

Public Document Pack



HOUSING MANAGEMENT ADVISORY BOARD

Date: Thursday, 25 January 2018

Time: 6.00pm,

Location: Shimkent Room - Shimkent Room - Daneshill House, Danestrete

Contact: Lisa Jerome

Members:

Councillors: P Bibby (Vice Chair), C Latif, L Martin-Haugh, J Mead and S Mead

Resident Members: J Thurlow (Leaseholder) (Chair), C Anderson (Tenant), K Gibson (Tenant), F Plumridge (Tenant), L Saunders (Tenant) and L Storey (Tenant)

Staff Members: J Cresser (Assistant Director Housing & Investment) and C Miller (Assistant - Director Direct Services)

AGENDA

PART 1

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

2. MINUTES - 3 JANUARY 2018

To approve as a correct record the Minutes of the Housing Management Advisory Board meeting held on 3 January 2018

Pages 3 – 6

3. SCRUTINY BRIEFING

To receive a briefing from the Scrutiny Officer on Scrutiny at Stevenage Borough Council

4. RENT LETTERS

To discuss and agree text of Rent Letters

Pages 7 – 18

5. ENGAGEMENT STRATEGY PROJECT PLAN

To discuss and comment on the Engagement Strategy Project Plan

Pages 19 – 26

6. CHAIR'S HMAB PRESENTATION

To receive an oral update from the Chair prior to the presentation for the HMAB 2017 Review on 14 February 2018

7. REPAIRS AND VOIDS UPDATE

To receive an update on Repairs and Voids

8. FEEDBACK FROM EXECUTIVE MEETINGS

To receive feedback from Executive meetings held on 12 December 2017 and 23 January 2018

9. TERMS OF REFERENCE

Members are invited to consider, approve or amend Resident Led Safety Compliance Panel Terms of Reference

Pages 27 – 30

10. ANY OTHER BUSINESS

To consider any other issues

11. DATE OF NEXT MEETING

Date of next meeting: Thursday 22 February 2018, 1800hrs, Shimkent Room

12. AGENDA ITEMS TO DATE

Quarterly Performance report – Q3 (Elaine Wright and Anja Brueckner)

HRA Business Plan update (Katrina Shirley)

Aids and Adaptations (Paul O'Donnell)

Housing All Under One Roof Presentation (Jaine Cresser)

Feedback from Executive (Jaine Cresser, Craig Miller, Jeannette Thomas)

Major Refurbishment Contract Update (Paul O'Donnell/Andrew Garside)



HOUSING MANAGEMENT ADVISORY BOARD

Date: Wednesday 3 January 2018

Time: 6.00 pm

Location: Shimkent Room - Daneshill House, Danestrete

Contact: Lisa Jerome

Tel: 01438 242203

Present:

Resident Members: Jon Thurlow (Leaseholder) (Chair), Christine Anderson (Tenant), Kerry Gibson (Tenant), Fiona Plumridge (Tenant), Len Saunders (Tenant), Lesley Storey (Tenant)

Councillors: P Bibby (Vice Chair), L Martin-Haugh

Staff Members: Jaine Cresser (Assistant Director Housing & Investment), Craig Miller (Assistant Director Direct Services)

Start Time: 6:00pm

End Time: 8:00pm

1. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

Apologies for absence were received from Councillor C Latif. The Chair expressed his concern regarding the lack of attendance at meetings by some councillors who were not submitting apologies for the meetings.

The Resident Involvement Manager informed the meeting that Resident Member Lesley Storey would shortly be undergoing surgery and would not be attending Board Meetings during her recovery period. The Chair wished her well.

There were no declarations of interest.

2. MINUTES - 23 NOVEMBER 2017

It was **RESOLVED** that the Minutes of the Council meeting of 11 July be approved as a correct record and signed by the Chair.

3. MATTERS ARISING

Lesley Storey provided a written update on the meeting to review the services of the gas service contractor (Liberty). She also confirmed that the website had been updated to include information on gas safety.

The report was noted.

4. DRAFT HRA BUDGET AND RENT SETTING PROPOSALS

The Assistant Director Finance, Clare Fletcher, gave a presentation to the Board on the draft HRA Budget and Rent Setting Proposals.

