



Becoming an Effective Team & Building Wider Engagement

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TPAS Associate
11th October 2022

TENANT ENGAGEMENT EXPERTS

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50 years of resident engagement

The Housing and Regeneration department is celebrating 50 years of resident engagement.



2

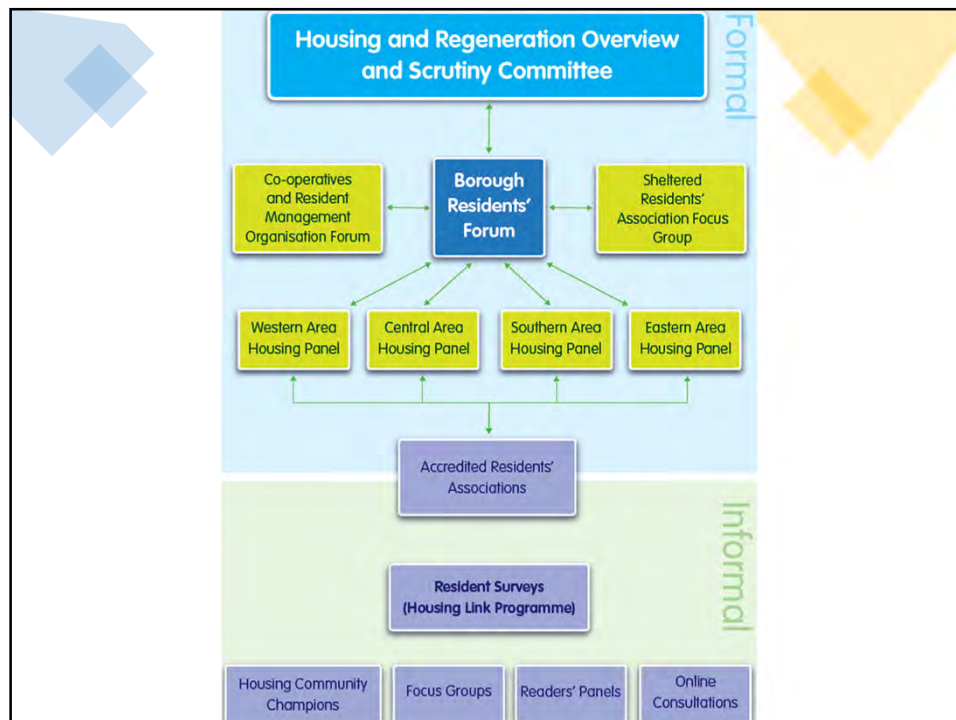
Next 50 minutes...



- (a) Teamwork
- (b) Your Role
- (c) Wider Engagement

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Ex 1: Thinking about great teams

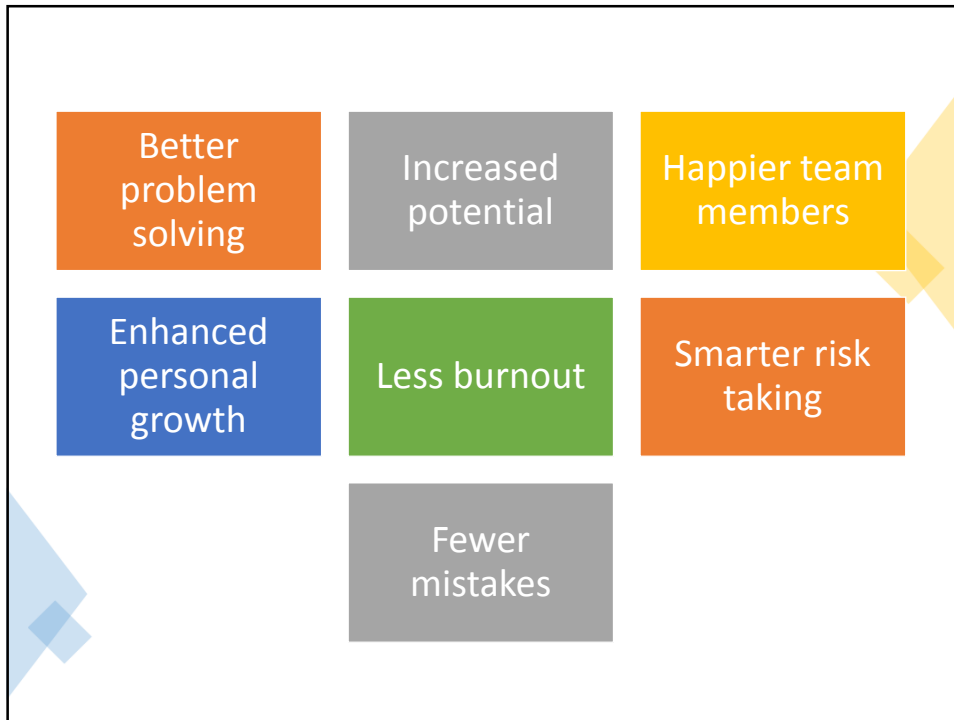
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Ex 2: How good does it feel?


