Forum Housing Association

Energetic Engagement and Amazing Activities

Vicky Bannister - Deputy Chief Executive

forum

It's all about you

Who are Forum?

- Registered Housing Provider
- Homeless or those at risk of homelessness
- Temporary up to 2 years
- 24/7 staffing
- Fully furnished accommodation
- Rest, recover, rebuild
- 503 units in management
- Commissioned services
- Culture aligned with our mission



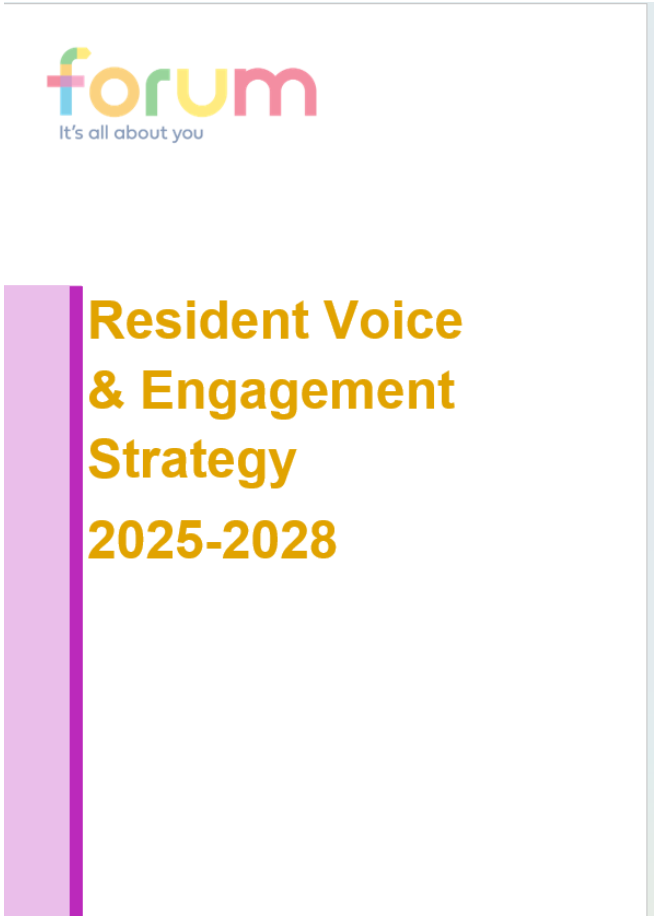
Client group

- Trauma
- Lack of confidence
- Don’t trust the establishment
- Feel let down

- Build trust
- Engage
- Have fun!



We have a strategy



Principles

- Relationships
- Communication
- Voice and Influence
- Accountability
- Information
- Complaints

Resident engagement



- Resident representative Committee
- Resident Panel
- Scrutiny Panel
- One off consultation events
- Resident Meetings
- Activities
- Complaints

