



Introduction



Involvement Week 2025

Thursday 13th November 2025

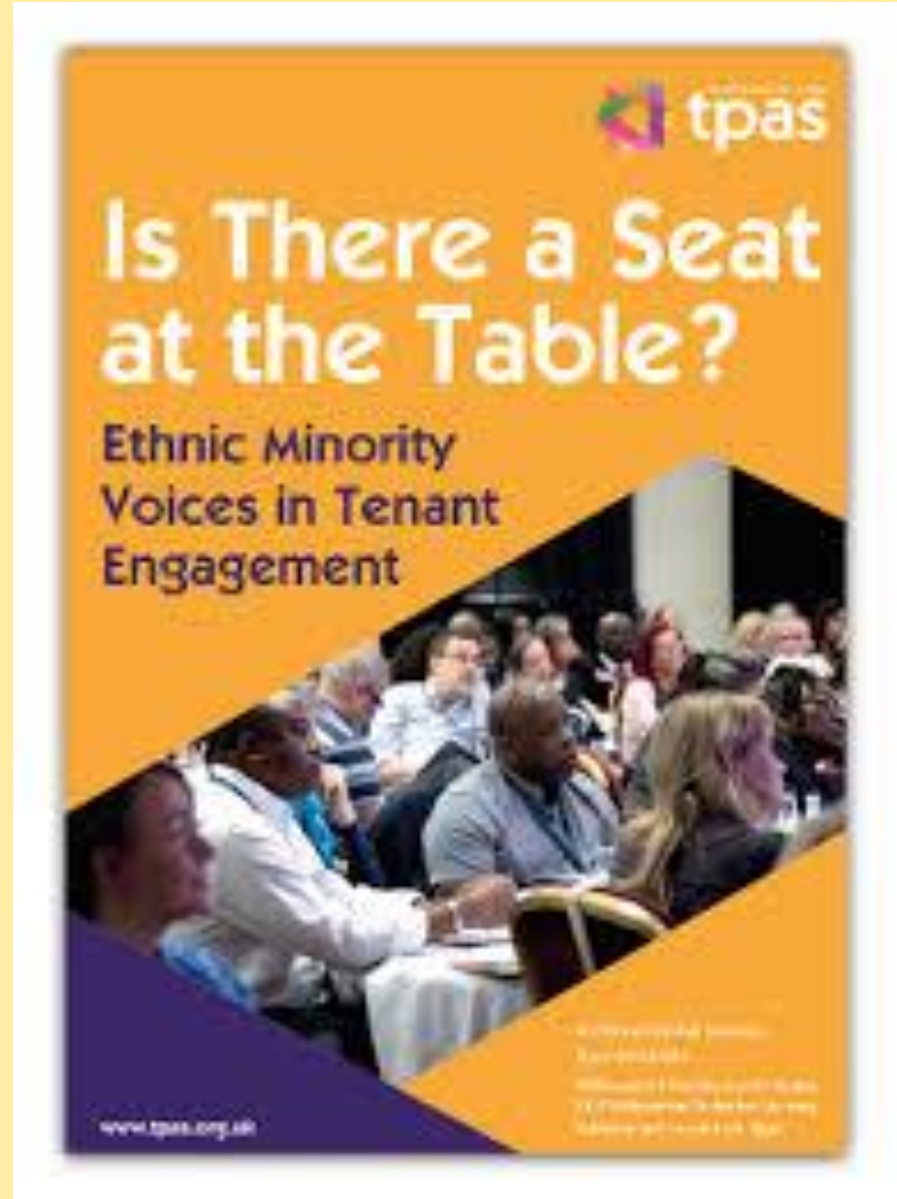
Is There a Seat at the Table: Ethnic Minority Voices in Tenant Engagement

**Speaker: Kai Jackson BSc (Hons) Psych Coun
(Open), GMBPSS**

Introduction



- **Kai Jackson BSc (Hons) Psych Coun (Open), GMBPSS**
- Social housing tenant
- Chair of BCHG resident scrutiny panel
- Tpas Special Membership Project Lead
- Tenant Advisory Panel (TAP) member (NHF)
- Parent governor
- Independent Committee Member
- Centre For the New Midlands Housing and Communities board member
- Trainee Board member
- Project author, **Is There a Seat at the Table: Ethnic Minority Voices in Tenant Engagement**



Report is now available to download
at: www.tpas.co.uk and [Homepage - UK Collaborative
Centre For Housing Evidence](#)

#HaveaSeatAtTheTable



If
you
can
see
it

Representation of Ethnic Minority Tenants on the Engagement Pages of Housing Providers



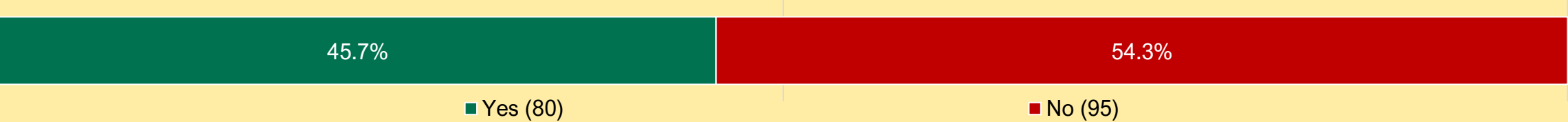
You
can
be
it!



