



One Housing Group New Regulatory Context

Engaging residents in
governance

September 2010

Introduction

- Welcome
- Housekeeping
- Aims and objectives

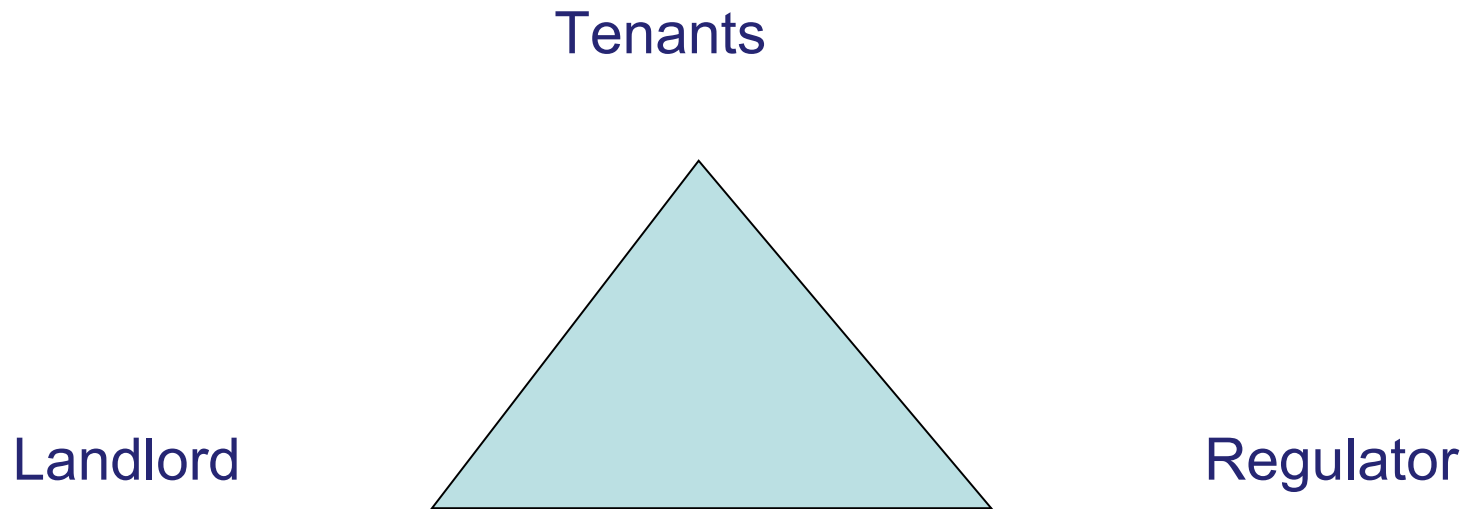
What this session will cover

- What is co-regulation?
- What are the TSA's standards?
- What must be done?
- Service standards and cost

First a few words...

- New government, new priorities
- Comprehensive Spending Review
- Goodbye TSA and Audit Commission
– support for framework
- Improvement matters more than ever
- Focus on tenants, services, locality

Co-regulation – the new regulatory regime



Regulation framework

- Honest and robust self-assessment by providers with TSA intervention where necessary
- Enhanced focus on the role of boards
- TSA focus on outcomes and not process
- Tenant monitoring and scrutiny of landlords
- Transparency – the Annual Report – RIF's role

The TSA's standards

- Tenant involvement and empowerment
- Home
- Tenancy
- Neighbourhood and community
- Value for money
- Governance and financial viability
- & local offers

