



A Tim Morton Associates report on the Tenant and Leaseholder Participation Compact for Nottingham City Homes

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Executive Summary and Recommendations

Nottingham City Homes (NCH), Nottingham City Council (NCC) and the Nottingham Tenants and Leaseholders Congress (TLC) signed a tripartite compact in 2007 to run until 2010. The Compact is subject to regular review and in June 2008 Tim Morton Associates were appointed to carry out a review.

NCH wanted an impartial review and as much tenant involvement as feasible on what is going well and not well so it could actively make real changes and forward plan with tenants to shape the service; feedback was at times historical and not current.

In approaching the review we have sought to gather views from a wide variety of stakeholders as well as drawing on our experience and knowledge from elsewhere.

We have:

- Carried out a desktop review of the compact comparing it to the National Standards and the Audit Commission's KLOE on tenant participation.
- Run four workshop focus groups involving:
 - Uninvolved tenants,
 - Involved tenants and leaseholders including two board members who are tenants,
 - NCH staff, and
 - NCC staff and councillors.
- Conducted a number of interviews with key stakeholders.
- Reviewed a considerable number of documents.

Recommendations

Having explored the document it is clear to us that it meets the requirements of both the KLOE and the revised National Standards. In practice there are still issues for tenants, staff and stakeholders in the delivery of the compact and participation in Nottingham.

We believe that the compact could be reduced in size by eliminating some of the repetition and by strengthening the culture where participation is the expected and natural way of doing things. This would in turn lead to a much simpler menu of opportunities expressed in simple language, graphically, using images and cartoons rather than pages of text.

A perfectly acceptable compact might run to 12 or 16 pages with a summary on 2 or 4 sides of A4 paper. However given the length of time that developing the compact has taken perhaps the emphasis should be on continuing to implement the proposals within it and to make improvements as time



proceeds so that by the time the full compact is up for review in 2010 the new version can be a lot slimmer and perhaps loose leaf to allow for further development but reflect the progress that has been made in engaging residents in developing the services provided by NCH. There is always a risk of spending time talking about things rather than getting on and doing things.

A variety of suggestions have been made in the course of the report, we include a number here:

- The format of the compact should begin with local action, move to area action and culminate with city wide activity as way of drawing people in.
- The range of groups should be shown in a matrix by theme
- The fewer words the better
- Less jargon and fewer acronyms
- Erimus Housing in Middlesborough use a water theme, "dipping your toe in", "starting to swim", "into the deep end" to reflect the different level of engagement. Solihull Community Housing has "Get the bug - get involved" with an image of a cartoon bug.
- NCH needs to continue to develop a comprehensive and accurate database of its residents in order that it can demonstrate that its services and involvement opportunities reflect the population's needs
- NCH should continue to use a range of engagement tools including but not limited to internet and meetings, for example drop-ins, and one stop shop opportunities.
- The onerous recognition criteria need to be reviewed for TARAs and Individual Contacts, in order that these basic units of participation can be strengthened. They could be supported to publicise their existence and activities within an area and where they are not felt to be doing a good job by other tenants and leaseholders within their area perhaps using the 3Cs system, NCH could then work with them to strengthen them or to find others to act in their stead.
- The role of Area Panels needs to be strengthened and clarified in relation to decision taking.
- The feedback mechanisms need to be implemented so that staff and tenants do understand what has happened to their issue. Again the 3Cs offers a mechanism for this.
- NCH should restate its ongoing commitment to involving tenants and leaseholders in the development of services.

Tim Morton September 2008



Nottingham City Homes Tenant and Leaseholder Compact Review

Carried out by Tim Morton Associates July and August 2008

Introduction

Nottingham City Homes, Nottingham City Council and the Nottingham Tenants and Leaseholders Congress signed a tripartite compact in 2007 to run until 2010. The Compact is subject to regular review and in June 2008 Tim Morton Associates were appointed to carry out a review.

Specifically we were asked to

- A. Review robustly the compact to ensure that it complies with the 2005 updated "National Framework for Tenant Compacts" guidance
- B. Compare NCH's strategic approach against the TPAS Accredited Landlord Standards
- C. Assess the 'read-across' between the Involvement Strategy, Compact and linkage with NCH's revised corporate objectives and governance arrangements
- D. Provide a final report with recommendations and an assessment of the progress and impact of the Compact to date
- E. Provide a Resident Involvement Statement and revised Tenant and Leaseholder Involvement Strategy summary that aligns effectively with the Compact
- F. Involve tenants and leaseholders from local tenant groups and non-involved tenants in the review
- G. Obtain feedback from stakeholder groups on the impact of the Compact to date and their ideas on improvements for the future
- H. Evaluate performance against the Compact Action Plan and targets for the year
- I. Bring in good practice ideas and examples.

Methodology

In approaching the review we have sought to gather views from a wide variety of stakeholders as well as drawing on our experience and knowledge from elsewhere.

Eileen Adams carried out a desktop review of the compact comparing it to the National Standards and the Audit Commission's KLOE on tenant participation.



Working with the TP team, Eileen Adams and Tim Morton set up and ran four workshop focus groups involving:

- Uninvolved tenants,
- Involved tenants and leaseholders including two board members who are tenants,
- NCH staff, and
- NCC staff and councillors.

In addition we have carried out a number of telephone interviews with tenants who were unable to attend the sessions, a board member and senior staff at NCH and NCC.

Lastly we have reviewed a considerable number of documents relating to the working of tenant and leaseholder involvement in Nottingham.

Key findings

A number of issues have become apparent as we have carried out the review and we set them out here, though the evidence is shown in the accompanying report.

- NCH is a managing agent for Nottingham City Council housing with a Management Agreement. It is wholly owned by the city council though it has a board made up of tenants, councillors and independents. It is charged with managing the stock and delivering the decent homes programme.
- Much of the council housing in Nottingham is on estates, however even in the most deprived communities around 40% of the council stock has been sold under the right to buy. In more affluent areas this rises to 55%, so that what appear to be social housing estates are in fact mixed communities of council tenants, owner occupiers and leaseholders and private tenants living in formerly council owned stock.
- The city council has adopted a neighbourhood working approach and is working in partnership with Nottinghamshire Police, NCH and others.
- NCH has clearly been through a huge amount of turbulence in the run up to being created and in the years since. There was however recognition from all the stakeholders that we have spoken to, that things are improving compared to a year ago. There is a keen desire to see NCH succeed and to achieve at least two stars in the forthcoming inspection.
- As an ALMO NCH needs to involve its tenants and leaseholders in decisions about service delivery.



- As a local authority the council has a duty to involve its citizens and to work in partnership with other stakeholders, such as police and health as well as the private and voluntary and community sectors.
- All public bodies now have a responsibility to engage with communities they operate within, be it health, housing, policing or council services.
- NCH has moved away from three sub-boards - North, South and Central – to nine Area Panels replicating the City Council structure of nine Area Committees. However there is some disagreement over who has primacy on decisions between the Area Panel and the Area Committee.
- This raises the issue of the potential for consultation overload, confusion over where to engage as citizens or tenants, and the risk that the same groups and individuals are engaged with over and over again while others are ignored.
- Some people are confused about the separate roles of NCH and NCC, in particular, who can do what and who can make what decisions.
- Nottingham has a low level of educational attainment and high levels of dyslexia; this clearly impacts on some residents' ability to handle written information; particularly complex and lengthy written materials. For example, people with a visual impairment also have difficulty with colour perception. Colours such as red and green are particularly problematic. Some people with dyslexia find light text on a dark background difficult to read. These are the predominant colours in the document.
- The Compact is a comprehensive document and does meet the National Standards and the KLOE as our desktop review found.
- The style and complexity of the document suggests that the three parties lacked trust at the time and therefore needed to tie everything down to the last dot and cross. All parties indicate that a lot of progress has been made since the compact was drawn up.
- The compact is a very long and repetitive document, which is difficult to read, in part because of the repetition.
- While the document itself is comprehensive the practice of involvement on the ground has been less so and there was some frustration amongst the involved tenants with this. This is perhaps best expressed as "don't change it (the Compact) – implement it!"
- There is a perception that there has been a lack of feedback and transparency, and communication has been considered poor



historically, but there is recognition that things are improving now and trust is growing between tenants and leaseholders and NCH staff.

