



Staff Mentoring Programme 2023 – 2024

Workshop Three - Challenge
and Opportunity

Mar 2023

"With confidence you have won before you have even started."

Marcus Garvey

Ground Rules

We want to create a safe space in which we can work and learn together:

- Treat everyone with respect
- Be considerate of diverse personal experiences, backgrounds and needs
- Encourage each other to contribute
- Challenge ideas, not individuals
- Ask questions, share your views and give feedback
- Keep your video on and audio off unless speaking



What we will cover today...

- Individual Presentations
- Change
- Your inner Coach
- Change coming our way



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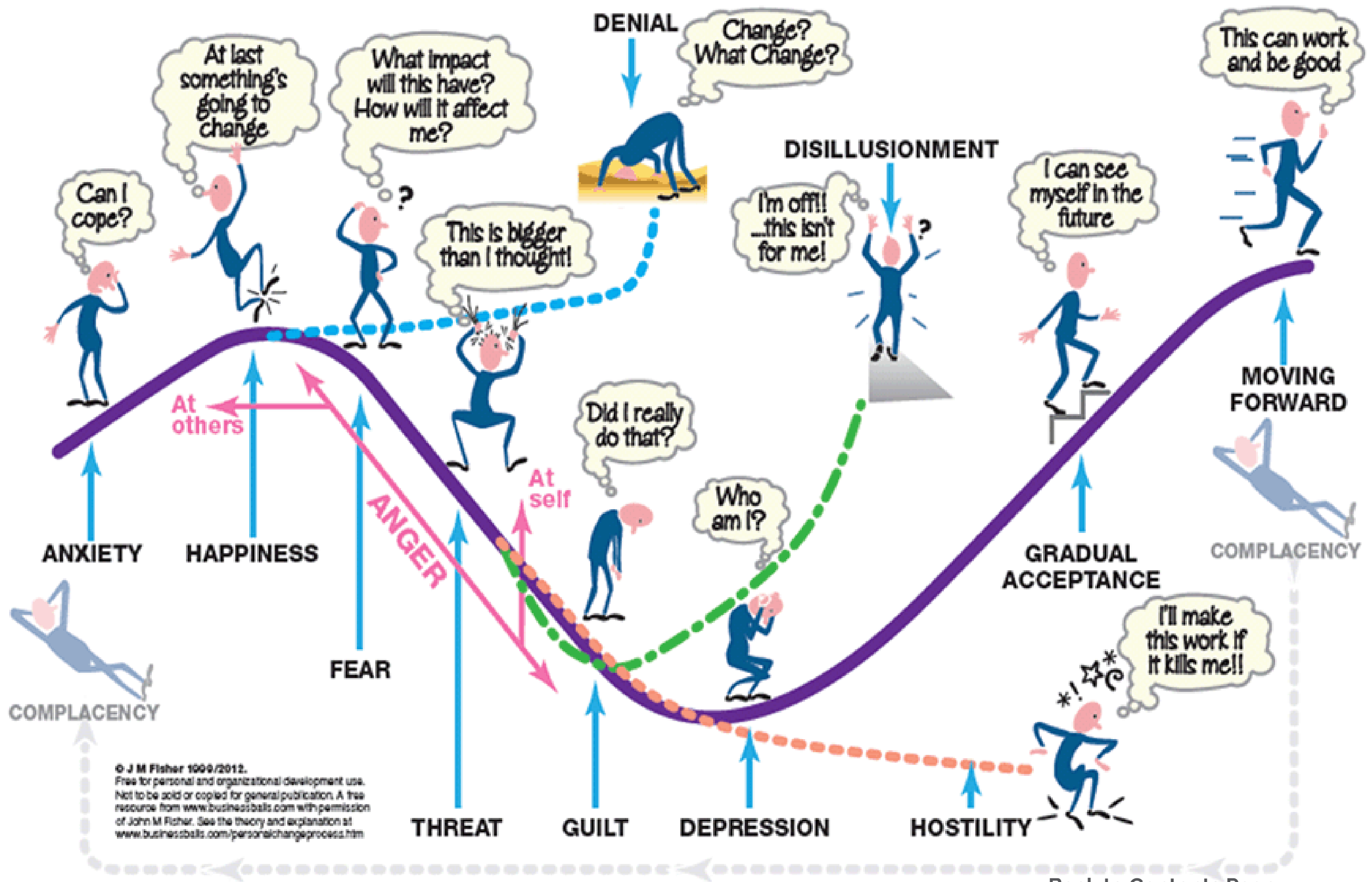


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- Home working
- New restrictions
- New processes
- New information to get to clients and or government
- Re-design of services
- Home/work changes
- Home schooling
- New ways of socialising
- ...