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A photograph of three human fingers standing upright against a light beige background. Each finger has a simple black smiley face drawn on its tip. The middle finger has the largest smile, while the two side fingers have smaller, similar smiles. The fingers are positioned close together, suggesting a bond or unity.

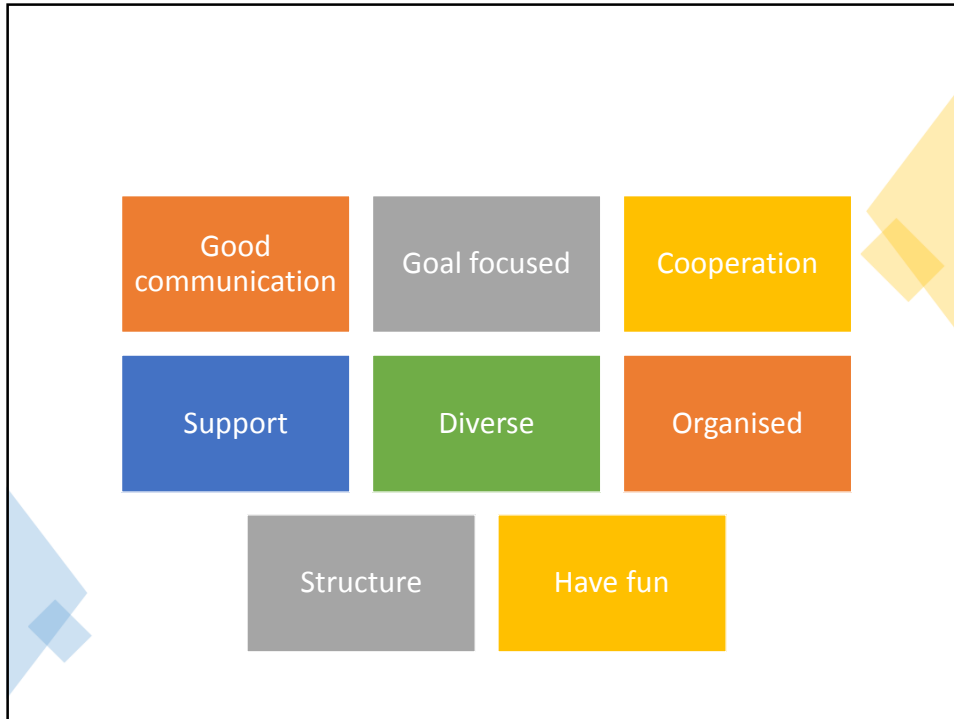
Working with others creates:
a bond that cements a feeling of belonging & investment in achieving a specific objective

