



Housing Engagement Board

Quarterly Meeting – 23 June 2021

Agenda Pack

Housing Engagement Board Agenda

Date: **Wednesday, 23 June 2021**

Time: **1:00 pm – 4:00 pm**

Venue: **Zoom (Virtual Meeting)**

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1. Welcome and apologies

The Chair, Cllr Batchelor will welcome all present and the apologies will be noted.

2. Introductions

The members are to introduce themselves to the Board.

3. Quorum

Confirmation that a quorum exists, as recorded in the Terms of Reference document, in order for the meeting to continue.

4. Housekeeping

Cllr Batchelor will refer the Board to the Housekeeping document included in the pack, for noting.

Housing Engagement Board

Quarterly Meetings – Housekeeping

Each of the formal quarterly meetings will address several issues.

We want to be able to cover them efficiently as possible.

We ask everyone to help us by:

- Keeping the meeting focused on the topic(s)
- Ensuring discussions don't go over allocated time
- Allowing all members' the opportunity to have a say
- Being respectful of others' views
- Keeping mobile phones switched off or on silent during the meeting (except in the case of an emergency and the Chair is to be advised)

To help us achieve this we ask:

- Members read all their papers prior to the meeting.
- Submit key questions a few days prior to the meeting – (this allows time to gather additional information if necessary)
- The order of the agenda is to be followed
- A time limit is allocated to each item / topic discuss
- Don't interrupt or talk while another member is speaking
- All questions are to be raised through the Chair
- Please raise your hand when you want to talk
- Or post questions in the chat function (for virtual meetings)
- Keep on topic – focus on the key issues related to the discussion topic
- Keep it short – be brief so others have an opportunity to contribute (recommend no more than 3 minutes per point, per person)
- Do not bring up the same issue multiple times, arrange a separate discussion if needed

5. Code of Conduct

Cllr Batchelor to present the Code of Conduct document for discussion and approval by the Board. The document is included in the pack.

South Cambridgeshire District Council

Code of Conduct for all Tenant Involvement Membership

1. A member of the SCDC Housing Engagement Board, Housing Performance Panel and / or working groups must:
 - a. Promote a working environment that is welcoming, cooperative, and productive
 - b. Be courteous and respectful to others
 - c. Work for the public interest
 - d. Make decisions which are fair and equitable to all tenants and leaseholders
 - e. Read information and prepare for discussions
 - f. Give apologies for absence in advance of the meeting and attend meetings on time
 - g. Understand and support the role of the Chair, adhering to the Chair's instructions regarding agenda items and points of discussion
 - h. Declare any private interests (such as family, business or financial involvement) in any matter under discussion.
 - i. Respect the decisions reached by the group and refrain from raising them again
 - j. Be respectful to the capacity and resources of the Resident Involvement Team and be reasonable in any requests for further information or service requests

2. We encourage good behaviours and we want to build a cohesive team, so we do not expect any members to:
 - a. Interrupt or speak over people
 - b. Bully or threaten any person
 - c. Verbally attack, insult, or use language that can cause distress, in or outside the meetings, or on social media
 - d. Attend meetings under the influence of drink or drugs.
 - e. Seek preferential treatment for themselves, friends or relatives
 - f. Raise political views or personal views unless personal experience is relevant and would add weight and clarity to the agenda item.
 - g. Disclose or distribute confidential, personal, and / or commercially sensitive information
 - h. Use social media or other communication channels to make personal, discriminatory or political statements or comments when acting on behalf of one of South Cambridgeshire District Council's involved residents' groups

- i. Do anything which may cause the authority to breach any of the equality enactments (Equality Act 2010)

3. Confidentiality

- a. Members must keep all information they obtain through their role confidential until it is in the public domain
- b. Members must not use any information obtained through their role for personal gain nor pass it to others who might use it in such a way
- c. Members must keep any non-public information or internal paperwork they receive in a secure place. This includes documents or information held electronically. Such paperwork should be disposed of via shredding or confidential waste disposal and not through general / household waste and recycling

4. Expenses

- a. Expense forms will be supplied to members to claim.
- b. Members should ensure that any expense claims are accurate and evidenced as agreed and in line with carrying out the group / Board's role.

5. Gifts and Hospitality

- a. Members should report any gifts and hospitality offered to them in relation to their role on the group / Board to the Resident Involvement Team.
- b. Members will not accept, or give, any gift or excessive hospitality from, or to, staff members, contractors, or residents.