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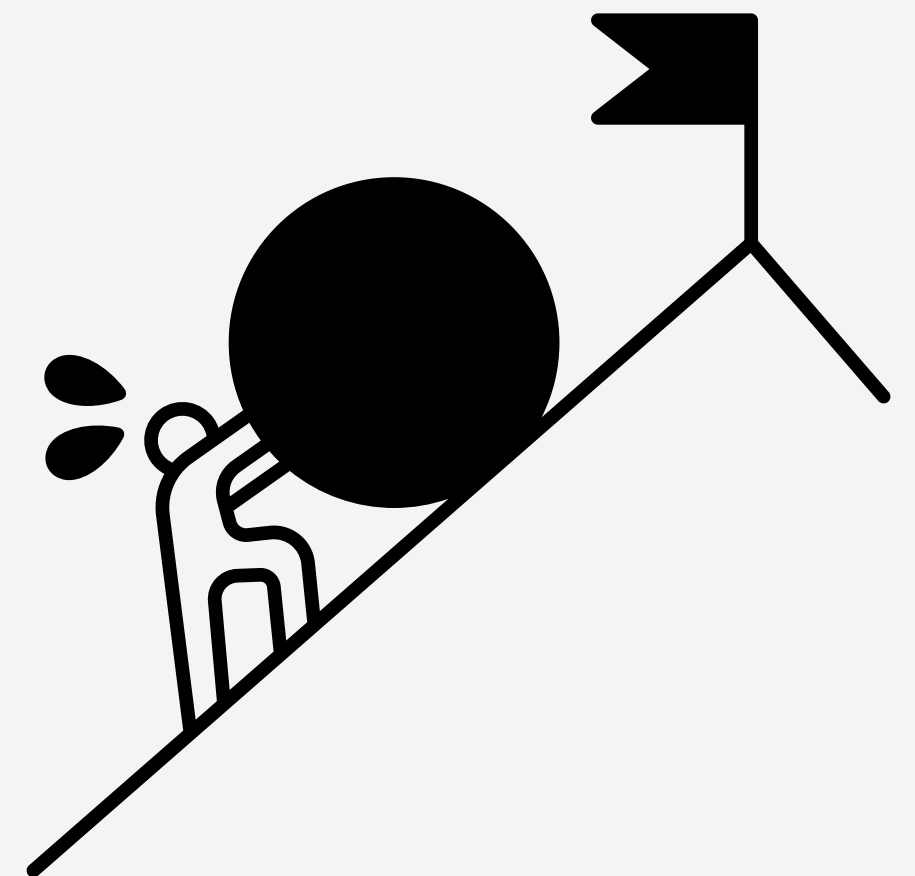
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 resource from www.businessballs.com with permission
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www.businessballs.com/personalchangeprocess.htm

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Think of a challenge you have faced in your working environment recently.

- How did this challenge affect you?
- How did you deal with the challenge?





Take some time to get used to the problem

- take a break
- go for a walk
- ask for some time to think things over
- close your eyes for 10 minutes
- even hit the gym.