The Chair requested that more narrative be provided to leaseholders to clarify the calculation of service charges to leaseholders and council tenants. Board Members also sought clarification on:

- Funding of the capital projects
- Changes in the calculation of the rent formula
- Borrowing options for new houses

The Board was informed that rental income was the main source of funding for capital projects. The Assistant Director Finance clarified that not all service charges had increased and acknowledged the need to provide clear communication on any changes in service charges. Members were informed that borrowing options were reviewed periodically to take into consideration economic and risk factors. The Board was informed that risk factors such as potential effects of the Homelessness Reduction Act 2017 on the budget had been taken into consideration.

It was noted that the Final Budget report would be submitted to Executive and Overview and Scrutiny Committee prior to the Special Council meeting on 30 January 2018.

It was **RESOLVED** that:

- the presentation be noted
- the Assistant Director Finance include details of the cost of borrowing in the Medium Term Financial Strategy Report

At this point, the Assistant Director (Housing and Investment) informed the Board that recruitment of the Housing Operations Managers had been completed.

5. ASSET MANAGEMENT STRATEGY

The Housing Operations Manager (Investing in Homes & Properties), Andrew Garside, gave a presentation to the Board.

The Board was informed that there were plans to re-introduce the Asset Management Group in February or March 2018. Membership of the Group would be drawn from tenants and leaseholders.

In a response to a question, officers advised that Members should let them know of any empty properties they came across during the course of their ward duties and they would be followed up.

It was **RESOLVED** that:

- the presentation be noted
- the Asset Management & Major Works Manager circulate a draft Asset Management Strategy document for comments by the Board Members
- the Resident Involvement Manager was to provide regular updates of the Asset Management Group once it was in operation

6. MAJOR REFURBISHMENT CONTRACT

The Project Leader (Investment), Paul O'Donnell presented Part II papers in respect of the major refurbishment contract and other documents for review by the Board.

The Board sought clarification on quality checks on work completed by the contractors, arrangements for inspections, additional staff costs and section 20 challenges. In response to the questions, the Project Leader (Investment) informed the Board that:

- there was no guarantee of income for the winning contractors – orders would be placed on a block-by-block basis
- the Inspection Team would monitor quality for the duration of the contract
- there would be transparency in the costing of jobs. Each leaseholder would receive a pack with details of work schedules and work done on the properties
- the team had planned for potential section 20 challenges
- the Council had an obligation to recover costs from leaseholders

It was **RESOLVED** that:

- the presentation be noted
- Board members were to submit additional feedback to Maureen Herdman or Paul O'Donnell by Wednesday 10 January 2018
- Paul to include HMAB comments and queries in his report to Executive on 23 January
- Project Leader (Investment) to provide regular updates on the major refurbishment contract to the HMAB
- Resident Involvement Manager to circulate an up-to-date payment options paper to Members

7. REPAIRS AND VOIDS UPDATE

Craig Miller, the Assistant Director (Direct Services) informed the Board that following the appointment of the new management team, the first phase of a review of services had been completed. The team was working on the first draft of the second phase which involved a comparison of findings and expectations contained in the previous programme. It was confirmed that the Direct Services team was working in collaboration with teams from Housing and Investment services and others in drafting a programme of action and setting

key performance indicators (KPIs). It was reported that KPIs were being reviewed to align them to service delivery standards expectations.

The Board was informed that Direct Services had received good feedback on the reactive service review. The team was focussing on timely and quality delivery of services. The Assistant Director indicated that there had been positive results for some of the team's recent initiatives such as the introduction of Personal Digital Assistant (PDAs). PDAs had been well received by the Repairs team and officers were now spending less time doing paperwork. This initiative was going to be expanded to the Voids team and other sections.

In response to a question about skills and attitudes of operatives, the Assistant Director informed the Board that the department had introduced measures such as improving communication within the team, maintaining communication with customers and giving operatives ownership of the projects they were involved in and increasing the number and frequency of internal quality checks.

The Assistant Director informed the Board that a change of suppliers would be considered if there was a genuine need. The department was ensuring that there would be robust management of the contract with Travis Perkins – the current supplier. The team had improved stock replenishment by adopting an application that links requests by operatives directly to the supplier's stock control system.