In the following sections we set out our findings in relation to each of the components specified in the brief.

DRAFT



A. Review robustly the compact to ensure that it complies with the 2005 “National Framework for Tenant Compacts” guidance

In carrying out the desktop review, Eileen Adams compared the NCH document with National Standards and the KLOE 5 on resident involvement.

Nottingham City Homes Tenant and Leaseholder Participation Compact – Desktop Review

We have conducted a desktop review of the Compact against two regulatory and guidance documents, namely:

- The Housing Inspectorate of the Audit Commissions Key Line of Enquiry 5, Resident Involvement
- The Department for Communities and Local Government (formerly the Office of the Deputy Prime Minister) National Framework for Tenant Participation Compacts

We have also reviewed the structure and ease of navigation around the document to see how easily readers may be able to access information they require.

1 Key Line of Enquiry 5, Resident Involvement

Key Lines of Enquiries (KLOEs) set out questions and statements around either service or judgement-specific issues which provide consistent criteria for assessing and measuring the effectiveness and efficiency of housing services. KLOEs are designed to provide inspectors, inspected bodies and others with a framework through which to view and assess services. In inspections, service specific KLOEs are used as a basis for assessing Judgement One on ‘How good is the service?’ and the resident involvement KLOE is one of this set.

Each KLOE contains three overarching themes on access, customer care and service user focus, diversity and value for money. The rest of the KLOE is concerned with the detail of the specific service area being assessed or inspected.

KLOE 5 covers the following areas of activity:

- (a) access, customer care and service user focus
- (b) diversity
- (c) tenant and leaseholder (Participation) Compacts
- (d) resources for Resident involvement
- (e) the impact of resident involvement, and
- (f) value for money.



1(a) Access, Customer Care and Service User Focus

Section 3.1 of the Compact deals with accessibility to involvement options in a comprehensive manner, listing a variety of routes to participation. Accessibility at meetings, in terms of organising and facilitating events is considered and detailed within the document. Transport to and from meetings is offered to those wishing to attend, together with crèche facilities to ease involvement for people with childcare responsibilities. Venues are checked for accessibility for people with disabilities, and additional support for involvement is offered, for example the provision of signing and induction loops. Translation services are also offered. Access to computers and the provision of stationery and photocopying facilities is also provided.

Training will be offered at what is described as 'accessible times'. This statement will be checked at the Focus Group meetings.

Although crèche facilities are offered caring costs of older dependents is not mentioned. In an aging society many tenants may be debarred from attending meetings or participating in other consultation events because they may not leave those they have a responsibility for caring for. Widening the statement about crèche facilities to caring responsibilities may improve accessibility.

A menu of involvement options is listed as opportunities for tenants to get involved in influencing customer care, for example via their local Residents' Association. Working Groups are one method listed: if this is a working group to review service standards and set performance indications all well and good, but if the mechanism to influence standards and performance is not catered for within the menu then its absence leaves a gap in participatory methods.

The term 'service user focus' is not used anywhere in the document, however, implicitly it runs throughout a number of sections. The Compact could be built upon within the menu of involvement options by including Resident-Led Self Regulation which would give some priority to service user focus (see *Leading the Way*, a CIH publication).

1(b) Diversity

Section 3.6 makes a clear statement about equality and diversity, and lists a variety of methods by which it will promote involvement from across the spectrum of its residents. The organisation states in the Compact that the tenant profile has been mapped and this information will be accessed during the Focus Group stage of this project.

The Compact recognises that underrepresented groups may require additional encouragement to get involved and states that it will work with Residents' Associations to assist them to recruit more members from these groups. The Compact also puts in place quarterly monitoring of the implementation of the



equality and diversity policies and reporting this across the organisation, up to and including the Board. It does not say, however, that action will be taken after reporting, it may be implied but it should be more specific, for example that an action plan to improve on reporting figures is developed annually. The aim of the BME, Homes 4 Us, Young Persons, Supported Housing, Sheltered Housing and Telecare Users Forum groups is to build the confidence and capacity of young people, people with disabilities and people from the Black and Minority Ethnic communities so that they will become involved and represented within all the mainstream arrangements for tenant and leaseholder consultation and involvement. The role and the requirement of each Forum are detailed within the Compact.

1(c) Tenant and Leaseholder (Participation) Compacts

This section of the KLOE details what is expected from the landlord in terms of designing and rolling out the Compact. An 'excellent' landlord is expected to have neighbourhood, or local compacts: a 'fair' landlord would have an organisational compact. However, having said that expectations have somewhat moved on and most landlords only have organisationally-wide compacts, with a stated aspiration to establish neighbourhood agreements. Local compacts are mentioned a number of times in Nottingham City Homes Compact, the existence of which will be checked via the Focus Groups.

The Contents' page of the Compact allows the reader to navigate around the document relatively easily, so if they are disciplined and reasonably well informed they probably could access the information they required to assist them to get involved to the degree they wished. However, it is doubted that many people have read the whole document due to its repetitious nature and fragmented description of how to get involved. It is hard to read, even for the most dedicated proponent of participation. It uses abbreviations frequently, for example 'NCH', even in the Contents' page, without explanation, although it does explain the meaning on the next page. This criticism may appear to be nitpicking but in a general population of which eight percent have literacy problems, and which may extend to 24 percent in areas of deprivation (many of which will be located in Nottingham City Homes areas of management) the ease of expression of formal documents should be considered to be very important.

1(d) Resources for Involvement

Section 3.3 details the resources made available for involvement, without actually saying what they will be. The Compact does say that 'reasonable' financial help is negotiated annually between Nottingham City Homes and the Nottingham Tenants' and Leaseholders' Congress. The Congress is mentioned throughout the document a large amount of times, but it is only in section 4.3, on page 59 is it explained what it is and what it does. Some definition and explanation of the key players in the Compact needs to go at the start of the document.



The Compact needs to be clearer about the help it will provide to new groups setting up, training provision and support in publicising activity.

1(e) The Impact of Resident Involvement

The word 'impact' does not appear anywhere in the Compact.

1(f) Value for Money

Section 3.5 considers value for money in involving residents in different approaches. Section 4.2.1 also looks at the value for money Area Panels' consider contractors' provide. On page 61 of the document service charges and value for money are mentioned, although it needs to be tested what action is taken in regard to this.

2 National Framework for Tenant Participation

The National Framework was originally published in 1999, with the aim of introducing Compacts to all local authorities by April 2000. Compacts were designed to detail how landlords would involve their tenants in commenting on service design and delivery, how they would support the development of tenant participation and how they would resource that support.

The revised National Framework of 2002 encouraged tenants and landlords to learn from the extensive good practice that has become available. It also reinforces the message that effective tenant involvement brings real benefits – to tenants, councils and local communities – and will bring about lasting changes in the relationship between council landlords and tenants.