6. Supporting the effective running of meetings

- a. The role of the Resident Involvement Team is to help facilitate meetings and any tenant involved activities. Members should respect the capacity and resources of the team and not make unreasonable demands on their time. Requests for additional information should generally be made via the Chair.

7. Breaches of the Code of Conduct

- a. Any breaches of the Code of Conduct, or complaints, are to be addressed by the Head of Housing. Concerns or complaints regarding the Head of Housing can be raised to the Chief Executive of the Council.

6. Terms of Reference

Cllr Batchelor to present the Terms of Reference document for discussion and approval by the Board. The document is included in the pack.

South Cambridgeshire District Council

Terms of Reference for Housing Engagement Board

Please note: The term “Tenant” is used throughout this report as a generic term and includes both council tenants and council leaseholders.

Abbreviations:

HEB – Housing Engagement Board

HPP – Housing Performance Panel

SCDC – South Cambridgeshire District Council

HS – Housing Services

HSMT – Housing Services Management Team

1.0 Purpose

The purpose of HEB is to represent tenant and leaseholders’ interest in relationship to the development and performance of the HS. The HEB will work at a strategic level to scrutinise and be consulted on key issues that affect the HS. Feedback from the HEB will be considered as part of the decision-making process in line with the Council’s constitution.

2.0 Objectives of the HEB is to scrutinise and make recommendations for improvement for the housing service on behalf of all service users

- To be a critical friend, recommending improvements for the HS
- To ensure the Council delivers a high standard HS
- That the HS is fair, equitable and tenant friendly
- That tenants’ priorities are represented, and their views are an integral part of the decision process
- HS service ambitions are achievable, within budget and resources
- HS service offers value for money
- HS meets government regulatory standards
- HS reflects the Council’s business plan’s objectives

3.0 The Role of the HEB

- To ensure strategic decisions are in line with HEB objectives
- To review housing policy and finance issues and make recommendations where appropriate
- To scrutinise the housing service's plans and policies.
- Input into the setting and monitoring of targets and performance indicators for housing.
- To feed into the development of the annual service plan and the Annual Report for tenants
- Work with other tenant groups, including task and finish groups, to improve services and help review objectives and aspirations.
- Represent South Cambridgeshire District Council tenants to outside persons and organisations
- Elected tenant board members to act as the Chairperson for their Area-based tenant Forum

In doing the above the HEB will ensure that due consideration is given to value for money, available resources and the corporate objectives of South Cambridgeshire District Council.

4.0 Membership

4.1 The HEB will consist:

- the Cabinet Lead Member for Housing (or a nominated substitute in their absence)
- two councillors nominated by the two main political parties of the Council
- the Head of Housing (or a nominated substitute in their absence)
- six elected tenant representatives (one of which to be a leaseholder) made up of two from the North Area, two from the East Area and two from the West Area.

4.2 Tenant Representatives to the HEB will be elected every 4 years by the tenants.

4.3 Tenant representatives will be tenants or leaseholders of South Cambridgeshire District Council or their recognised spouse / partner (as per South Cambridgeshire District Council's policy). Tenants in breach of their tenancy conditions will not be eligible to be or remain as a Board Member.

4.4 The Resident Involvement Team will provide secretariat support for the HEB.

4.5 The Head of Housing and the Lead Cabinet Member for Housing at SCDC will be a permanent member of the HEB.

- 4.6 The normal term of office for tenant representatives will be 4 years; however, should turnover of membership during any given year be more than 30% of membership, that year to be discounted for the purpose of calculating term of office.
- 4.7 If a tenant representative leaves before the end of term, then a new tenant representative will be seconded until the end of the term
- 4.8 HEB may co-opt tenant representatives with specific skills considered appropriate to assist the HEB in its duties.
- 4.9 HEB tenant representative who fails to attend two consecutive meetings and fails to provide any apologies will forfeit their membership of the Board.
- 4.10 HEB members agree to use digital communications including video conference, shared facilities which may include MS Teams or a central document library.
- 4.11 HEB members agree to make available contact details with colleagues to facilitate work between meetings.
- 4.12 HEB members will attend training sessions where appropriate.
- 4.13 HEB members will read any material provided prior to attending the meeting
- 4.14 HEB members will be compliant with South Cambridgeshire District Council's equality and GDPR policies.
- 4.15 All members agree to abide by the code of conduct
- 5.0 Quorum**
- 5.1 A quorum will be at least 50% of the board example, if membership is 7, a minimum of members 4 would be required and must include either the head of housing or a councillor,
- 5.2 Inquorate meetings should be noted, and recommendations ratified at the next quorate meeting.
- 6.0 Chairing Meetings**
- 6.1 SCDC will provide an experienced person to chair the meetings for the first year afterwards the HEB members will nominate and vote for a chair
- 6.2 The chair does not have to be a member of the HEB, if they are an independent chair and not a member, they will not affect the quorum.
- 6.3 HEB will elect a Vice-Chair Any HEB member, willing to undertake relevant training, may put their name forward.
- 6.4 Terms of office for Vice-Chair will be 24 months. The Vice-Chair may stand for re-election at the end of their term of office but will be considered alongside other suitably trained HEB members wishing to be considered for office.