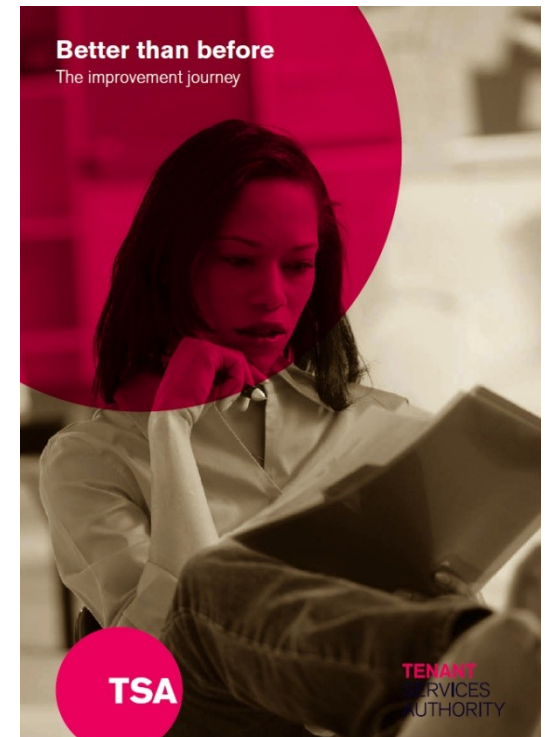


What is the local offer?

- Required to offer tenants opportunities to agree how some services might be tailored to meet local priorities
- Aiming to reach agreement
- Focus of TI&E, Home, Neighbourhood and Community
- Not defining 'local'
- Review periodically

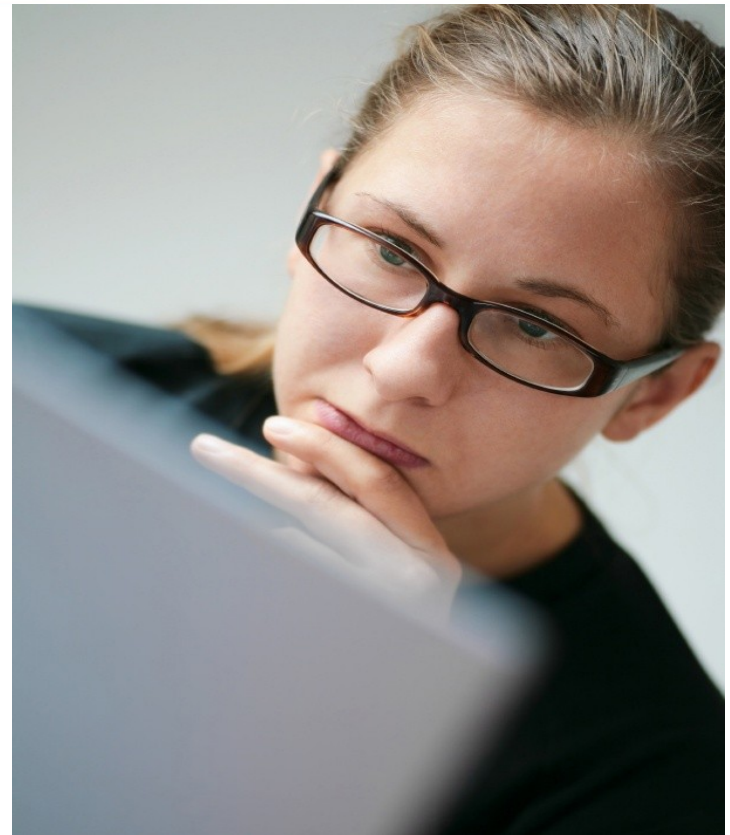
The Annual Report

- A report to tenants by 1st October each year
- Shared with the TSA and others
- How the standards are being met, including local offers
- Note any gaps and improvement plans
- Next year's offer on the standards including local service



The Annual Report must also say how the landlord has...

- Gained assurance on the outcomes reported
- Involved tenants in scrutinising performance
- Used external validation, peer review and benchmarking
- Involved tenants in producing and scrutinising the report



What must be done

- Agree how all the standards apply
- Agree the local offers (after October)
- Agree how tenants will scrutinise performance
- Agree what will happen when performance fails
- Agree arrangements for regular review
- Scrutinise Annual Report to tenants



Service standards and costs

What does value
for money mean
to you?



Service standards and costs

- Efficient and effective service at the best possible price
- Knowing what matters to tenants
- 500 tenants voted



All services need standards

- Quality of home
- Repairs
- ASB
- Decent Homes standards
- Answering phones/letters
- Dealing with complaints
- Rent arrears
- Lettings
- Opening hours
- Estate cleaning



Perform well – getting value

- Set the standards
- Monitor performance against the targets
- Focus resources to meet targets
- Make sure that value for money is delivered

How do we know if we are performing well?