The National Framework describes a number of core standards that landlords should adopt as a matter of good practice in informing, consulting and involving tenants. These are:

- a) Housing services
- b) Standards for resources for tenant participation
- c) Standards for meetings
- d) Standards for information
- e) Standards for tenants' groups
- f) Tenants' groups involved in decision-making
- g) Standards for monitoring and measuring performance.

2(a) Housing Services

The Framework document suggests a wide range of activities tenants may get involved in connected to housing services. The range is quite broad, for example, developing the council's housing policy and strategy, drawing up and appraising options for housing investment and improvements and



drawing up the council's capital and renovation programme to name but three.

The Nottingham Compact states 'how tenants can get involved' and 'who can get involved', but other than sheltered housing and rent setting does not say what aspects of service tenants may influence. The 'Purpose' column in Section 2, 'Methods and Structures for Informing, Consulting and Involving Residents' does discuss aspects of service that may be influenced through a variety of mechanisms but the extensive list of activities contained within the Framework document is not covered.

2(b) Standards for resources for tenant participation

The Compact's statement about resources is clear and comprehensive.

2(c) Standards for meetings

The standards for meetings listed within the Compact are clear and comprehensive.

2(d) Standards for Information

The standards for information clearly state that at least 10 days notice will be given in advance of meetings, however, the participants of some of the focus group meetings formed as part of this review were not given that period of notice. This may mean that either working practices need to be reviewed or the standard changed through consultation. The remainder of the section is clear and comprehensive.

2(e) Standards for Tenants' Groups

Section 3.4 deals with this topic and states in the openness and accountability section that 'Membership of any TARA is open to all Council tenants and leaseholders ...', nowhere does it mention the co-habitees of these two groups, implying that only tenants and leaseholders may be members.

The remainder of the section is clear and comprehensive.

2(f) Tenants' Groups Involved in Decision Making

There is not a specific section dealing with this aspect, nor does the Compact mention involvement in decision making, so if a reader was trying to find this specific activity they would have to read the whole document to understand the different levels and methods of how they could get involved in this process.



2(g) Standard for Monitoring and Measuring Performance

The standards in this section appear clear and relatively comprehensive, however, the value for money section may benefit from an assessment of the impact that tenant participation has had on how the landlord delivers its services. For example, what has Nottingham City Homes changed as a result of tenant participation? Which policies have been influenced, what practices have been reshaped?

3 Structure of the Compact

The layout of the document is largely in tables and numbered sections. Although this is a useful method of identifying topics and activities it does make the document somewhat difficult to read in one sitting. It is assumed that most people would scan-read the majority of the document, paying more attention to sections that are of direct interest to them.

The document is also quite repetitive, with the same activities or statements being used time and again. For example, the term 'Representatives of tenants and leaseholders (and staff and Board Members)', is used in the 'Who can be involved' column several times, and perhaps this information could have been displayed more simply in a matrix.

In the desktop review we set three challenges to find information, namely does the Compact:

- a) Enable skills training, for example negotiation or communication training?
- b) Can tenants become members of the ALMO board?
- c) Are tenants able to participate in the selection of contractors?

3(a) Skills Training

Training is mentioned a number of times throughout the document, for example on page 30 training on producing newsletters is highlighted and on page 43 specific training for people chairing meetings is mentioned. On page 45 the main section on training talks about an annual programme of training being drawn up and a training needs analysis being conducted for residents' associations through an annual audit and twice yearly evaluation – although it is unclear about what is being evaluated.

Although skills training is not specifically mentioned the average reader may assume that the annual training programme would include topics such as negotiation and communication skills.



3(b) Tenants as ALMO Board Members

On page 60 in section 4.3.2, *People-Based Forums* the Compact states that the main aim of the Forums is to

'... build the confidence and capacity of as many tenants as possible to get involved in what is of interest and concern to them in ways that suit them at all levels from local streets and estates to the Board of NCH.'

So, again although the Compact does not state specifically that tenants may be board members it can be implied through this statement. However, most tenants may not understand that this means they can be members of the board and it may be clearer if a specific statement is made.

3(c) Participating in the Selection of Contractors

The training section on page 45 states that specific training on procurement and partnering for tenants who want to be involved will be offered. In the section on Procurement and partnering and monitoring contractors' performance on page 22 it states that all tenants and leaseholders can get involved in monitoring, it does not state that they may be involved in selecting contractors.

A statement on page 60 specifically states:

'To meet with NCH to have input to the details of any contracts and to be involved in selection of contractors who will carry out work for Council tenants and leaseholders.'

This statement was relatively easy to find if you knew where to look for it, however it only applies to members of the Congress, not all tenants.

Conclusion

While the document is long, repetitive and boring to the lay reader it does contain the elements required by both the national Standards and the KLOE.



4. Compare NCH's strategic approach against the TPAS Accredited Landlord Standards

We approached this part of the commission through two workshops; one for involved tenants and leaseholders, and one for NCH staff. After a general discussion on the Compact participants worked in small groups to explore the TPAS statements and compare them to their knowledge of both the Compact and resident involvement in NCH. We are grateful to the 8 members of staff drawn from all parts of the company and the 17 residents from all areas of the city who worked on this with us.

The TPAS model was developed to provide some consistency in assessing landlords' performance across a range of issues. Each unit is assessed on its own merits and is given a 'traffic light' score of 'Yes', 'Partial' or 'No'. On the next two pages we set out the TPAS statements in the 7 themes.

Theme 1: Landlord demonstrates clear strategic commitment to resident involvement

- 1.1 The landlord draws its resident involvement approach from its corporate aims and clearly responds to the view of residents while setting those aims.
- 1.2 The landlord reviews and identifies what it wants to achieve towards its aims at least annually.
- 1.3 The landlord's aims are influenced by residents and related to their aspirations. The response to resident feedback is communicated in the main strategy document (either its 'statement' or action plan).
- 1.4 The landlord and residents know the boundaries to involvement.
- 1.5 The landlord is positive about the principle of resident management.
- 1.6 The landlord identifies how residents can be involved in strategic decision making across a wide range of forms of involvement.
- 1.7 The landlord devolves decision making power to meaningful influence over local or area services.
- 1.8 The landlord uses (or is investigating) formal local and community of interest agreements to direct its work.
- 1.9 The landlord employs a broad 'menu of involvement'.
- 1.10 The main strategy document communicates the landlords' approach to delivering equality of access, involving 'hard to reach' groups.
- 1.11 The landlord communicates support available to residents.

Theme 2: The landlord knows its residents and their aspirations

- 2.1 The landlord has systems in place to survey its residents.
- 2.2 The landlord 'diversity proofs' its research and has a clear view of its residents profile.
- 2.3 The landlord uses survey data to assist with targeting resident involvement resources and sets its research programme with reference to resident views.



Theme 3: The landlord has clear aims, measures and feeds-back outcomes

- 3.1 The landlord provides core 'resident focussed' documents which inform about and enable resident involvement.
- 3.2 The landlords' policies, service standards and other information are easily accessible by residents. The landlord does not rely entirely on its newsletters and tenancy handbook to inform residents.
- 3.3 The landlord compares its performance (all households) with an appropriate peer group of other landlords and feeds back performance to the resident body.
- 3.4 The landlord has a clear process for resident performance scrutiny.
- 3.5 The landlord has robust processes to ensure its accountability to residents for services.
- 3.6 The landlord uses resident evidence to target its involvement projects. Its projects have identified outcomes and are assessed against these outcomes.
- 3.7 The landlord has a clear focus on efficiency.
- 3.8 The landlord devolves power to ensure quick resolution of problems.

Theme 4: The landlord has a partnership ethos which delivers 'broader than housing outcomes'.