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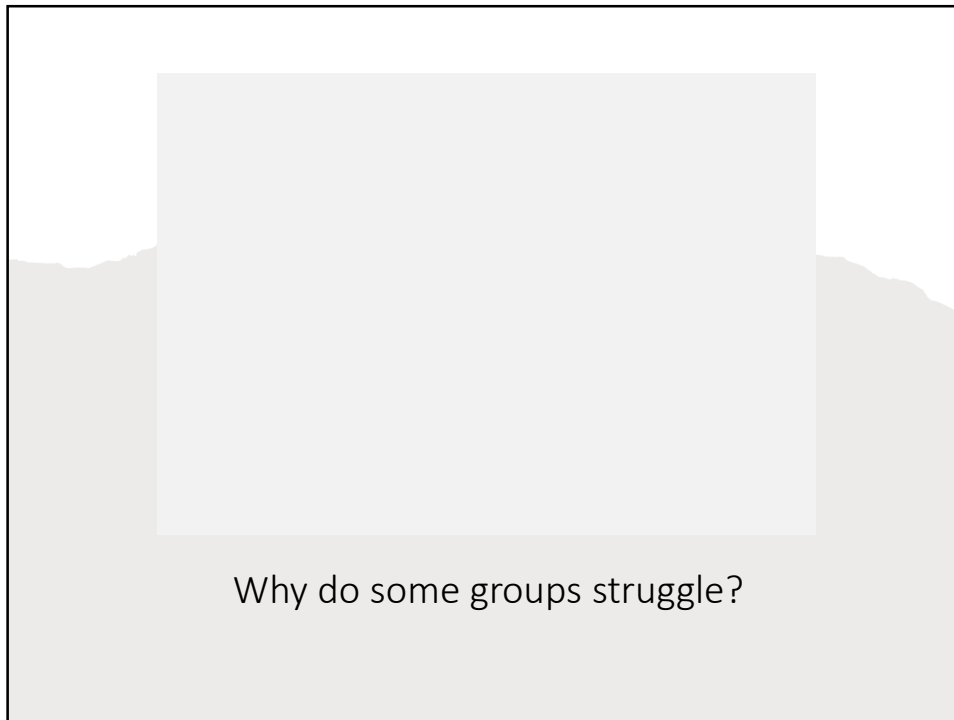
The logo for 'tpas' features a colorful, multi-faceted geometric shape to the left of the lowercase letters 'tpas' in a purple font.

Ex 3: The secret ingredients?