Requirement

Managers Performance

Review criteria

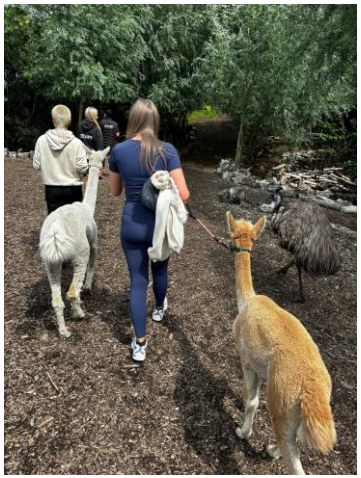
Benefit to residents







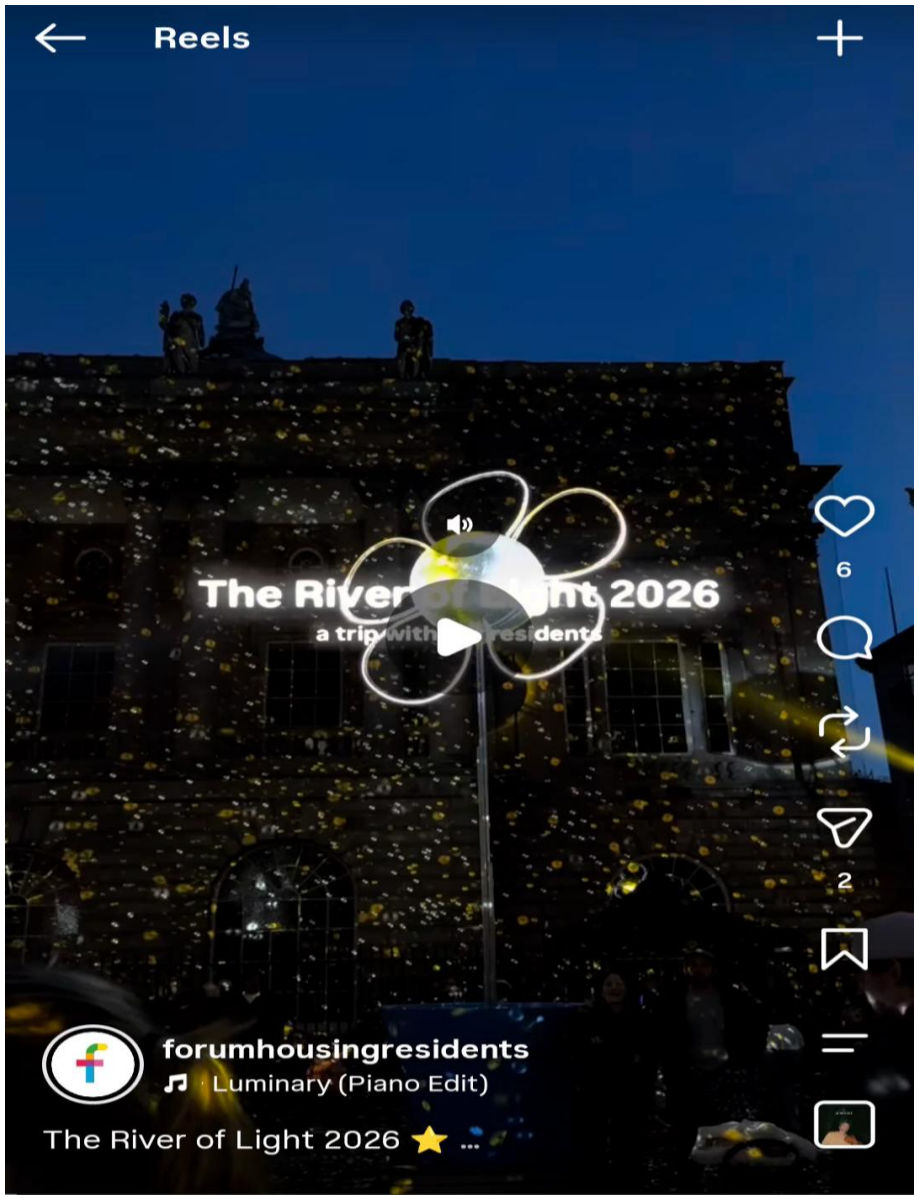




It's all about you

But they won't engage

- River of Light



It's all about you

But they won't engage





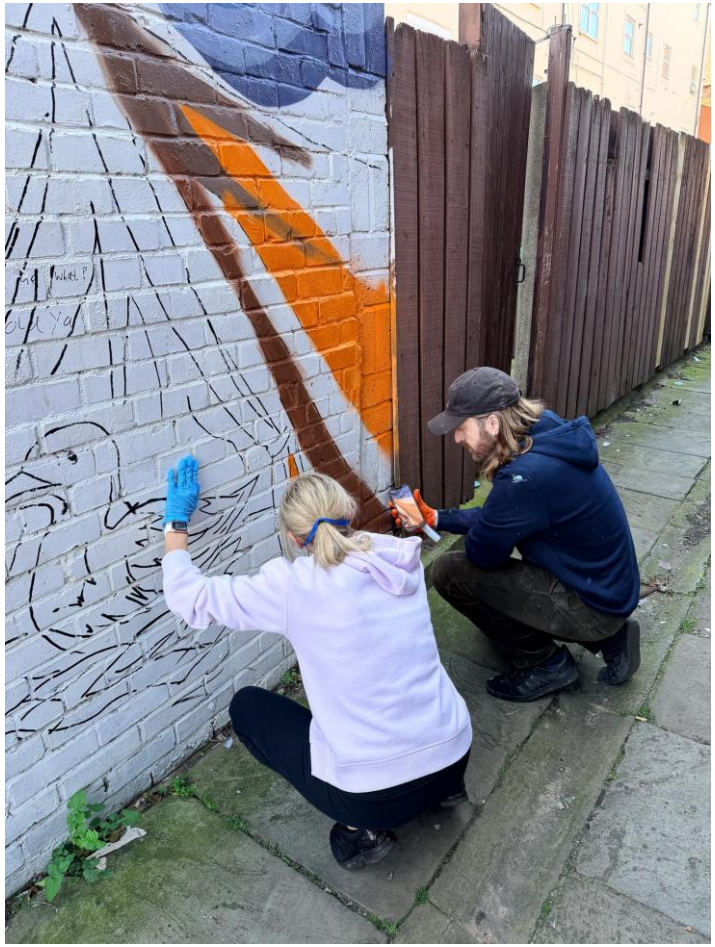






It's all about you

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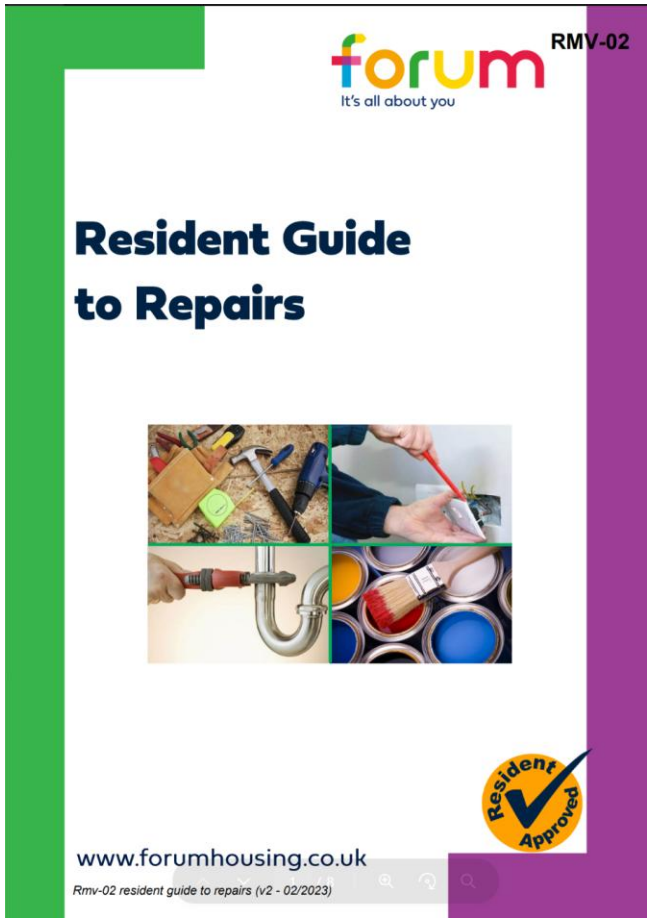




It's all about you

Influence services

- Visitor Policy
- Repairs policy
- Furnishing and equipment
- Complaints
- Anti Social Behaviour
- Move on and resettlement



TSMs

		2025	2023	1-5k
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	82%	82%	79.2%
TP07	Satisfaction that the landlord keeps tenants informed about the things that matter to them	87.3%	82%	82.7%
TP08	Agreement that the landlord treats tenants fairly and with respect	95.1%	89%	86.9%

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JAMIE SAYS "JOIN THE WINNING SIDE!"