It was **RESOLVED** that the Assistant Director report to a future HMAB meeting following his review of KPIs for the service.

Chair

Explanation of rent and service charges from April 2018 for flats

Changes to your rent charges from April 2018

This year, your basic rent will be reduced by 1% and will be lower than last year.

This reduction will not apply to any service charges and water charges. The council calculates service charges on the actual costs of providing and delivering essential and obligatory services in flat blocks. The water charge increase is calculated by the water company and sent to us each year in February.

Despite the basic rent being decreased by 1%, some tenants will find their weekly charges have increased, because their service charges have increased. Each year the council sends you a letter about planned changes to your rent, service charges and fees for the coming year. This year the letter notifies you of the changes to your rent amount, giving a detailed breakdown of any service or water charges and shows you the total amount due for your home.

Your total rent payments

The total amount you are required to pay each week is calculated by adding together the basic rent charge, any service and/or water charges and fee (where applicable) for the whole year. The total is then divided into 50 equal payments. This amount is the weekly rent we charge you to live in your home. Your rent is payable weekly in advance, each Monday.

There are two rent debit-free weeks each year. If you are behind and owe rent, these rent debit free weeks give you the opportunity to catch-up with your payments. The rent debit free weeks are the last week in December 2018 (week beginning the 24 December 2018) and the last week in March 2019 (week beginning the 25 March 2019). If you do not owe rent, you do not need to pay rent on either of these weeks.

If you pay your rent by direct debit, your payments are calculated on a monthly basis; therefore we will collect the monthly payment as usual in December 2018 and March 2019. You do not need to do anything.

Basic rent

This is the weekly amount you pay for landlord services, including basic repairs and improvements to your home. This varies from property to property and the weekly amount is set in your Formal Notice of Rent Charges letter.

Management fees

A few of our properties are charged a management fee. The management fee (where applicable) is calculated using the actual costs of providing and delivering essential and obligatory services in flat blocks by an appointed management agent.

Changes to service and other charges from 02 April 2018

If you live in a flat block, or your home is attached to a sheltered or supported housing scheme, your charges include a contribution towards the upkeep of the communal areas of that building. These charges apply whether you use the communal areas or not.

These charges will be shown separately on the rent notice. The charges will reflect the actual cost of providing the service.

The charge	What it covers
Caretaking & cleaning service charge	Cleaning of communal areas, removal of fly tipping, etc.
Communal block repairs	This charge covers repairs to communal areas in flat blocks. This includes items such as communal glazing or repairs to handrails.
Communal block electrics	The cost of the electrical supply for communal lighting.
Water charges	Included in your rent notification letter.
Grounds maintenance	Grass cutting, weeding shrub beds and clearing litter in landscaped and communal areas around blocks of flats and sheltered/supported housing schemes.
Window cleaning service charge	Covers the cost of providing communal window cleaning.
Estate Service Charge	This charge covers the costs of repairs electricity, ground maintenance and cleansing of the areas and roads around your flat block.
Heating charge	Communal heating fuel supply costs (often in sheltered schemes/tower blocks).
Support charge	To provide a Supported Housing Officer to offer help, support and advice alongside emergency assistance as and when required.
Careline charge	Contributes towards the cost of the Careline alarm service.
Community Support Charge	Covers the cost of the visiting and support service by supported housing officers
Pest control	Covers the costs of dealing with pest infestation in communal areas
Management fee	Covers the inclusive costs of providing and delivering essential and obligatory services in flat blocks by an appointed management agent.

How do these changes affect my housing benefit claim?

If you claim benefit claim, the heating charge and water charge are not covered by housing benefit. You are required to make these payments yourself.

Garage rents

If you rent a garage, you will be notified separately about any change in the standard garage rent charge. For more information about garages please visit www.stevenage.gov.uk/garages

Council Tax

Your council tax is paid separately to your rent. Any changes to your council tax will be notified to you separately. We will send you notification of the revised council tax charges during March 2018.

Paying your rent

You will need your nine-digit reference number to make a rent payment. If you do not have a rent account card with your reference number on it you can apply for a new one at www.stevenage.gov.uk/pay or contact us on 01438 242666.