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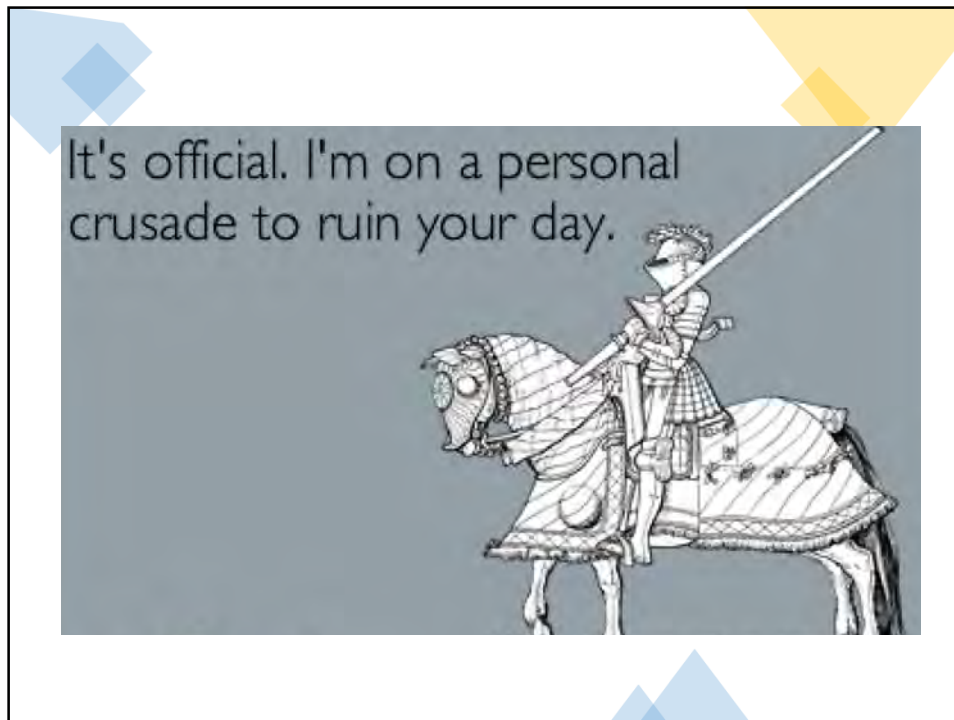
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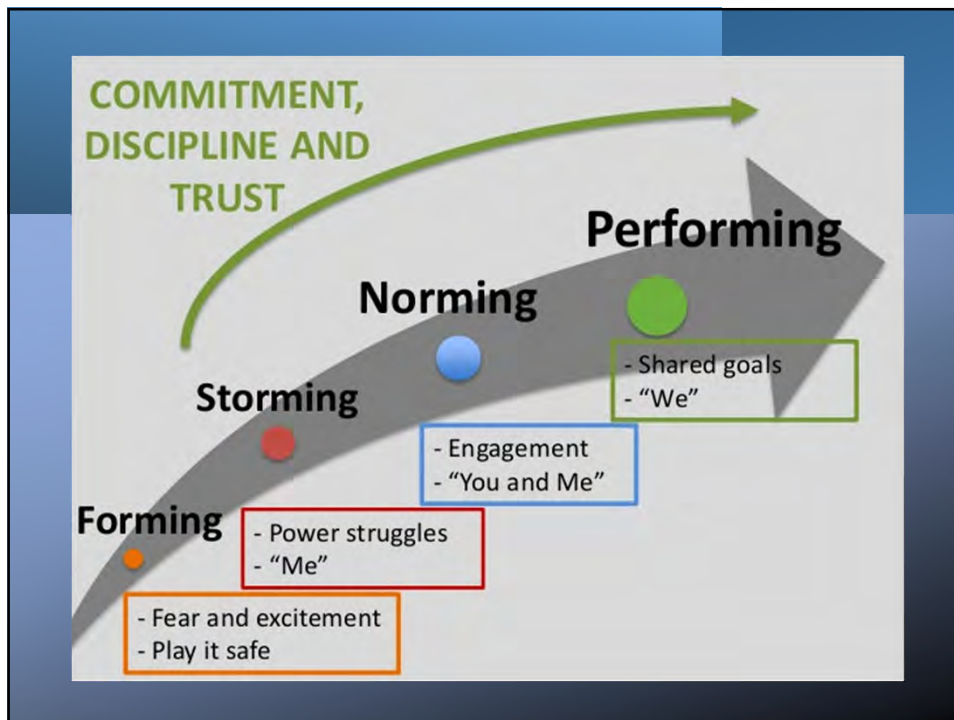
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What makes a good team player?