- Have a plan for ensuring it happens
- Monitor performance against the target
- Have information reaching right people at the right time so decisions are made and actions taken

Managing performance - in general

- Service reviews – continuous improvement
- Benchmarking – cost and quality
- One-off events
- Focus groups
- Tenant inspection
- Performance indicators
- Complaints analysis
- ASB analysis
- Surveys



The Area Boards

About the Area Boards

4 new Area Boards will monitor local services, policies and performance

- West Area meeting in Maidenhead
- East Area meeting in Mile End
- North and Central Area meeting in Chalk Farm
- Supported Housing



The Area Boards' work

- For their region...
 - *Overview of service priorities from a resident perspective*
 - *Consider and scrutinise performance in key areas and comment on progress – work with officers to improve where necessary*
 - *Meet with residents and understand service performance from their perspective*
 - *Overview of resident involvement*
 - *Comment on community investment for policies*
 - *Report back on regional service provision issues to feed into the Group Service Improvement Plan*
- Meet with Boards annually to discuss OHG's plans

Membership of the Area Boards

Each Area Board will meet at least 3 times a year and members will attend an annual strategy day. Each Area Board will have:

- 5 Residents
- 2 Independents
- 1 Group Board member
- BM lead at the start, till Board ready to elect tenant chair



What is resident-led scrutiny?

- Involvement of service users in delivery and appraisal
- Focusing on outcomes
- Housing and Regeneration Act 2008 – empowers tenants
- Tenants having more influence over the priorities and performance of their landlords
- Ability to effect change

The Area Boards will help deliver the TSA's aims of

- Improving standards of service delivery for tenants
- Supporting Decent Homes and neighbourhoods
- Promoting effective tenant involvement/empowerment
- Ensuring providers are well run
- Delivering value for money

What is service improvement about?

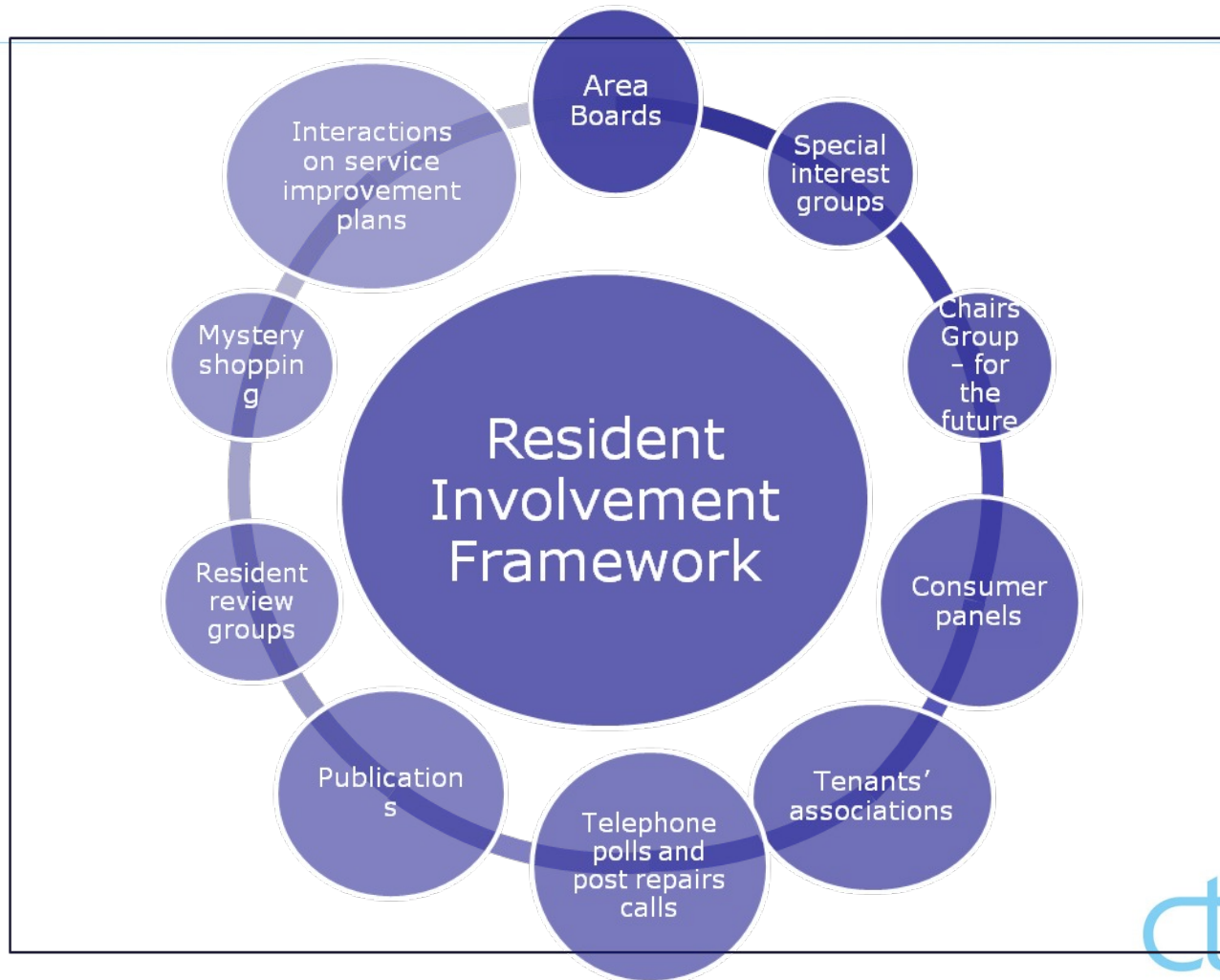
- Understanding what matters to residents
- Understanding what 'good' looks like
- Identifying priorities and resourcing them
- Monitoring what changes
- Achieving measurable value for money
- Delivering improvements to resident satisfaction
- *Making a difference!*



