourhood Wardens guide for staff and the new Tenant Charter (we will keep you updated on the Charter!).

Block reps

Recruitment drive

Block reps are volunteers who represent the residents in their block or street. They tell us what's important to so we can make sure that services meet your needs.

The team works continuously to recruit more of our indispensable block reps. We currently have 74 across the city and expect 12 to be joining soon.



Housing services inspected by the Housing Regulator

Tenant engagement took part in the inspections

In April this year the Regulator of Social Housing published its new set of consumer standards and its regulatory approach to deliver a “well-governed social housing sector”. This involves Councils being inspected.

We had our inspection in July and expect to receive the results in late November. We will of course share the results with all tenants and use them to help improve our services.

The regulator also introduced tenant satisfaction measures (TSM) in April last year as a metric by which to assess how well social landlords in England and Wales are doing at providing quality homes and services.

These results have now been published and will be used to improve our services.

Housing Annual Conference

Spring conference

I am happy to inform you that we are looking to hold our annual conference in the Spring '25. We are making plans and will keep you informed.

Help us improve your service!

We want you to share your experiences and work with us to help improve housing services

As you live in our homes and experience the service we provide, you are in a unique position to tell us what works and what doesn't – you can use your experience of living in our council homes to help improve the services we provide.

We have volunteer roles available to join our tenant panels where you will be able to work with other tenants and us to contribute, influence and improve the housing services.

Why should you join us?

- You will be able to use your experience, good and bad, to improve Housing Services and make a real difference
- You will meet new people
- You will gain new skills through training we provide
- You will be able to make a real difference

PRADOS tenants' association celebrated 20th Anniversary

In conversation with the Lord Mayor David Shields

This year marks 20 years since PRADOS tenants' association was formed! So impressive. Congratulations!

To honour this happy occasion, the Tenant Engagement team organised a visit to the Mayor's Parlour where the Lord Mayor David Shields delivered a certificate recognising the great work the group does for the local area.

PRADOS is one of the city's longest standing Tenants' Associations – they work as a link between the community and the council, helping to resolve any issues in the local neighbourhood for residents at Bellamy Court, Griffin Court, Ingram Court, and Pettinger Gardens sheltered housing schemes. In their latest achievement they ensured that all the tenants in their area know how to turn off the water in an emergency.



Junior Neighbourhood Wardens

Through our half term and summer events and initiatives, we aim to promote citizenship and instil a sense of responsibility and compassion in our young people. We work to ensure they have the tools needed to become their best selves and make a positive impact on our 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 Shirley, 2 JNW events including a consultation day and Art Day in Fullerton Close.

Parents picking Free school uniform provided by the Family Hub. Michael from Tenant Engagement with his badge maker.

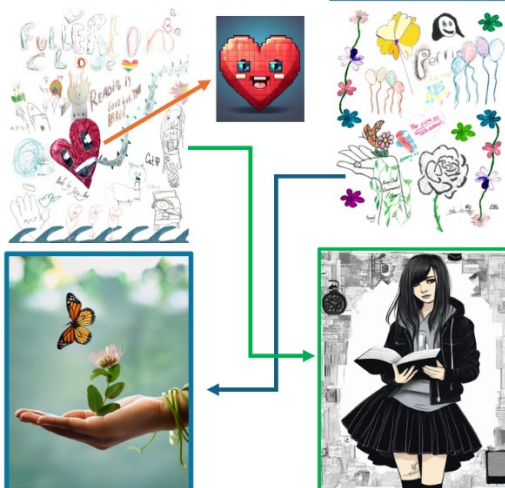
The Junior Wardens running games and art for a future project with the kids. Thanks for everyone's support today. We were also joined by open spaces, who helped clean, clear and remove bulk as well as spruce up the area & our top DIY expert Dave, installing new bins requested by tenants.

[Fullerton Report HERE](#)

After the event on the 14th August I have been busy turning the children's artwork into final pieces, ready to go up in October Half Term.

Below is some of the artwork the young people produced, and the final artwork inspired by them.

The artwork will not only brighten the area, it will also cover graffiti & instil some local pride in the community



some artwork ideas for the backs of the shed areas. These sheds had been graffitied over time and the artwork would cover this up.