- 4.1 The landlord is clear about how it works to deliver a 'broader than housing' agenda. It has a clear focus on community cohesion.
- 4.2 The landlord has effective strategic relationships with key partners and stakeholders and particularly considers the value of community based solutions at a local level.
- 4.3 Formal partnerships are governed by clear terms of reference.

Theme 5: The landlord has effectively embedded resident involvement

- 5.1 Staff are aware of the role of resident involvement, have resident involvement targets and are positive about resident involvement.

Theme 6: The landlord is committed to training, development and resource support of resident involvement

- 6.1 Staff are skilled in resident involvement.
- 6.2 The landlord supports the development of resident skills.
- 6.3 The landlord supports and celebrates resident involvement.

Theme 7: Residents are involved in the governance of the landlord

- 7.1 The landlord has a considered approach to resident involvement in governance.

Scoring the landlord

For each statement the answer is either YES, PARTIAL or NO. The answer needs to be supported by evidence, positive and negative.



Threshold 1 The landlord achieves at least 22 'YES' scores across the whole assessment (30 units)

Threshold 2 There are no more than 5 'NO' scores across the whole assessment (30 units)

Threshold 3 The landlord achieves at least 9 'YES' or 'Partial' scores in theme 1 (11 units)

Threshold 4 The landlord achieves at least 8 'YES' or 'Partial' scores in themes 2 & 3 (11 units)

Threshold 5 The landlord achieves at least 6 'YES' or 'Partial' scores in themes 4, 5, 6 & 7 (8 units)

The results from both workshops were collated into a table overleaf. This clearly doesn't include the supporting evidence for the statements, and in four cases highlighted in blue, the groups could not agree or back down on Yes, No and Partial. These were 1.10 for the tenants and, 1.5 and 3.6 for the staff. Additionally the staff did not have enough information to provide an answer on 1.8.

The group's assessments did not totally agree either with only 1.1, 1.2, 2.1, 2.3, 3.3, 3.4, 3.7, 4.2, 6.2, being agreed. Of these 4 are agreements on Yes and 5 are agreements on Partial. The only outright disagreement with tenants saying No and the staff saying Yes was 6.3 on whether or not the landlord celebrates involvement. Otherwise disagreements were whether the answer was partial or not.

When compared to the TPAS scoring system set out above the two groups did not assess NCH as passing Threshold One giving only 12 and 11 respectively.

The tenants did not think it passed Threshold Two though the staff did giving only 5 No scores. Of these, two came in statements where there wasn't agreement in the group. The tenants' score of 7 No scores also included two where there was disagreement. These were 1.10 and 7.1. The latter relates to resident involvement in governance, and provoked considerable disagreement within the group, given that residents are involved at board level and through the various forums in the structure. 1.10 concerns the strategy in reaching hard to reach groups and the group could not agree as they could all cite examples to support Yes, No and Partial.

Threshold Three requires 9 yes or partial in theme 1. The Tenants have 8 while the Staff had 7 and thus this too is **not achieved**.

Threshold Four relates to themes 2 and 3 and requires 8 yes or partial replies. This is **achieved** as both the tenants and the staff have 9 Yes or partials. Finally Threshold Five requires 6 yes or partial in themes 4,5,6,7. Once again the Tenants and the staff score this 7 and the pass mark is **achieved**.



Results for NCH

Statement	Tenants			Staff			Joint
	Yes	No	Partial	Yes	No	Partial	Agree
Theme1							
1.1			x			x	
1.2	x			x			
1.3			x		X		
1.4			x		X		
1.5			x	x	X		
1.6			x	x			
1.7		x				x	
1.8			x			DK	
1.9			x	x			
1.1	x	x	x			x	
1.11		x				x	
Theme 2							
2.1	x			x			
2.2		x				x	
2.3			x			x	
Theme 3							
3.1	x			x		x	
3.2	x					x	
3.3			x			x	
3.4			x			x	
3.5		x				x	
3.6			x	x	x	x	
3.7			x			x	
3.8			x		x		
Theme 4							
4.1	x					x	
4.2	x			x			
4.3	x					DK	
Theme 5							
5.1	x					x	
Theme 6							
6.1	x					x	
6.2	x			x			
6.3		x		x			
Theme 7							
7.1	x	x		x			
TOTAL	12	7	14	11	5	16	9
Threshold 1	22 yes scores across 30 – not achieved						
Threshold 2	No more than 5 no scores Tenants give 7 Staff 5 - Tenants No Staff achieve						
Threshold 3	9 yes or partial in theme 1. Tenants have 8 Staff have 7 - not achieved						
Threshold 4	8 yes or partial in themes 2 and 3. Tenants 9 Staff 9 – achieved						
Threshold 5	6 yes or partial in themes 4,5,6,7. Tenants 7 Staff 7 – achieved						

Key

Green	Yellow	Red	Blue
Yes	Partial	No	More than one answer



Findings

The workshops provided an opportunity for a snapshot of progress on the Compact and resident involvement at this time. The groups were diverse in their knowledge of resident involvement with arguably the residents knowing more than the staff. However that said both groups sought to give an honest appraisal of the situation as they saw it, and to debate the real level of involvement in answering the questions. It is possible that given more time and a greater opportunity to debate the evidence cited in relation to each point that a different view might develop.

Looking positively at the responses the thresholds 4 and 5 relate to themes 2, 3, 4, 5, 6, and 7. The weakness is in theme 1 with not enough positives and too many negatives. This theme sets out to measure whether the Landlord demonstrates clear strategic commitment to resident involvement.

The statements that the tenants felt were definitely not met are;

1.7 The landlord devolves decision making power to meaningful influence over local or area services.

1.11 The landlord communicates support available to residents.

2.2 The landlord 'diversity proofs' its research and has a clear view of its residents profile.

3.5 The landlord has robust processes to ensure its accountability to residents for services.

6.3 The landlord supports and celebrates resident involvement.

The issue of devolution of power reflected the confusion over primacy in decision-making. For example, a member of staff said they thought that Councillors would not support Tenant Management. Nottingham had a Tenant Management Co-op on the Cartergate estate during the 1980s and recently VICTRA the Victoria Centre TARA has served a Right to Manage notice and letters of support have been forthcoming from both NCH and the council.

Both groups cited examples of decisions being supported at Area Panels and then overturned by councillors at Area Committee, in relation to capital expenditure on fencing and other environmental budgets. This suggests that NCH may not be able to devolve decisions to residents that other landlords and ALMOs do. This can have a deleterious effect on participation, as one has to attend more meetings than necessary or perhaps choose between meetings to achieve the greatest impact. Decisions on HRA matters really should be between the tenants and Nottingham City Homes.

The tenants were sure that NCH would diversity proof its research but were sceptical that NCH had an accurate database of who lived in the properties and therefore would be unable to accurately diversity proof research. We understand that work is in progress to improve the data available to NCH.



In relation to celebration, the main evidence cited for this was the cancellation of the Christmas party on the grounds of cost. It would appear that NCH does seek to celebrate achievement through profiles in the newsletter and two tenants have been recognised by national awards, however the party was cited as a valuable recognition tool.

The tenants also queried whether NCH has robust processes to ensure accountability citing the lack of feedback in relation to their input. It was difficult to see how recommendations made by tenants were taken forward and if they were, the results were not fed back to tenants. Resident involvement these days is not simply "a good thing" it needs to shape and influence services and in order for that to happen tenants need to be clear about the impact they are having on the organisation and that requires good feedback mechanisms. This is not to say that all suggestions have to be adopted, rather that good reasons for adopting or not adopting a proposal need to be communicated back to residents.

That said, during one telephone interview, one tenant cited the adoption of the compliments, comments, complaints policy as stemming from her intervention.