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DAY TRIPS !



ALL ABOARD THE FERRY

Thursday August 14th 12.15pm

LIVERPOOL art fair
10 YEARS

- ☺ Take a Ferry ride across the Mersey!
- ☺ Explore the Liver Buildings and see some amazing art !

To book your place speak to your support worker

For more information contact : Text or call 07730 691 314 Philip.Blocksidge@forumhousing.co.uk

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Liverpool Street Art Walking Tour

Explore the City and see...



Thursday October 16th 1.00pm

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Walk around the City and then grab a Free Coffee in :

Speak to your support worker now to book your place



It's all about you

Chill out with a Brew & Chat

Monday 23rd Feb 12.00pm

Ash Villa's Activity Room

- Days out and lots of fun
- Relationship building
- Self awareness
- Self care and positive self talk
- Personal development
- Mental health support



MEN TOO

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Speak to Forum staff to book on

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DID WE FIX IT FOR YOU?

Repairs & Maintenance Feedback

Join a group of residents to tell us your views on

- Timescales for repairs
- How we measure satisfaction with jobs
- Rechargeable repairs
- Process for reporting





THURSDAY FEBRUARY 12TH

1.00 PM

Learning & Wellbeing Hub

FREE LUNCH

To book your place please contact Phil, your Engagement Officer:

Forum Housing Association

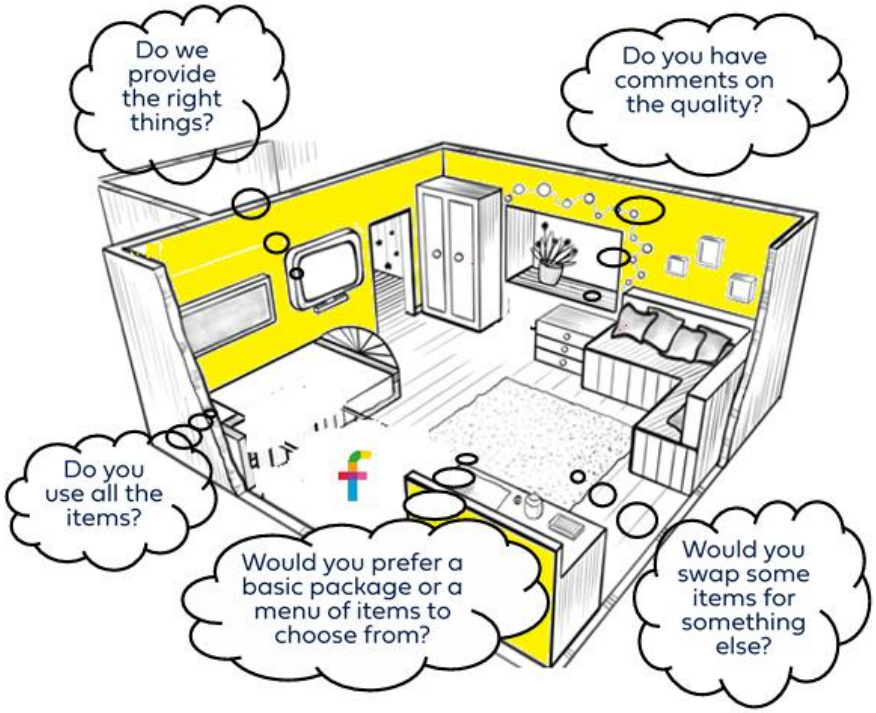
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SHARE YOUR THOUGHTS ON WHAT FURNITURE GOES IN FLATS



FRIDAY 2ND AUGUST AT 1.00PM

Learning & Wellbeing Hub, Hamilton Street, Birkenhead

*** * * FREE LUNCH PROVIDED (CURRY) * * ***

Speak to Phil, your engagement worker, to book your place

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email: Philip.Blocksidge@forumhousing.co.uk