Method	How to pay
Online account	Simply log on to: www.stevenage.gov.uk/pay and follow the prompts.
Direct debit	Set this up on the councils website at www.stevenage.gov.uk/pay or contact the customer service centre for further information
Online on the Council's website	www.stevenage.gov.uk/pay . Debit or credit card (we do not accept American Express or Diners club).
Customer Service Centre – Payment Kiosk	Cash, cheque or debit card payments can be made at the payment machine in our Customer Service Centre
By telephone Automated Number	If you have a debit or credit card you can pay using our automated payments system on 01438 242345.
At the Post Office	Payment can be made at any Post Office using your account card.

Useful contact details

	Email address/Website	Telephone	Opening hours	Address
Customer Service Centre	csc@stevenage.gov.uk www.stevenage.gov.uk	01438 242666 Monday – Friday 8am to 6pm	Centre is open Monday- Friday 08.30am to 5:30pm	Daneshill House, Danestrete, Stevenage, SG1 1HN
Benefits Service	www.stevenage.gov.uk/benefits benefits@hertspartnership-ala.gov.uk	01438 242440		The Benefits Service, East Herts Council and Stevenage Borough Council, Wallfields, Hertford, SG13 8EQ
Department of Works Pensions - Job Centre Plus		0845 6043719		
Citizens Advice Bureau		0344 411 1444 Monday- Friday 9am to 5pm		
National Debt Helpline		0808 808 4000		
Housing Advice		01438 242242		
Consumer Credit Counselling Service	www.cccs.co.uk/free-debt-advice			

Strategic Director (Community)

Matthew Partridge

Your Ref:
Phone: 01438 242666
E-mail: csc@stevenage.gov.uk
Date:

Dear (insert tenant/s name/s)

FORMAL NOTICE OF A CHANGE TO YOUR RENT

Below you will find the changes to your rent, effective from **2 April 2018**. We have also included the new water charges, applicable from 2 April 2018 for those who pay their water charges to Stevenage Borough Council. If you are eligible for housing benefit, please note that this is not included in the calculations below.

The council calculates the rent due on each home for the next financial year. We then divide that figure by 50, so you pay rent to us for 50 weeks each year.

Notice of Variation -

The total rent you pay each week will change as follows:

Tenancy and Details	Weekly Charge
Address	
Basic rent	
Block caretaking	
Block electrics	
Block repairs	
Grounds maintenance charge	
Window cleaning charge	
Water charge	
Pest control	
Management fee	
Administration charge	
Service charge capping	
Total payable each week from 2 April 2018	

For further explanation of the rent changes, please visit www.stevenage.gov.uk/council-housing where you will find information that explains the charges, what the charges cover and contact details for other organisations that offer advice and support. Hard copies are available on request.

EFFECTIVE DATE

The variation to your rent will become effective from 02 April 2018

If you have questions relating to the rent increase or wish to discuss any aspect of this notice further, please do not hesitate to contact the Customer Service Centre at Daneshill House on 01438 242666. If you need to apply for Housing benefit or notify the Housing benefit services of your rent increase contact them on 01438 242440 or 01438 242707 and Department of Works Pensions - Job Centre Plus on 0845 6043719.

Please remember that paying your rent is the most important thing you can do to protect your tenancy. If you are having difficulties paying your rent, would like to find smaller accommodation please contact us as soon as possible for support. You can contact us, by email **income@stevenage.gov.uk**, via our website **www.stevenage.gov.uk** or call us on 01438 242666

If you are claiming Housing Benefit or housing costs as part of your Universal Credit and are struggling to pay your rent and/or council tax, and have financial difficulties, you may be eligible for a Discretionary Housing Payment (DHP). These are temporary payments available to anyone in receipt of Housing Benefit, partial or full, and are designed to cover a shortfall in customers' income. If you are considering finding employment and would like assistance with this, you can contact us, by email **income@stevenage.gov.uk**, via our website **www.stevenage.gov.uk** or call us on 01438 242666

Many of our customers would like to be able to pay their rent directly to us at their convenience and, in response; we now have the online payment facility which is faster and easier for you to make payments to the council. You can check your balance and make payments, simply log on to: www.stevenage.gov.uk/pay and follow the prompts.

