



USING MTQ48 TO DEVELOP RESIDENT INVOLVEMENT

-

ST LEGER HOMES OF DONCASTER

Background

St. Leger Homes was set up by Doncaster Council in 2005 to manage the day-to-day running of council homes and deliver a major programme of government investment and manages around 21,000 homes. St Leger Homes is an Arms Length Management Organisation, a limited, not-for-profit company and wholly owned by Doncaster Council.

St Leger Homes has recently been awarded Tenant Participation Advisory Service (TPAS) accreditation and is one of only 15 housing organisations in the country to receive this award, an accolade of which they are rightly proud. It highlights that Ste Leger Homes works with tenants getting their views on the services they provide, ensuring that tenants have the opportunity to help shape the way the business develops. Tenants are involved in all levels of the company including Board member representation to focus groups, they have input into the tenant newsletter and in all forms of consultation.

ST Leger Homes deliver resident involvement through the activities and work of its Community Liaison team, who support existing Tenants and Residents Associations (TARAs) and Tenants Clubs (TC) and helping establish new associations across the Borough. There are currently 68 TARAs and TCs in the Doncaster Borough. The Doncaster Federation of Tenants (DFTRA) is the borough wide body that all TARAs and TCs are members of.

The DFTRA has a committee that meet regularly to discuss both local and national housing issues, they are known as the Standing Joint Committee (SJC). The SJC consists of 12 St Leger Tenants, 4 Residents, 2 Housing Association Tenants, 2 Private Sector Tenants and 1 Leaseholder. The Community Liaison Manager in particular has an important and close working relationship with members of the SJC and has used the mental toughness measure to support in group and individual member development.



The Community Liaison team

Feedback from officers

Meryl Liddell, Community Liaison Manager had identified that finding new and innovative ways to continue to develop, stimulate and grow the role, activities and outcomes from the SJC was an important part of implementing St Leger's Tenant Participation Strategy. The SJC has been operating successfully for a number of years, attracting new members whilst retaining a core of experienced and committed residents who want to improve service delivery through their influence.

However, as with many formal tenant participation structures that operate from a traditional meeting format, there can be times when the content becomes familiar, the outputs predictable and the outcomes decrease in value over time. Meryl was keen to find new ways to push beyond the boundaries and re-activate commitment, challenge and confidence from and in group members, debates and discussions. Meryl said:

"The SJC is an invaluable involvement method for us, giving us critique and challenge to our service improvement plans and performance monitoring. I really value the input of members and want to make sure that we give them something back on a personal level for their time and commitment, as well as supporting them to develop in this role which requires increasingly professional input, skills and behaviours from them. The four aspects of mental toughness, challenge, commitment, control and confidence, fit perfectly in terms of the areas that I'd identified we needed to develop with the SJC."

Eleven members of the SJC were keen to use MTQ48 and completed their questionnaires online at one of their weekly meetings. Meryl used the results generated by the coaching and development reports to work with each individual as well as using the organisational development report to share with the group as a whole and add value to their discussions about the format and approach of their meetings, as well as helping members understand the difference in personal approaches, styles, confidence levels and contributions.

Meryl added:

"I anticipate that we'll be using this measure on an annual basis, as part of the SJC training needs analysis and to generate personal development reports for them as members. It spills over into the rest of their lives too and from the conversations I've had with members as a result of using the measure, I have come to recognise the value of the tool as an aid to both personal and group development."

Participant Feedback

"Surprised how accurate the report was. I will certainly listen more closely to people after this. Now that this has been highlighted and we have talked it through, I realise I need to listen in a different way, to hear everything that is being said!" KJ

"I feel that this will help with the cohesion of the group, but putting it into practice will be quite a task. The exercise has been very useful and quite an eye-opener." LR

"After doing this test and talking it through I feel I will approach things more confidently and it has been a help. I want to go through the development report at home, so I can understand it even more." MW

"This has been of use and highlighted where I need to look at my own reaction more closely. I believe it will help the group develop, but a lot of work still needs to be done." KB

"I am absolutely gob smacked at the accuracy of this; it has me down to a tee! It will be great to use for when the scrutiny panel is being developed." BN