Define the problem

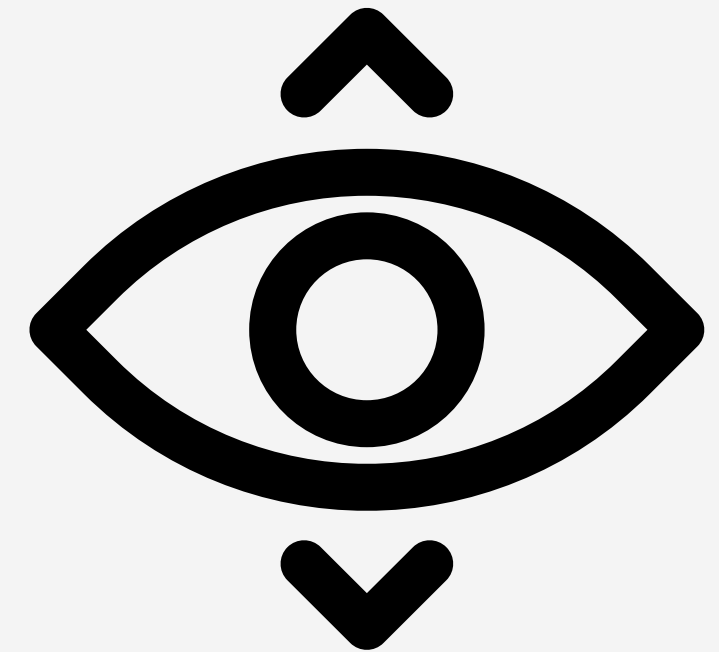
- Start with finding out what the problem really is
- Ask people to explain
- Keep asking questions
- Then explain the problem to someone else





Put things into perspective

- someone else has been through the same thing
- how bad it really is compared to all the good things in your life



Make the problem worse (optional!)

Did you just get fired?

Well, there's no solution to that, so you might as well embrace your new situation and also sell your house, plan that trip around the world, and write that book you've always wanted to write.



