



Metropolitan  
Thames Valley

## People Powered Living

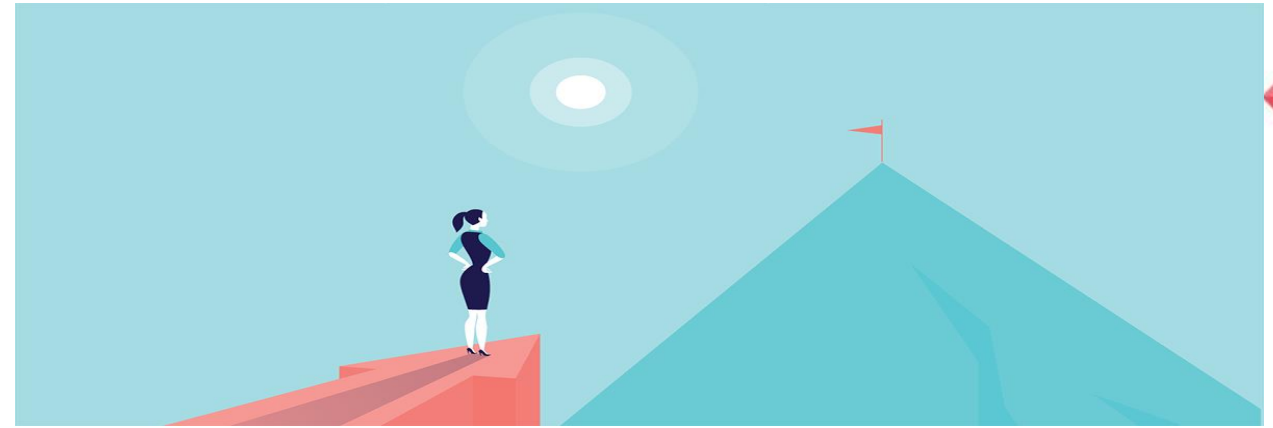
**Providing an  
informal safety  
net**

# Introduction

- Residents experience short or long term circumstantial situation that puts them at some risk in their ability to sustain their tenancy or to meet the basic needs of their household (food, heat, feeling safe)
- Rightly in community investment, our focus is on the social welfare aspect of interventions with individuals and communities
- Need to recognise that how other services or transactions from us as landlord could be adding to or exacerbating the mental well-being, stress levels and resilience of those households and communities
- Any customer satisfaction survey feedback will highlight how many don't feel valued, heard in the way we provide core landlord services-impact on trust between us and the people we serve
- We often forget that they are like you or I. If we were experiencing that challenge that our resident has presented-what would we want for someone to do for us?
- Voice, Perception and Opportunity



## Our broader purpose



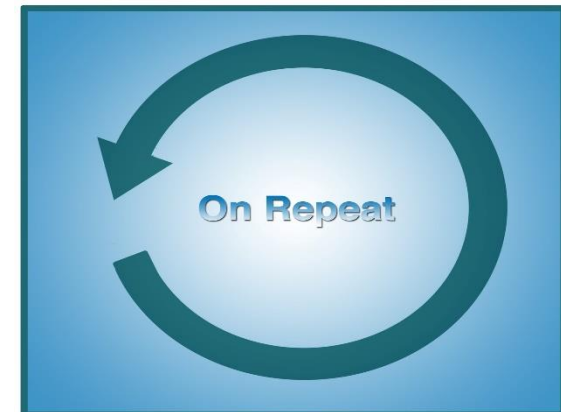
*“Social housing needs to be a force for social justice and provide a platform for better life chances. it is essential that we truly realise the benefits of providing good-quality affordable homes in mixed communities, which support both the needs and aspirations of our growing and diverse population” Smith Institute, 2008*

The 2007 review of the future roles of social housing -Professor John Hills concluded that in important areas **social housing is not delivering the kind of benefits we should expect of it**...as the sector has shrunk, it has become increasingly concentrated in deprived areas and that the levels of worklessness are higher than they should be...existing housing should become more **tenant-centred** -on more being done to support tenants' livelihoods and tackle worklessness..

*A progressive vision for social housing in the 21st century is one that goes beyond simply housing provided at sub-market costs, but as a means for promoting **social justice, personal responsibility and independence, access to opportunities and social mobility.***

# What has that meant for community investment

- Community Investment is needed at times of crisis-no business case required (2008 financial crisis, the pandemic)-2008 onwards real focus on employability and financial inclusion programmes
- But it is needed all of the time-because of the people who live in our homes and the challenges they face (and where our stock is often located)-**crisis only brings what has existed under stronger spotlight**
- Lack of understanding of the “value” of the work we do with and for residents and communities (nice and fluffy)
- Often difficult to measure –e.g., impact of running projects for YP on ASB
- Hamster wheel of “making the case” to do what we do
- Some positive shift across sector in response to pandemic



# Community Investment

Our purpose is to “empower our residents and communities by supporting them to tackle the inequalities which limit their ability to live well”. We do that by letting people **tell us their story, sharing their lived experience and what is important right now for them. Residents are not different to us. Just people.**

