

## Executive Housing Working Group (EHWG)

### Terms of Reference

February 2024

#### Strategic Context

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The Council has set out its ambitions within the current 5 year plan which include:-

- **Co-operative Neighbourhood Management** to work with our communities to improve our neighbourhoods
- **Excellent Council Homes** to provide high quality homes to our tenants and leaseholders.
- **Connected to our Customers** to improve the accessibility of our services and the customer experience.

To support the achievement of these ambitions this Group will support a number of key services and initiatives that relate to the management, repair and maintenance of the council owned and managed homes and associated estate.

#### Aims and Purpose of the Group: -

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- To provide strategic oversight of Council Housing Management Services and Roles.
- To support the ongoing improvement and delivery of services to residents.
- To review, monitor and scrutinise on a regular basis:-
  - Housing Service Performance data including (Tenant Satisfaction Measures)
  - Complaint Handling
  - Regulatory Compliance
  - Housing Risk Management
  - Health and Safety across all housing services
  - Resident Engagement
  - HRA Business Planning
- To consider and review relevant strategies, policies and processes to help deliver clarity and structure to improve service delivery.
- To consider and respond to feedback from residents as part of the Councils emerging Resident Engagement Strategy
- To undertake detailed reviews of key services, considering performance, service standards, feedback, learning and improvements.
- To provide challenge, drive learning and improvement, ensure the voice of residents is heard and acted upon and to ensure that regulatory and Statutory standards are understood and achieved.

#### Meetings

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Meeting to be held every 4 weeks with dates arranged by Strategic Director's PA, and diarised for 2hrs. It is the responsibility of named attendees to ensure attendance or in cases of absence to nominate a deputy to attend.

## **Membership**

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- Cllr Thomas, Deputy Leader of the Council, (Housing & Housing Development) (Chair)
- Cllr Henry, Leader of the Council (Regeneration, Communities and Strategic Partnerships)
- Cllr Speller, (Environment and Performance)
- Richard Protheroe, Strategic Director
- Denise Lewis, Assistant Director
- Kerry Clifford, Assistant Director
- Karen Long, Head of Housing
- Andrew Garside, Head of Housing Asset Management
- Paul Connolly, Head of Repairs and Maintenance
- Sarah Pateman, Community Safety Manager
- Matthew Gough, Special Projects Lead Officer (Housing)

## **Standing Monthly Agenda**

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1. Welcome & Introductions
2. Actions from last Meeting
3. Review of last months PI summary
4. Monthly Complaint summary
5. Housing Health and Safety
6. Service review, dive report or update
7. Any other Business

## **Standing Quarterly Agenda**

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1. Welcome & Introductions
2. Actions from last Meeting
3. Quarterly PI report
4. Quarterly Complaint report
5. Quarterly Health and Safety report
6. Housing Improvement Plan update
7. Regulatory update
8. Any other Business

## **Accountability**

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- All clinic members are accountable for all actions assigned to them at the meeting and must ensure that action updates are reported back to the clinic by the agreed timeframe.
- The nominated leads for reports and or updates will be responsible for the timely completion of these reports which will then be provided to the Strategic Director's PA for circulation in advance of the meeting.
- Monthly and quarterly reports will be prepared which will summarise activities throughout the previous period.
- Where the Group considers that an issue or matter should be escalated or considered by the Executive, Audit Committee, Corporate Risk Group it will make a recommendation that this takes place.
- Annual Report will be prepared jointly by the Assistant Directors and submitted to group in June of each year. The report will highlight the actions agreed and completed, a summary of outcomes of the group to demonstrate the Groups achievements. The report will be shared with the Senior Leadership Team and our residents for their scrutiny and consideration.