"Really good. I believe it will help the group move forward. I think the stop, start, continue, change exercise should be done again. It would be interesting to do this exercise again to see if the results change after that." EF

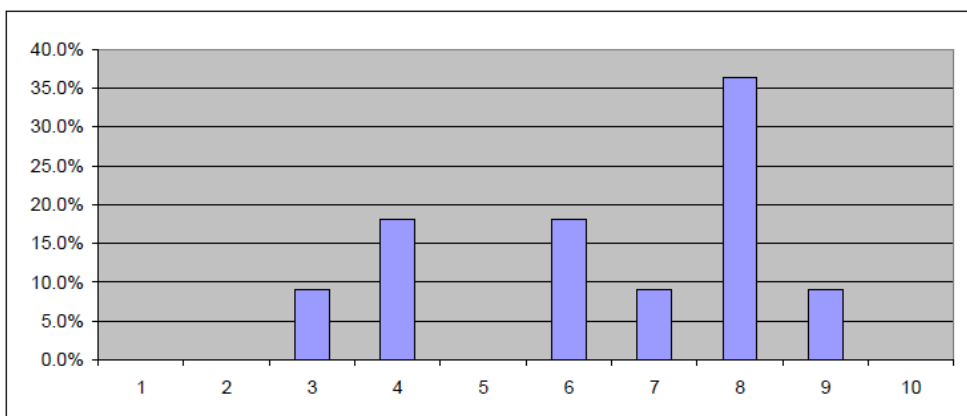
"This exercise is quite accurate and I think it will help with the building of the team. The stop, start exercise might get different results now." MH

"It's really spooky how accurate this is, I accept I need to build my self confidence up. Doing the report, talking it through then being able to build on the development points will really help. I hope people will notice the difference soon." CD

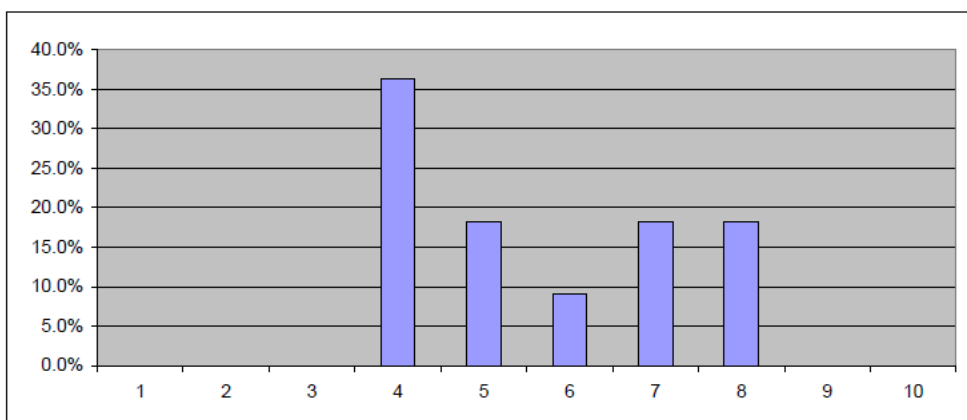
"I am surprised about the result of the 'challenge' part of the report, but overall I think it is quite accurate. I hope that it will moderate the behaviour of some members of the group." EP