The Area Boards and the RIF

John Gregory

The wheel of involvement



The Area Boards and the RIF

- Different types of involvement
- Diverse voices
- Consumer experience
- Reality check!

Reflecting on the Area Boards

- What are the challenges?
- What are the opportunities?



The selection process for the Area Boards

What this session will cover

- The principles of the selection process
- The selection criteria
- The interview



Principles of approaches

- Fairness
- Transparency
- Inclusion
- Encourage the old and the new
- Localness
- Trust the processes

The selection process

- The following to be achieved by 13th November 2010
 - *Advertising tenant and independent vacancies*
 - *Offering interested candidates a briefing session*
 - *Short-listing of candidates for interview*
 - *Interviews*
 - *Appointments*

The selection criteria

- General
- Skills
- Experience
- Commitment
- Knowledge



The interview panel - East

Membership of the interview panel will be:

Catherine Kyne

Managing Director, Island Homes

Barbara Lloyd Lecky

Regional Housing Manager



The interview panel - North

Membership of the interview panel will be:

Kate Franklin

*Interim Assistant Director
of Housing Services*

Jackie Nurse

Regional Housing Manager



The interview panel - West

Membership of the interview panel will be:

John Gregory

Group Director Housing Services

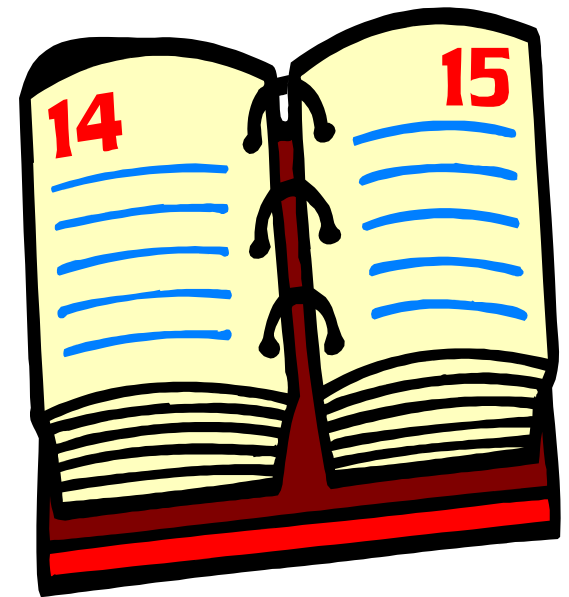
Sue Needham

Regional Housing Manager



Key dates

- 11th October: *closing date for applications – NB spare packs available here*
- 25th October: *interviews commence*
- 13th November: *all Area Board members' briefing*
- 24th November: *first Area Board meetings*





Area Board members' skills

Working in small groups, please note down.....

