

Housing Management Board Agenda



Date: Wednesday, 4 October 2023

Time: 6.00 pm

Venue: Virtual Meeting via Zoom

Distribution:

Councillors: Alex Marsh (Chair), Kerry Bailes, Sarah Classick, Carla Denyer, Tony Dyer, Richard Eddy, Paul Goggin, Tom Renhard, Christine Jory, Morris, Rew, Varley, Tshabalala, Goulding and Hanrath

Copies to: Donald Graham (Interim Director Homes and Landlord Services), Liz Cheetham (Engagement Team Leader) and Lesha Wilson

Issued by: Jeremy Livitt, Democratic Services

E-mail: democratic.services@bristol.gov.uk

Date: Tuesday, 26 September 2023



Agenda

1. Welcome, Introductions and Apologies for Absence

(Pages 4 - 6)

2. Minutes of the Previous Meeting held on 10th July 2023

To confirm as a correct record.

(Pages 7 - 13)

3. Public Forum

Up to 30 minutes is allowed for this item.

Any member of the public or Councillor may participate in Public Forum. The detailed arrangements for so doing are set out in the Public Information Sheet at the back of this agenda. Public Forum items should be emailed to democratic.services@bristol.gov.uk and please note that the following deadlines will apply in relation to this meeting:-

Questions - Written questions must be received 3 clear working days prior to the meeting. For this meeting, this means that your question(s) must be received in this office at the latest **by 5pm on Thursday 28th September 2023.**

Petitions and Statements - Petitions and statements must be received on the working day prior to the meeting. For this meeting this means that your submission must be received in this office at the latest **by 12 Noon on Tuesday 3rd October 2023.**

Please note, your time allocated to speak may have to be strictly limited if there are a lot of submissions. This may be as short as one minute

4. Developing a Building Safety Engagement Strategy - General Update and Resident Engagement Strategy

a) General Update - Monika Lee/Craig Cook - TO FOLLOW

b) Resident Engagement Strategy - Lesha Wilson

(Pages 14 - 20)

5. HRA Business Plan - Consulting the Board on HRA Priorities for 2024/25 - Richard James - TO FOLLOW



6. A Review of the Housing Management Board - Lesha Wilson/Liz Cheetham

(Pages 21 - 41)

7. Annual Report to Tenants (Verbal Report to be Provided at the Meeting)

8. Any Other Business

9. Date of Next Meeting (February 2023 - Date to be Confirmed)



Public Information Sheet

Inspection of Papers - Local Government (Access to Information) Act 1985

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COVID-19 Prevention Measures at City Hall (from March 2022)

When attending a meeting at City Hall, the following COVID-19 prevention guidance is advised:

- promotion of good hand hygiene: washing and disinfecting hands frequently
- while face coverings are no longer mandatory, we will continue to recommend their use in venues and workplaces with limited ventilation or large groups of people.
- although legal restrictions have been removed, we should continue to be mindful of others as we navigate this next phase of the pandemic.

COVID-19 Safety Measures for Attendance at Council Meetings (from March 2022)

Government advice remains that anyone testing positive for COVID-19 should self-isolate for 10 days (unless they receive two negative lateral flow tests on consecutive days from day five).

We therefore request that no one attends a Council Meeting if they:

- are suffering from symptoms of COVID-19 or
- have tested positive for COVID-19

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Committee rooms are fitted with induction loops to assist people with hearing impairment. If you require any assistance with this please speak to the Democratic Services Officer.



Public Forum

Members of the public may make a written statement ask a question or present a petition to most meetings. Your statement or question will be sent to the Committee Members and will be published on the Council's website before the meeting. Please send it to democratic.services@bristol.gov.uk.

The following requirements apply:

- The statement is received no later than **12.00 noon on the working day before the meeting** and is about a matter which is the responsibility of the committee concerned.
- The question is received no later than **5pm three clear working days before the meeting**.