ORGANISATIONAL DEVELOPMENT REPORT – GROUP RESULTS

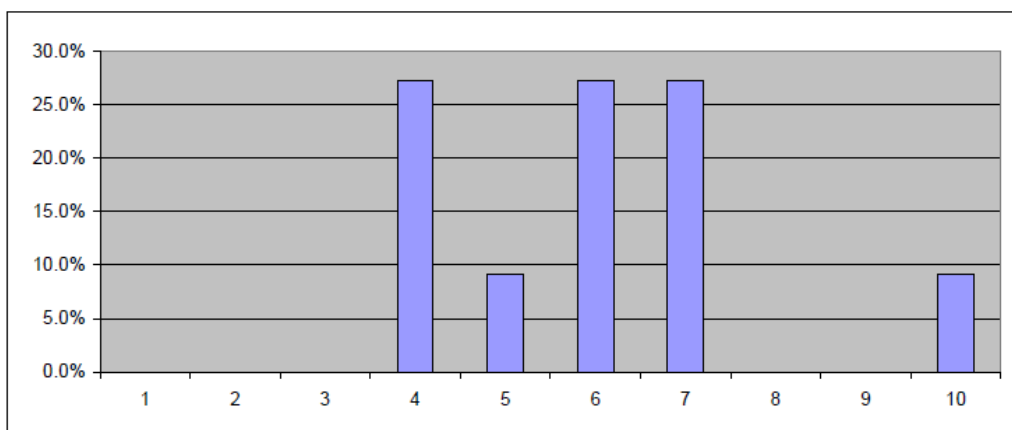
Overall Mental Toughness



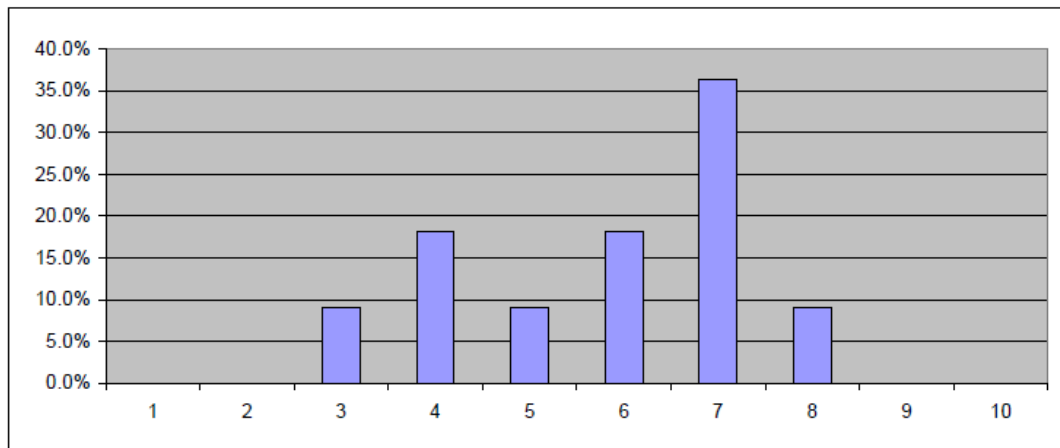
Challenge



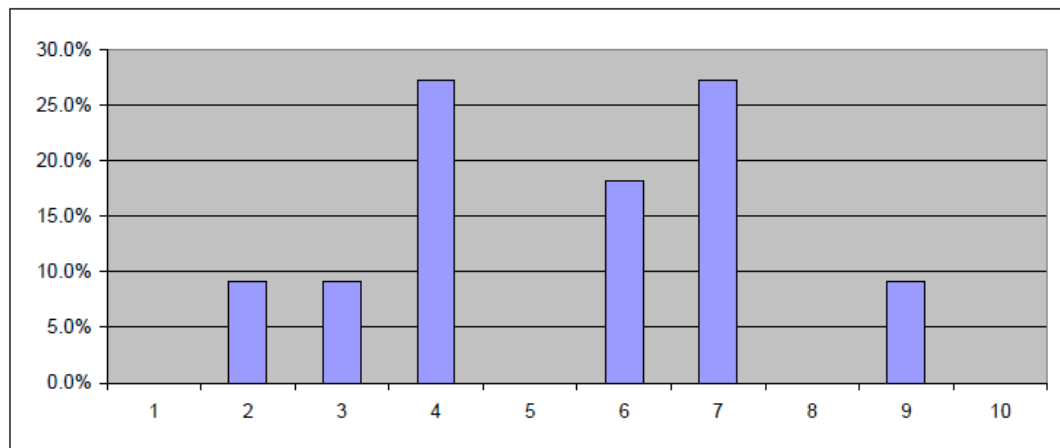
Commitment