You can see in the images, the artwork that was completed and a couple of completed artwork inspired by their original drawings.

The new artwork is going to be installed in October Half Term.

Play Day



This was also the first year the Junior Wardens took over the yearly Play Day event, which was a huge task to put together in a very short timeframe. We had over 2000 people through on the day, engaging with a variety of fun and information stalls, see link to the report below.

On the 14th August we returned as promised to install 2 new bins, including a bear bin for the younger ones.

We also returned with paper and pens at the ready to work with the young people to produce

This event is designed to be fully inclusive, Play Day offers a diverse range of activities that cater to everyone, ensuring no one is left out. The event features predominantly free activities, making it accessible to all. Visitors can enjoy a mix of sports,

arts and crafts, and various interactive activities specifically tailored for young people.



In addition, information stalls are available, offering valuable resources and support for children and families. These stalls are staffed by local businesses, charities, and organisations, reflecting the community's commitment to supporting its residents.

Play Day is more than just a day of fun, it is an opportunity to break down barriers and foster a sense of unity within the community. By bringing people together in a shared space, the event encourages social interaction and mutual support, helping to build stronger relationships among residents. In essence, Play Day is a celebration of community spirit, offering a day of enjoyment while strengthening the bonds that hold the community together.

[Play Day Report](#)

Signed Up Junior Wardens

There are currently **169** signed up Junior Wardens across the city of which **77** are Council Tenants

Number of Junior Wardens by Area

This breakdown reflects the number of properties in each area.

East: 75	830 properties including 8 large Tower Blocks
West: 61	845 properties including 4 large Tower Blocks
Central: 33	341 properties including 4 Large Blocks

Tenant Engagement performance

Tenant Engagement Satisfaction Survey

The survey was undertaken between April and June 2024 and it is now available online:

<https://www.southampton.gov.uk/media/msyfoao1/tenant-engagement-satisfaction-survey-may-2024.pdf>

The survey went out to approximately 420 tenants and we received 88 responses back, a response rate of 21%.

Headline Figures

- Tenant Engagement received a satisfaction rating of 88%
- 79% of involved respondents felt their involvement led to improvements in the Housing Service
- 85% of respondents felt they were treated with fairness and respect by the Tenant Engagement Team compared with 58%* by the Housing Service as a whole
- 76% of respondents felt they were listened to by the Tenant Engagement Team compared with 45% by the Housing Service as a whole
- 98% of respondents who had attended training sessions by the TET found it useful.
- 16 respondents (18%) asked to come off the tenant engagement mailing list

* This is lower than the 70% scored when surveyed across all tenants from the Tenant Satisfaction Measures April 2024 Participation and Engagement Team).

Do tenants feel listened to and respected?

	By the Tenant Engagement Team			By the Housing Service as a whole		
	Yes	Unsure	No	Yes	Unsure	No
Do you feel you are treated with fairness and respect	45	7	1	29	13	8
	85%	13%	2%	58%	26%	16%
Do you feel you are listened to	42	8	3	24	16	10
	79%	15%	6%	48%	32%	20%

The Team's performance

Here is the team's performance information against agreed indicators.

The following is a summary of our performance over 3 months in second quarter this financial year (1 July 2024 to 30 September 2024).

			April- June	July- Sept
Workflow total	Description		Q1	Q2
Engaged Tenants	How many people we engage			
	Total number of people attending TE meetings/events	Cumulative	255	602
	Total number of block reps		75	74
	Number of people signed up to tenant engagement (from the sounding board)		402	407
Consultations	Consultations			
	Number of issues consulted on	Cumulative	15	36
	Number of people consulted	Cumulative	259	502
Social media	Communications – social media			
	Number of people that follow Housing Facebook		1,774	1,771
	Reach on Facebook			13,000
	Interactions on Facebook			347
	Number of TE Facebook group members		132	135
	Number of people that follow Twitter (X)		1,088	1,085
	Number of people that follow WhatsApp (N/A - Q1)		0	0
Recommendations	Impact			
	How many recommendations/changes made by tenants, panels & social media	Cumulative	38	47
	How many recommendations were accepted	Cumulative	31	39
	How many recommendations - Implementation completed	Cumulative	0	0
	How many recommendations - Implementation pending	Cumulative	0	0
JNW	Satisfaction with Junior Warden Scheme			
	Number of Junior warden events	Cumulative	7	12
	Number of other events and projects supported - open to wider audience	Cumulative	0	1
	JNW numbers signed up	Cumulative	159	174
	Number of JNW attending JNW events and projects	Cumulative	138	196
	Number of attendees at public events	Cumulative	0	5
	JNW Facebook followers		725	740