Any statement submitted should be no longer than one side of A4 paper. If the statement is longer than this, then for reasons of cost, it may be that only the first sheet will be copied and made available at the meeting. For copyright reasons, we are unable to reproduce or publish newspaper or magazine articles that may be attached to statements.

By participating in public forum business, we will assume that you have consented to your name and the details of your submission being recorded and circulated to the Committee and published within the minutes. Your statement or question will also be made available to the public via publication on the Council's website and may be provided upon request in response to Freedom of Information Act requests in the future.

We will try to remove personal and identifiable information. However, because of time constraints we cannot guarantee this, and you may therefore wish to consider if your statement contains information that you would prefer not to be in the public domain. Other committee papers may be placed on the council's website and information within them may be searchable on the internet.

During the meeting:

- Public Forum is normally one of the first items on the agenda, although statements and petitions that relate to specific items on the agenda may be taken just before the item concerned.
- There will be no debate on statements or petitions.
- The Chair will call each submission in turn. When you are invited to speak, please make sure that your presentation focuses on the key issues that you would like Members to consider. This will have the greatest impact.
- Your time allocation may have to be strictly limited if there are a lot of submissions. **This may be as short as one minute.**
- If there are a large number of submissions on one matter a representative may be requested to speak on the groups behalf.
- If you do not attend or speak at the meeting at which your public forum submission is being taken your statement will be noted by Members.
- Under our security arrangements, please note that members of the public (and bags) may be searched. This may apply in the interests of helping to ensure a safe meeting environment for all attending.



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Bristol City Council
Minutes of the Housing Management Board

10 July 2023 at 6.00 pm



Members Present:-

Councillors: Alex Marsh (Chair), Councillor Kerry Bailes, Councillor Sarah Classick, Councillor Carla Denyer, Councillor Richard Eddy, Councillor Tom Renhard, Peter Daw, Philip Morris, Tim De La Rew, Nigel Varley and Sibusiso Tshabalala

Officers in Attendance:-

Lesha Wilson, Liz Cheetham, Donald Graham, Fiona Lester (Minute Number 39), Alison Napper (Minute Number 38), Jamie Booth, Sam Robinson (Minute Number 40) and Jeremy Livitt

Also Attending: Chris Evans (Guest Resident), Matty Edwards and Adam Postans (Local Press Representatives)

35 Welcome, Introductions and Apologies for Absence

Alex Marsh welcomed all parties to the meeting and asked them to introduce themselves.

Apologies for absence were received from Councillor Tony Dyer.

The Board noted that Ross Dallimore had resigned from the Board. Members thanked him for his contribution to its work.

36 Minutes of the Previous Meeting held on 19th April 2023

RESOLVED – that the minutes of the above meeting be approved.

Matters Arising

The Board noted that, following the very recent departure of Sarah Spicer, many of the actions in the minutes had not yet been picked up by her successor.

Homes and Communities Board

It was noted that the HCB was currently on hiatus pending the commencement of the revised One City Project. **ACTION: Councillor Tom Renhard to take any future action as required**



Social Value Assessment TOMS Mechanism

It was noted that Councillor Renhard had not yet investigated the different TOMS mechanism used by Goram Homes. He undertook to do this and to report back