Conclusion

The assessment made in the two workshops suggest that NCH is making progress in implementing the Compact and in its approach to tenant and leaseholder involvement, however there are a number of critical issues.

Firstly the lack of a comprehensive database of the tenant and leaseholder population, broken down by ethnicity, age, gender, disability and sexuality at present will make the development of accurately representative groups and research impossible. Again we understand that NCH is taking steps to improve this situation. While the City Council does have such a breakdown for each of the 90 or so areas they have mapped this isn't also broken down by tenure and there may therefore be significant variations between an area's population and the NCH tenant and leaseholder population given the effect of the Right to Buy. When Leicester carried out its Stock Options Appraisal in 2004 it found that broadly tenants on the outer estates were white and over 55, while tenants on the inner estates were Black and Minority Ethnic and under 30.

Secondly, the issues of communication and feedback; this may well be a feature of the turbulence within the staffing at NCH, if you are no longer in that post you won't be able to feedback to the group or individual. As the organisation stabilises this should improve, if it is made a key requirement.

Thirdly the discontinuity between Area Committees and the Area Panels needs to be resolved. Who is reporting to whom? Who can make what decisions? And who feeds back the decisions to residents and staff on the ground?



Aragon HA won a Tenant Participation award by setting up an Excel spreadsheet that gave a unique reference to each issue raised by tenants in any meeting. An identified member of staff was tasked with resolving the issue, and the system tracked the progress of each issue so that the tenants who raised it could be sure that issues did not fall off the agenda until it was resolved. Of course this would sometimes mean that the answer was still No but the auditable process was transparent.

TP Tracker is a database developed by the Arena Partnership for logging all tenants and leaseholders of a housing organisation and awarding points for activity such as attending meetings or returning a survey. This enables the organisation to track the proportion of residents by area, by ethnicity and so on and identify who is engaged and to what extent. It enables organisations to measure the impact of different activities and the impact that residents have on decision making in the organisation.

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C. Assess the 'read-across' between the Involvement Strategy, Compact and linkage with NCH's revised corporate objectives and governance arrangements

The Involvement Strategy

The draft Involvement Strategy was presented to the NCH Board in January 2007. The document which runs to 68 pages was superseded by the actual Compact and a number of the terms within it have also been superseded. For example it talks about a City wide customer panel whereas the compact has the Tenant and Leaseholder Congress with a wider membership. It does, however, use two elements that are lacking in the TP Compact. Namely two simple graphics; one suggesting five ways in which residents can choose to be involved and one displaying the range of groups and activities split between information, consultation and participation. The actual items within the graphic may need to be updated but they do provide an "at a glance" set of choices for residents to see in what ways they can be involved. In a city with low literacy levels and problems with dyslexia we would suggest graphics as a more accessible form for communicating possibilities.

The range of involvement opportunities has been mapped since Sherry Arnstein's ladder of involvement from the 1960s. This was based on her observations as a planner working in New York, and has been amended and updated since then for the more specific roles of tenant participation. We use a plain English definition for the terms which sets out, in admittedly slightly cynical language, the difference between information, consultation and participation.

- Information – *we tell you what we are going to do*
- Consultation – *we tell you what we are going to do, ask you what you think, and do what we said we were going to do*
- Involvement – *we tell you what we are going to do, ask you what you think and make changes to our proposal*
- Participation – *together we agree what the problem is and what the solution is*
- Control – *you tell us what to do*

While this may appear cynical it usually gains a rueful smile of appreciation when presented to staff and tenants. As a consequence labelling something as a "consultation exercise" immediately sends a message that we are going to be ignored and in turn will lead to lower participation rates.

People, be they officers, councillors, tenants and leaseholders or citizens want to know before they get involved what is the purpose of their involvement. People don't mind being informed, they do mind if they are informed when they thought they were going to participate or take a decision. Furthermore taking decisions implies taking responsibility for the consequences of those decisions and that may well mean a more considered view. If on the other



hand each time you take a decision based on the evidence you have at hand and that decision is overturned by others with less of a personal stake in the decision you may well become disenchanted and less willing to take part in the future.

NCH's revised corporate objectives and governance arrangements

We set out below the Nottingham City Homes Mission, Vision & Values:

Our Mission:

To deliver excellent services

Our Vision:

Homes and places people want to live in.

Our Values:

1. tell the truth
2. keep your promises
3. be fair
4. respect the individual
5. work as one team
6. encourage fresh thinking
7. strive for the best

While simple and straightforward these don't include any specific reference to resident involvement, for example "to work with you, our residents, to deliver excellent services".

The draft 10 year strategy does address the broad swathe of strategies and plans within Nottingham and in the national context. In particular it sets out the vision of an excellent ALMO delivering first class services with strong resident involvement in partnership with other bodies in the city. They are identified as a key partner at the very end of the document.

The draft NCH strategic objectives

1. To maximise the involvement of residents in the management of Nottingham City Homes
2. To deliver excellent, customer focused services
3. To be a leader in the management of Nottingham's neighbourhoods
4. To be a key player in the transformation of Nottingham's neighbourhoods
5. To be a supplier of quality services to other organisations
6. To be an excellent organisation with a customer focused culture



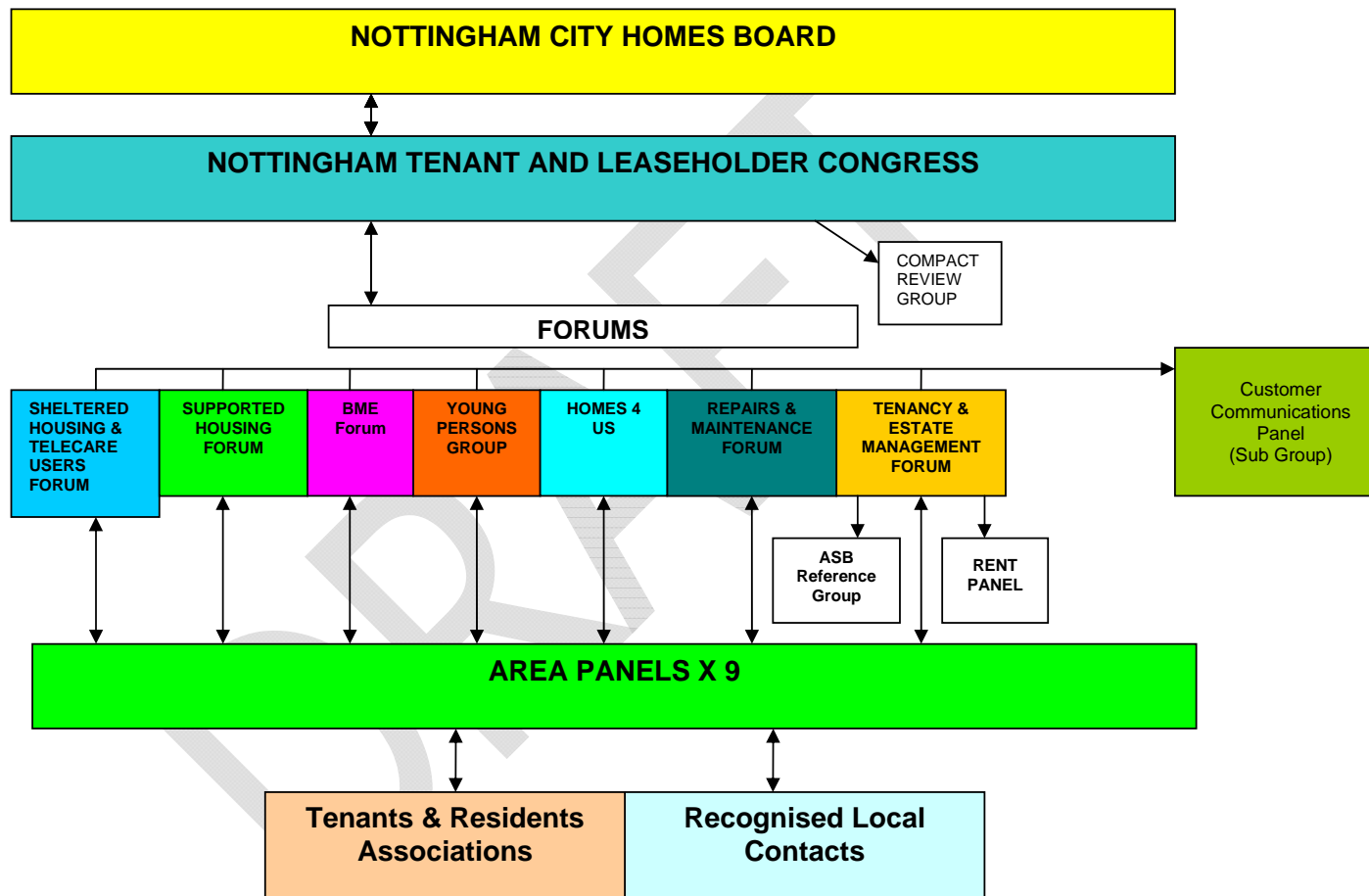
It is not the role of this report to review these objectives but to comment on the fit between the Compact and the company's objectives. Seeing the first objective as maximising the role of residents sends a very positive message to all that NCH is committed to meaningful involvement. The issue for the Compact is whether it assists NCH to achieve that aim of maximum involvement or whether the document's structure makes access difficult.