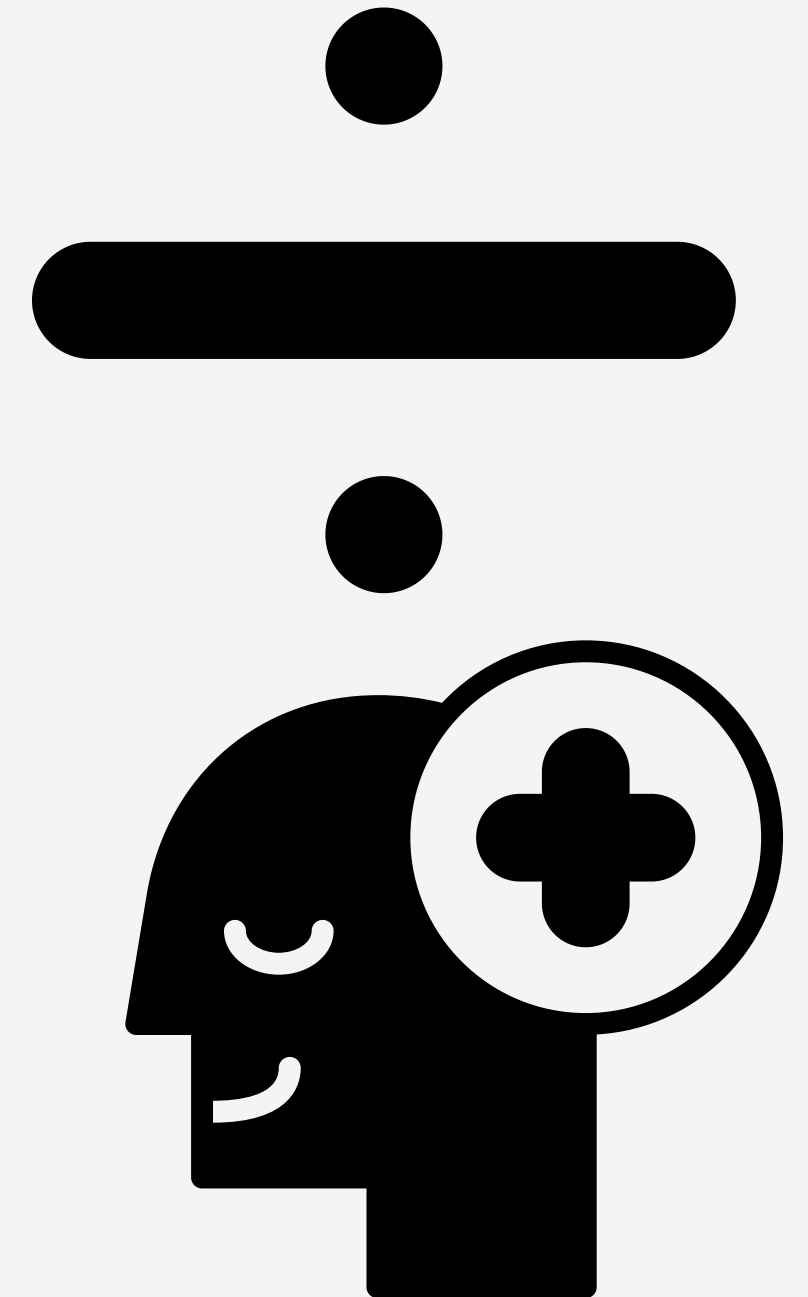


Divide the problem into smaller pieces

- research the problem, look at it from different angles
- Work out solutions to the smaller areas, or different possibilities

Look at it in a positive way

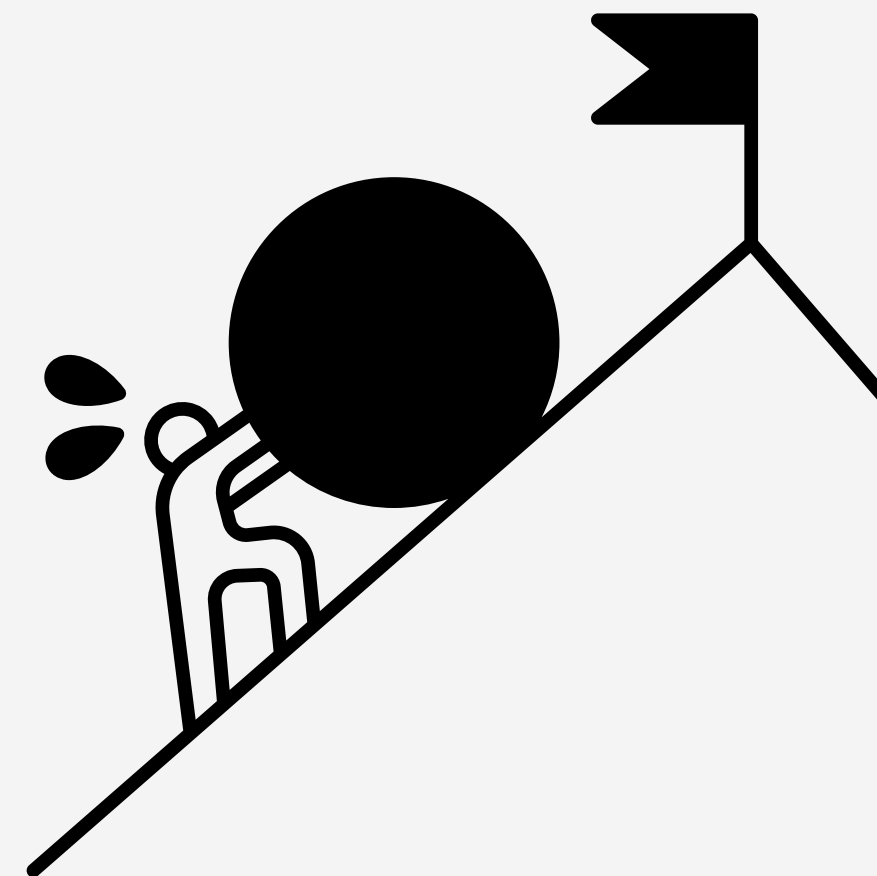
- We cannot live without problems or challenges - so we need to learn from them
- Change can be good





Think of a challenge you have faced in your workplace

- In hindsight would you have done anything differently?



Break

see you in 15
minutes!



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Your Inner Coach

**What if the voice in your head was scrolled
digitally along the bottom of this screen?**



Would that be ok?





Your Inner Coach

What if the voice in your head was scrolled digitally along the bottom of this screen? Would that be ok?