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1.	<i>Failure to clarify the task or objective</i>		
2.	<i>Failure to follow agreed directions and procedures</i>		
3.	<i>Members not listening to what other members are saying</i>		
4.	<i>Repeating the same arguments over and over again</i>		
5.	<i>Constantly interrupting each other</i>		
6.	<i>Trying to put others down</i>		
7.	<i>Silent members not encouraged to participate</i>		
8.	<i>Certain members allowed to dominate</i>		
9.	<i>Everyone pushing their own views</i>		
10.	<i>Unwillingness to compromise or accommodate others' needs</i>		
11.	<i>Not recognising how members are <u>feeling</u> about the discussion</i>		
12.	<i>Concentrating on making impressions, not on completing the task</i>		
13.	<i>Raising irrelevant or unhelpful points</i>		
14.	<i>Distracting from the process by holding private conversations</i>		
15.	<i>Not being clear on what's been decided or <u>who</u> is to take action</i>		
16.	<i>Failure to check on progress and keep an eye on the time</i>		
Total Score			

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Ex 4: A place or a person

On your own (1 minute)

↓

Think of a place or person

↓

Then pair up with someone new

↓

Exchange the stories...

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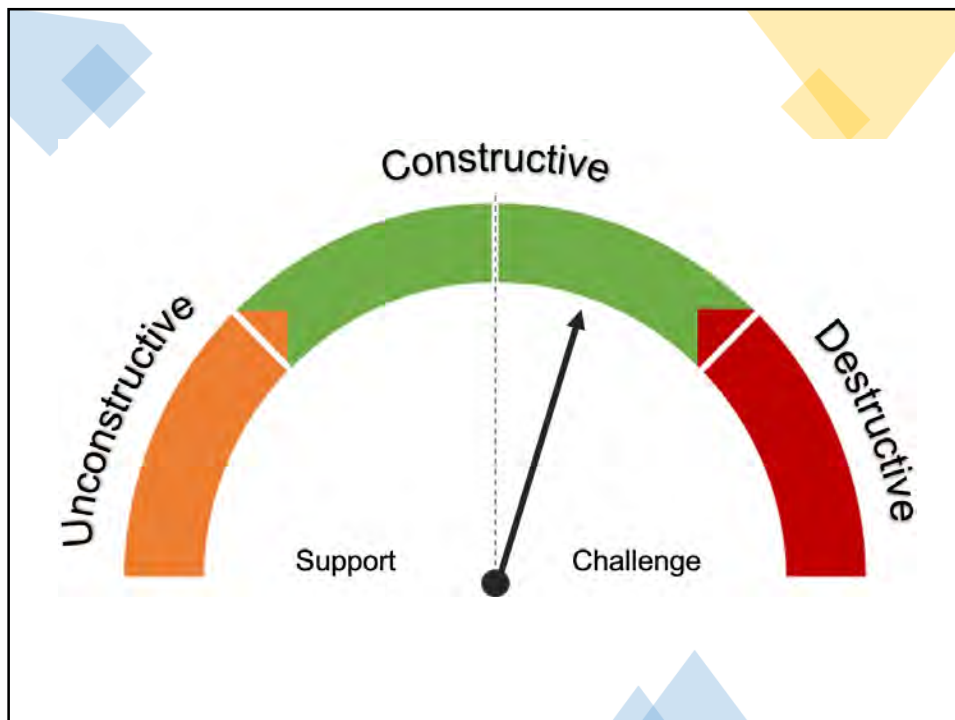
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Some behaviours are just wrong

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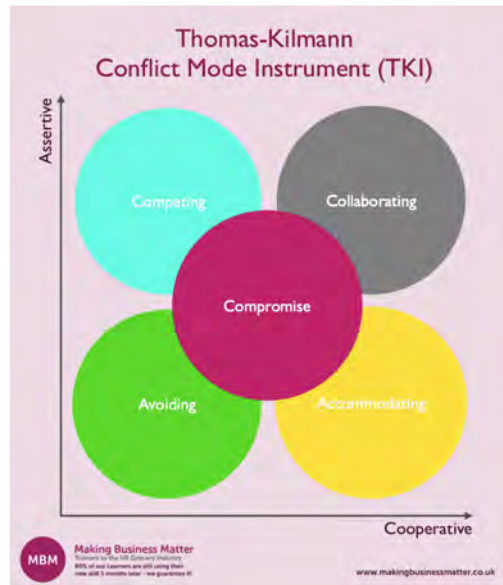


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Dealing with Conflict?