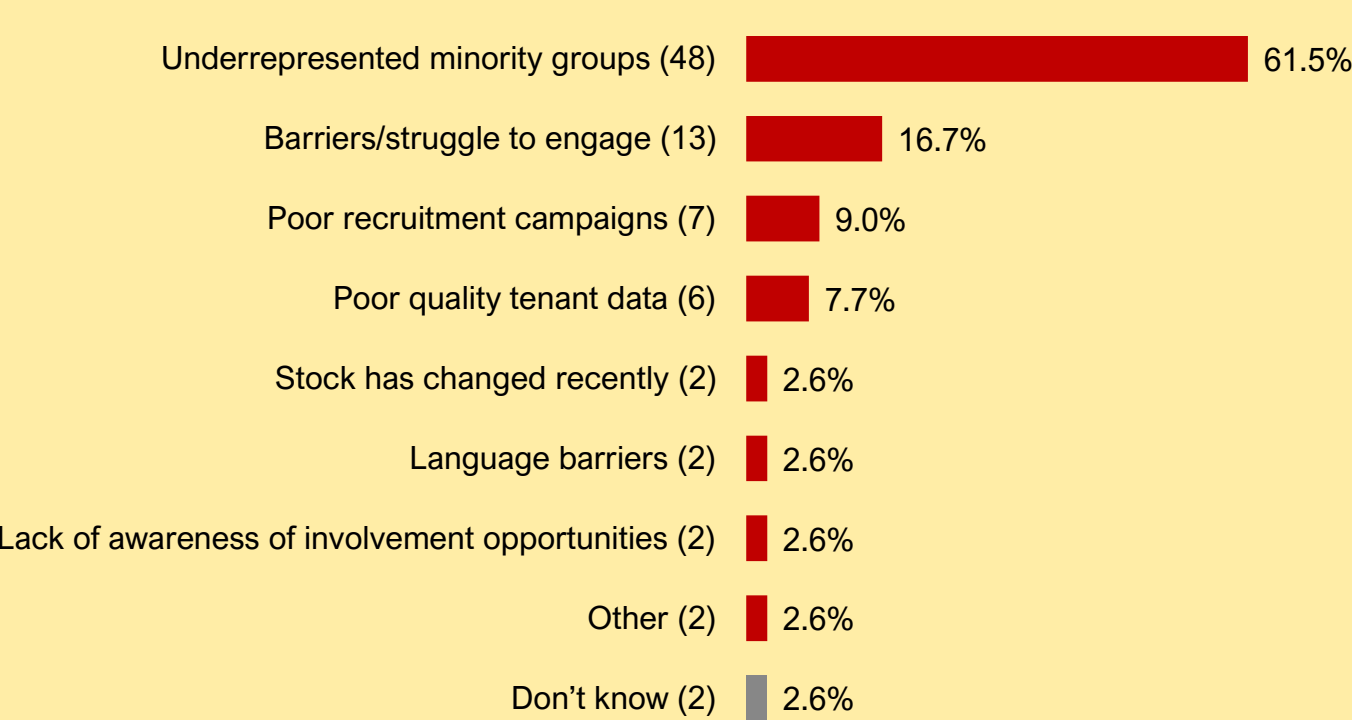
Over half of organisations say their tenant influencing structure isn't reflective of overall population



Do you consider your organisation's tenant influencing structures reflective of the ethnic makeup of the overall tenant base?



If no: Why do you think it isn't reflective?



"The demographics of the scrutiny group do not reflect the demographics of the tenant population."

"We have a very small number of ethnically diverse tenants and whilst our Resident's Voice group reflects a wider level of protected characteristics, it would be good to have more ethnic diversity."

"There are too many barriers present. It takes the organisation too long to develop a strategy and then even longer to carry it out. By that time the make up of tenants change and new barriers develop."

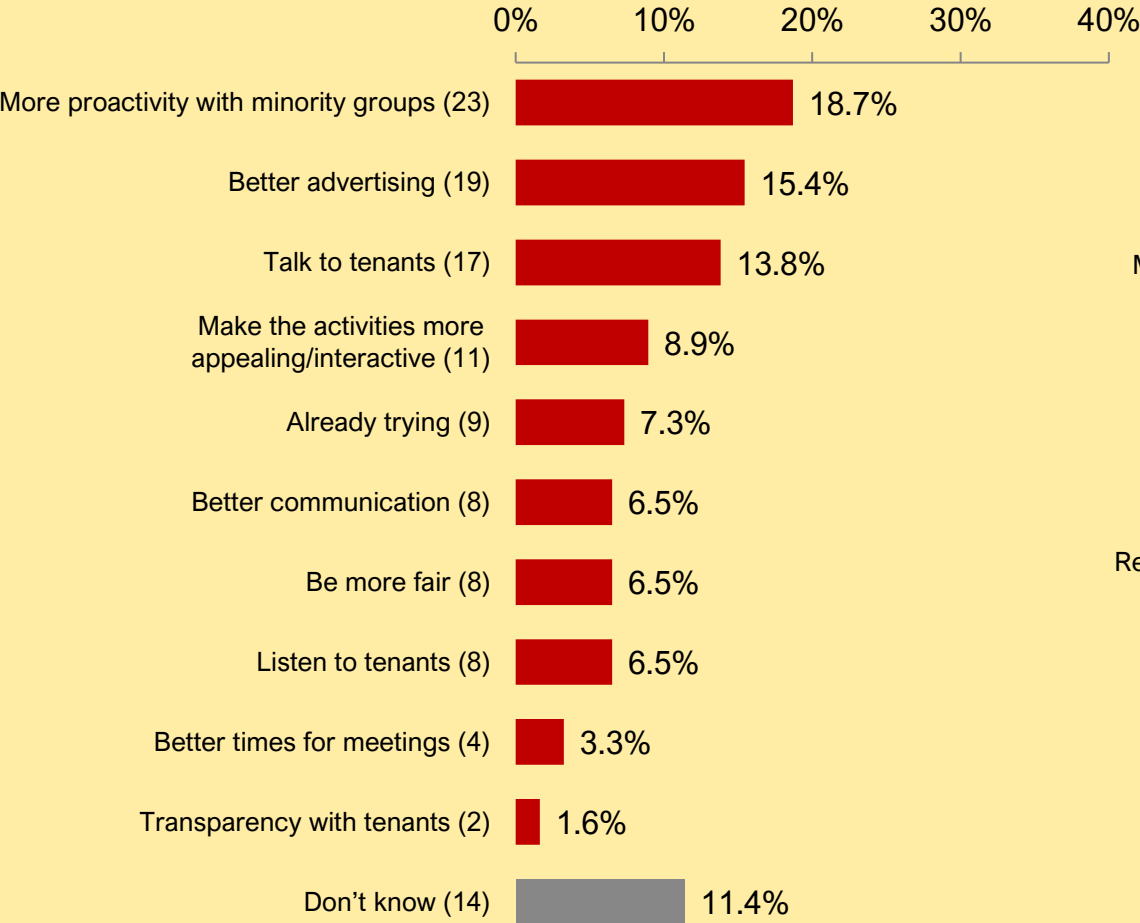
"Lack of representation and lack of recruitment plan to diversify. Lack of senior staff with lack of experience of supporting racially minoritised groups/ speakers of other languages w/o proficiency in English. Old style of engagement."