**Why:** pre-existing inequalities/impact pandemic/social disadvantage/recession/Brexit

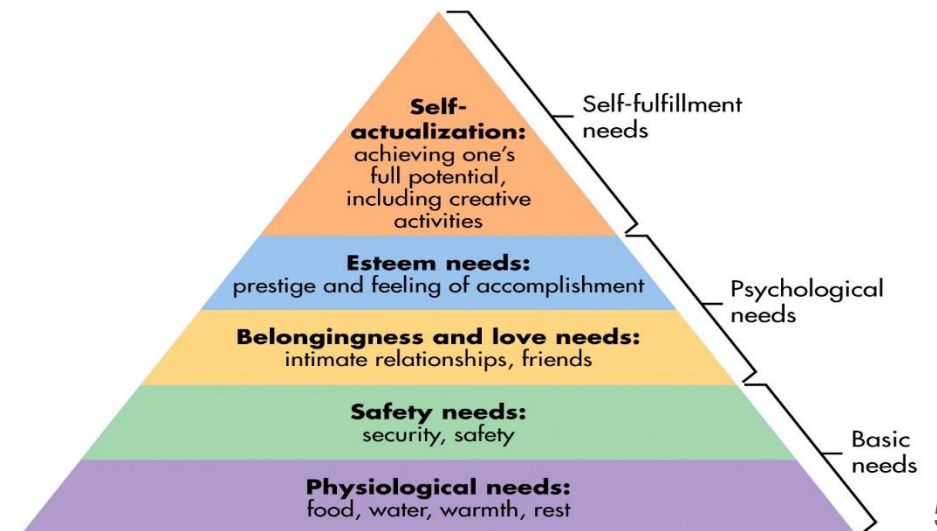
**What:** developing service offers that are responsive and participatively developed-those who currently don't have the power to get their voice heard

**How:** starting with resident and community engagement-they have their own solutions-we facilitate-

**Result:** fewer residents struggling and more “living”

Why CI at MTVH: impact on business bottom-line and communities

Empowerment includes  
preparing people to take control.



# Connecting to residents and communities

- Understanding the make-up of communities-Normanton in Derby and Lambeth very different but equally disadvantaged-
- Residents are different –nuances in lived experiences important (BAME/BLM)
- Asset approach-capable people
- Facilitate and enable them to achieve their goals individually or collectively
- Listening posts in every community-build relational relationships



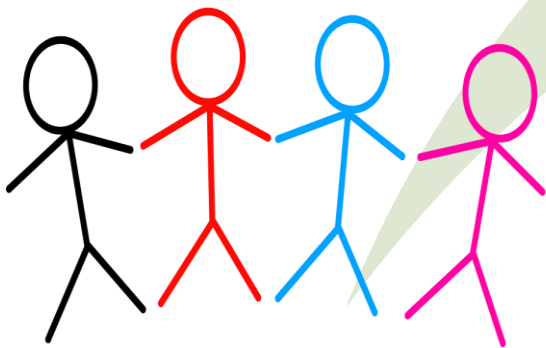
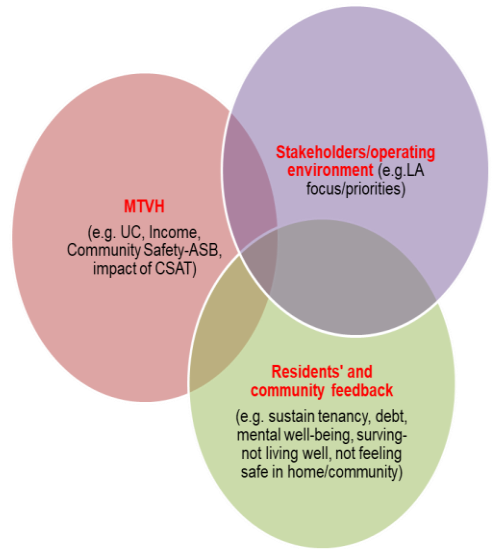
# Community Investment-North star

- Levelling the playing field for residents and communities (access to opportunities/removing and reducing barriers).
- Meaningful engagement with residents and communities-listening to their voices to guide our responses
- Working alongside in collaboration with internal colleagues and external partners-they are part of the team
- We play our part in a wider civil society context-not shy away from our social purpose





# Our model



- Housing/frontline roles/Hub/contractors
- E.G  
Pre-tenancy  
Sign up  
Settling in visit  
State of home
- Arrears/UC/Benefit issues
- Early arrears
- Pre and post NSPs



● Assessment Hub

121 Connector support  
Specialist Benefit and Debt case-work  
Local community plans (county lines/YP/isolation/access to services)





## What we have to keep on doing

- Tell the stories of everything that changed a life
- Listen to the stories of everyone we come across who has something to say
- Be the voice of those who don't believe they have a voice
- Work with them to tell a different narrative about our residents-people just need a help up as we all do
- Embed into every conversation that a resident is affected by...our services/processes
- Be unapologetic about the “additional value” of the CI work

Social housing is a safety net for many residents-and we can be seen as such if we broaden our approach

**MTVH Approach-Inform, Influence and Act**

TAKE ACTION





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**Thank you.**  
**Any questions?**

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