ACTION: Councillor Tom Renhard

Fire Safety Update

- (a) Polystyrene - The Board noted the methods used to remove polystyrene and prevent polystyrene spread – **ACTION: Lesha Wilson to ensure lessons learnt**
- (b) Fire Marshalls and Fire Doors – As part of the post-Grenfell discussion, Fire Marshalls were taking action to close Fire Doors if they were open.
 - (i) Waking Watch Contract – **ACTION: Alison Napper to discuss with the person operating the Waking Watch Contract and include in the newsletter for all residents of High Rise Blocs to stress the importance of this**
 - (ii) Mobility Scooters - The situation was noted concerning people with mobility scooters who feel they need to do so to travel outside of housing blocks safely but leaving doors open in the process – Donald Graham advised that there are arrangements in place to make people aware of the danger of lithium batteries to avoid fires, to work on a joint fire communications strategy with the Fire Service and develop a programme to create more storage across blocks. The Board noted other dangers such as dogs finding their way into buildings. They also discussed sanctions against persistent offenders such as warning letters. Whilst eviction was always an option as a last resort for persistent failure to adhere to tenancy conditions, officers would always work with residents to find solutions. The Board noted that cages were being developed across all blocks to help solve this problem and this process needed to be speeded up as soon as possible
ACTION: Donald Graham to report back to the HMB
- (c) Investment In Communal Areas, Blocks and Estates Budgets – It was noted that an investigation was required into whether a new request was required by the residents of Nigel Varley’s block for the door entry recording or whether this could be carried out automatically **ACTION: Lesha Wilson**
- (d) Environmental Neighbourhood and Improvement Budgets – **ACTION: Alison Scott to e-mail Peter Daw directly re investigation of the removal of furniture in the tenant block he occupies**
- (e) City Leap – Carbon Neutral Energy for Housing Tenants – It was noted that clarification was required from Bristol City Council for 27,000 tenants it was responsible for – **ACTION: Lesha Wilson to investigate and report back to HMB**

37 Public Forum

There were no Public Forum items.



38 Damp and Mould (Laura Pilkington/Craig Cook)

Alison Napper and Jamie Booth introduced this report and made the following points:

- A previous update had been provided to the HMB by Laura Pilkington and assessing how Housing Organisations deal with damp and mould
- Details of all the recommendations arising out of previous assessments were set out and of the performance that had been reached
- Since BCC had set a zero tolerance standard for this issue due to Health and Safety concerns, there was a requirement to respond quickly on a case by case basis. The appropriate response was then made and the key issues recorded as quickly as possible and support residents as much as possible
- Following the drafting of the Damp and Mould Policy, this would be submitted to the Tenants Scrutiny Panel on 18th July 2023
- During the pandemic, there had been a stop to standard Housing Report Inspections as a result of which current data was not as good
- In June 2023, Cabinet had agreed to set up a catch up surveys using external surveyors
- In Autumn each year, 40% of surveys were undertaken using an 89% sample of blocks to provide a picture of how it is performing

In response to Board Members' questions, Alison Napper made the following points:

- It was acknowledged that the previous Housing Health and Rating System needed improvements. Changes to the system had gone live in May 2023 and a leaflet had been provided with a tenant pack to residents and with further information online
- Work was carried out with the Sustainable Energy Team who were paid to support tenants to ensure they obtained the most from the heating system
- A lot of Bristol City council officers went to people's homes to assess problems. In addition, training was being provided to surveyors to change the culture
- It was important that when a response to a repair was raised, this was managed as a case with proper communication and photos. As a result of complaints, better use of technology was being developed for surveyors. Whilst the response to this change had been good, this needed to be part of an approach to how we deal with tenants and surveyors training

Board members made the following comments:

- The situation was noted at a property where black mould had been painted over. There was extensive damp and the fan was on constantly since it was triggered by a certain level of humidity
- It was good to see that the ombudsman was investigating certain instances where there were concerns
- There was a need for effective housing officer/estate manager interface when a repair was reported



- Residents had set up the Communication Working Group comprising tenants and officers which had agreed to address some of these issues but so far without success

ACTION:

- (1) Alison Napper to investigate the incident of painting over damp mould reported by Philip Morris
- (2) The link from the BCC webpage to be included in the minutes for the meeting – Jeremy Livitt (see below)

[Damp and mould in your home \(bristol.gov.uk\)](https://www.bristol.gov.uk/damp-and-mould-in-your-home)

39 CCTV Update (Fiona Lester/Martin Owen)

Fiona Lester introduced this report and made the following comments:

- Work was taking place in conjunction with the operation centre on an upgrade of the CCTV system costing £655,000 over two years with £327,000 being spent in 2023/24 on infrastructure and cameras
- A number of cameras across the city were obsolete and as a result the proper infrastructure behind the camera was not always working
- Priority sites were being identified for Councillors, PCC's, staff and local residents
- The Safer Streets scheme cost £75 Million and operating between 2022 to 2024 with the development of Crime Prevention Plans
- PCC's were able to submit bids on behalf of Local Authorities in hot spot areas
- The service had been awarded £32,000 which had been match funded to provide infrastructure for cameras across the city, including St Jude's, St Matthias, Middleford, Millmead and Hayleigh House to address growing concerns over ASB
- Works for Lansdowne Court and Ecclestone House were due for completion by the end of August 2023
- It was a challenge to co-ordinate the work to ensure it was properly carried out including cabling throughout the building. There had been difficulties with the way it had been carried out in the past
- The safe removal of asbestos was often a delaying factor with all priority sites projected to be completed by 2023/24 including enhanced CCTV and enhanced quality of images. This would enable better identification of perpetrators and a better storage system
- The project commitment was for blocks in Band 1 to be upgraded by 2023/24 with blocks 2 and 3 to be completed afterwards

Board members made the following points:

- Provision for mobile cameras needed to be investigated **ACTION: Fiona Lester to investigate**



- Investigation should be carried out into the possible provision of white lighting as opposed to oxide lighting which could not differentiate between different colours such as blue, red and yellow – as per work carried out for CCTV in Community At Heart in Barton hill
- It was good to see that Yemen House were on the list for works since they had a good community. This would allow effective joining up of work through the Residents Forums
- The provision of proper bike storage would provide additional reassurance for expensive bikes held in small units
- This was a good package of support for residents. In our own block, this had been achieved most directly through work with BCC.
- The safety of blocks was being improved through effective collaboration. There was a need to consider how grants from the Community Safety Fund could be used to support residents
- In some blocks of flats which were not on the immediate priority lists, there remained a recording entry system which was old fashioned.
- Cabling into blocks of flats could allow facial recognition. There was a need to avoid such systems drifting into corporate intrusion and to avoid a camera being provided on every floor

In response, Fiona Lester made the following points:

- The cabling system enabled a link to the operational centre. In instances where it was preventing problems with intruders, this was likely to be satisfactory but upgrades might still be required to ensure an up to date system was maintained
- CCTV is general funded not funded through the HRA.
- Work took place across BCC with reporting to various bodies as appropriate
- A balance was needed between the need for privacy and maintaining the safety of blocks to avoid situations where vulnerable people felt threatened when they came home at night

40 Energy Efficiency (Sam Robinson)

Sam Robinson introduced this report and made the following comments:

- A £70 Million retrofit had taken place over the last 7 years to improve the heating for 800 homes and for an external wall insulation for 1000 flats
- Works for double glazing, loft insulation and cavity wall insulation had all been carried out
- Over 95% of homes had gas central heating
- Details were provided of the numbers of different types of blocks and the minimum EPC levels required by 2030
- It was noted that £9 million had been provided by the Decarbonisation Fund to address to help address this issue. This could also include solar panels where required
- The City Leap was helping to deliver proper levels of insulation to reduce the levels of heat demand and energy bills
- There was a longer term shift from gas heating to prioritise green objectives



In response to Board Members' questions, Sam Robinson made the following points:

- There was a programme to analyse the situation concerning storage heaters and immersion heaters which were very inefficient and to help identify the right solution
- It was noted that improved project management would help address concerns about the lack of alignment arising from the Fire Safety Programme when flammable cladding was removed and new cladding not replaced until some time later, frequently during cold weather
- Further investigation was required for the District Heating System
- Historically the technology had not existed to spread technology for solar panels across blocks
- The introduction of low carbon district networks would help provide infrastructure to deliver solutions
- Board members' concerns were noted about the need to ensure proper priorities when selecting properties, to provide heat pumps by 2030 if possible and to confirm how arrangements for solar panels would be made since the cost of replacing gas boilers would exceed the HRA account. It was noted that St Katherines Court had operated with heat pumps for nearly 20 years
- It was explained that 511 Heat Pumps would be provided as part of the City Leap rollout and that a strategy on solar panels was being developed and would be clearer by the end of the year

The Board was also advised that a formal partnership was operating with City Leap to develop the energy programme.