You can check the transaction history on your rent account by going online to: www.stevenage.gov.uk and clicking onto Customer accounts at the top of the page. You can access your account 24 hours a day; 7 days of the week. If you don't have an online account, why not sign up for one now using the above link?

You can now pay your council tax, housing rent, garage rent, leasehold charges, business rates (NNDR) and invoices directly through our website. If you would like to start paying us by direct debit please contact us by email **income@stevenage.gov.uk**, or call us on 01438 242666

You are entitled by law to terminate your tenancy; by doing this you would avoid any rent increase. You would need to give written notice to the council one month before the effective date of the rent increase and move out of the property before the increase takes effect. We hope that you do not wish to do this; however, we are required to inform you of your statutory right.

Yours sincerely,

Matthew Partridge
Strategic Director (Community)

Councillor Mrs Jeannette Thomas
Executive Councillor (Housing)

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Explanation of rent and water charges from 02 April 2018 for houses

Changes to your rent charges from 02 April 2018

This year, your basic rent will be reduced by 1% and will be lower than last year. This reduction will not apply to water charges you pay unless you have a water meter. The water charge increase is calculated by the water company and sent to us each year in February.

The council letter notifying you of the changes to your rent amount including water charges will show you the total amount due for your household.

Your total rent payments

The total amount you are required to pay each week is calculated by adding together the basic rent charge and water charges for the whole year. The total is then divided into 50 equal payments. This amount is the weekly rent we charge you to live in your home. Your rent is payable weekly in advance, each Monday.

There are two rents-free weeks each year. If you are behind and owe rent, these rent free weeks give you the opportunity to catch-up with your payments. The rent free weeks are the last week in December 2017 (week beginning the 24 December 2018) and the last week in March 2018 (week beginning the 25 March 2019). If you do not owe rent, you do not need to pay rent on either of these weeks.

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Basic rent

This is the weekly amount you pay landlord services, including basic repairs and improvements to your home. This varies from property to property and the weekly amount is set in your Formal Notice of Rent Charges letter.

Estate Service Charge

This charge applies to houses in some of our recent developments and covers the costs of repairs electricity, ground maintenance and cleansing of the areas and roads around your house

How do these changes affect my housing benefit claim?

If you claim housing benefit, the water charge will not be covered by housing benefit. You are required to make these payments yourself.

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If you do not have a rent account card with your reference number on it you can apply for a new one at www.stevenage.gov.uk/pay or contact us on 01438 242666.

Method	How to pay
Online account	Simply log on to: www.stevenage.gov.uk/pay and follow the prompts.
Direct debit	Set this up on the councils website at www.stevenage.gov.uk/pay or contact the customer service centre for further information
Online on the Council's website	www.stevenage.gov.uk/pay . Debit or credit card (we do not accept American Express or Diners club).
Customer Service Centre – Payment Kiosk	cash, cheque or debit card payments can be made at the payment machine in our Customer Service Centre
By telephone Automated Number	If you have a debit or credit card you can pay using our automated payments system on 01438 242345.
At the Post Office	Payment can be made at any Post Office using your account card.

Useful contact details

	Email address/Website	Telephone	Opening hours	Address
Customer Service Centre	csc@stevenage.gov.uk www.stevenage.gov.uk	01438 242666 Monday – Friday 8am to 6pm	Centre is open Monday-Friday 08.30am	Daneshill House, Danestrete, Stevenage, SG1 1HN

			to 5:30pm	
Benefits Service	www.stevenage.gov.uk/benefits benefits@hertspartnership-ala.gov.uk	01438 242440		The Benefits Service, East Herts Council and Stevenage Borough Council, Wallfields, Hertford, SG13 8EQ
Department of Works Pensions - Job Centre Plus		0845 6043719		
Citizens Advice Bureau		0344 411 1444 Monday-Friday 9am to 5pm		
National Debt Helpline		0808 808 4000		
Housing Advice		01438 242242		
Consumer Credit Counselling Service	www.cccs.co.uk/free-debt-advice			

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Working Together - Resident and Community Engagement Strategy

Page 19

Maureen Herdman
Resident Involvement Manager

Currently...

