



**BRIGHTON & HOVE  
SEASIDE COMMUNITY  
HOMES**

Tenant Panel Meeting  
16th July 2024



# Agenda

Introductions

TPAS

Actions Arising from previous meetings

Other Developments

Workplan

Any other business

TPAS conversation



# Introductions

**Gillian McLaren** – TPAS Assessor

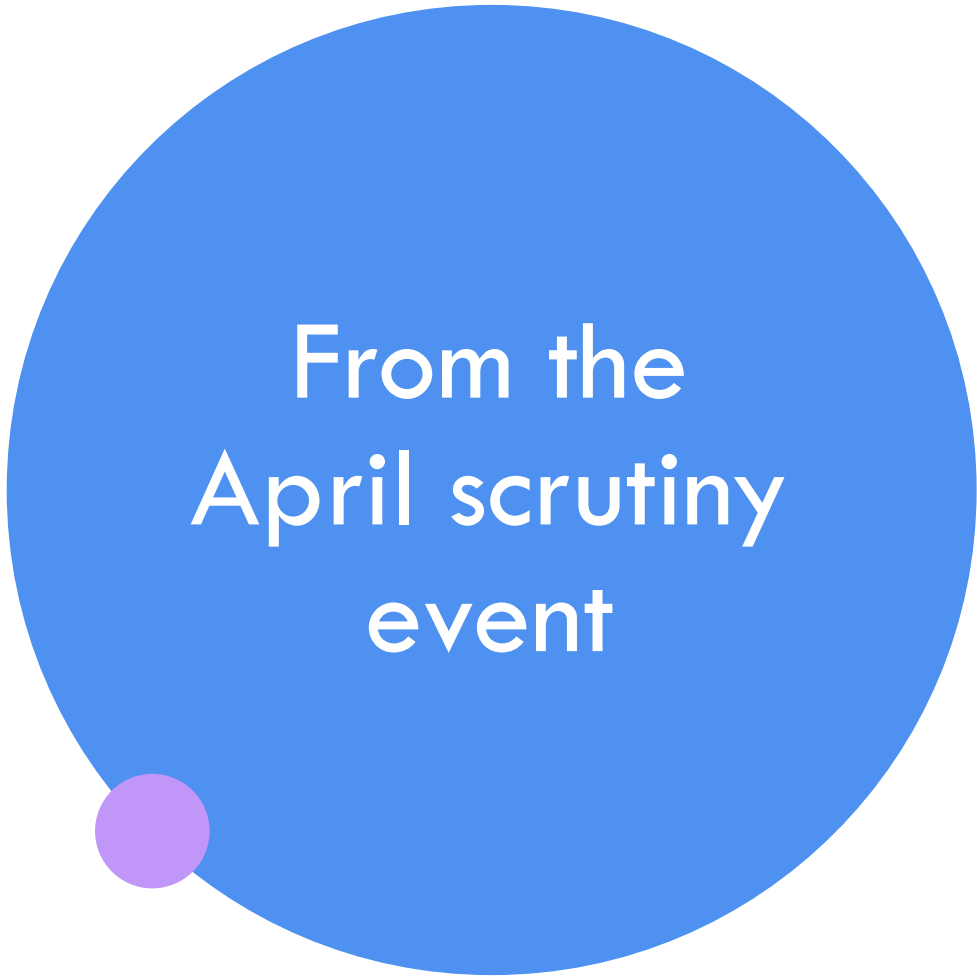
**Niamh Mannion & Jo Shaw** - Seaside  
Homes Tenant Engagement Team

**Michelle Ormiston** - Seaside Homes  
Housing Support Worker



## TPAS

- Gillian would like to talk to tenants about Seaside's tenant engagement
- TPAS standard is not a 'tick box' exercise but:
  - a way of working day to day
  - having a culture that values the tenant voice.
  - being committed to listening to tenants and ensuring that tenant feedback is central to service improvement plans.



From the  
April scrutiny  
event

## Moving into a Seaside Property



- Recommendations shared with Temporary Accommodations Team
- Waiting for a response when the new manager is in place
- Next steps: create an Action plan to be shared with the Panel and the Seaside Board of Trustees



## Other developments

**National:** increase in LHA rates

- Impact: rise in Seaside Homes rents

**Local:** Council restructure - merger of Adult Social Care and Housing

- Benefits team becoming smaller
- Changes in Temporary Accommodations Team

**Seaside:** new Seaside Housing Support Officer to work with tenants affected by the benefits cap

- Assist tenants to find work
- Assist with DHP and PIP applications and referrals to Money Advice services
- Support tenants to move to lower social housing via Homemove



# Tea and Coffee Break





## Other developments

### **Seaside:**

- Niamh is leaving Seaside and will be replaced by Jo
- Review of Tenant Engagement Officer role:
  - New Possibilities Scheme
  - Monthly Prize Draw
  - Sign Up to SMS alerts
- Jo's working days will be Monday, Tuesday afternoons and Fridays.
- Future Tenant Panel meetings - Monday or Friday mornings





## New Possibilities Scheme

- Funding activities or education that will have a positive impact on the happiness and wellbeing of tenants and their families.
- Tenants can apply for up to £250 every 24 months.
- Scheme was reviewed by the Tenant Panel in July 2023 as take up was low. Panel felt that the scheme was good but communication around it could be improved.
- April 23-24: 11 applications
- only 5 applications since April 2024
- Simplify with a number of 'approved providers':
- Eg Freedom Leisure, About Balance, Merlin Leisure
- Others?



## Monthly Prize Draw

- Designed to increase traffic to the website
- Same group of people apply each month
- Redirect budget to prizes available via the newsletter
- Free Prize Draw - answer three questions based on newsletter content



## SMS alerts

- Tenants can sign up for categories of interest, eg 50+, kids, money and benefits
- 68 tenants have signed up - most popular categories are money and benefits (37) and kids (28)
- Very time consuming tailoring SMS alerts to each group
- Can follow and share Facebook posts from key community organisations in Brighton & Hove
- Is a challenge to increase number of followers on Facebook page - followers are identified
- Going forward identify other ways to utilise SMS alerts



Thoughts?



Any thoughts/feedback on any  
other aspects of tenant  
engagement?



# Workplan

- What word shall we use for 'scrutiny'?
- All communications actions have been completed

## **October meeting:**

- Moving in Action Plan
- Review feedback received from all tenants to identify next service improvement topic



Any other  
business



TPAS conversation  
with Gillian



Thank you

Niamh Mannion & Jo Shaw -  
Tenant Engagement Team

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