ACTION: District Heating Systems and New Builds – Sam Robinson to report back on progress for energy efficiency for BCC properties with these heating systems

41 Resident Satisfaction Survey Results (Lesha Wilson)

Due to shortage of time, this item was deferred to the next meeting.

ACTION: Lesha Wilson to add to the agenda for the next meeting – 6pm on Wednesday 4th October 2023.

42 Any Other Business

Moving Forward Together

Fiona Lester reported that a co-design was taking place with residents and feedback obtained from officers. This provided a blueprint for change and would then be followed by appropriate action. The key themes were to ensure that it was more visible and to improve the percentage of the Tenancy Order. Following improvements to the Digital Aspect, this would be relaunched within 2 weeks and ensure



greater visibility and the development of an ASB Action Plan as part of the service's duty of care to leaseholders.

The Board pointed out a number of recent incidents when it had been difficult to contact the Leaseholder Team.

Fiona Lester indicated that the problem might have been exacerbated by recent transformational change.

It was also noted that satisfaction surveys would be made available as part of tenant information from 1st October 2023.

There was also brief discussion of the role of the Low Carbon Network in City Leap.

ACTION: Fiona Lester to note the concerns raised by Board members about the difficulty of contacting the Leaseholder Team and to pursue with the manager of this team.

43 Date of Next Meeting

The Board noted that the next meeting was scheduled to be held at 6pm on Wednesday 4th October 2023 as a remote meeting.

The meeting ended at 8.05 pm

CHAIR _____



Residential Building Safety

Developing a resident engagement strategy

Page 14

Consultation with Housing Management Board

4 October 2023

Lesha Wilson - Policy and engagement manager

Housing and Landlord Services

Business Development – Policy and Engagement

Slide 1



Agenda Item 4b

3 key aims

1. A city wide engagement strategy for high rise blocks
2. Local engagement plans for individual high rise blocks (62)
3. Set out what residents can expect from BCC in terms of:
 - the safety of their home
 - open access to safety information
 - communication and engagement with resident about the safety of their home and any planned improvements

Building safety engagement so far...

- Fire safety updates to residents - groups, housing news, website
- Advice and guidance available on BCC website (documents available upon request)
- Engagement and communication with residents in blocks affected by fires
- Fire safety engagement events across 32 high rise blocks
- Updated fire safety notices in blocks
- Waking watch / waking watch removal / cladding removal
- New building safety team, freephone, dedicated email address
- Fire risk assessments underway across high rise blocks
- Fire safety training for caretakers and wardens

Proposed timeline for developing the strategy

- Jul **Establish the facts** – what do we already know, where are we today, how did we get here
- Sep **Consult involved residents** and staff (HSP, HMB, LHF, SUG and local groups on request)
- Oct Carry out a **city wide telephone survey on resident safety** to all high rise blocks.
Work with residents, building safety team and corporate comms to **create a brand for building safety literature** and develop a **dedicated website for safety information**.
- Nov Work to **develop bespoke engagement plans for each block/cluster of blocks**
- Jan Review and publish survey outcomes, **draft city-wide engagement document and equality impact assessment**
- Mar **Establish a city-wide building safety group/forum**
Publish final document/s and update website and other materials
- Apr **Publish you said, we did document** outlining how we are responding to residents needs / concerns

Consultation with involved residents

Aim: Early involvement and guidance - comments and views about...

1. Our proposed approach and timeline
2. How else we can share safety information with residents
3. Methods for reporting concerns about safety in your home/block
4. Methods for keeping residents informed about safety issues in their home/block (local and citywide)
5. How we monitor and review strategy

Next steps

- **Briefings and consultation for councillors and staff**

Proposed questions:

1. What BCC roles and responsibilities are regarding residential building safety?
2. What safety advice and support is available to residents?
3. How and where we share safety information for residents?
4. How you and/or residents can raise issues about the safety of their home?
5. How residents can hold us to account about safety?
6. What you can do to engage with residents day to day?
7. What is your role in helping us to ensure residents safety in their homes?
8. Who should we work in partnership with / How?