The Tenant and Leaseholder Participation Service Standard 2008–09 has been developed in the last year alongside the other service standards. It sets out in reasonably clear language the variety of ways in which residents can get involved and where they can seek more information and it covers just two sides of A4. Its opening strap line ' We want all tenants and leaseholders to be involved in influencing and shaping housing services' – is another strong indicator of the position NCH seeks to place its residents. A key standard relates to feedback – 'Let you know what changes we have made to our services as a result of your feedback' – success in achieving this standard will go a long way to reducing apathy and discontent.

While electronic communication is growing this is not necessarily the case amongst social housing tenants. The involved tenants' workshop, while containing 18 participants, had only seven with email addresses. It may be that meeting date text alerts to mobile phones may be a more useful form of communication, though this may create a cost to the tenant receiving the text.

The Governance arrangements

We have interpreted this as the move away from the three area boards; north, central and south to the nine Area Panels and this is reflected in the Compact. The Compact also references the various forums all of which either exist or, in the case of Youth, are in the process of being developed. The change of name from the Disability Forum to "Homes 4 Us" is not included and this shows up the difficulty of having a bound version of the compact. A number of housing organisations developed a loose leaf version which could be simply updated as policy moved forward, logos and names change and so forth.





F. Involve tenants and leaseholders from local tenant groups and non-involved tenants in the review

G. Obtain feedback from stakeholder groups on the impact of the Compact to date and their ideas on improvements for the future

As has been discussed earlier we ran four workshops for distinct stakeholder groups as well as telephone interviews with a number of other stakeholders. While the staff and involved tenants exploited the TPAS standards the uninvolved tenants and NCC staff and councillors had a more general discussion about opportunities for resident participation and the performance of NCH.

The principal outcomes from these discussions concerned the length and repetitiveness and accessibility of the document that we have already discussed at length.

The focus group for uninvolved tenants were incentivised and achieved good attendance but still required telephone calls to encourage people to attend. After the session all the participants said they were prepared to be asked their opinions in future either through focus groups or in responding to surveys and one was interested in finding out how to start a group, however the majority were not interested in long term commitment to a community group citing age, or work commitments. Interestingly one or two were glad that no equipment such as flipcharts was used and that the meeting was more like a conversation. Again participants were concerned about perceived conflict in groups.

The Arrow (City Council Newsletter) was suggested as another source of information and the NCH newsletter was less read by people who were present. The recent STATUS survey shows this is changing with readership up from 43% to 53%. This may be a reflection of the familiarity of the Arrow it has been around for longer or the wider range of community issues it covers. People are citizens as well as tenants and, while NCH has to communicate with its tenants and leaseholders, the residents are under no obligation to read the materials.

The principle of participation is that residents can choose the level at which they wish to participate, thus a range of opportunities have to be there. The issue for landlord and its managing agent is which opportunities are most successful and cost effective in engaging residents. Once again few of the participants in this workshop had access to the internet and therefore were not accessing the NCH website.

They did say that text messages regarding repairs were good, but not always accurate. Staff still turned up without materials and disappeared back to the depot despite considerable information about the repair being required at the time of reporting the repair. We did not query when these incidents had happened and whether they referred to incidents more than a year ago.



The workshop with councillors and one member of NCC staff currently seconded to NCH was interesting. Only two councillors turned up and both were from the same ward. The view was that NCH was making progress but more was needed. One had good relations with the NCH chief executive and could use him to achieve action. This while laudable will deflect the CEO from his strategic role if they are sorting minor repairs out. The councillors' view of TARAs was that they did not reflect the general tenant population and that they discussed matters that should be brought to their surgeries. There was a view that only a limited number of the same old faces are active and thus NCH is not reaching out to the wider general resident population. This flags up a fundamental debate about participative and representative democracy.

The principles of tenant and leaseholder involvement include the expectation to engage residents in decisions about services and by extension broadening the decision making base from elected members to community representatives. This empowerment is sometimes interpreted as taking power away from one group of individuals and giving it to another. Another way of seeing it is in relation to parental love for their children. When you have only one child you love it, when a second or third comes along you don't halve the love you feel for your first child you add to it. Thus by spreading power around you may actually increase power rather than diminish it.

An empowered community understand the issues they and the landlord face, they can make the case to others rather than simply demanding action of their elected representatives. They may even take responsibility for areas of activity freeing up the time and resources for others. Becoming responsible for the consequences of your actions and seeing results from changed behaviour is a powerful force.

The conflict or discontinuity between the Area Panels' agenda and the Area Committees' agendas means that participants are unclear about who takes decisions; this is sometimes expressed as an issue about primacy in decision making and boosting the role of the local councillor. The government has made recent changes such as the councillor call for action and the Local Government and Public Involvement in Health Act 2007. Nottingham has embraced a neighbourhood management approach with an overarching view of the needs of neighbourhoods and the council wishes to engage NCH in close partnership working. NCH has declared its desire to be a lead partner in those areas where it has stock, thus there will be occasions when issues pertinent to the service provided by NCH will be debated in wider forums however there will also be occasions where the link is between the tenants and leaseholders and NCH and wider involvement is unnecessary.



H. Evaluate performance against the Compact Action Plan and targets for the year

We are grateful to staff for updating us on the current action plan. This document is left as a loose leaf in a pocket at the back of the compact to facilitate updating. Subsequently the Compact Review Group opted for a document on an Excel spreadsheet as more user friendly.

In a telephone interview with the Tenant and Leaseholder Involvement Officer we established that **most** of the targets set within the 2007-08 timescales have been met or are in hand.