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The Know-It-Alls



The Passives



The Dictators



The "Yes" People



The "No" People



The Gripers

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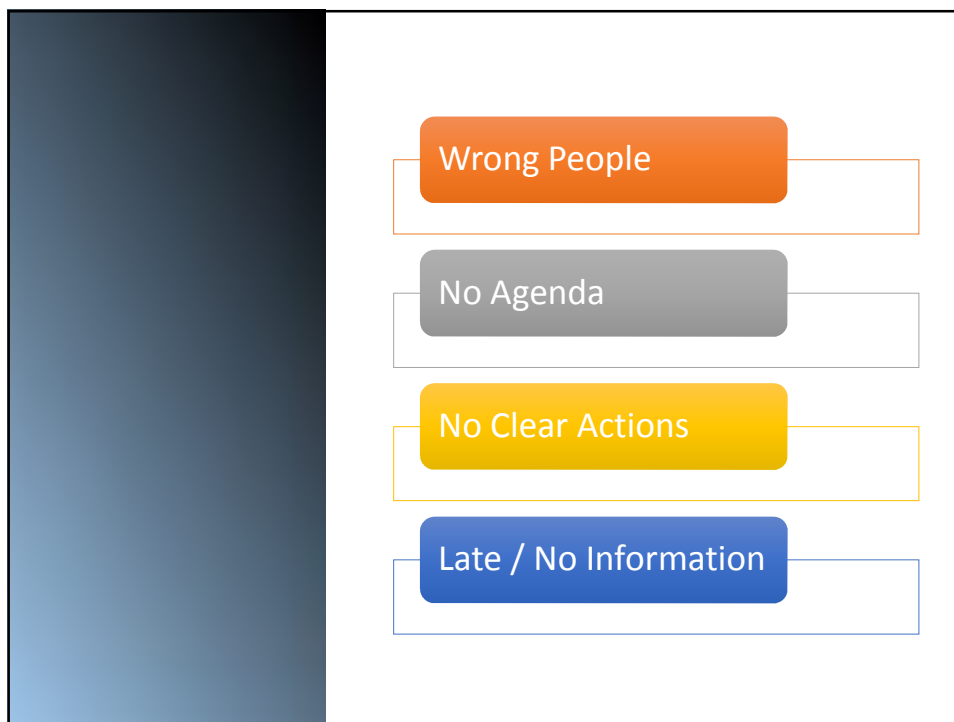
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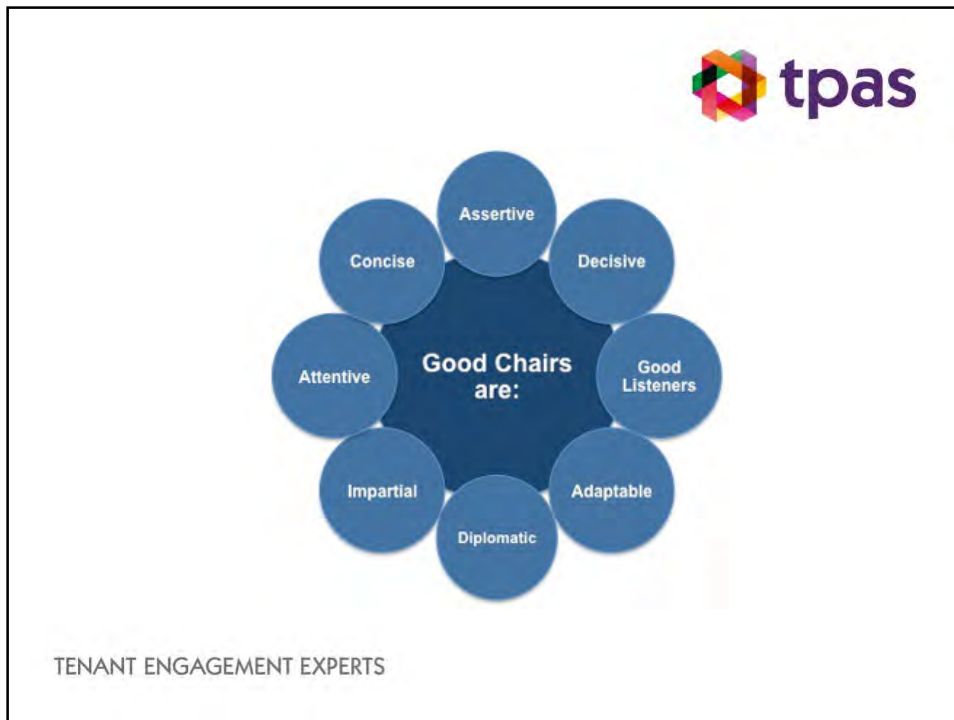
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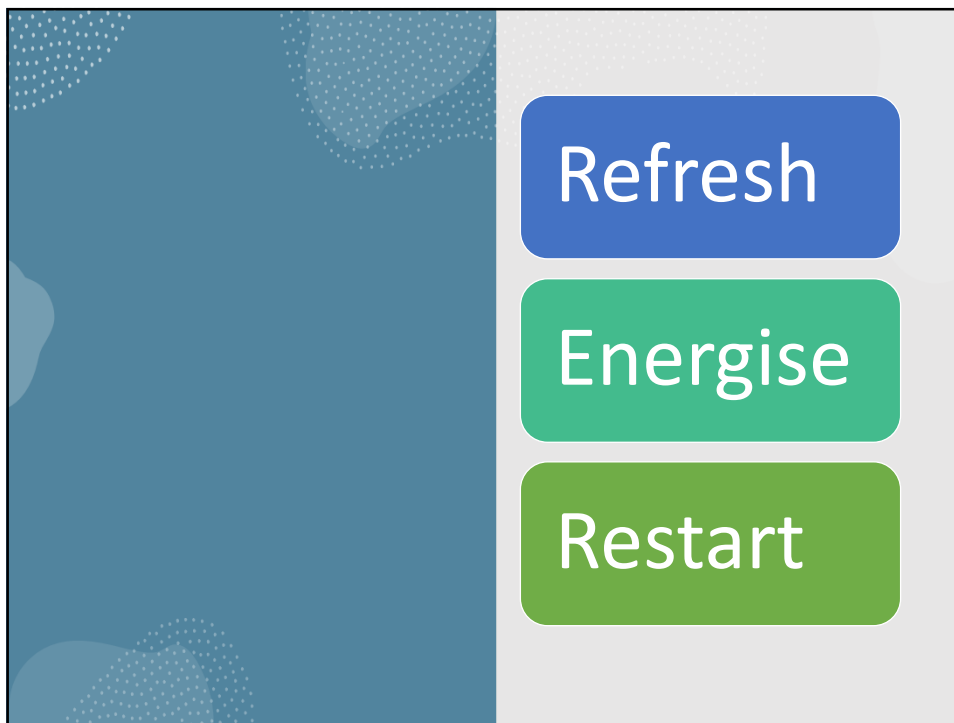
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The need for wider engagement