Currently...

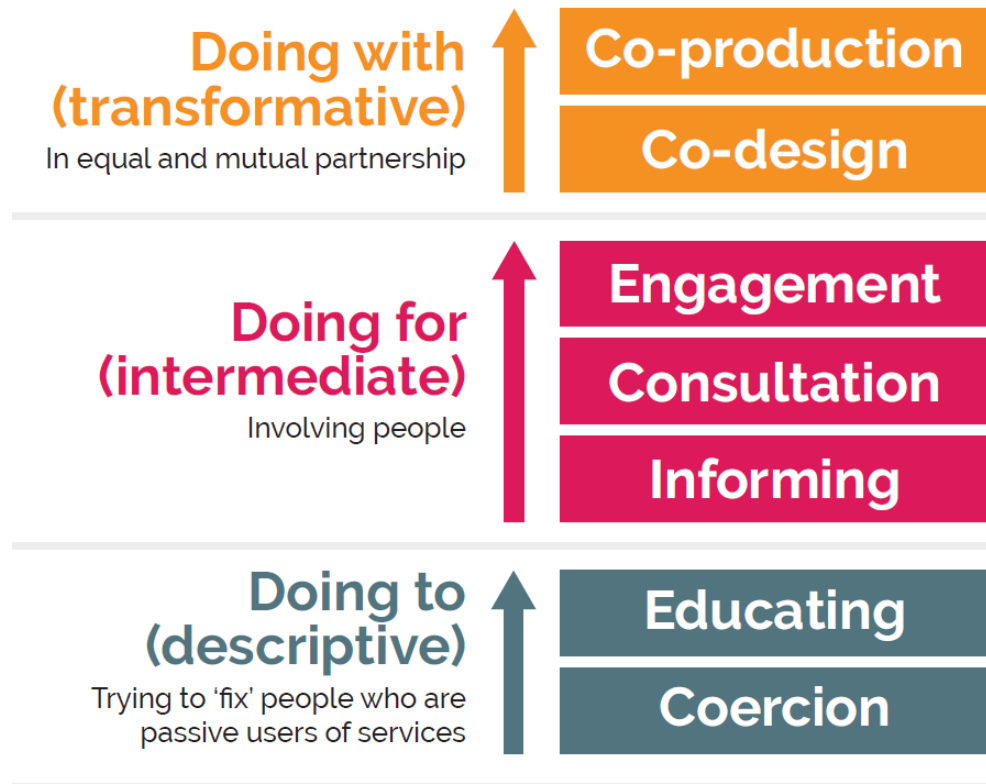
- Two strategies
 - Housing Services Resident Involvement Strategy
 - Consultation and Engagement Strategy

The plan...

One council wide strategy focussing on
engaging with Stevenage residents and communities

A council wide 'approach' to engagement

Moving up the ladder



Source: New Economics Foundation (NEF)

What do we need to do?

- Develop our understanding on where we are now and where we want to be
- Move towards a clear approach to engagement and participation – that is agreed and understood by all
- Create an action plan to help embed this approach with staff - including a toolkit for staff
- Ensure this approach enables residents to get involved in helping shape council services and influence decision making.

The Plan

Activity	Timeline
Set up core staff project team	January/February 2018
Focus group work with staff	
Engage with residents	February 2018
Consult key councillors	February 2018
Research and develop a draft strategy and action plan	March 2018
Consult on draft strategy	March 2018
Executive report	June/July 2018

Key considerations

- Involving a range of residents
- Encouraging a culture where staff see engaging with residents as part of the day job
- Using communication channels and techniques suited to the audience
- Linking the strategy to: co-operative commitment, 21st Century Public Servant work, Local Government Association (LGA) communications review, LGA New Conversations

Ideas to take forward

- Using the learning from the focus group work to help develop the toolkit
- Should we consider staff ‘engagement champions’?
- To maintain focus – do we have regular reports to HMAB?
- Is the timetable achievable?
- Your ideas?
- Questions?