- 6.5 Maximum term of office for Vice-Chair will be 4 years in total.
- 6.6 The Vice-Chair will deputise for the Chair in their absence.
- 6.7 The Chair will liaise with officers and relevant others as necessary to plan for forthcoming meetings.
- 7.0 Frequency of HEB Meetings**
- 7.1 The HEB will normally meet quarterly with a minimum of four quarterly meetings per year.
- 7.2 To meet the demands of projects and reviews the frequency of meetings may be increased.
- 7.3 Board members are expected to attend every meeting unless they have genuine reasons for not doing so and send their apologies.
- 7.4 Board members must attend a minimum of three Board meetings per annum unless there are extenuating circumstances that have been agreed by the Chair.
- 7.5 The HEB may establish Task and Finish Groups to lead on specific activities.
- 7.5.1 Task and Finish Groups could be internal tenant groups or external groups
- 7.5.2 Task and Finish Groups must report to the HEB at an agreed frequency
- 8.0 Code of Conduct**
- 8.1 HEB members will be required to sign a Code of Conduct, they will follow SCDC policy on GDPR and equalities.
- 9.0 HEB Elections**
- 9.1 Elections will be held every four years
- 9.2 Elections will be administered by an independent organisation
- 9.3 Any current tenant or leaseholder meeting candidate criteria can run for election
- 10.0 HEB Support**
- 10.1 Administrative support for the HEB will be provided by the Resident Involvement Team.
- 10.2 Minutes and of the HEB meetings will be made available within four weeks of the meeting.
- 10.3 All new members will be provided with a handbook of key documents and undertake an induction programme and training.
- 10.4 Capacity building requirements will be assessed, and a training programme will be developed, delivered, and regularly reviewed.
- 10.5 All tenant and leaseholder representatives will be eligible for £400 allowance for expenses. These can be claimed twice a year six months in arrears.

11.0 Access to Information

- 11.1 The HEB will be provided with supporting documents a minimum of one weeks prior to each meeting
- 11.2 HEB can request additional data, reports and information to carry out their activities
- 11.3 Where appropriate information is not readily available, the HEB may request information reports (appropriate in scale and content of the performance review and subject to available resources) and / or invite officers or managers to meet with the HEB to provide additional information or insight
- 11.4 All requests for information and evidence must be made via the Resident Involvement Team.

12.0 Accountability

- 12.1 The HEB meetings will be publicised on the website.
- 12.2 Minutes, meeting papers will be made available to the public on the SCDC website
- 12.3 The HEB will provide an annual report for tenants
- 12.4 Tenants will be able to ask questions to their tenant representatives via the SCDC website

13.0 Reviewing the Terms of Reference

- 13.1 These Terms of Reference were approved by John Batchelor, Lead Member for Housing, and Peter Campbell, Head of Housing for SCDC, and ratified at a meeting of the HEB held on the:

Approved: _____ 2021

Reviewed: _____ 2021

- 13.2 The Board will review the terms of reference regularly to ensure they reflect the duties and responsibilities of the Board.

Next review: _____

7. SCDC Business Plan

Peter Campbell to present the Business Plan.

SCDC Housing

Business Plan

PETER CAMPBELL, HEAD OF HOUSING



Vision for the service

Housing Vision and Aims - To be the best housing service by providing good quality housing across all tenures that is accessible to all, and by helping to create vibrant communities in locations where people have good access to facilities and transport links so they can genuinely afford to lead a happy and healthy life.