Both tenants and landlords have similar ideas for driving participation



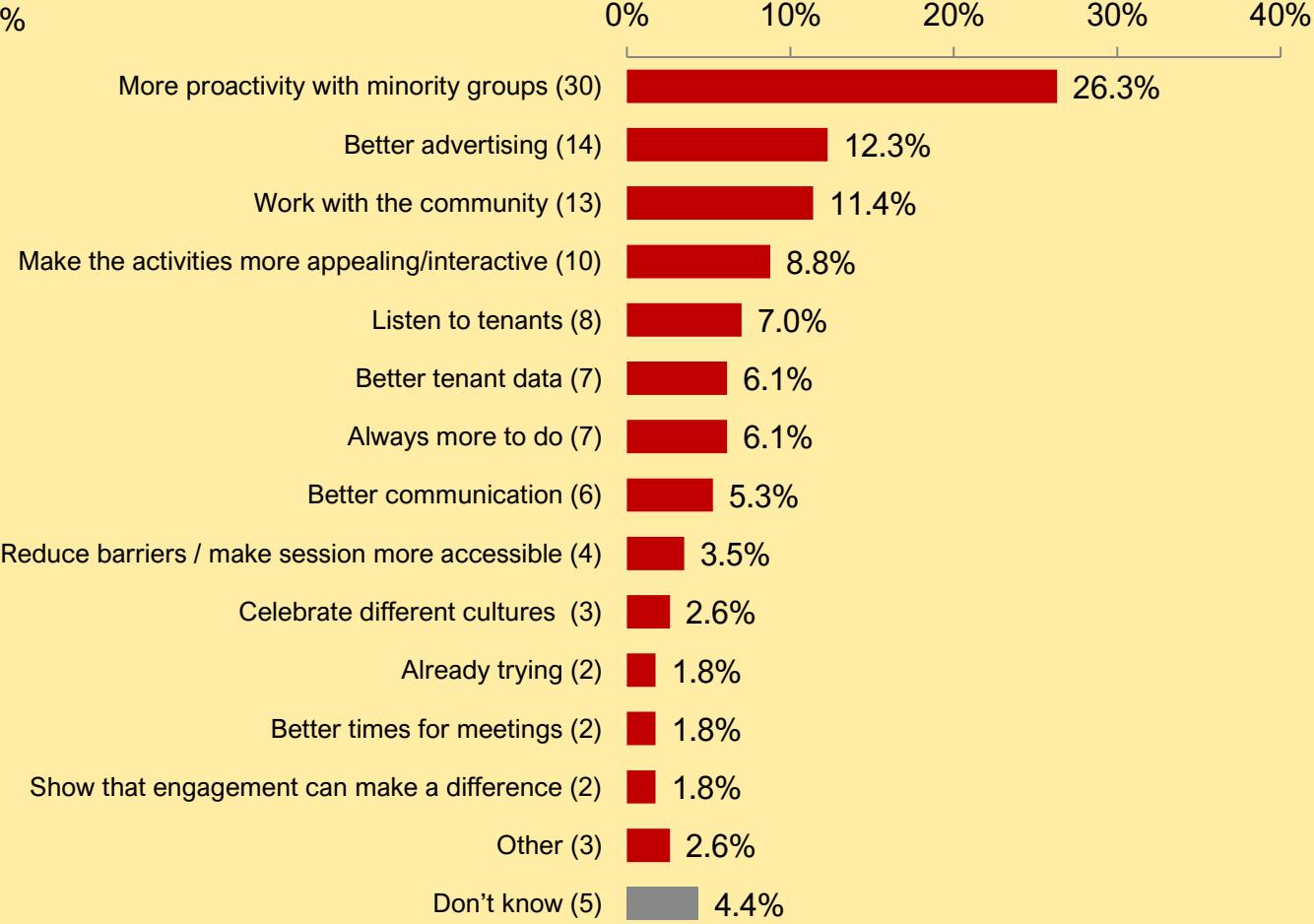
Tenants

What do you think your landlord could do to get a more diverse range of tenants involved in tenant participation activities?



Landlords

Do you think your organisation could do more to attract tenants from ethnic minority groups to participate in your tenant influencing structures? What do you think they could do?



The Trust Deficit: Why Engagement Fails



Engagement as a 'Tick-Box Exercise'

Many tenants perceive engagement mechanisms as superficial gestures rather than genuine attempts to solicit and act on feedback, leading to feelings of powerlessness.



Feeling Ignored and Dismissed

Tenants frequently report feeling unheard when attempting to voice concerns. A previous negative experience strongly deters future participation.