Feedback

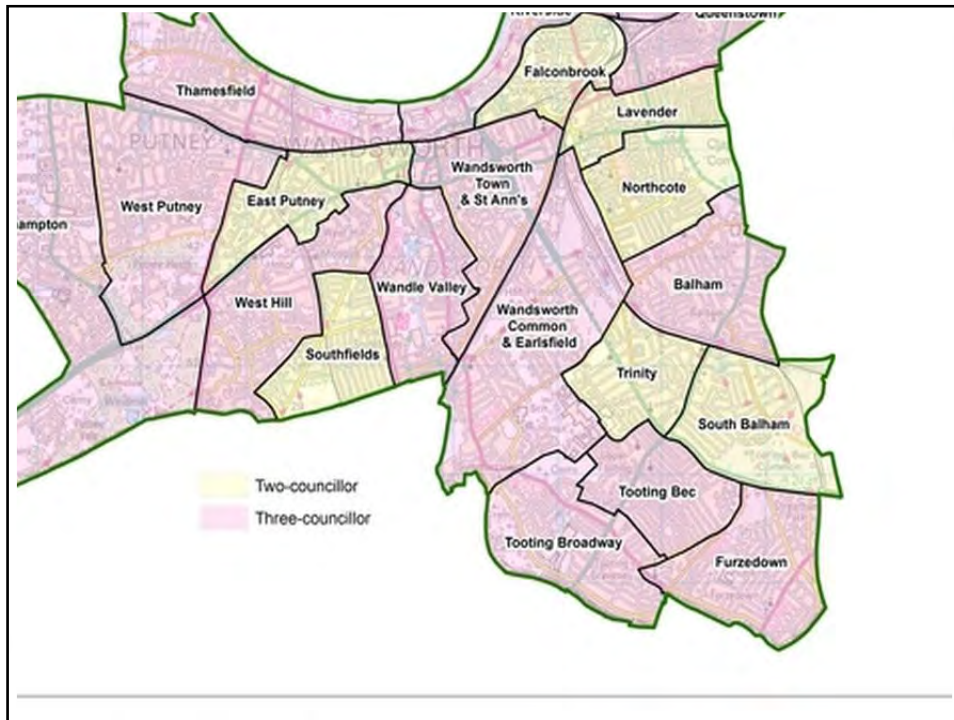
Priorities

Support

Partnerships

Recruitment

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Ex 6: Who are the key stakeholders?

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Outside of Meetings – Building Partnerships

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Getting People Involved?

-  What motivates people?
-  What makes people want to join in?
-  What makes people want to spend their time and effort giving their support to tenant groups and to their community?

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Fun & Enthusiastic People want to be a part of...

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WhatsApp

Instagram

New ways of work

Remote & online

Collaboration

Community support

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tpas

Social Housing Under Pressure

WELFARE HOMELESSNESS AFFORDABILITY HOUSING SUPPLY

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Everything
changes –
Simon Clarke
4th Housing
Secretary

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WHEN YOU ENTER A
ROOM, YOU HAVE A
LITTLE BIT OF
RESPONSIBILITY FOR
THE MOOD IN THE
ROOM.

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