- Two surveys organised to involve “hard to reach” groups. The uninvolved tenants workshop were randomly selected and did include a range of harder to reach members, in particular younger tenants
- 50% response rate from target tenants and leaseholders. The STATUS survey may achieve this.
- The Editorial Group has been set up but changed its name to the Customer Communications Panel at the suggestion of its members
- Monitoring tenant and leaseholder satisfaction with feedback. There is a procedure in place (a spreadsheet) to ensure information is passed out within the timescales but it is clear from the comments elsewhere that satisfaction is low
- The website is behind schedule but in hand
- The forums have been developed – BME, Leaseholders, Sheltered and Telecare Users, Homes 4 Us. The youth forum is not up and running yet and the Supported Housing Form is being reviewed following changes to the Supporting People contract
- Formal recognition of TARAs and local contacts has proved difficult. The stumbling block is the requirement in the Compact for one third of NCH tenants in the designated area to sign in favour of the group. This is very labour intensive and alternative recognition criteria are to be developed
- The programme for Estate inspections and walkabouts has been organised
- The tenant training programme has been set up and the training of all staff on tenant involvement is planned to take place 2008/09 as part of the Service Improvement Plan. Training on customer focus has taken place
- Contact has been made with one Bulwell school
- The half year review of all TARAs and Local Contacts has been affected by the issue of recognition criteria, this also affects the planned coverage of



75% of all NCH properties with a recognised group or contact by September 08

- The NCH Board and the Tenant and Leaseholder Congress meet regularly and this is working well, and establishing good relationships
- The procurement group is involved in all stages of procurement
- The Decent Homes Customer Care group is up and running and NCH uses the Annual Conference to involve wider group of tenants and leaseholders in this key part of the work.

In conclusion the vast majority of the Action Plan has been completed or is in hand. The remaining issues reflect the recognition criteria and the changing circumstances of the Youth and Supported Housing Forums. The work achieved to date has had a significant impact improving relationships between staff and resident representatives.

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I. Provide a Resident Involvement Statement and revised Tenant and Leaseholder Involvement Strategy summary that aligns effectively with the Compact

We suggest below a draft Resident Involvement Statement that reflects the progress made to date and a suggested strategy for developing resident involvement further in NCH.

The 10 year strategic objectives has as its first objective
“To maximise the involvement of residents in the management of Nottingham City Homes”

and a 10 year vision of

“maximised opportunities for tenant participation, and where desired, management.”

Secondly a customer focused service and our strategy divides our approach into five main headings:

- Culture
- Access
- Information
- Involvement
- Complaints, Compliments and Comments

Thus a Resident Involvement Statement might say something like

1. NCH is committed to maximising the opportunities for tenants and leaseholders to shape services to ensure that NCH becomes an excellent housing organisation delivering first class services to Nottingham.
2. NCH believes in listening to and responding to its customers, in order to develop services that meet people’s needs.
3. NCH will continue to develop and strengthen the role of the Area Panels alongside the people centred forums and service specific Forums to ensure that services delivered geographically are monitored and challenged by local people with good knowledge of their neighbourhoods.
4. NCH will work with the TLC and Nottingham City Council to resolve the challenges of the Area Panel and Area Committee interface.
5. NCH recognises that many residents are motivated initially by seeking to improve the area around their home, and will support the



development of Tenants' and Residents' Associations and Recognised Local Contacts as the building blocks of the tenant and leaseholder movement in the city.

6. NCH believes the Tenants and Leaseholders Congress is the democratic forum for active tenants and leaseholders seeking to influence services across the city and will work with it to strengthen and develop its influence with the company.
7. NCH recognises that training and skills development is a key part of strengthening the impact that tenants and leaseholders can have on service improvement and will continue the annual programme of training for tenants and staff.
8. NCH is committed to developing with tenants and leaseholders a resource centre available for all tenants and leaseholders to use to strengthen the role of resident involvement in the city and to face up to and challenge barriers to involvement where they exist.
9. NCH is committed to telling the truth and will not flinch from discussing with tenants and residents the difficulties and realities it faces in developing services.
10. NCH believes that information needs to be accessible and will continue to work with the Customer Communications Panel to ensure that information is provided in a timely, pictorial and simple manner to address the literacy needs of Nottingham's residents.

The Resident Involvement Strategy should set out the direction in which NCH is seeking to move and the actions required to make the Statement a reality.

This might look like a set of tasks to be achieved over the next 12 months.

1. Work with tenants and leaseholders representatives to draw up an operating process for the new resource centre which addresses budgets, usage, access and governance issues prior to bringing the resource centre in to use.
2. Work with Compact Review Group to develop a simplified version of the Compact.
3. Complete the redesign of the website and launch it.
4. Research the Aragon HA tenant enquiry spreadsheet with a view to introducing it in NCH



5. Research the feasibility of using TP Tracker to record involvement and extend and update the demographic database of all tenants
6. Working with the TLC devise a fair and efficient recognition criteria for TARAs and recognised Local Contacts
7. Work with NCC Neighbourhoods team to identify non HRA funding for TARAs where tenants are in a significant minority.
8. Work with the TLC and NCC Neighbourhoods team on resolving the Area Panel / Area Committee interface
9. Explore the potential of celebrating resident involvement with an awards ceremony looking at the Northern Ireland example of residents nominating housing staff and housing staff nominating residents for awards with sponsorship provided by key partners.
10. Work with appropriate advisors to dyslexia proof communications material
11. Develop a training programme for tenants and leaseholders on the Decent Homes investment in order to facilitate creative and realistic involvement in decisions about the programme
12. Develop a training programme for Housing Patch Managers to support resident involvement locally, with backroom support from the Central TP team

These suggestions form a short statement of intent. They need to be discussed with relevant staff at NCH and tenants and leaseholder reps before being approved by the Board but they provide a flavour of the direction in which NCH is moving.



Recommendations

Having explored the document it is clear to us that it meets the requirements of both the KLOE and the revised National Standards. In practice there are still issues for tenants, staff and stakeholders in the delivery of the compact and participation in Nottingham.

We believe that the compact could be reduced in size by eliminating some of the repetition and by strengthening the culture where participation is the expected and natural way of doing things. This would in turn lead to a much simpler menu of opportunities expressed in simple language, graphically, using images and cartoons rather than pages of text.

A perfectly acceptable compact might run to 12 or 16 pages with a summary on 2 or 4 sides of A4 paper. However given the length of time that developing the compact has taken perhaps the emphasis should be on continuing to implement the proposals within it and to make improvements as time proceeds so that by the time the full compact is up for review in 2010 the new version can be a lot slimmer and perhaps loose leaf to allow for further development but reflect the progress that has been made in engaging residents in developing the services provided by NCH. There is always a risk of spending time talking about things rather than getting on and doing things.

A variety of suggestions have been made in the course of the report, we include a number here:

- The format of the compact should begin with local action, move to area action and culminate with city wide activity as way of drawing people in.
- The range of groups should be shown in a matrix by theme
- The fewer words the better
- Less jargon and fewer acronyms
- Erimus Housing in Middlesborough use a water theme, "dipping your toe in", "starting to swim", "into the deep end" to reflect the different level of engagement. Solihull Community Housing has "Get the bug - get involved" with an image of a cartoon bug.
- NCH needs to continue to develop a comprehensive and accurate database of its residents in order that it can demonstrate that its services and involvement opportunities reflect the population's needs
- NCH should continue to use a range of engagement tools including but not limited to internet and meetings, for example drop-ins, and one stop shop opportunities.
- The onerous recognition criteria need to be reviewed for TARAs and Individual Contacts, in order that these basic units of participation can be strengthened. They could be supported to publicise their existence and activities within an area and where they are not felt to be doing a good job by other tenants and leaseholders within their area perhaps



using the 3Cs system, NCH could then work with them to strengthen them or to find others to act in their stead.

- The role of Area Panels needs to be strengthened and clarified in relation to decision taking.
- The feedback mechanisms need to be implemented so that staff and tenants do understand what has happened to their issue. Again the 3Cs offers a mechanism for this.
- NCH should restate its ongoing commitment to involving tenants and leaseholders in the development of services.