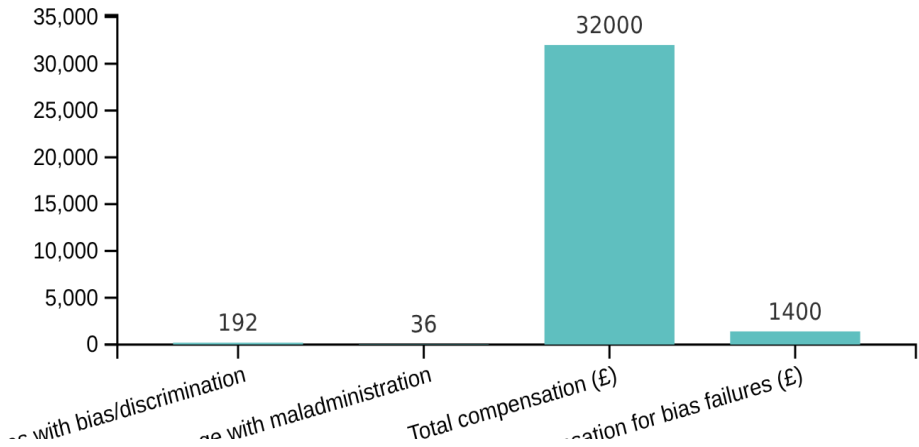


Perception of Selective Recruitment

There's a strong belief that housing providers intentionally recruit "docile" tenants who are tenants who are less likely to challenge existing practices.



Maladministration Findings



Tenant Experience

"I was previously on the Housing panel via my local council. Due to not being listened to as well as being ignored and my voice being dismissed, I later chose to resign from the panel."

We struggle to engage with what is a **totally chaotic group of people** who have probably previously had bad experiences of Housing associations

Every BAME tenant brings a new prospective of issues they face in 'their world'

'Because I don't think my opinions/ contributions would be truly valued. Do they really want tenant involvement or is this a tick box exercise

There is a problem over staff willingness to welcome Res Eng in any form - we have a significant issue with appropriate culture and attitudes towards tenants . Staff prefer to operate at a distance and to see themselves as somehow 'in charge' of tenant

I believe that the organisation does not prevent them from taking part but they have not in the past come to the fore. At a recent gathering of interested tenant for a new senior panel I happily noted that among those present there were several interested

Almost all respondents (95%) expressed that their organisation could do more to attract tenants from ethnic minority groups to participate in their tenant influencing structures

We don't use reflective practice as a larger service for tenants. I have experience where tenants have been discriminated against because of their ethnicity.

Key Findings



Targeted Communication and Outreach- tailoring communication for accessibility based on the audience and proactively engaging communities. **Building Trust and Respect-** which is something all organisations should strive for with tenants and vice versa. **Addressing Systemic Barriers-** being understanding and open to the barriers faced by ethnic minority tenants with an outlook to reducing them. **Enhancing Staff Competency-** supporting staff with the tools and training to fulfil their job role, and engage and support ethnic minority tenants. **Strengthening Data Systems-** poor data systems can contribute to poor communication as information isn't accessible and shared in the correct way to support tenants needs. **Allocating Resources and Funding-** looking into funding and partnerships to support engagement with ethnic minority tenants. **Community-Led Initiatives-** empower tenants to co-create engagement efforts and lead focus groups, cultural activities or events.

The T.A.B.L.E. Principles: A Practical Framework for Change

A comprehensive framework to enhance ethnic minority tenant engagement in UK social housing and build overall inclus



Tailored Training



Specialized training for staff to staff to improve cultural competency



Actively Engaging Communities



Proactive outreach methods that meet tenants where they are



Bringing Everyone Into the Conversation



Diversifying panels and creating accessible platforms



Listening to All Voices



Genuinely listening and acting on tenant feedback



Ethnic Minorities



Focusing on unique needs and barriers faced by ethnic minority tenants



These principles work together to create a comprehensive approach to inclusive tenant engagement.

Can the T.A.B.L.E principals be measured?



Implementing the TABLE principals will support in building **trust** with tenants from ethnic minority backgrounds, increase community cohesion, positively impact a culture of inclusion within your organization, support personal development of staff, better tailor the use of resources and finance, and support with recruitment of ethnic minority tenants for formal/informal engagement.

The principals can be implemented not only in EDI planning but also overall corporate planning, as the TABLE principals will look at financial planning of services provided, training offered, and building local resourcing. It will also look into community collaborations and the governance structure, as it may evidence a gap in tenant inclusion and lived experience assurance to be provided to the board and regulatory compliance.

Strategic Impact



Area	Type of Impact	Strategic Importance
Policy & Governance	Structural change in engagement models	High
Tenant Empowerment	Voice, representation, and inclusion	High
Staff Training	Improved confidence and knowledge	Medium
Data & Analytics	More accurate targeting and support	High
Budgeting & Funding	Resource realignment	Medium
Sector-wide Influence	Knowledge-sharing and best practice	Medium
Regulatory Environment	Potential to influence policy standards	Long-term, high potential

Personal Impact

- Anxious/depressed/stressed/sad/frustrated
- Isolated
- Going crazy
- Stupid
- Fearful
- Lost (who will understand)
- Suicidal

We can't forget the **people** and lives that are affected and traumatised by not having their voice and perspectives heard and valued. Listening without effective action is just lip service!



Adopt the T.A.B.L.E. Principles



Tailored Training

Customized training programs address specific cultural and community needs for effective tenant engagement.

Active Community Engagement

Proactively involving communities ensures that all voices are heard and represented fairly.

Inclusive Dialogue

Bringing everyone into conversations promotes understanding and equitable decision-making.

Prioritizing Ethnic Minorities

Focusing on ethnic minority voices ensures policies reflect diverse tenant needs and perspectives.



Additional Takeaways



- Ethnic minority residents often feel **unheard, misrepresented, or tokenised**.
- **Structural inequality, lack of trust, and cultural disconnects** create barriers.
- Engagement should not be one-size-fits-all – it must be **flexible, ongoing, and culturally aware**.
- Representation must go beyond visibility – it needs to include **power and voice**.

Next Steps



- Continue to share the report and T.A.B.L.E principals
- Develop and deliver a workshop and tenant audits with Tpas against the T.A.B.L.E Principals.
- Receive case studies from the sector based on the recommendations of the report.
- Increase engagement from ethnic minority tenants.