YOU ARE STUPID. YOU MADE A MISTAKE. NOBODY LIKES YOU



Your Inner Coach

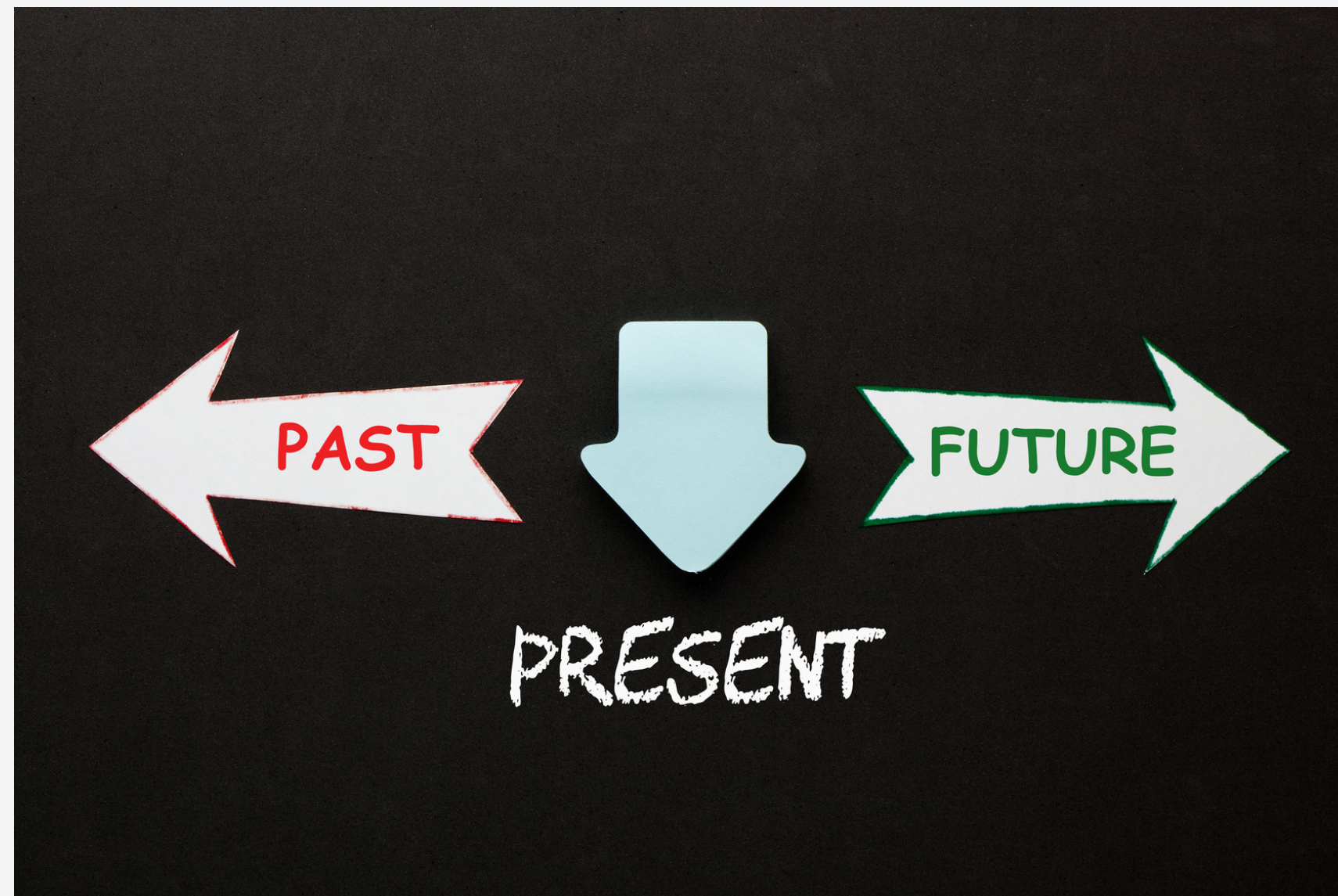
What if the voice in your head was scrolled digitally along the bottom of this screen? Would that be ok?

WE ARE LOVED, WE ARE CLEVER, WE CAN DO IT



Your Inner Coach

What has made you anxious, worried or stressed recently?
Was it about an event in the PAST? PRESENT? FUTURE?



History of Social Housing



1869	First council housing built in Britain
1918-1939	British councils build 1.1m homes, spurred by the Housing and Town Planning Act.
1945-1951	Clement Attlee's post-war Labour government oversees a housing boom.
1970s & 1980s	Council tenants are given the right to buy their houses. Margaret Thatcher's Housing Act sparks a huge rise in council homes sold off under right to buy. More than 150,000 council houses are sold off in 1980-81 alone.
1990's onwards	Lots of councils created Housing Associations as it had significant business value, at the same time, the number of social housing new builds fell.

