

Tenant Representation - HEHC Overview and Scrutiny Committee.

Purpose of the Report

1. To make members of Housing, Environment and Healthier Communities OSC (HEHC OSC) aware of the provision for up to six tenant representatives to attend HEHC OSC meetings and the proposals for how they will be selected.

Background

2. During the Housing Review that led to the decision to bring Housing Services together within the Council there was a strong message from Council tenants that whilst they supported this change there was also a desire for tenants to have a direct voice within the Council and the opportunity to influence how services are delivered.
3. To deliver on this and to ensure that we are compliant with Housing Regulatory requirements a new Resident Influence Strategy was developed with tenant involvement. This has led to the establishment of a Resident Influence Panel to oversee and inform our approach. At the same time three tenant places were established on the Strategic Housing Board.
4. In addition, provision has been made within the Council constitution for up to six tenant representatives to be co-opted onto the HEHC Overview and Scrutiny Committee, providing those representatives with the opportunity to contribute to discussions, ask questions and to vote.
5. These six places to be made available from:
 - Four Housing Scrutiny Panel representatives
 - Two Housing Assurance Board representatives

Proposal

6. It is proposed that the four Housing Scrutiny Panel representatives are selected from the Resident Influence Panel (RIP).
7. The RIP plays an important role working with other tenants, leaseholders and employees to make sure we fulfil our commitment to design our services based on real customer experiences. The Panel has two main aims:
 - To make sure that residents' experiences are influencing service design and delivery.

- To make sure we act on what customers tell us through formal engagement, but to also make sure that we proactively listen and gather feedback from the wider resident base.
8. It is proposed that we offer the opportunity to attend OSC to any member of the RIP restricted to a maximum of four places per meeting. This will provide the opportunity for all RIP members to experience attending OSC at some point. Attendance will depend on agenda items and RIP members availability so the number will vary from meeting to meeting.
 9. It is also proposed that when the RIP complete specific housing scrutiny reviews, they attend OSC with support from the Involvement team and present their findings and recommendations.
 10. Details for the Housing Assurance Board are still to be confirmed but a new Multi - Storey Building Safety Group has been established. This provides tenants (and leaseholders) with the opportunity to scrutinise and seek assurance that we are delivering Multi Storey living that is safe to live in and that we provide relevant and up-to-date information to residents, meeting the requirements of the Building Safety Act.
 11. It is therefore proposed that the two Housing Assurance Board places are offered to tenant members of the Multi -Storey Building Safety Group. They will attend meetings when issues relating to Building Safety are being discussed.
 12. To support attendance at HEHC OSC it has been proposed that the Chair meets with RIP members who wish to attend to provide an overview of HEHC OSC. RIP members also receive support and training from the Involvement team to help them play a constructive and meaningful role.
 13. By strengthening the opportunities for tenants to have a direct voice and influence within the Council we will continue to build on and strengthen our compliance with Housing Regulatory Standards.

Recommendations

14. The Housing, Environment and Healthier Communities OSC is asked to provide views on the proposals set out within the report.

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