- The benefits of being involved
- What you think might be typical Board member duties
- What kinds of skills you think might be needed to be an Area Board member

What are the benefits of being involved?

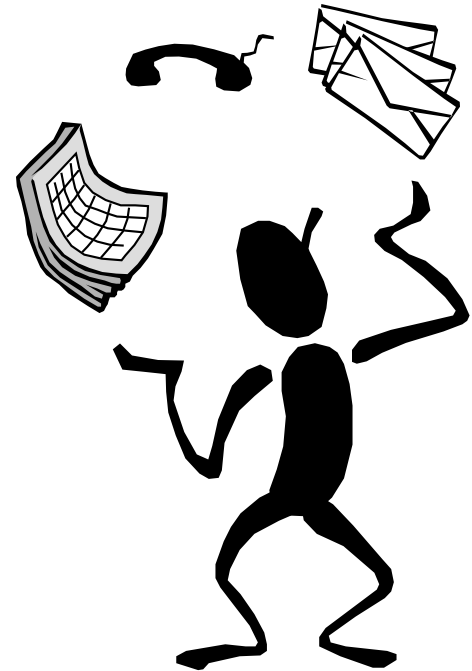
- Being listened to
- Having your views taken into account and acted on
- Improving services for residents
- Being valued
- Making a difference locally
- Meeting new people, making new friends
- Opportunities for learning and development

What will the duties be?

- Attend 3 Area Board meetings a year – and one meeting with the Group Board
- Read the paperwork and come prepared
- Take a positive and constructive approach at meetings
- Commit the time needed to fulfil the role e.g. for training and meeting tenants
- Work in the best interests of your region and do not undermine the good name of OHG
- Be willing to serve for at least 3 years

The essential skills

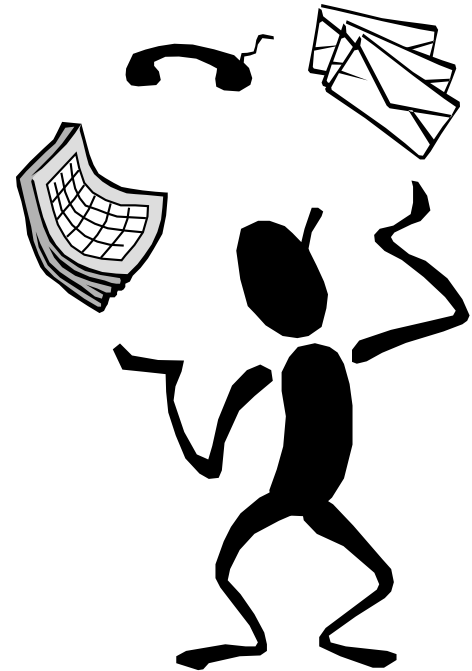
- You'll need to...
 - *Work constructively*
 - *Be able to communicate well*
 - *Give your views in a considerate manner*
 - *Ask constructive questions*
 - *Be able to think logically*
 - *Listen to the views of others*
 - *Honour confidentiality*



The essential skills (*contd*)

Commitment to:

- The purpose of OHG
- The Area Board decisions, both internally and externally
- The Code of Conduct
- Equal opportunities and diversity



Learning and development

There will be a package of learning and development programmes offered to all Area Board members



Examples of training

- Introduction to the world of housing
 - *What providers of social housing do*
 - *The regulation and funding of housing*
 - *All about One Housing Group*
- Personal skills aspects
 - *Communication*
 - *Challenge not conflict*
- Meeting skills aspects e.g.
 - *What makes for good meetings*
 - *Role of the Chair*

Examples of training

- Performance management
 - *Setting standards*
 - *Assessing performance*
- Regulatory framework
 - *Tenant scrutiny – how it's working elsewhere*
 - *Good practice in scrutiny*
 - *Local pilots*

Wrap up

- What we learned
- Any other items to follow up
- Evaluation forms
- What happens next
 - *Formal application*
 - *Interviews and appointment*
 - *Members briefing*
 - *Meetings*