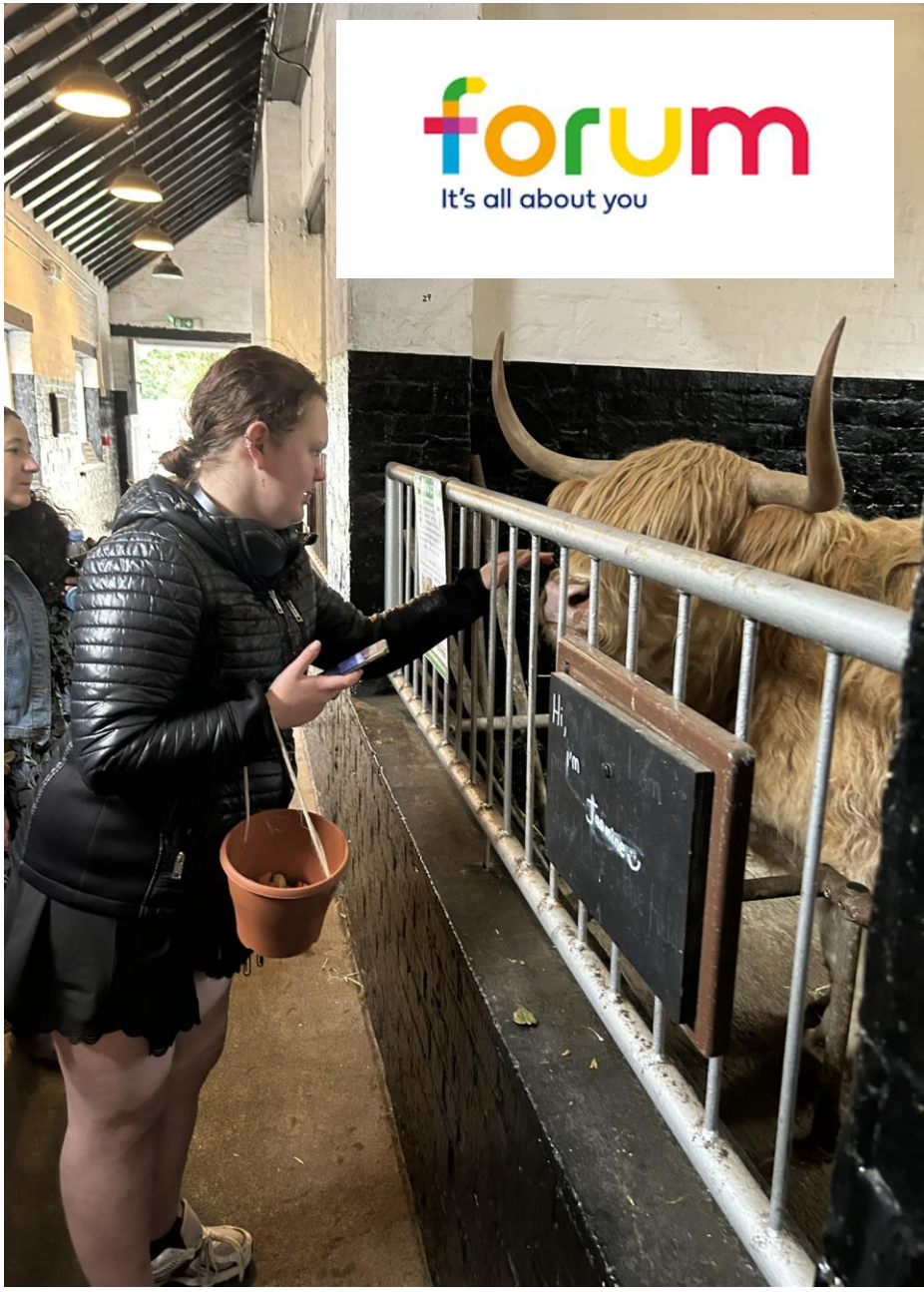


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It's all about you




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Over the Rainbow
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Any questions?

Vicky.Bannister@forumhousing.co.uk

