

NOTTINGHAM CITY HOMES**REPORT OF DIRECTOR OF HOUSING
OPERATIONS****THE BOARD
15 NOVEMBER 2007****PROGRESS ON TENANT AND LEASEHOLDER PARTICIPATION - AREA
PANELS****1 SUMMARY**

- 1.1 This Report seeks to inform Board Members on the progress to date of establishing effective tenant and leaseholder involvement within the Company through Area Panels.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Board NOTE the report

3 REPORT**3.1 Area Panels**

Area Panels are formally recognised and constituted bodies covering each of NCH's housing service areas. Area Panels help NCH meet the aims and objectives set out in the Tenant and Leaseholder Participation Compact. The aim is to ensure they are made up as far as possible of NCH tenants and leaseholders profiled to match the make-up of the specific Housing Management Area in relation to proportions of tenants and leaseholders, younger and older tenants, tenants from BME communities and disabled tenants. Panels include individual NCH tenants and leaseholders and representatives recognised as Local Contacts and from recognised Tenants and Residents Associations. The Area Panels are supported by Area Housing Managers, NCH Officers including a link officer to Property Services, NCC officers from Area Committees and NCC elected members. It has been agreed with NCC that a representative from an Area Panel will attend the Area Committee meetings and this will ensure that a formal arrangement and recognised representation exists between NCH and NCC.

- 3.2 Members of the Panels will be setting their own agenda items in addition to standard items including: estate inspections, performance in the local area, success stories, customer care, value for money, local area round up, feedback from the Board, the Tenants and Leaseholders Congress, the Forums and Area Committees and a 'You Said and We Did' item to show the impact on the service as a result of consultation.
- 3.3 Area Panels will have a direct link into the Board as part of the new framework and it is proposed that they will be given authority to make decisions about the management of any area-based budgets as delegated to the Panels by the Board. This will include being

responsible for deciding spending priorities within any criteria set by the Board and managing and monitoring such spending.

- 3.4 NCH's Property Services, NCH's Central Sections such as Homelink and the Police attend meetings where required for specific agenda items. There is representation from NCC through the Neighbourhood Management Team. Relationships and working arrangements with these other providers is being developed and some areas already have good examples of strong working relationships with other partners and agencies already
- 3.5 A further role for the Area Panels will be to develop and establish Local Area Compacts.
- 3.6 A list of Area Panel meetings showing dates, venues and times is attached in **Appendix 1**.
- 3.7 Chris Langstaff and Gill Moy will be attending Area Panels meetings on a regular basis in the future, with Gill covering those Panels in the north and the remainder by Chris.
- 3.8 An update for each Area Panel is shown in the attached table – **Appendix 2**. Most Panels meet bi-monthly.

4.0 IMPLICATONS FOR NOTTINGHAM CITY HOMES OBJECTIVES

- 4.1 The NCH Tenant and Leaseholder Participation Compact is the formal agreement between Nottingham City Council, Nottingham City Homes and it's tenants and leaseholders and it has been established to ensure that tenants and leaseholders will have the opportunity to shape the services that affect their homes and communities. The agreement sets out what we want to achieve by working together. It describes aims and objectives for involving tenants and leaseholders and the commitment to involving tenants in both shaping and influencing the services from Nottingham City Homes.

5.0 VALUE FOR MONEY AND EFFICIENCY ISSUES

- 5.1 The benefits and outcomes assessed against the aims and objectives in the Tenant and Leaseholder Participation Compact will be reported annually to the Board.
- 5.2 Value for money of different approaches to involvement will be monitored and evaluated by the Tenants and Leaseholders Congress

6 EQUALITY & DIVERSITY IMPLICATIONS

- 6.1 Monitoring of the implementation of the equalities and diversity policy to measure the levels of input and involvement from under-represented sections of the community will be reported quarterly to Area Panels, the Forums, the TLC and the Board.

**7 BACKGROUND MATERIAL AND PUBLISHED DOCUMENTS
REFERRED TO IN COMPILING THIS REPORT**

Tenant and Leaseholder Participation Compact
Information from Area Housing Managers and Tenant and Resident
Officers (TROs)

Information from minutes of Area Panel meetings

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