01

HELPING
BUSINESS TO
GROW

02

BUILDING
HOMES THAT
ARE TRULY
AFFORDABLE
TO LIVE IN

03

BEING GREEN
TO OUR CORE

04

PUTTING OUR
CUSTOMERS AT
THE CENTRE OF
EVERYTHING
WE DO

South Cambridgeshire Business Plan

Support	Support local businesses through Covid
Retain	Retain businesses and attract new ones
Help	Help start-ups and home-based businesses
Identify	Identify gaps in land and premises for business

Growing
local
businesses
and
economies

Ongoing objectives:

- Support major employers to help homes and jobs be closer together or linked through high quality public transport, walking and cycling routes
- Work with parish councils and village-based businesses to support local economies and communities throughout the pandemic and beyond
- Work with the Police through the Community Safety Partnership to tackle crime impacting rural businesses
- Encourage local people to use their shops and food outlets so that high streets are retained and expanded wherever possible, so businesses survive post-pandemic
- Provide information and advice to help businesses to understand the benefits of generating their own energy, improving their energy efficiency, increasing water and waste recycling
- Work with major employers to design and support increased housing for Essential and Key Workers

1

Increase energy efficient council homes

2

Improve energy efficiency of existing council homes

3

Work with local people to set-out where new homes will be built

4

Continue to meetings and forums to liaise with residents around and in new developments

5

Deliver community buildings at Northstowe

Housing that is truly affordable for everyone to live in

Ongoing objectives:

- Support the delivery of more affordable housing – including through Combined Authority funding
- Promote Neighbourhood Plans and encourage our communities to develop them
- Support self-builders to build high quality homes
- Focus on the health and wellbeing of our communities through everything we do, in line with our Health and Wellbeing Strategy
- Provide advice and support to prevent homelessness and help vulnerable people in line with our Homelessness Action Plan
- Provide dedicated support to people in receipt of Universal Credit and other welfare support
- Work with national, regional and local partners to support the needs of refugees and asylum seekers
- Support the self-build community to identify and develop sites across the District.

Being green to our core

Work towards a zero-carbon future by 2050

Work with partners to protect and enhance the environment with the aim of doubling nature

Retro fit Council Commercial Property with renewable energy generation and energy efficiency measures

Transition to electric recycling and waste vehicles

Support parish councils, reduce carbon and double nature

Upgrade our stock of 1,800 streetlights to LED

Improve recycling and reduce food waste

Ongoing objectives:

- Promote walking, cycling and public transport improvements through planning decisions and by working with local communities and partners
- Influence the planning of new major transport routes, such as the proposed East West rail line, to ensure the environment is fully considered and a net gain to natural capital is delivered
- Support homeowners to upgrade historic building environmental performance through planning advice and guidance
- Promote effective implementation of supplementary planning guidance supporting low carbon developments
- Strengthen the ability for local communities to deliver on local environmental ambitions and priorities included in the Zero Carbon and Doubling Nature Strategies
- Work with communities and partners to combat environmental crimes, such as fly-tipping
- Reduce waste and raise awareness by promoting recycling
- Deter fly-tipping at locations where it happens frequently
- Encourage the expansion of electric vehicle charging points across our sub-contractors and partners
- Explore the expansion of electric vehicle charging points in sheltered housing schemes

The Council is structured and appropriately resourced to deliver the ambitions of our communities

Recruit and retain the best talent, we are an employer of choice

Generate income through the Council's investment strategy

Make it easy for customer to contact and carry out transactions online

Run paper-free council and committee meetings whenever possible

Work with communities to tackle local area issues

Ensuring that our homes are safe places for our tenants and their families

A modern and caring Council

Specific targets

- Create a resourced Council support package to help communities identify the issues they want to address and how they could do it
- Co-create and agree flood plans with communities in the 13 most impacted areas of the district to help minimise the impact in future
- Support 150 new clients through the housing departments visiting support service
- Provide the lifeline service to 100 new users during the year
- To spend £500,000 on disabled facilities, grant and repairs grant to allow people to live independently and safely in their homes
- Prevent homelessness for at least 50% of the people who are at risk of becoming homeless

Ongoing objectives:

- Expand and grow our commercial services
- Provide grants to community and voluntary groups to help them carry out projects to benefit local people and the environment
- Develop and support Councillors and officers to ensure that they can best serve our communities
- Create an organisational culture to deliver continuous improvement
- Recognise the potential implications for those struggling with 'Long Covid' in our communities, and offer support working with our parish councils and community groups, wherever required

Affordable
Housing
Department
Priorities

Property Services

Housing Management Service

Housing Advice and Options

Strategic Housing

New Build

Housing Management & Property Services

Landlord service - providing housing management and property maintenance services to over 5,750 homes.

