

# Public Document Pack



COMMITTEE: **JOINT HOUSING BOARD**

VENUE: **King Edmund Chamber, Endeavour House, 8 Russell Road, Ipswich**

DATE/TIME: **Thursday, 14 December 2017 at 2.15 pm**

## Members

Ms J Jenkins	Mrs L Mayes	Mr M Berry
Mr T Bavington	Mr N Gowrley	Ms M Hilton
Ms J Osborne (Chair)	Ms S Mansel	Mr S Philips
		Mr J Taylor
		Mr K Wykes

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## AGENDA

### PART 1

ITEM	BUSINESS	<u>Page(s)</u>
1	Election of the Chair of the Housing Board and Vice-Chair – Gavin Fisk, Assistant Director - Housing	
2	Apologies for absence	
3	To receive any declarations of pecuniary or non pecuniary interests	
4	To confirm the minutes of the meeting held on 18 September 2017	1 - 4
5	JHB/17/9 Resident Involvement Review Progress Report	5 - 10
6	Any other business relating to Joint Housing Board	

### DATE AND TIME OF NEXT MEETING

Please note that the next meeting to be confirmed at the meeting.

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### BABERGH DISTRICT COUNCIL

#### MINUTES OF THE MEETING OF THE JOINT HOUSING BOARD HELD IN COUNCIL CHAMBER, COUNCIL OFFICES, CORKS LANE, HADLEIGH ON MONDAY, 18 SEPTEMBER 2017

PRESENT:

**Babergh District Council**

Jan Osborne (Chair)

**Mid Suffolk Council**

Lesley Mayes

Sarah Mansel

**Tenants:**

Mr M Berry

Ms M Hilton

Mr J Taylor

Mr K Wykes

35 **APOLOGIES FOR ABSENCE**

Apologies were received from Councillors Tony Bavington, Nick Gowrley and Jennie Jenkins and from Tenant Representatives Steve Philips.

It was noted that Tenant Representative Roger Chapman had resigned from the Joint Housing Board 10 August 2017.

36 **TO RECEIVE ANY DECLARATIONS OF PECUNIARY OR NON PECUNIARY INTERESTS**

There was no declaration of interests.

37 **TO CONFIRM THE MINUTES OF THE MEETING HELD ON 17 JULY 2017**

The minutes of the meeting 17 July 2017 be confirmed as a correct record.

38 **JHB/17/7 RESIDENT INVOLVEMENT REVIEW**

Gavin Fisk, Assistant Director – Housing, presented the report and said that earlier this year an external consultancy had conducted a review of the service provided to tenants and had highlighted issues in the service to be addressed. The review had also looked at compliance of standards and had suggested new ways of working. The review had generated a set of recommendations set out in the report JHB/17/7 for Joint Housing Board to consider before these recommendations went to both Councils. The recommendations had been discussed at the last Tenant Forum.

A period of consultation was now required to enable the housing team to review and implement any changes as a result of the review and the recommendations. To allow the team to conduct this work, it was necessary to reduce the work load and this could be achieved by reducing the frequency of Tenant Forums and Joint Housing Board meetings.

The Tenant Forum had continually challenged the housing team regarding the way of working and this had been useful for the team and a good way to engage with

tenants.

The Tenant Forum was to have active role in the review period and be involved with roadshows and meeting in the community. The work to improve the service was to commence in October and continue until April 2018. In the meantime, work would be centred round creating a broad structure for the service and more scrutiny of the Councils as landlords. It was important that there existed a relationship of trust between the Council and the tenants and the need for active involvement and engagement were important aspects of this relationship.

A review of the progress would be presented to the Joint Housing Board and the Tenant Forum in December and again in January or February to further discuss progress and to decide the recommendations before they were presented to full Councils in March 2018.

Members then discussed the best way to communicate information to tenants, as emails was not an option for all tenants. It was generally felt that it could be difficult to find the right person within the councils to get information and to find help. The officer replied that communication was one of the areas that the review would address, but that tenant involvement was still an important part of getting information to the tenant community. There had been no News Letters to residents recently but there would be News Letters to all tenants with information about the Councils move to Endeavour House.

Some Members asked if lease holders were invited to be involved in the review to ensure true representation of the Councils' responsibilities, and officers responded that they were being invited.

Members discussed the recommendations and it was agreed that a disbandment of the Joint Housing Board was not necessary and recommendation 2.1 and 2.2 were removed and the following new recommendations were added:

- 1.1 That a review of all existing engagement opportunities be agreed.
- 1.2 That a consultation exercise on developing an alternative model of engagement, which will commence immediately, be agreed.