#HaveaSeatAtTheTable



Involvement Week 2025
Thursday 13th November
2025

The LGBTQ+ Housing Pledge
and the importance of
inclusive resident
engagement

Speaker: Jack Mason (he/him)

SPECIALIST, BY-AND-FOR SERVICE

ADVOCACY SERVICES

Tailored support surrounding domestic abuse, substance misuse, and mental health.

LIVE CHAT

Accessible online help through real-time messaging.

HELPLINE

A lifeline for immediate, confidential support.

SUPPORTED ACCOMMODATION

Safe, affirming housing where residents can rebuild independence.

HOUSING ADVICE DROP-INS

In-person support sessions to help with housing challenges



The LGBTQ+ Housing Pledge, by HouseProud and delivered by Stonewall Housing



Informed by research



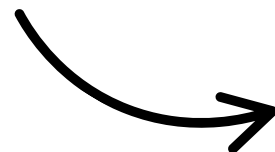
Engineered to be accessible



Centred around LGBTQ+ residents



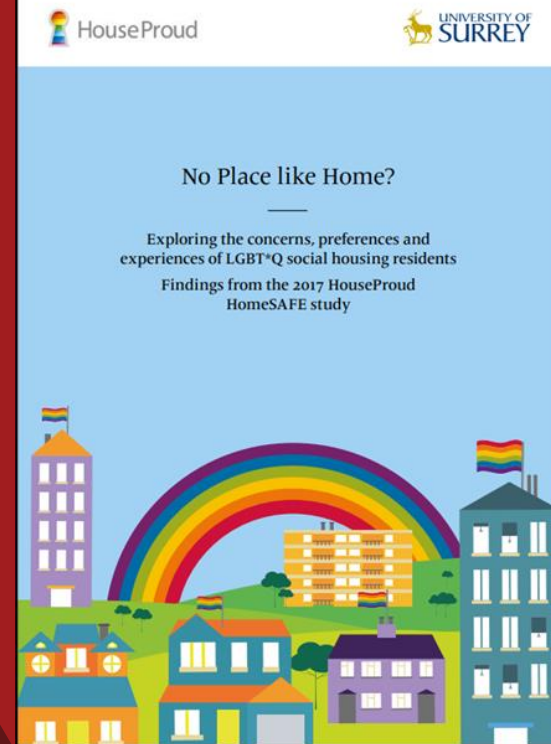
Informed by experts & partnerships



HouseProud
North




Rainbow Roofs



Overview of Pioneer Requirements

Section 1: Resident input

- Can include a resident group demonstrating LGBTQ+ inclusion
- Testimonials from senior staff member and LGBTQ+ involved resident
- Policies, process maps and action plans

Section 2: Visibility

- News articles, presentations, inductions and events
- Partnerships
- Staff initiatives

Section 3: Training

- Variety
- Specific
- Demonstrating uptake

Pledge Plus

- An additional co-produced project with residents around LGBTQ+ inclusion



Resident Engagement



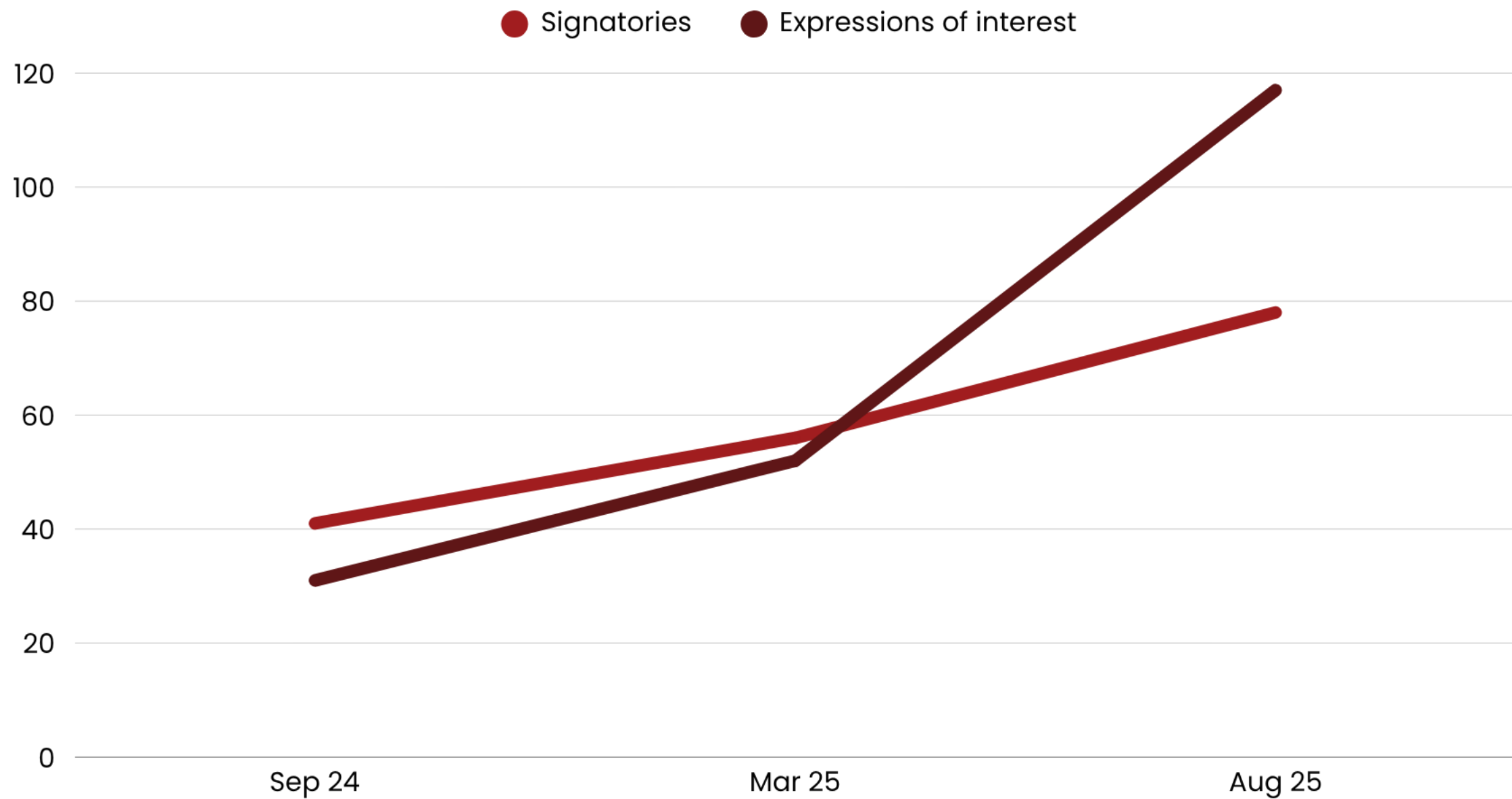
01 When discussing LGBTQ+ inclusion - referring to the Pledge can help