Tenancy management

- Including; viewings, sign-ups, vacancy, tenancy checks, tenant changes, rent arrears, and alterations

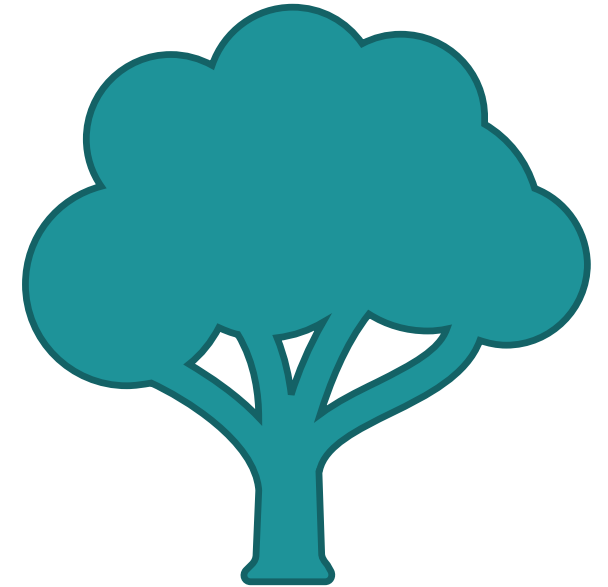
Estate management

- Communal rooms and landscaping, neighbour disputes, anti-social behaviour, hoarding

Management of gypsy & traveller sites.

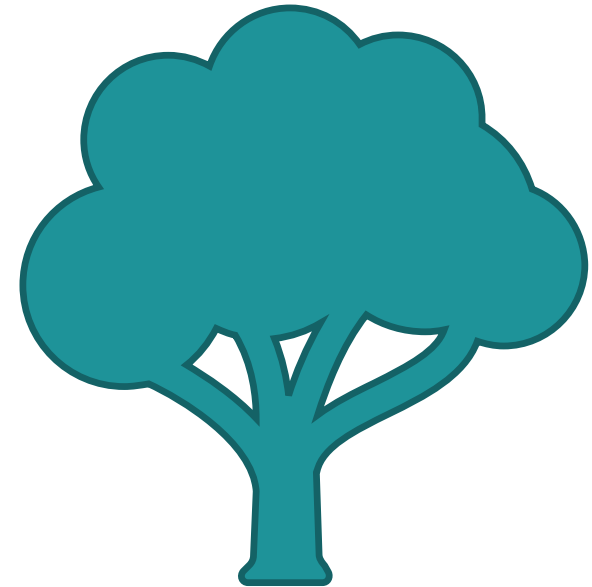
- Managing traveller sites

Housing officers are not social workers or police officers, but they do have a wealth of experience and can often signpost people to benefits and other support services



Housing Management & Property Services Projects

- Review of fixed term tenancy
- Implementation of Orchard
- Tendering of new repairs contract
- Asset Management Strategy
- Tree Survey – move from response approach to planned
- Improving energy efficiencies and reducing carbon in council homes



Housing Advice and Options

This service supports all residences of SCDC – not just tenants. The provision of this service delivers several statutory requirements for the local authority.

Providing a homelessness prevention service, through a choice-based lettings scheme and other housing options.

Manages the Lifeline and Visiting Support Service

Housing Advice and Options

Supporting vulnerable people working with key agencies

Review visiting support service and renew

Lifeline services – digital role out of equipment

Work with local landlords to increase capacity (Shire Homes)

Domestic Abuse Housing Alliance accreditation

Strategic Housing

Housing strategy and development – providing a strategic lead on housing issues within the District including assessing housing needs, bringing empty homes back into use, performance management and the Council’s new build programme.

This also includes an enabling role working in partnership with other local authorities and housing associations to deliver new affordable homes within the District and in partnership on strategic sites close to Cambridge City.

Strategic Housing

Complete	Complete assessment of the housing needs of different groups to inform the new Greater Cambridge Local Plan
Help	Help to develop an Area Action Plan for the new development at North East Cambridge
Develop	Develop a framework to guide the content of Local Lettings Plans on new S.106 developments
Implement	New tenant engagement framework

New Build



Delivery of New Council Housing against Business Plan objective to double number delivered

Continue to support / provide affordable self-build options by selling plots of HRA land

Deliver S106 Community Buildings at Northstowe

8. New Matters

8.1 Training Dates

Training dates are as follows:

- 7 July 2021
- October 2021 – date tbc

8.2 Planning Away Day – 2 September 2021

The Planning Away Day, covering forward planning of the key projects and priorities within the housing service, will be held at the Belfry Cambridge. An agenda will be sent out closer to the date.

9. Any other Business (AOB)

Any additional issues to be raised.

10. Dates of next meetings

- 21 September 2021 at 1.00pm via Zoom
- 20 December 2021 at 1.00pm (venue tbc)
- 23 March 2022 at 1.00pm (venue tbc)

11. Closing