Celebrating TPAS National Involvement Week- Best Practice in Tenant Engagement Club

Making a difference in our communities

Asim Munir
Engagement and Communications Service Manager

ST LEGER HOMES OF DONCASTER

Engagement & Communications Team

Based in Housing & Customer Services

1 x Engagement & Communications Manager

Customer Involvement Team

4 Customer Involvement Officers that also cover 1 locality as part of their job (North, Central, East and South/West) and a Customer Experience Administrator.

Communications Team

Communications Team Leader, Communications Officer, Design Officer and Digital Communications Support Officer.

Customer Involvement Team

- The Customer Involvement Team support 14 TARAs and around 70 tenant clubs who use our communal halls.
- There are over 270 sessions operating from over 40 communal halls across Doncaster
- The activities are diverse ranging from a couple of hours company to get out of the house and talk to others, bingo, low-cost meals, crafting, knitting, quizzing, dementia support, specialist talks, digital support, toddler groups, SEND sessions, peer support for families with children on the autistic spectrum, art classes, taekwando, wheelchair-based exercise, sewing classes, arts and culture and many others.
- All these groups are used to promote and ask for feedback on the services we provide, promote community cohesion and support with the reduction of social isolation.

Customer Involvement in localities – Making a Difference

Working with communities, community groups and partners to help build the skills and resilience of communities

East Area

The Silk Scarf Workshop at Church Balk Gardens Hall, Edenthorpe, brought residents and tenants together for a creative and social experience. Participants designed and painted their own silk scarves, learned new skills, and took home a unique keepsake.



Outcome: Community Cohesion and building skills in the community
Bringing communities together and boosting community skills..

South/West Area

Craft and Creations Group hosted a successful mini market in May at Skipwith Gardens Communal Hall, Rossington. Benefiting from sunny weather, the event featured a variety of indoor and outdoor stalls, alongside a range of family-friendly activities for children.



Outcome: Bringing families and young children together and engaging them in local and fun activities

Customer Involvement in localities – Making a Difference

Working with communities, community groups and partners to help build the skills and resilience of communities

North Area



A new female only Taekwondo group has been set up in our Norbreck Communal Hall in Askern, the group is very popular and attracts females of all ages.

Outcome: Supporting Community Cohesion and well-being.
Increased confidence, physical wellbeing and participation for women.

Central Area



Friends of Sandall Park who use the Sandalwood communal hall in Wheatley had applied for the Winter Warmer grant from Social Isolation Alliance. They received the grant and purchased 24 luxury warm throws, to give to pensioners in Wheatley.

Outcome: Community Cohesion and well-being
Services and partners promoting health and well being for our customers. Encourages a culture of collective responsibility and ownership.

Customer Involvement in localities - Outcomes

Working with communities, community groups and partners to help build the skills and resilience of communities

Central Area



Photo- African Drumming and sock puppets workshops with an excellent turn out, attended by children from 6 to 12 years all having a great time at Travis Gardens Communal Hall)

Outcome: Helping to create community cohesion and cultural awareness.

North Area



Photo- Whinfell Community Group celebrating International Women's Day at Whinfell Communal Hall.

Outcome: Helping to promote empowerment of women and celebrating their progress individually and collectively.

Celebrating Outcomes

Tenant Celebration Video 2024

Tenant Celebration Video 2025

St.Leger Homes | Sharon Stands up to Stigma



ST LEGER HOMES
OF DONCASTER


thank
You

The Mobile Living Room
The Big Housing Conversation



Presented By

- Liz Ramsden
- Nikki Freeman

It Started With Tenant Feedback

What tenants were telling us

- Services needed to be more visible in communities
- Not everyone wanted or could attend formal meetings
- Some voices were not being heard
- Tenants wanted more opportunities for informal conversations
- Residents wanted to see action as well as consultation
- We needed to engage with people where they live



Turning Feedback Into Action



Social Housing Innovation Fund

The funding enabled us to:

- Test a different approach to engagement
- Increase our visibility within communities
- Create a welcoming and flexible space
- Reach tenants who may not traditionally engage
- Take conversations directly to neighbourhoods
- Bring together tenants, services and partners

More Than Just A Vehicle

The Mobile Living Room has supported:

- Community engagement events
- Focus groups and consultations
- Estate and neighbourhood visits
- Door knocking activity
- Community safety initiatives
- Partnership working
- Advice and support sessions
- Tenant recruitment and involvement opportunities



Bringing Tenants & Services Together



Housing-wide collaboration

The Mobile Living Room is now used to support:

- Gas Safety Week activities
- Repairs engagement sessions
- Damp and mould awareness
- Awaab's Law engagement and communication
- Neighbourhood and environmental services
- Community safety initiatives
- Partnership events
- Service consultations and improvement projects

What Difference Has It Made

For Tenants

- ✅ Easier access to services
- ✅ Direct conversations with officers
- ✅ More informal and welcoming engagement
- ✅ Greater visibility of housing services
- ✅ Better access to information and support
- ✅ More opportunities to influence decisions



What Difference Has It Made



For Housing Services

- ✅ Richer insight and feedback
- ✅ Better understanding of community priorities
- ✅ Increased visibility and trust
- ✅ New opportunities for collaboration
- ✅ Earlier identification of issues
- ✅ Stronger links between services and communities

What We Have Learned

Our key lessons

- Visibility matters
- Informal conversations are often the most valuable
- Not everyone engages in the same way
- Partnership working increases impact
- Listening is only the first step
- Feedback and follow-up are essential

Looking Ahead

Continuing to grow the impact

- Expanding collaborative working across Housing Services
- Supporting more service improvement activity
- Reaching a wider range of tenants
- Taking services into more communities
- Using insight gathered to influence decisions
- Continuing to put tenant feedback at the heart of what we do



Thank You



Listening. Learning. Acting.

"The Mobile Living Room started with tenant feedback, but its success has come from bringing tenants, services and partners together to have better conversations and create better outcomes."

To find out more or visit the living room contact us: TVT@wigan.gov.uk