■ 02 Remain sensitive: ensure confidentiality, don't target too much

■ 03 Offer FUN social events e.g. film nights/exhibitions, puppet shows ...!

■ 04 Partnerships with local orgs and LGBTQ+ charities to run groups, workshops etc.

05 Renumeration for scrutiny/input





What support is available to Pledge signatories?

- Regular 1-to-1s with the Pledge Coordinator
- A monthly newsletter of events, wider reading, resources etc. (and my ramblings!)
- Bi-monthly signatory forums to share learnings and hear from speakers
- A new buddying system called 'Pledge Pals' to provide peer support
- Reduced rates for Stonewall Housing's training packages
- Access to a range of materials, resource lists, logo packs, toolkits and more
- Other celebratory events
- Remember, it's free-of-charge!

“Firstly, I'd like to say that as a gay man, it was an honour and privilege to be part of such an important standard that housing providers were applying for. Seeing some of the work that they were doing in their organisations was inspiring, and It was a very proud moment to see that LGBTQ+ was as important as other groups within organisations.

From taking part in the panel, I read that many housing providers had a customer LGBTQ + forum, and that my landlord, as much as they are an ally of the LGBTQ+ community, have a staff LGBTQ+ forum but there was no such forum for customers. The panel empowered me to approach the staff member who was the contact for the pledge and have a discussion regarding setting up a much-needed forum for customers.

An initial meeting has now been set up to plan when our inaugural meeting will be with customers. Being part of the Pledge assessment panel was one of the most important projects I have been involved in this year . I wouldn't have [otherwise] approached my housing provider to set up a LGBTQ+ forum, which will be a safe space where customers can talk freely about things that affect their daily lives.

[I have] develop[ed] my volunteering work in [the] LGBTQ+ field and I have made contacts around the country because of this vital project.”