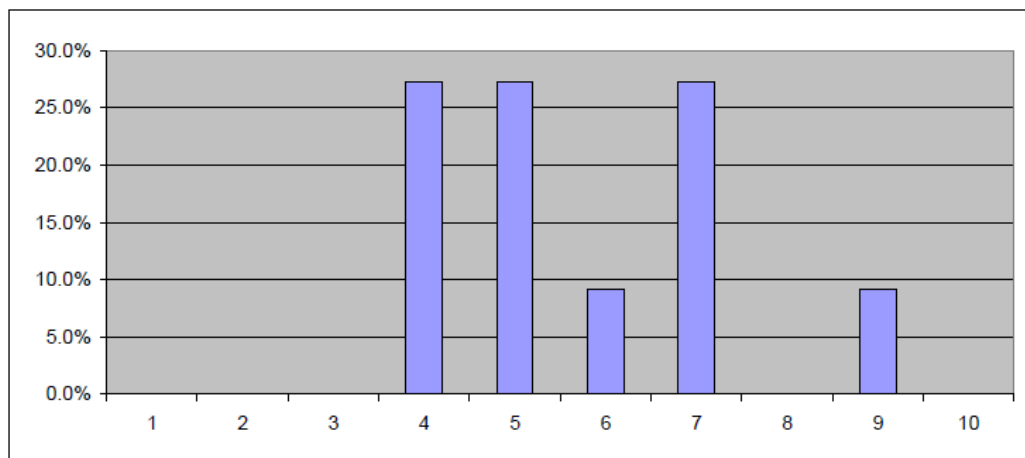
Control



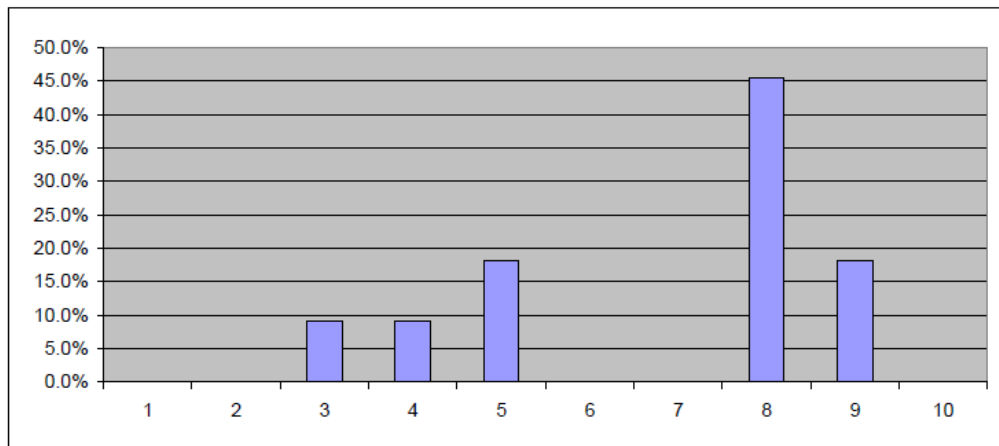
Life Control



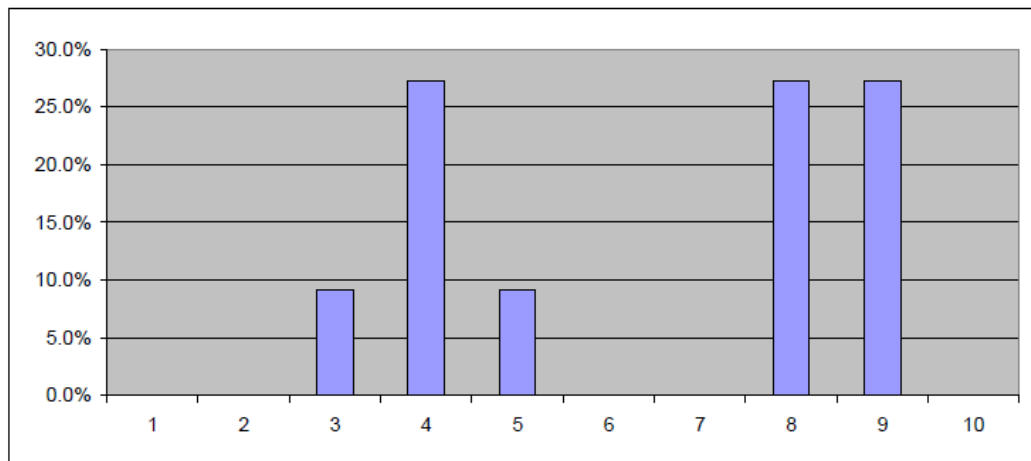
Emotional Control



Confidence



Confidence in Abilities



Interpersonal Confidence