Social Housing Reform Bill

June 2017

Grenfell Tower Fire exposed large issues with social housing in the UK

August 2018

Government published a social housing green paper – A new deal for social housing

Consultation and call for evidence

March 2020

Covid-19 exposed more inequalities

November 2020

Government published a social housing white paper – The Charter for Social Housing Residents.

June 2022

Social housing Reform Bill starts to make its way through Parliament

February 2023

"Awaab's Law" amendment around repairs, especially damp and mould



Social Housing Reform Bill

- To be safe in your home
- To know how your landlord is performing
- To have your complaints dealt with promptly and fairly
- To be treated with respect, backed by a strong consumer regulator for tenants
- To have your voice heard by your landlord
- To have a good quality home and neighbourhood to live in
- To be supported to take your first steps to ownership



Better Social Housing Review

1. Every housing association, and the sector as a whole, should refocus on their core purpose and deliver against it.
2. Housing associations should work together to conduct and publish a thorough audit of all social housing in England.
3. Housing associations should partner with tenants, contractors and frontline staff to develop and apply new standards defining what an excellent maintenance and repairs process looks like.
4. The Chartered Institute of Housing should promote the traditional housing officer role as a supported and valued employment opportunity with a Chartered Institute of Housing recognised programme of training and continuing development.



Better Social Housing Review

5. Housing associations should work with all tenants to ensure that they have a voice and influence at every level of decision making across the organisation, through both voluntary and paid roles.

6. Housing associations should develop a proactive local community presence through community hubs which foster greater multi-agency working

7. Housing associations should support tenants and frontline staff to undertake an annual review of the progress each organisation is making in implementing this review's recommendations.





Breakout room

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In your breakout rooms discuss how the proposed changes will affect your role, department or organisation

How would you classify that?
Challenge or Opportunity

CIH Professional Standards

Professionalism

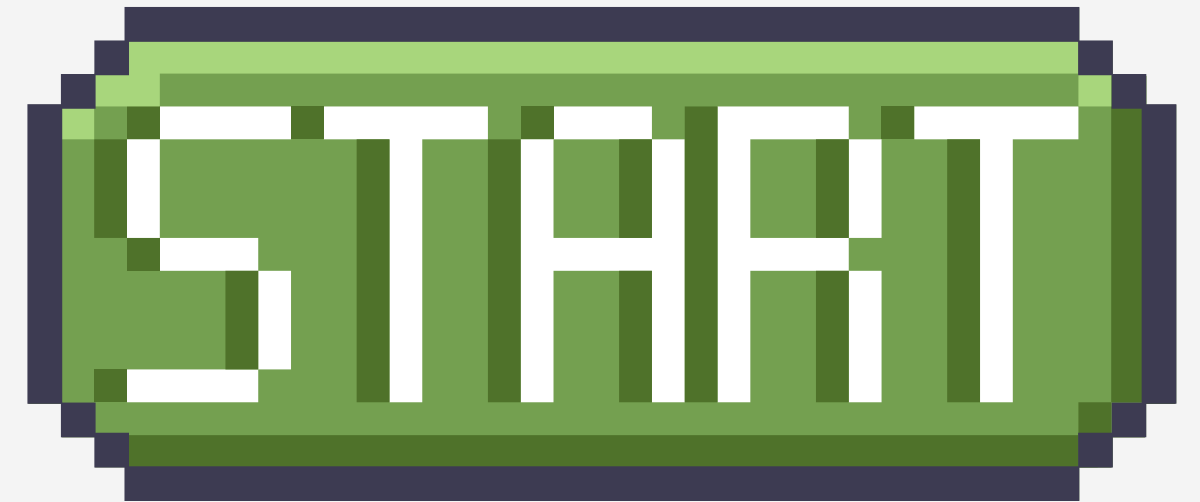
- Integrity
- Inclusive
- Ethical
- Knowledgeable
- Skilled
- Advocate
- Leadership



What you are going

- Stop
 - Start
 - Continue
- after today's session.

What will you take away from today?



Questions?



If you think of something later, please contact us on:

mentoring@housingdiversitynetwork.co.uk

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