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Stevenage Borough Council

Resident Led Safety Compliance Panel

Terms of Reference

1. Purpose

1.1 The Resident Led Safety Compliance Panel (RLSCP) supports Stevenage Council's housing service to manage safety risks in council homes relating to fire, legionella, asbestos and Gas.

This involves:

- Discussing potential risks in and around council tenants homes
- Making recommendations to the Housing Management Advisory Board
- Carrying out reviews to facilitate effective prevention, preparedness, response and recovery strategies relating to safety.

1.2 The Panel supports the council's Assistant Directors in ensuring that tenant and leaseholder voices are at the centre of the council's approach to property safety.

2. Objectives

2.1 The Panel will meet regularly to:

- Receive reports on the status of work being carried out in and around council owned homes.
- Consider and ensure compliance with current safety legislation and regulation.
- Consider whether arrangements for reviewing safety issues in and around council owned homes are adequate.
- Ensure a firm staff recognition of safety breaches and that any appropriate action has been taken.
- Consider any training that may be appropriate for residents to improve safety awareness and readiness in the event of a fire or other safety issue.
- Receive reports summarising recent safety concerns raised by tenants, leaseholders and tenants of leaseholders across the borough; and consider the Council's actions in response to these concerns.
- Understand the nature of and reasons for any recent safety issues in Council owned homes in order to inform the Panel's own safety recommendations.
- Find ways to encourage residents to become more aware of safety issues and to take responsibility for safety in and around their homes.
- Review relevant Council's tenancy conditions and leases (rules and regulations for leaseholders generally) to ensure that they are sufficiently robust around safety issues and to receive reports on appropriate action being taken by officers if any breaches occur.
- Review tenant and leaseholder guidance in relation to safety and make proposals for amendments to address any new requirements developed as a result of the

findings of the Panel.

- Consider wider best practice and recommend to the council where good safety initiatives are implemented elsewhere that might also work in Stevenage.
- Work with the Council to develop effective regular communications in appropriate formats for Stevenage residents around safety.

3. Membership

3.1 The Panel is jointly chaired by a Stevenage Council resident and the council's Corporate Health and Safety Manager.

3.2 The Panel comprises of the following membership:

- Five tenants and leaseholders
- Two councillors
- One member of the investment compliance team (Steve McAlinden?)
- Nominated representative from the Fire Service
- Nominated representative from the repairs service
- Nominated representative from the Council's Tenancy Service.

Tenants and leaseholder representatives on the Panel include:

- The Chair of the Customer Scrutiny Panel or HMAB
- At least two council tenants and one leaseholder
- At least one resident representative living in each of the following: a high rise block, property, a street property).

3.3 The resident Chair will be elected annually on the anniversary of the Panel's inception.

4 Agendas

4.1 Agendas are agreed in advance of the meetings, to ensure that all Panel members can be fully prepared.

4.2 Items for the agenda will be submitted a minimum of two weeks prior to each meeting. These items are discussed with the Chairs in order to finalise the agenda prior to circulation.

4.3 Items for the agenda are submitted by any Panel member, or by any Stevenage senior staff member.

4. Meetings

4.1 The Chair with the support of the Council will:

- Facilitate no less than four formal meetings of the Panel per year
- Consult members prior to setting each agenda

- Ensure that the meeting is run fairly and appropriately
- Hold a second formal vote, if this is required to agree a recommendation

6. Attendance

6.1 There is an expectation that Panel members will attend at least 75% of all formal meetings. It will be assumed that members who fail to attend 2 consecutive meetings without having given apologies will have stepped down and a new nomination will be formally requested.

6.2 A minimum of 5 Panel members (including 2 resident representatives) must be present at the meeting for recommendations to be made.

6.3 Other residents may be invited to the meeting to provide information. Other Staff members may be invited to present reports or provide legal advice.

7 Decision making

7.1 The Panel does not have direct decision making powers, but recommendations agreed by the Panel will be fully considered by the Leader of the Council, who in turn will send a report back to the Panel on action taken against each recommendation.

7.2 (TBC) will be responsible for ensuring that recommendations are actioned.

8 Disputes

8.1 An independent method will be sourced in order to find resolution in cases where disputes arise between Panel members.

9 Annual review

9.1 The performance of the Panel against its objectives and its Terms of Reference will be reviewed annually.

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