Demographics

We now collect a specific demographics data of our engaged tenants. 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 2 (from 1 July to 30 September 2024).

Workflow - demographics	Demographics of tenants on Sounding Board	April-June		July-Sept		
	Description	Q1:	TOTAL	Q2	TOTAL	
Workflow 1 demographics	How many people we engage					
	Demographics – age, race, disability – to show we are improving (stats from the sounding board), and by district					
	Age					
	Age : 16-26	5		4		
	Age: 26-35	14		16		
	Age: 36-45	30		30		
	Age: 46-55	46		48		
	Age: 56-65	74		78		
	Age: 65+	146		145		
	Unknown/Undisclosed/Missing data	87		86		
				402		407
	Gender					
	Male	144		152		
	Female	243		254		
	Other					
	Unknown/Undisclosed/Missing data	15		1		
				402		407
	Ethnicity					
	White British	171		173		
	White European	14		15		
	White other	1		1		
	Black, British	3		3		
Asian	11		11			
African	11		11			
Caribbean	5		5			
Mixed heritage	2		2			
Unknown/Undisclosed/Missing data	184		186			
			402		407	

	Disability				
	Yes	43		45	
	No	87		87	
	Unknown/Undisclosed/Missing data	272		275	
			402		407
	Region - Post code				
	SO14	85		86	
	SO15	26		26	
	SO16	107		108	
	SO17	7		8	
	SO18	34		34	
	SO19	143		145	
			402		407
	Neighbourhood/Local housing office				
	Central	83		119	
	East	174		179	
	West	108		109	
	Unknown/Undisclosed/Missing data	37			
			402		407

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 for the first and second quarter of this financial year.

Please note that we are still developing monitoring system for panels' improvement recommendations and some information may still be unavailable.

Panel's recommendations			April-June	July-Sept
Workflow total	Description		Q1	Q2
Recommendations	Impact			
	How many recommendations/changes made by tenants, panels & social media	Cumulative	38	47
	How many recommendations were accepted	Cumulative	31	39

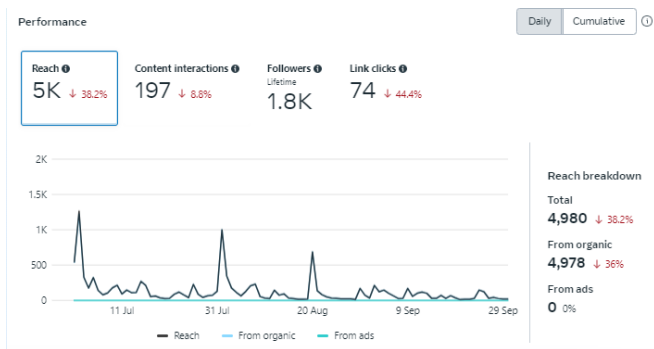
	How many recommendations - Implementation completed	Cumulative	0	0
	How many recommendations - Implementation pending	Cumulative	0	0

Housing social media:

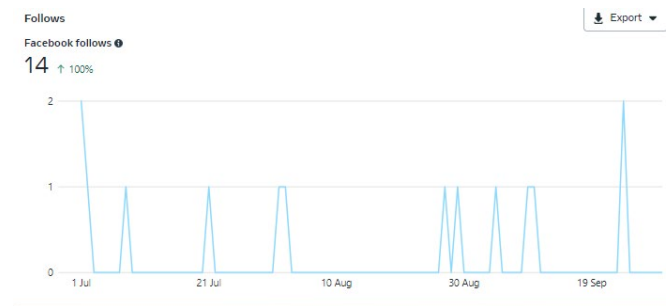
Housing Service got 1771 followers on Facebook and 1085 on X. Junior Neighbourhood Wardens' Facebook got 740 followers.