By a unanimous vote

## **RESOLVED**

- 1.1 That a review of all existing engagement opportunities be agreed.
- 1.2 That a consultation exercise on developing an alternative model of engagement, which will commence immediately, be agreed.
- 1.3 That a phased consultation with tenants and leaseholders using a variety of methods to gain understanding of what information they want, which engagement methods they would prefer, and what would motivate them to or deter them from getting involved be agreed.

- 1.4 That a period of consultation (no more than two months) with councillors and officers to define the Council's objectives and preferred outcomes for resident involvement be undertaken.

39 **ANY OTHER BUSINESS RELATING TO JOINT HOUSING BOARD**

There was no other business.

The business of the meeting was concluded at 3.05 pm.

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The Chair

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# Agenda Item 5

## BABERGH DISTRICT COUNCIL and MIDSUFFOLK DISTRICT COUNCIL

<b>From: Ann Hunter - Tenant Involvement Officer</b>	<b>Report Number: JHB/17/9</b>
<b>To: Joint Housing Board</b>	<b>Date of meeting: 14 December 2017</b>

### RESIDENT INVOLVEMENT REVIEW PROGRESS REPORT

#### 1 Purpose of Report

- 1.1 To inform the Joint Housing Board of progress made in relation to the planned resident involvement review including an on-line survey and engagement / resident involvement events.
- 1.2 To inform the Joint Housing Board of further engagement sessions and planned activity.
- 1.3 To set out the next steps toward identifying new involvement structures that will meet the aspirations of residents, members and officers, and which provide an explicit link to the Council's strategic objectives.

#### 2 Recommendations

- 2.1 To agree that consultation and engagement opportunities will continue throughout January and February to include Councillors and Officers
- 2.2 To consider, recommend and agree how and what further work would support the development of an alternative model of resident involvement; one that is premised on our residents preferred needs and choices, and will help define the Councils' resident involvement objectives and improved ways of working.

The Board is able to resolve this matter

#### 3 Financial Implications

- 3.1 The cost of developing a new engagement model including any associated costs e.g. print, post, consultation events, officer time and professional services will be funded from the savings as a direct result of disbanding the existing engagement opportunities.

#### 4 Legal Implications

- 4.1 Babergh & Mid Suffolk Councils are not fully compliant with the current Tenant Involvement and Empowerment standard as set out in the HQN report. The proposed development of a revised engagement structure will ensure compliance is met.

## 5. Risk Management

### 5.1 Moving forward with the Resident Involvement Review

<b>Risk</b>	<b>Description</b>	<b>Mitigation</b>
Reputational risks	Tenants know that the existing structures aren't working and have seen the review process as an opportunity to help improve and shape the future of Involvement. Not moving forward with the recommendations would make residents feel that the Councils have no confidence in taking forward the recommendations.	Holding a workshop with tenants to fully explain the report, recommendations and for them to be involved in the consultation going forward will help to maintain relationships.
Resources within Resident Involvement	With the existing Involvement Officer being on maternity leave, additional resource will need to be sourced for this work to move forward.	Additional resource will be sourced to work solely on this project. This can be funded through existing monies.

### 5.2 Not moving forward with the Resident Involvement Review

<b>Risk</b>	<b>Description</b>	<b>Mitigation</b>
Reputational risks	<p>Tenants know that the existing structures aren't working and have seen the review process as an opportunity to help improve and shape the future of Involvement.</p> <p>By not moving forward with the recommendations, it could make residents feel that the Councils have no commitment to improving the resident involvement opportunities to enable tenants and leaseholders to successfully participate in meaningful involvement work.</p>	The Councils have committed to moving forward with the review and recommendations. It is vital that the existing tenants are involved in moving the recommendations forward.
Not compliant with regulation	We are not compliant with HCA (Homes and Communities Agency) framework and open to challenge	Although the councils could put in the necessary mechanisms to become compliant, it



		would simply be a 'sticking plaster'. Moving forward with the recommendations in the report would mean we are compliant in the future and will have a structure that works for the two councils and its residents.
Servicing a structure that isn't fit for purpose	All those involved in the review have recognised that what we have at this current time, isn't working.	By progressing forward with the recommendations, the Councils have shown their commitment to improving the opportunities for residents to be involved in our Housing Service.