Jenny Upton
(she/her) CHP



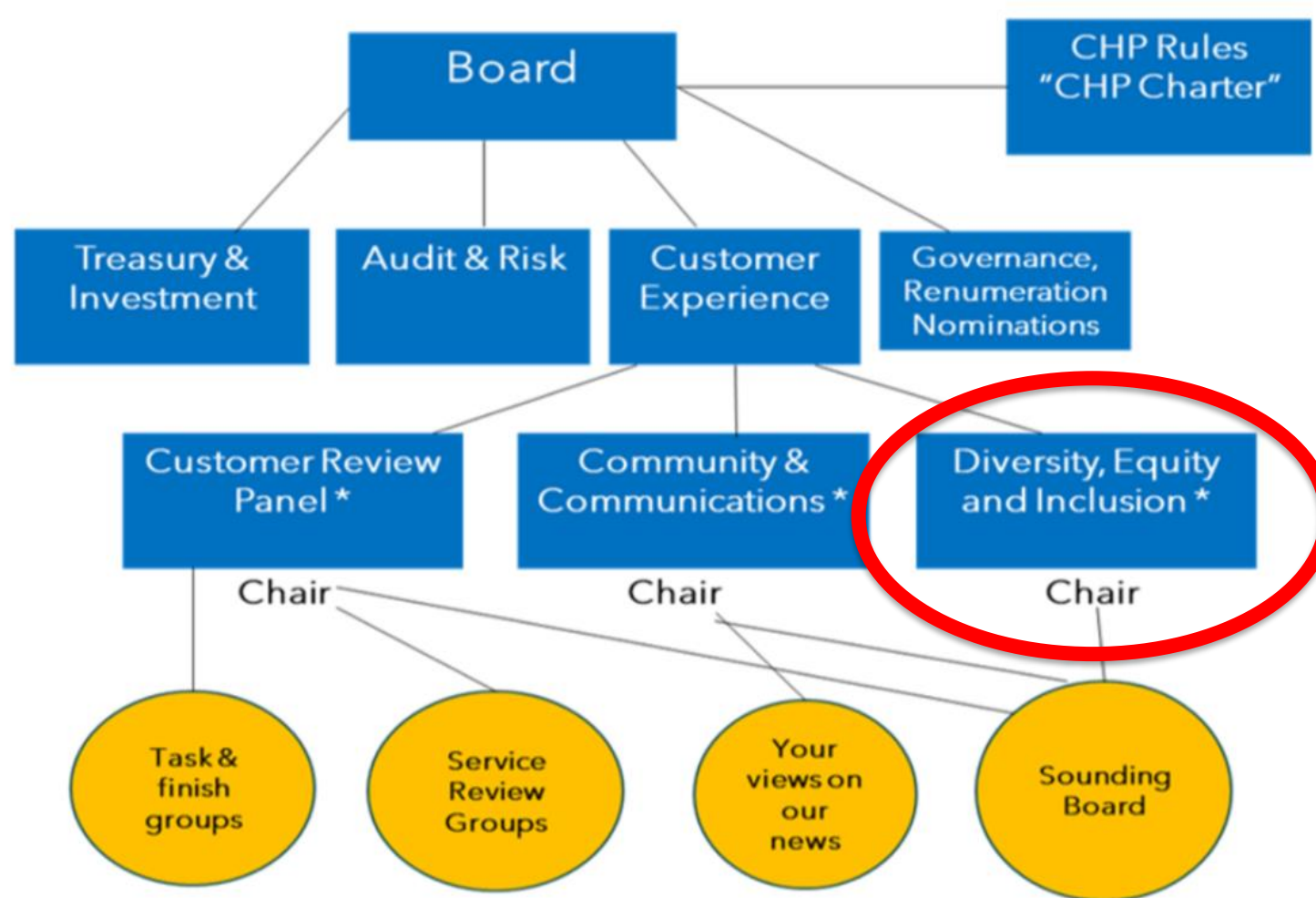
Jude Leighton
(she/her) USTSC



A large, abstract graphic on the left side of the slide. It consists of a thick, dark purple curved line that forms a partial circle, with a lime green leaf-like shape overlapping it from the top and an orange leaf-like shape overlapping it from the bottom.

Jenny Upton (she/her),
Head of Policy, Strategy and Research

Our Community Voices



Our DEI Group

“Assess the effectiveness of diversity, equity and inclusion policies and activity and assure that a broad, diverse range of customer views and opinions are included in CHP policies, procedures and activities.”

EDI Microlearning

LGBTQ+
Inclusion

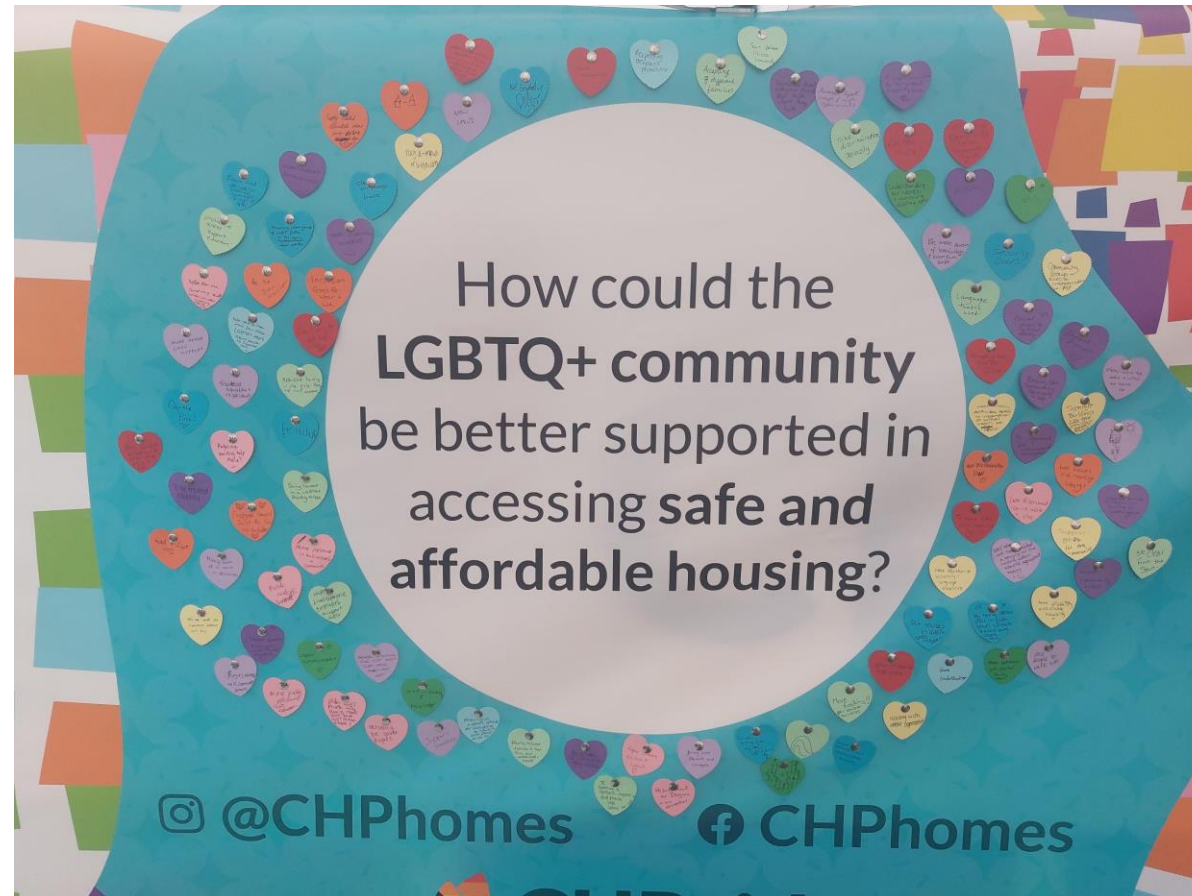


≡ Introduction	✓
≡ Terminology	✓
≡ LGBTQ+ inclusion in the workplace	✓
≡ What does this mean for our customers?	✓
≡ Inclusive language	✓
≡ Partnership working/advice and support	✓

