

Taunton Deane Borough Council

Tenant Services Management Board – 23 August 2011

Formalisation of Tenant Involvement to develop Supported Housing Services

Report of the Supported Housing Manager

(This matter is the responsibility of Executive Councillor Jean Adkins)

1. Executive Summary

This report has been produced to update members on progress of formalising the role of the Service Development Group, in relation to the Sheltered Housing Forum and Tenant Services Management Board.

1.0 Background to this report.

- 2.1 A report was submitted to the Tenant Services Management Board on the 15th March 2011 tasked Officers to consult the Sheltered Housing Forum members to agree Terms of Reference for the Service Development group.
- 2.2 The report was presented to the Sheltered Forum at the AGM in April 2011 and those present agreed that Terms of Reference should be developed.
- 2.3 Terms of Reference for the Service Development group, Appendix A, were presented to the Sheltered Housing Forum on the 28th July 2011. These were keenly debated and following a vote it was agreed that they should be adopted. Members of the forum also agreed that the first Service Development Event where we will discuss future projects, will be held 27th October 2011. This event will include a review of the projects completed this year and will discuss the most urgent projects for the following year.

3. Diversity

Any information provided for the Sheltered Housing Forum, Service Development Group will be available in different formats:

- Large font
- Audio version
- Different languages
- Website page

All meetings held have level access or lift provision

4.0 Timetable

21st February 2011 consultation with current Chair of the Sheltered Housing Forum

15th March 2011 report discussed with Tenant Services Management Board

28th April, 2011 – report to Sheltered Housing Forum

28th July 2011 – Draft Terms of reference agreed by the Sheltered Housing Forum

9th August 2011- Tenants Forum meeting

27th October 2011 – Supported Housing Service Development Event

5.0 Outcomes

- Clearer guidelines to how tenants can contribute to development of services.
- Opportunities for tenants to contribute to service development, without the need to attend formal meetings. With the Service Development Group they can attend as needed.
- Promotion of the work undertaken by the Service Development Group and how it links with the Tenant Services Management Board.
- Promotion of the work undertaken by the Service Development Group and how it links with the Tenant Forum.
- There will be improved communication of aims of the Forum
- Improved links and sharing of information with the Tenants Forum

6.0 Recommendations

6.01 Note the content of the report

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Appendix A

SUPPORTED HOUSING SERVICE DEVELOPMENT GROUP

TERMS OF REFERENCE

1. Aims and Objectives of the Service Development Group
 - 1.1 The Service Development Group's primary purpose is to undertake projects, in relation to Supported Housing services, provided by Taunton Deane Borough Council.
 - 1.2 To undertake projects as directed by the Sheltered Housing Forum in conjunction with Supported Housing staff
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2. Equal Opportunities
 - 2.1 No participant will discriminate on any grounds against any other member of the group or public. Discriminatory language will not be used in discussions.
 - 2.2 All those who attend group meetings have the right to be treated with dignity and respect, regardless of their colour, race, ethnic or national origins, nationality, gender, marital status, age, sexuality, religion or any other matter.
3. Membership
 - 3.1 The Service Development Group can be attended by any:
 - Supported Housing tenant
 - Advocate of a Supported Housing tenant
 - Stakeholders – such as Councillors, health professionals
 - Supported Housing Staff
 - 3.2 There is an open invitation to all tenants to participate in projects which may involve attending meetings, reading documents or investigating specific topics.
 - 3.3 This structure shall be reviewed annually by the Sheltered Housing Forum and will also take into account the need for membership of the group to be representative of Supported Housing tenants as a whole.
4. Project Leads
 - 4.1 Each project will have a Project Lead (facilitator) who will agree with members of the Sheltered Housing Forum how projects will be developed.
 - 4.2 The Project Lead would ideally be a tenant but may be a staff representative from the Supported Housing team.

5. Duties of Project Lead (facilitator)

- 5.1 The Project Lead should guide the Service Development Group to achieve its aims as set out in agreement with the Sheltered Housing Forum.
- 5.2 The Project Lead shall approve (in conjunction with the Supported Housing Team) instructions for individual members of any project team.
- 5.3 The Project Lead shall facilitate events, providing Agenda in consultation with the Supported Housing Team and ensure that all members have the opportunity and are encouraged to contribute to discussions and that decisions are made and recorded.

6. Project Work

- 6.1 Project work may include attendance at planned meetings, visiting other service providers, investigating certain identified subjects. Most importantly it is about sharing views and experiences.

7. Development of Projects

- 7.1 The most appropriate method for developing projects will be decided in agreement with the Project Lead and instruction from the Sheltered Housing Forum.
- 7.2 Where appropriate for the project groups may meet in which event the venue for the meetings to be agreed with attendees.
- 7.3 A record of events will be maintained and shall be available on request to all tenants, residents, Councillors and staff.
- 7.4 Officers of the Council may attend any of the meetings in an advisory or service capacity.

8. Interpretation and Review of the Terms of Reference

- 8.1 The Service Development Group will not discuss individual specific complaints or issues unless they illustrate a matter of principle or concern which applies across the service.
- 8.2 Any matter requiring resolution, which is not covered within the Terms of Reference, will be referred to a Supported Housing Manager, who will liaise with the Project Lead to resolve the matter and their decision will be final. If necessary the Terms of Reference will be amended accordingly with immediate effect.
- 8.3 The Terms of Reference will be reviewed annually.