## 6 Background

- 6.1 In the early Spring of 2017 a review was undertaken by Sue Farrant, HQN. That review looked at existing Resident involvement structures and practices and considered the views and opinions of all those involved in that framework.
- 6.2 The findings from that report recommended that the existing structure required significant modification; to identify new and improved ways of working, and reach full compliance with Standards.
- 6.3 In response to the first review's recommendations, the Joint Housing Board agreed at its meeting in September 2017 that a second Resident Involvement Review be commissioned to investigate opportunities for new and improved ways of working – practices that will be premised on the views and needs of our Residents.
- 6.4 This report is to advise the Board of progress in relation to the current Resident Involvement review. See Appendix 1.

## 7 Key Information

- 7.1 The engagement and involvement principles going forward are:
- Use a variety of methods to engage our tenants and leaseholders such as social media, telephone, letter, face-to-face, online surveys, and possible roadshows out in the community/on large estates

- Our consultation will be informative – we will test our questions to ensure that the results will tell us what we need to move forward
- Our consultation will last for a proportionate amount of time – taking into account the numbers we need to engage
- We will use our existing involved tenants to help engage other tenants in the consultation process

## 8 Equality Analysis

8.1 The planned consultation will ensure the development of any engagement opportunities, are accessible and available to anyone with a protected characteristic.

## 9 Shared Service / Partnership Implications

None

## 10 Links to Joint Strategic Plan

10.1 This report is most closely linked to:

- Community led solutions to deliver services and manage assets
- Community volunteers are skilled and able
- Manage our housing assets effectively
- Alternative service delivery models
- Strengthened and clear governance to enable delivery
- Digital by design

## 11 Appendices

Title	Location
(a) Appendix 1 Progress Update.	Attached

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# RESIDENT INVOLVEMENT REVIEW

## Progress Report

### 1 RESIDENT INVOLVEMENT REVIEW PURPOSE

Following a review of the existing Resident Involvement framework, report findings recommended that BMSDC should explore new and improved working practices eg compliance standards, and develop new and improved ways of working.

The Joint Housing Board agreed to investigate opportunities to develop an improved model of engagement.

### 2 TIMETABLE

DATE	NOTES
24 October	<p>Initial <b>Project Group</b>* meeting to agree the engagement approach outlined in proposal. There is to be an initial series of workshop sessions inviting those tenants already involved in the paused model.</p> <p>Aim: to share the potential scope of the engagement approach</p> <ul style="list-style-type: none"> <li>• Project Team Gavin Fisk, Lee Crowdell, Aimi Myhill, Eli Sanyari, Alexandra Hampson, Ann Hunter and Barry Marlow (external consultant)</li> </ul>
24 October	<p><b>Resident Event Planning</b> Workshops will aim to: clarify the reasons for the review outline the consultation / engagement approach identify constraints and barriers that currently prevent involvement identify how residents would wish to be involved in the future</p> <p>The resident events are based on the <b>SMART</b> concept, an approach developed to create a common focus of customer engagement / involvement.</p> <p>S – Scrutiny M – Motivation A – Activity R – Relationship T – Trust</p> <p><b><u>Nb</u> Resident Events will be led by Barry Marlow and will NOT include Officer representation</b></p>

Contact Ann Hunter Tenant Involvement Officer.. 01449 724770

9 November	<b>Resident Event 1</b> (Bildeston)
15 November	<b>Barry Marlow research.</b> Telephone conversation with Simon Gabriel MD Tenants Net. Introducing the remit of the project and how there might be potential to scope the Tenants Net digital platform
24 November	<b>Resident Event 2</b> (Bildeston)
29 November	<b>Barry Marlow research.</b> Telephone conversation with Helen Reynolds, leading social media consultant and coach. Exploring potential of developing social media coaching and strategic engagement opportunities
1 December	<b>Barry Marlow research.</b> Telephone conversation with John Doyle, MD Housing
1 December	<b>BMSDC public website.</b> Resident on-line survey went live
5 December	<b>Resident Event 3</b> (Stowmarket)
6 December	<b>Project Group</b> meeting
6 December	<b>Tenants Forum</b> meeting
7 December	<b>Barry Marlow research.</b> Meeting with Simon Gabriel MD Tenants Net.
14 December	<b>Joint Housing Board</b>
18 December	<b>Project Team meeting.</b> Aim: To summarise the <b>SMART</b> engagement approach, clarify potential content and plan Senior Staff workshop sessions from Jan. 2018
TBA	<b>Resident Event 4.</b> Stowmarket. To be arranged prior to the Christmas break
January 2018	<b>Staff Workshops.</b>
TBA	<b>Project Team meeting</b>

**NEXT STEPS**