Final thoughts

Perhaps the approach should be one of when facing a problem or challenge, tenants and leaseholders, staff, board members and stakeholders adopt a position where the culture of NCH and the tenant representatives is to focus on the issues rather than the personalities, to adopt problem solving approaches which concentrate on addressing the fundamental problems rather than becoming sidetracked into who said what to whom and when. The NCH culture should be one of looking forward rather than back, where reps encourage each other to focus on issues not personalities and where each issue should be addressed by saying "how can we deal with this so that NCH becomes even better?"

We are grateful for all the assistance provided to us by tenants and leaseholders, staff, board members and councillors of Nottingham in the preparation of this report.

Tim Morton
1st September 2008



Appendix 1

Demographics of workshop and focus group participants

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**NCH Compact Focus Group
Involved Residents
23rd July 2008
Arrival Form**

Please tick

1. Gender

I am:

Male	10
Female	8
No Response	

2. Age-groups

I am:

Under 25	
Between 26 and 40	2
Between 41 and 59	9
60 or over	7
No Response	

3. Would you consider yourself to have a disability?

Yes	9
No	8
No Response	1

4. What is your ethnic group?

White - British	12
White - Irish	
White - Other:	1
White - English	3
Mixed - White & Black Caribbean	
Mixed - White & Black African	
Mixed - White & Asian	
Mixed - Other	
Black - African	
Black - Caribbean	
Black - British	1
Asian - Indian	
Asian - Pakistani	1
Asian - Bangladeshi	
Asian - Other	
Chinese	
No Response	



5. I live in

Area 1	Bulwell and Bulwell Forest	1
Area 2	Bestwood and Basford	2
Area 3	Aspley and Bilborough	5
Area 4	Radford and Hyson Green	1
Area 5	Sherwood and Mapperley	3
Area 6	St Anns	1
Area 7	Wollaton and Lenton Abbey	2
Area 8	Bridge and Dunkirk and Lenton	1
Area 9	Clifton and Wilford	
No Response		1

Staff Radcliffe on Trent

6. I am a

Tenant	13
Joint tenant	3
Leaseholder	1
Live with a tenant	
Live with a leaseholder	
No Response employee	1

7. I live in

A House	7
Bungalow	3
Terrace	2
Semi-detached	1
Detached	
A flat	2
Low rise	
High rise	2
Sheltered accommodation	1
Supported housing	
No Response	

Thank you for taking the time to complete the form, your answers will be kept anonymous but will help us to ensure we are reflecting Nottingham City Homes residents.



**NCH Compact Focus Group
Uninvolved Residents
23rd July 2008
Arrival Form**

Please tick the

7. Gender

I am:

Male	5
Female	6
No Response	

8. Age-groups

I am:

Under 25	
Between 26 and 40	2
Between 41 and 59	1
60 or over	8
No Response	

9. Would you consider yourself to have a disability?

Yes	5
No	6
No Response	

10. What is your ethnic group?

White - British	6
White - Irish	1
White - Other: English	1
Mixed - White & Black Caribbean	
Mixed - White & Black African	1
Mixed - White & Asian	
Mixed - Other	
Black - African	
Black - Caribbean	2
Black - Other	
Asian - Indian	
Asian - Pakistani	
Asian - Bangladeshi	
Asian - Other	
Chinese	
Other:	
No Response	



11. I live in

Area 1	Bulwell and Bulwell Forest	
Area 2	Bestwood and Basford	1
Area 3	Aspley and Bilborough	2
Area 4	Radford and Hyson Green	1
Area 5	Sherwood and Mapperley	
Area 6	St Anns	1
Area 7	Wollaton and Lenton Abbey	1
Area 8	Bridge and Dunkirk and Lenton	1
Area 9	Clifton and Wilford	1
No Response		3

12. I am a

Tenant	8
Joint tenant	
Leaseholder	
Live with a tenant	
Live with a leaseholder	
No Response	3

7. I live in

A House	4
Bungalow	1
Terrace	
Semi-detached	2
Detached	
A flat	1
Low rise	
High rise	
Sheltered accommodation	1
Supported housing	
No Response	3

Thank you for taking the time to complete the form, your answers will be kept anonymous but will help us to ensure we are reflecting Nottingham City Homes residents.



**NCH Compact Focus Group
NCH Staff
28th July 2008
Arrival Form**

Please tick

**13. Gender
I am:**

Male	6
Female	2
No Response	

**14. Age-groups
I am:**

Under 25	
Between 26 and 40	2
Between 41 and 59	6
60 or over	
No Response	

15. Would you consider yourself to have a disability?

Yes	
No	8
No Response	

16. What is your ethnic group?

White – British	5
White – Irish	
White – Other:	1
White – English	1
Mixed - White & Black Caribbean	
Mixed - White & Black African	
Mixed - White & Asian	
Mixed – Other	
Black – African	
Black – Caribbean	
Black – British	1
Asian – Indian	
Asian – Pakistani	
Asian – Bangladeshi	
Asian – Other	
Chinese	
No Response	



17. I work in

Area 1	Bulwell and Bulwell Forest	1
Area 2	Bestwood and Basford	
Area 3	Aspley and Bilborough	
Area 4	Radford and Hyson Green	1
Area 5	Sherwood and Mapperley	
Area 6	St Anns	1
Area 7	Wollaton and Lenton Abbey	
Area 8	Bridge and Dunkirk and Lenton	
Area 9	Clifton and Wilford	
City - wide		1
No Response		4

18. I am a

Tenant	1
Joint tenant	
Leaseholder	
Shared Owner	
Owner occupier	1
No Response	6

7. I live in

A House	1
Bungalow	
Terrace	1
Semi-detached	
Detached	
A flat	2
Low rise	
High rise	
Sheltered accommodation	
Supported housing	
No Response	4

Thank you for taking the time to complete the form, your answers will be kept anonymous but will help us to ensure we are reflecting the range of Nottingham City Homes staff.



**NCH Compact Focus Group
Councillors and NCC
28th July 2008
Arrival Form**

Please tick

**19. Gender
I am:**

Male	2
Female	1
No Response	

**20. Age-groups
I am:**

Under 25	
Between 26 and 40	1
Between 41 and 59	1
60 or over	1
No Response	

21. Would you consider yourself to have a disability?

Yes	
No	3
No Response	

22. What is your ethnic group?

White – British	1
White – Irish	
White – Other:	
White – English	2
Mixed - White & Black Caribbean	
Mixed - White & Black African	
Mixed - White & Asian	
Mixed – Other	
Black – African	
Black – Caribbean	
Black – British	
Asian – Indian	
Asian – Pakistani	
Asian – Bangladeshi	
Asian – Other	
Chinese	
No Response	



23. I work in

Area 1	Bulwell and Bulwell Forest	
Area 2	Bestwood and Basford	
Area 3	Aspley and Bilborough	
Area 4	Radford and Hyson Green	
Area 5	Sherwood and Mapperley	
Area 6	St Anns	
Area 7	Wollaton and Lenton Abbey	
Area 8	Bridge and Dunkirk and Lenton	
Area 9	Clifton and Wilford	
City - wide		1
No Response		2

24. I am a

Tenant	
Joint tenant	
Leaseholder	
Shared Owner	
Owner occupier	1
No Response	2

7. I live in

A House	
Bungalow	
Terrace	
Semi-detached	1
Detached	
A flat	
Low rise	
High rise	
Sheltered accommodation	
Supported housing	
No Response	2

Thank you for taking the time to complete the form, your answers will be kept.