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

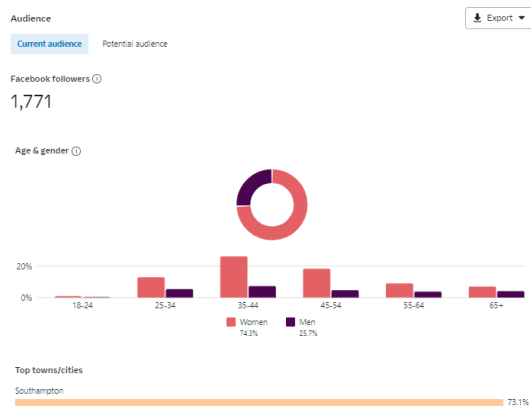
Performance:



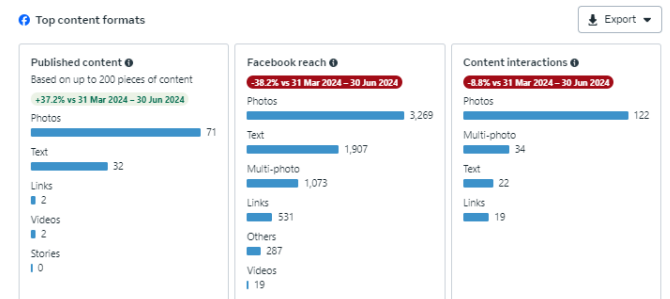
Facebook follower trends:



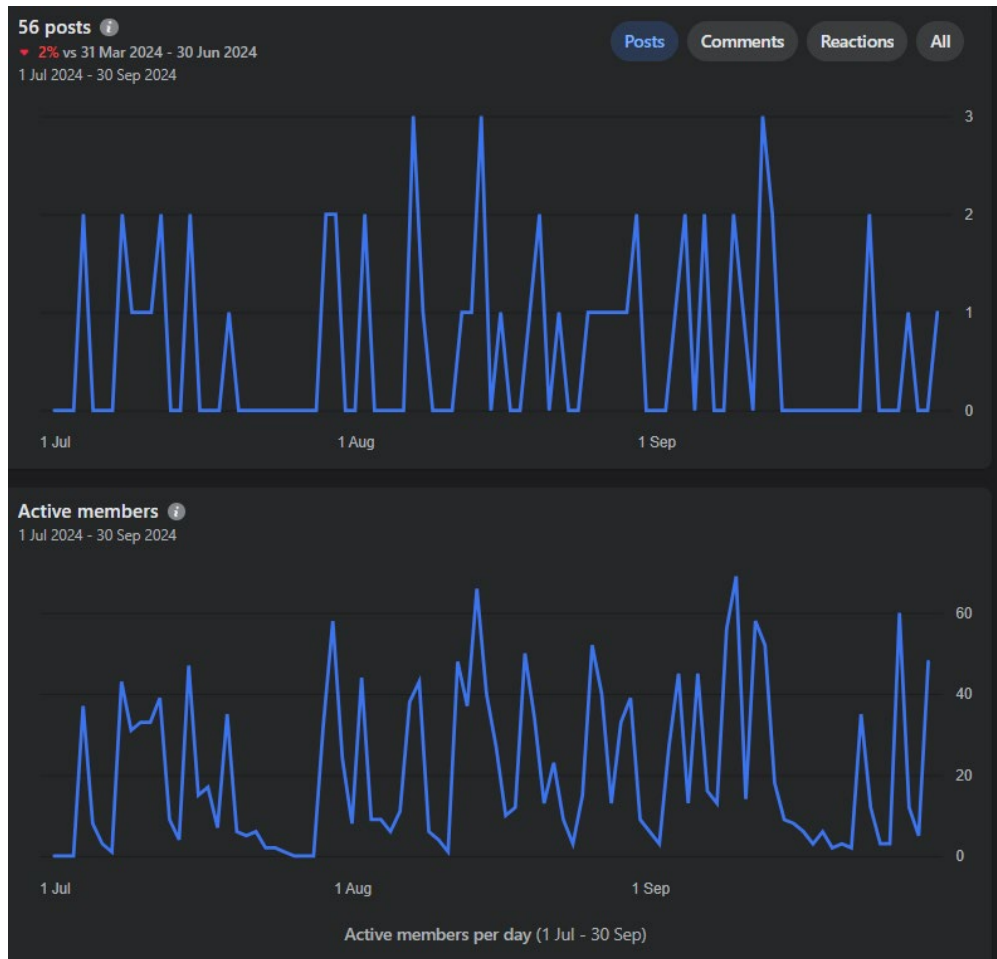
Audience demographics:



Top content formats:



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
Admin Top contributor · 27 September at 17:02 · 🌐

To help manage our car parks we running an initial consultation to find out if tenants think it would be a good idea for Housing to explore using a private contractor to manage a permit system on some of our Housing schemes. PS - this...

👍 Ray White and 2 others 7 comments 👁 Seen by 82

Michael Tenant Engagement
Admin Top contributor · 13 September at 17:27 · 🌐

What's that you say? Another week of leave??? Yep that's right - I'm now out of the office until Monday the 23rd September. Any Tenant Engagement emergencies in the mean time please contact tenant.engagement@southampton.gov.uk, phone 02...

👍 Dreena Hartup and 6 others 5 comments 👁 Seen by 69

Michael Tenant Engagement
Admin Top contributor · 23 September at 17:16 · 🌐

Don't forget - the next Supported Housing Forum is happening tomorrow - 2-4pm at Challis Court.

👍 Ray White, Julie Densham Edwards and 2 others 2 comments 👁 Seen by 34

Michael Tenant Engagement
Admin Top contributor · 12 September at 10:34 · 🌐

Fun day yesterday helping the 46 Roundhill Community Voice build their garden shed for the community garden. Big thanks to Nicky, the Neighbourhood Warden for her expertise too!

👍👍 Vicky Egerton, Ray White and 4 others 1 comment 👁 Seen by 51

Michael Tenant Engagement
Admin Top contributor · 12 September at 17:34 · 🌐

Fab photo of Millbank House in Northam from the 1960's!

👍 Kim Ayling and 4 others 1 comment 👁 Seen by 57

Junior Neighbourhood Wardens social media insights 1 July to 30 September 2024:

All ⓘ

17 posts

38 comments

150 reactions

1 Jul 2024 - 30 Sep 2024



Posts

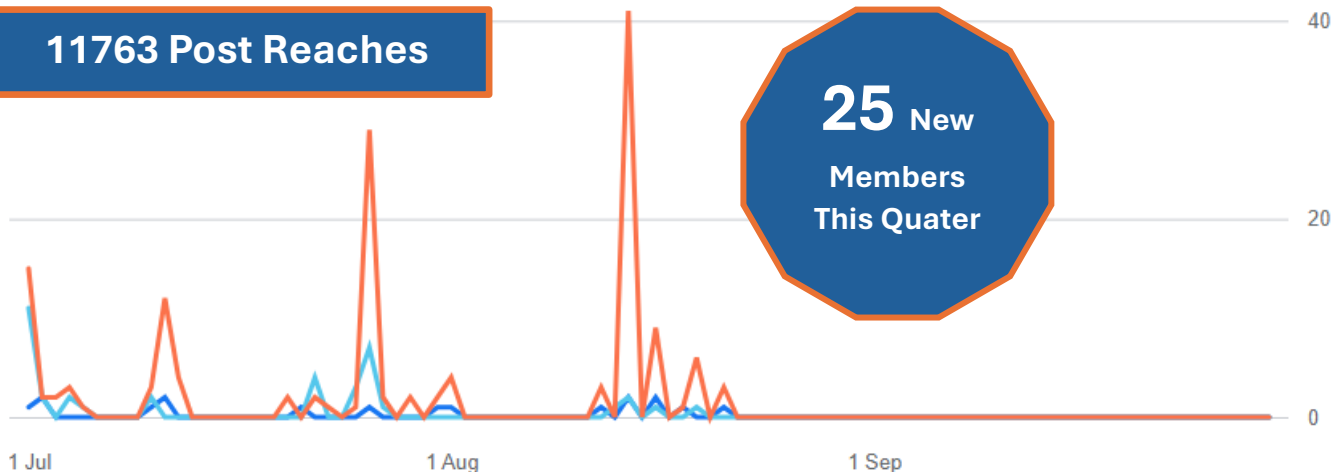
Comments

Reactions

All

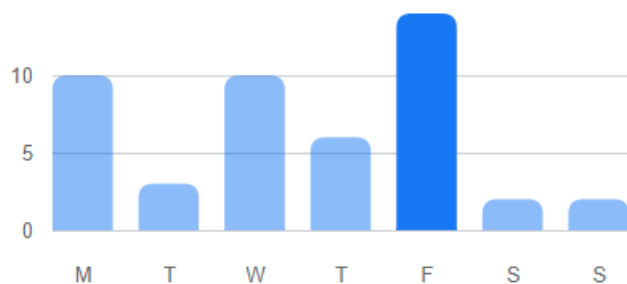
11763 Post Reaches

25 New Members This Quarter



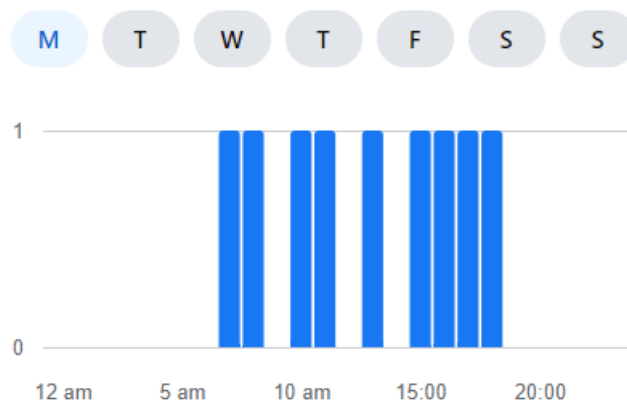
Popular days ⓘ

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.



Having your say this year

I hope you have found these quarterly reports interesting. It shows how we engage with tenants every quarter and try to improve housing service. The reports will be reviewed by tenants next year to ensure they present all the information in a way that is both accurate and hopefully informative to you.

We are always keen to hear your views, so please email your comments to: tenant.engagement@southampton.gov.uk or call 023 8083 3185.

What next?

Actions for improvement and lessons learned

Actions taken since the last quarter:

- Tenant Engagement Satisfaction Survey report was shared online, social media and via direct emails
- Quarter 1 Tenant Engagement report was shared with tenants

- We continue to work on improving our social media presence – Neighbourhood wardens can now post stories directly on housing social media
- 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 – in progress
- Tenant training: survey conducted and focus group held
- Tenant engagement strategy update – in progress; it will take around six months to complete. Tenants will be consulted on the draft strategy
- Launch the new tenant charter – the charter will be launched soon
- We continue to update our website to ensure that the accuracy of information
- Continue to offer variety of tenant engagement opportunities and align them to the tenant engagement standards - consult with tenants to see if we missed any engagement opportunities important to them – Tenant engagement review is planned for the next year
- Tenants consulted on Building safety and tenant engagement strategy – majority of recommendations accepted

Future actions:

- Share Q2 Tenant Engagement report with our tenants
- Work with tenants and colleagues to update tenant engagement strategy
- Set up Equality, Accessibility & Inclusion (EDI) panel / group
- Work on training package for tenants
- Work on Housing conference
- Explore possibility Tenant Engagement performance page so we can be more transparent about our performance
 - Share good news stories
 - Re-start “Tenants’ corner” to share their successes (social media) – not completed
- 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)

Follow us!

Follow the Engagement team



@southamptonhousing

Join the Tenant Engagement Facebook

Group: Search **Southampton Tenant**

Engagement



: tweet us @sotonhousing

To get in touch:

Web: <https://www.southampton.gov.uk/tpu>

Email: tenant.engagement@southampton.gov.uk

Call: 023 8083 3185