



Housing & Neighbourhoods Service

Meeting Terms of Reference

Engagement and Involvement Strategy

1. Introduction

This Task and Finish Group will be responsible for reviewing how customers are engaged and involved in the delivery of council housing and leasehold services.

At the end of the review the Group will make recommendations to the Cabinet Member for Neighbourhoods and Community Safety and the Director of Housing and Neighbourhoods on the components of an effective Engagement Strategy for the Housing and Neighbourhoods Service.

In carrying out this review, the Group will learn from and respect the wide-ranging experiences of existing community engagement groups, tenants, leaseholders, staff and other stakeholders as appropriate. An effective communications and consultation plan will be developed and delivered by the Group to ensure that all stakeholders are actively engaged in the review.

2. Purpose of the meeting

- Review the engagement and involvement opportunities offered within the Housing and Neighbourhoods Service, using the national guidance / framework published by TPAS (Tenant Participation and Advisory Service).
- Undertake a survey of tenants and leaseholders to understand the perspective of less involved households.
- Consider what barriers currently exist that might prevent some tenants from becoming involved, and how these barriers could be overcome.
- Consider the current policy agenda and national guidance and any forthcoming White Paper on Social Housing.
- Agree a clear vision for the engagement and involvement of tenants and leaseholders.
- Identify the key components of an effective Engagement Strategy.
- Make recommendations on the steps required in Sheffield to deliver an effective, and value for money, Engagement Strategy for council housing and leasehold customers.

3. Responsibility

a. What authority has been delegated to the meeting to make a decision?

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> | 'Look at this and tell me the situation' |
| <input checked="" type="checkbox"/> | 'Give me your recommendations' |
| <input type="checkbox"/> | 'Decide and let me know the outcome' |
| <input type="checkbox"/> | 'Take action – it's your responsibility' |

b. Where do decisions go that are outside this authority?

Any recommendations for change developed by the Group will be considered and determined by the Cabinet Member for Neighbourhoods and Community Safety or the Director of Housing and Neighbourhoods in line with the Council's 'Scheme of Delegation'.

c. Who else outside the meeting needs to be consulted on decisions?

All tenants and leaseholders should have the opportunity to be a part of the review, along with TARAs, customers, staff and other stakeholders.

d. Who needs to be informed about the decisions taken here and how will it be done?

All tenants and leaseholders will need to be informed about the outcomes along with TARAs, customers, staff and other stakeholders.

e. Who is responsible for implementing the decisions made by the meeting?

The Chair of the meeting will be responsible for ensuring the progress of recommendations made by the review group through the appropriate Council decision-making structure.

4. Membership

The Group will have a working membership of no more than 20 members. This will be made up of SCC Councillors, TARA representatives, tenants, leaseholders and officers.

5. Meeting structure and management

The meeting will be chaired by Councillor Julie Grocutt and will be facilitated by Housing and Neighbourhood Service officers. The Group will meet at least monthly between September and December 2019. The meeting structure and frequency will be reviewed at this point if the Group have not presented their recommendations.

Date of last review:	August 2019
Date of next review:	January 2020