



Supported Housing Forum

Terms of Reference

2019 - 2022

Working in partnership, to create a Borough which enables the communities of Dacorum to thrive and prosper

• A clean, safe and enjoyable environment • Building strong and vibrant communities • Ensuring economic growth and prosperity • Providing good quality affordable homes in particular for those in need • Delivering an efficient and modern council

1 Introduction

- 1.1 Dacorum Borough Council's housing service is committed to listening to our tenants, empowering them to influence decisions and creating opportunities for them to challenge us.
- 1.2 The Supported Housing Forum (SHF) is part of the formal makeup of tenant involvement delivered by the Councils' housing service. This Terms of Reference (TOR) will provide a clear overview of the SHF's role, responsibilities and purpose.
- 1.3 This TOR should be read together with our 'Get involved' strategy 2016 – 2020.

2 Background

- 2.1 The Council recognised that there was a need for a group to represent the views of older people, particularly those living in supported housing, which makes up around one fifth of the Council's housing stock.
- 2.2 The Supported Housing Forum (SHF) was first formed in 2012

3 The purpose of the Supported Housing Forum

- 3.1 The purpose of the SHF is to offer a structured and co-ordinated way to involve Supported Housing Tenants in developing the Housing Service.
- 3.2 To represent the views of older people (including those from other tenures).
- 3.3 The SHF will be a key consultative opportunity for the Supported Housing (SH) service.

4 Scope

- 4.1 The scope of the SHF includes all groups within the housing service, which could include;
 - Tenants and Leaseholders
 - Property and Place
 - Strategic Housing
 - Housing Development
- 4.2 The Supported Housing Team Leader may also ask the SHF for their views on other issues affecting older people.

5 Roles and responsibilities of the SHF

- 5.1 To provide tenant-led feedback on the Supported Housing Service and the Housing Service in general.
- 5.2 To identify areas of improvement.
- 5.3 To discuss examples of good practice from inside and outside of DBC
- 5.4 To discuss or review any issues and / or decisions affecting the Supported Housing Service or the Housing Service generally.
- 5.5 To agree future meeting agendas
- 5.6 SHF does not make decisions, but may comment on any proposals that may change service delivery.
- 5.7 Members of the forum should, and are encouraged to, feedback to other tenants, particularly those at the scheme/s they represent.

6 Roles and responsibilities of the Housing Service

- 6.1 The Strategy, Improvement and Engagement Team (SIE) is responsible for managing the relationship between the Supported Housing Service and the SHF (excluding any associated budgets).
- 6.2 Agendas and reports required for meetings will be provided to all SHF members seven days before the meeting.
- 6.3 The Supported Housing Service will consider any recommendations made by the SHF, and will update the SHF on the progress or refusal of these recommendations with reasons via the Action Register.
- 6.4 DBC staff will take meeting notes. These will be circulated to all SHF members as soon as reasonably possible after the meeting.

7 Membership

- 7.1 The SHF will consist of no more than sixteen members. This is to be achieved by natural change within the group.
- 7.2 A minimum of six SHF members must be present for a meeting to proceed. If fewer than six members attend, the SHF chair will decide whether to continue the meeting with fewer members present or postpone to a later date.
- 7.3 Members of DBC staff may attend the SHF meetings either by invitation of the group or at the request of the Supported Housing Service Team Leader.
- 7.4 Guest speakers may be invited along at the request of the SHS or SHF

8 Chair

8.1 The role of the Chair is to;

- Liaise with the SIE team to ensure all relevant documents including the agenda are circulated to committee members
- Make sure meetings run effectively and on time.
- Report any issues raised by committee members outside of meetings to the SIE or SH Team.
- Ask for any information from the housing service relevant to the SHF.
- Ensure that SHF members abide by the group's Terms of Reference and Code of Conduct and report any issues to the SH team or SIE Team.

8.2 If there is a need to share information urgently with the SHF, the SIE team will coordinate this with the Chair.

8.3 The forum members will elect the Chair at least every three years unless circumstances require a new Chair to be elected sooner than this.

8.4 If there are no other volunteers, the Chair may continue.

9 Meetings

9.1 The SHF will meet approximately every three months.

9.2 SHF members will be given a programme of dates for the year. These may change in response to the needs of the housing service or the SHF.

10 Communication

10.1 The council is in the process of moving towards a paper-light environment. To support this, SHF members will receive all documents electronically to a nominated email address.

10.2 Members without access to email may ask for a hard copy to be posted to them, but should make reasonable efforts to move towards digital communication.

11 Training and Development

- 11.1 The SH team leader is responsible for sourcing any budgets associated with the training and development of SHF members.
- 11.2 Appropriate courses may be identified in partnership with SHF members.

12 Recruitment and succession

- 12.1 Recruitment and succession planning to the SHF will be undertaken by the SH Management team in conjunction with the SIE team.
- 12.2 To allow continuity, no time restriction has been imposed on SHF membership.
- 12.3 If the SHF has fewer than 16 members then a scheme may have two representatives until such time as an unrepresented scheme has a member they wish to put forward.

13 Structure and governance

- 13.1 The DBC housing service has three levels of tenant involvement, this includes;
- Level One 'Our Tenants': 'Our Tenants' is about creating conversations and building relationships between the Council's housing service and the whole tenant population.
 - Level Two 'Service Shapers': 'Service Shapers' then uses a variety of engagement activities to build up a picture of our tenants needs. The information and insight captured at level two then informs the development of key documents or decisions.
 - Level Three 'Official Involvement': 'Official involvement' is the top level of involvement and requires the most commitment from our tenants and leaseholders. This level of involvement includes a Tenant and Leaseholder Committee.
- 13.2 The SHF is Level Two tenant involvement.

14 Miscellaneous

- 14.1 The DBC housing service reserves the right to review the remit, roles and responsibility of the SHF and make adjustments in line with the service needs.
- 14.2 The SH and SIE teams will record any breaches of the code of conduct. Should a SHF member break the code of conduct, their membership of the forum may be ended. Decisions will be the responsibility of the SH team leader and SIE team leader.