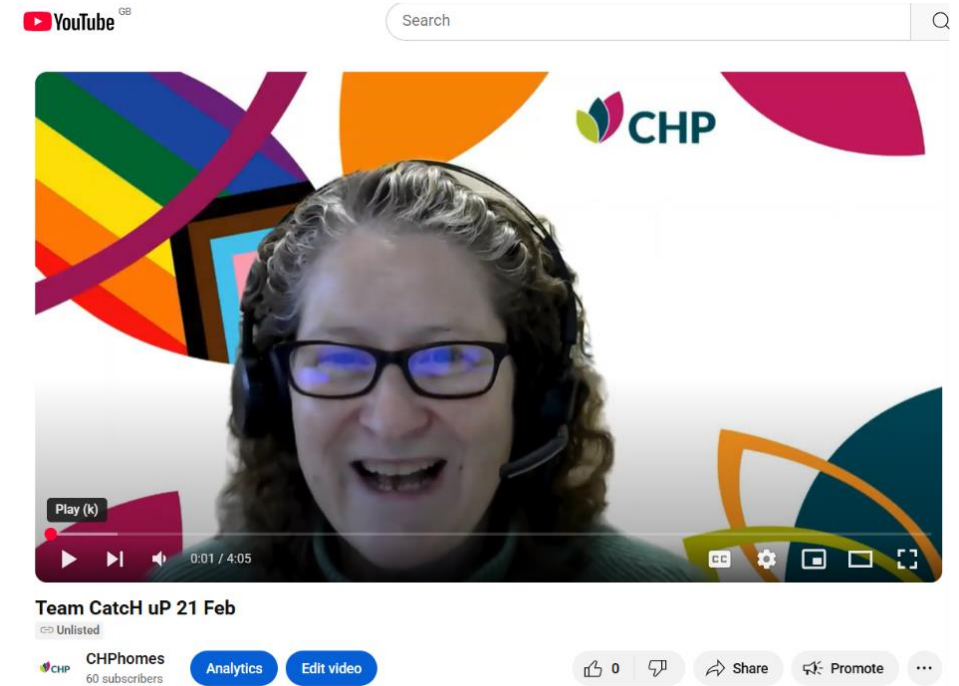
Celebrating together



Learning from feedback



Leadership



Embedding LGBTQ+ inclusion



A decorative graphic on the left side of the slide consists of a thick purple arc and two overlapping leaf-like shapes, one yellow and one orange.

Thank you.

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How the LGBTQ+ Housing Pledge Transformed Resident Activities and Inclusion at United St Saviour's Charity



Presentation by Jude Leighton (She/her)
Head of Housing

How the LGBTQ+ Housing Pledge Transformed Resident Activities and Inclusion at United St Saviour's Charity

Presentation by Jude Leighton (She/her)
Head of Housing



Who are we?



- United St Saviour's is an almshouse charity founded in 1541.
- We provide 138 genuinely affordable homes for older people (usually over 65) from Southwark.
- Our flagship almshouse, Appleby Blue, was built in 2023 and recently won the RIBA Sterling prize for architecture.
- We are an historic organisation but we pride ourselves in managing our homes in a modern and forward thinking way.

Our Almshouses



Appleby Blue Almshouse



RIBA  | STIRLING PRIZE
Architecture.com | 2025
WINNER

RIBA  | CLIENT OF THE YEAR
Architecture.com | 2025
WINNER

RIBA  | NEAVE BROWN AWARD FOR HOUSING
Architecture.com | 2025
WINNER

“This is a building born of deep concern for how to grow older gracefully in a supportive community, where every move in the design has been made to improve the quality of the residents’ lives”

Comment from RIBA judges 2025

Our LGBTQ+ Housing Pledge Journey

A photograph of a rainbow flag hanging from a string against a clear blue sky. The flag is partially visible, showing the red, orange, yellow, green, blue, and purple stripes. The string is thin and dark, and the flag is slightly draped.

The LGBTQ+ Housing Pledge was created by HouseProud & the University of Surrey and is delivered by Stonewall Housing. Any social housing provider can sign up to the Pledge free-of-charge to demonstrate inclusion and support for their LGBTQ+ residents

Pledge Journey

- Inclusion is a key strand in our strategic plan, and we want to create truly inclusive environments in our almshouses.
- Previously working towards the Pride in Care accreditation with Opening Doors London.
- Wanted a framework that was more suited to housing providers.
- Made the Houseproud Pledge in June 2024.
- Achieved Pledge Pioneer status in May 2025.



How we met the standard...

- Launched the Rainbow Club.
- Named our Champions:
 - Resident
 - Trustee
 - Staff
- Trained our staff.
- Increased visibility.
- Reviewed our policies and procedures.
- Planned a series of events.



Rainbow Club



Expert Panel Discussion

Four expert speakers discussed challenges faced by LGBTQ+ residents in social housing, sharing insights and solutions.



Lived Experience Representation

Including a resident panelist brought authentic lived experience to the conversation, enriching the dialogue.



Celebration and Inclusion

A rainbow cake was featured to celebrate the launch, symbolising community, inclusion, and support.

The Rainbow Club events focus on LGBTQ+ residents but welcome everyone to promote inclusion and understanding.



The Posh Club



- The Posh Club is a glamorous social club for older people, featuring cabaret, dancing, and afternoon tea.
- It promotes joy and intergenerational connection.
- As part of our LGBTQ+ journey, it provides a safe and celebratory space for older LGBTQ+ residents and allies.
- helping reduce isolation and build community.

Prince Charming – The Pride Panto



- An inclusive musical comedy engaging LGBTQ+ residents and allies
- Open to the wider community
- Funded by LB Southwark
- Held at Appleby Blue almshouse
- Celebration during Pride month

Pride Panto

- Organised by Residents
- Intergenerational
- Inclusive and open to the whole community



External Collaborations



- Worked with the Life House Project to create an animated training video.
- This empowered our residents to share their lived experiences and will help to shape inclusive practices in housing and care settings.

The

The next 6 Months



Creating Dedicated Spaces

Focusing on LGBTQ+ residents specifically, to foster safe, affirming environments tailored to their needs.



Intergenerational Education Events

Launching activities that involve grandparents—especially those with LGBTQ+ grandchildren—to promote understanding, empathy, and support across generations



Fun & Engaging Activities

Introducing more creative and social events to strengthen community bonds and celebrate diversity



Expanding Partnerships

Collaborating with external organisations, such as our ongoing work with the University of Surrey on the Life Impact project, where LGBTQ+ residents co-created an animation used for training in the housing sector

Impact of the Pledge

"I've been a resident with St Saviour's for over 10 years now and management's commitment to LGBTQ+ rights and issues has been exemplary. This culminated in the successful launch of the Rainbow club which provided a warm welcome to all with an interest, and especially supports the welfare of our LGBTQ+ residents"

**Quote from a resident from Hoptons
Gardens almshouse**



Thank you

Any Questions?

