

Member Spotlight

January 2025



Worthing Homes





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Member Spotlight - Worthing Homes

We asked Clive Cavanagh, Community Development Manager at Worthing Homes to share some of the work they are currently doing.

If you'd like to contact Clive about any of the below, click [here](#)

**Give us a little known fact about your organisation**

Worthing Homes has a house in a terrace row we call Community House which we initially ran through Lottery funding but is now supported by Worthing Homes. Community House offers a range of activities and health related therapies as well as daily free food to the people in the area. It provides significant social value but its importance to the area is as a haven and a place to get support and guidance as well as maybe some free groceries or the chance to sign up on a course or get help to find a job.

Tell us about a time that engagement has made a difference to your services or communities?

Sometimes it's the small things which make such a difference. A few years back the Resident Voice group (the Resident body which feeds its thoughts and Scrutiny into the Board at WH) began to set the agenda for their meetings and since then the meetings have been a lot livelier as we were tackling the things they wanted to discuss. Ensuring they had autonomy, I feel has added to their impact, they were not just a functional element of our Housing Association but they had greater meaning and purpose beyond just Worthing Homes and if they ask the difficult questions and feel empowered to do so, so much the better.

What are you currently working on when it comes to engagement?

I have just put the final touches to the Contractors Charter which we have been working on with the Residents Voice. Contractors play such an important role in our work and are often representatives when they go out to do a job in someone's home so we wanted to ensure that they had a set of standards that the tenants were aware of and which they would be guided by. It sets a level which will hopefully improve contractor standards and drive up TSM indicators.

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Also working on initial groundwork for a ABCD (Asset Based Community Development) project which would focus on a specific locality. The aim of this would be to give residents greater say in what their area looks like and work to build stronger community ties to create a better place to live with greater local ownership.

Why did you decide to join Tpas?

Too many reasons really but to name a few: in broad terms Tpas exemplifies an approach to working with residents which is closely akin to how I feel about the people who rent our properties and make into their homes. I always start from a position of feeling that the resident, through paying their rent is actually my employer and if you start from that position then how you build relationships creates respect on both sides. Tpas works for this so that's why we are members. The community of practice and the shared learning is also a help when you come up against a problem you are finding difficult to solve, or you are looking for a new way to do something.

What is your top engagement tip?

As noted above I always come at this from a position of treating the resident in front of me as an adult and with unconditional positive regard. That if you approach the conversation in the right way there is no end to the potential of each interaction.

What's the one thing you are really proud of when it comes to engagement?

I have been fortunate enough to spend my working life in jobs that seek to make a difference and that mission is as relevant today as it was when I began. In Worthing Homes though I have a team who share that vision and work to make a difference. Sometimes you don't realise just how important your efforts have been until someone stops you to say thank you and it means a lot, but to have a dedicated team who regularly make the difference and change people's lives is probably the thing which makes it for me.