

# Review of TLCF Terms of Reference

TLCF 31<sup>st</sup> March 2011

- Look at proposed new Terms of Reference one by one
- Consider if they are the right proposals for us
- Consider whether there is any issue of concern not addressed in these proposals
- Consider how they will work in practice
- Consider how they fit with the wider resident involvement structure



**To be the overarching Residents Consultation mechanism for the Council on all policy, strategy and financial decisions affecting the management and ownership of the Council's housing stock and it's estates**

- Formal consultation mechanism for Housing
- Bring together all discussions from elsewhere i.e. HFTRA, focus groups, TRA's, individual residents etc
- Develop consultation on financial issues- i.e. rent setting



**To discuss items of major significance to all, or a number of, tenant and resident associations and forums concerning the management and ownership of the Council's housing stock.**

- Unchanged from original Terms of Reference
- This sits alongside formal consultation and decision making- an opportunity to discuss issues more widely



**To scrutinise the performance of the Housing Department in all aspects of the service delivery, challenging poor performance and requesting improvements**

- Move towards bringing in more effective resident scrutiny
- Opportunity for residents to ask for reports on specific areas to challenge poor performance (i.e. from resident survey- what are we doing about poorer areas of performance?)
- Officers to be guided by residents on what areas they want to scrutinise and what performance information they want to see



**To receive reports and updates from other Resident Involvement activities, particularly in relation to the setting and monitoring of service standards, resident scrutiny and inspection activities, but for all other areas of work as required. Reports may be presented by officers or residents as appropriate.**

- Process we have started, but currently officer led
- In future residents could present their own reports –or it could be done jointly, to ensure officer and resident views are taken on board



**To request reports on specific areas of work in particular where they are perceived as not meeting agreed service standards/timescales etc. Requests for future reports or information on specific areas may be made at TLCF meetings by any residents in attendance.**

- Strengthens residents ability to request reports on subjects/areas of work where they have concerns
- Links back to increased resident scrutiny
- Help's residents choose priorities and direction of service improvement



**The Forum shall meet at least six times in the Municipal Year, more often if the workload requires it. One meeting each year shall include discussion of the revenue budget proposals.**

- More frequent meetings help to reduce heavy agenda's and demanding workloads
- Gets over the problem of long gaps between meetings due to budget setting timetable





**Recognised Tenants and Residents Associations, HFTRA and the Leaseholder Support Group shall be entitled to send two representatives each to the meetings. With the exception of the Leaseholder Support Group where two representatives attend at least one must be a Council tenant. In the event that a vote is taken in order to gauge residents' opinions on a particular issue, recognised groups shall be entitled to one vote each.**

- Small change to original ToR to recognise LSG
- Aim to increase tenant representation proportionally (remember concerns re inadequate consultation with tenants on rent strategy?)
- How will this be monitored?



**Residents who represent an estate where there is currently no Tenant and Resident Association are eligible to attend TLCF and have one vote per estate that is represented in this way**

- This already happens but is not mentioned in the original ToR
- Would like to increase numbers of individual representatives over time, where unable to set up TRA



**All resident members of TLCF have a responsibility to feed back to the group they represent the discussions that take place and decisions made at TLCF in a timely way. Resident Participation Officers can support representatives in providing feedback, and may from time to time carry out spot checks to audit the effectiveness of the feedback process.**

- Feedback is vital to ensure as many residents as possible are kept informed
- Residents new to representation may appreciate some support/guidance on how and what to feedback
- Audit will demonstrate system works



**The Chair of the Forum shall be appointed annually by the Cabinet.**

- No change to original TOR



**Sub groups may be set up, with the agreement of the Chair to take forward specific pieces of work, or look at specific areas of the housing service. However sub groups will not have authority to make decisions but will report back to the main group on all work undertaken, making recommendations where appropriate.**

- Not allowed under current ToR
- Opportunity for detailed work and resident scrutiny to take place before TLCF
- Reduce workload of TLCF and allow more time for debate
- One sub group could be the ***Tenant*** led Scrutiny panel required by TSA



**Reports to Cabinet, on any proposed new policies or changes to policies that directly impact on tenants and leaseholders will first be considered by TLCF so that resident views can be incorporated into the Cabinet report. Where an issue is too urgent to wait for a TLCF meeting this must be clearly stated in the Cabinet report and a subsequent report, explaining the reasons for urgency, should be made to TLCF.**

- Will ensure residents views incorporated, wherever possible, before Cabinet make key decisions



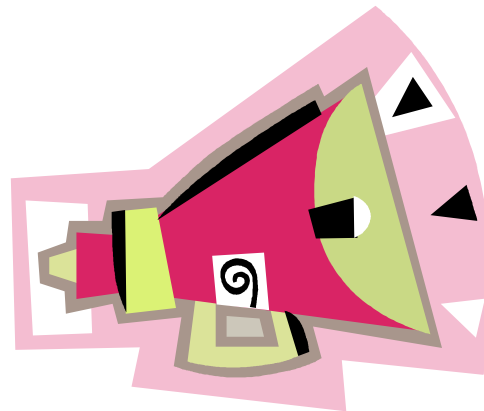
**TLCF was established as a forum to consult with residents and this is its primary purpose. Elected members and officers must bear in mind that residents should always have priority in contributing to discussion and debates.**

- Ensures residents are truly at the heart of everything we do- including decision making



**Members of the public are also invited to attend meetings, but do not have voting rights. TLCF meetings will be publicised in advance through Homing In and on the Council's website**

- How do we ensure as many residents as possible know about TLCF and that they are welcome to attend?
- How do we ensure their voices are heard?



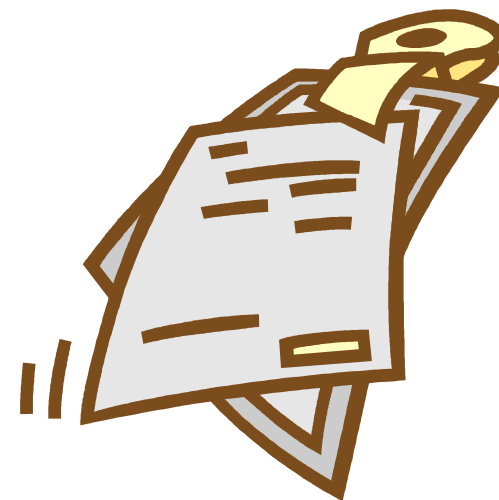


Have we any other thoughts on what should be in the new terms of reference?



## Link to Review of HFTRA and TRA Structure

- We are also looking to review the constitutions for HFTRA and TRA's, with clear links to the review of TLCF Terms of Reference
- My colleague Toni Burke has started to work with HFTRA Chairman on this review
- Governance for TRA's, HFTRA and TLCF need to be aligned with clear responsibilities and constitutions developed to reflect this.



- Take ideas arising from discussion tonight to Resident Conference on 6<sup>th</sup> April
- Review proposals in light of comments
- Ensure they are compatible with review of TRA and HFTRA Constitutions
- Bring back final proposal to next TLCF for decision
- Notify the Constitution Review Working Group,
- Take to Cabinet
- Implement changes



Any Questions?