- **Telephone surveys across all 62 high rise blocks**

- Proposed survey questions available (for comment) on request

Are you interested in working with us to develop the strategy?

Report to Housing Management Board 04 October 2023

| |
|---|
| Topic: Review of the HMB Terms of Reference and Recruitment of Housing Management Board tenant and leaseholder representatives |
| Ward: N/A |
| Author: Liz Cheetham |
| Officer presenting report: Lesha Wilson / Liz Cheetham |
| Level of Decision: Non-Key Decision |
| City Outcome: To support implementation of the housing service objectives and Moving Forward Together programme pledge |

Purpose of briefing, summary of issue / proposal and key background information:

To discuss and seek agreement on proposals to consult the HMB on updates to the Terms of Reference (TOR) and upon the future recruitment of Housing Management Board tenant and Leaseholder representatives that includes:

- Draft proposals to update and strengthen the TOR that reflect TPAS recommendations and expectations of the new consumer standards.
- Overview of historic and current recruitment of tenant and leaseholder representatives to the Housing Management Board.
- Research and national best practise.
- Proposals for future recruitment arrangements and timeline.

1 Proposed updates to the HMB TOR

TPAS summary recommendations for HMB (BCC commissioned desk top review 2022)

- a) There needs to be clearly defined roles and intended outcomes for tenants within the governance arrangements for housing services, to be incorporated within terms of reference.
- b) The HMB works as an advisory body and has access to decision makers, it's power to influence needs to be more clearly defined.
- c) A clear approach to capturing and evidencing where residents' voices have influenced decisions that are housing related and to keep the board and wider residents updated.
- d) Reference to tenant scrutiny should be made formally within the Housing Management Board terms of reference and sets out the relationship, how they will receive recommendations and respond.
- e) To broaden the number and diversity of those engaged by reviewing the elective process to join the Housing Management Board and a member of this group to join the Bristol Homes Board.

The suggested amendments for consultation with the board have been highlighted within appendix 1 (HMB terms of reference), in order to address points a - d. Except for point (e) where options are set out below for consideration.

2 Recruitment of Housing Management Board tenant and leaseholder representatives - History and current approach

The Housing Management Board was set up in February 2007. The first tenant board members were appointed by way of an open recruitment and selection process. 21 people expressed a formal interest in applying to become a board member, however the board and recruitment was disconnected from the rest of the resident engagement activities.

In 2008, a new housing management board was recruited. This time recruitment included a specific invitation to tenants already involved with tenant participation. The benefit of this approach was that the tenants recruited had good, long-standing knowledge and experience of how the housing service works. However, one of the drawbacks to this approach, is that tenant participation structures were not representative of our tenant profile. People from a black and minority ethnic background and younger people (below 50 years old) were and continued to be under-represented in tenant participation and were therefore less likely to access opportunities to become a board member.

In 2013 we reviewed our approach and appointed board members via recruitment and selection process from the wider tenant population. This approach made board membership accessible to a much wider range of tenants and helped us to achieve a more diverse board at that time. However, recruitment was an intensive process, including applications, pre- interview training and interview. If anyone stood down during the period of tenure this resulted repeated large scale recruitment exercise. The process also put some residents off from applying and it was felt by involved residents that the connection and links with other parts of the formal engagement structure was lost.

Our current approach:

In 2017 BCC introduced Housing Forums and a new method to recruiting tenant and leaseholders to the board. Membership was made open to BCC tenant and leaseholder population citywide, through submission of an expression of interest, and selection to the board was made annually via the Forums.

In March 2020 there was agreement to defer the appointment of new tenant and leaseholder members due to the start of the pandemic and the transitioning of all meetings for the first time online. The format for Forums also moved to citywide topic focused meetings, which meant this route for selection to the board would need to be reviewed. In 2022 as an outcome of the 'Moving Forward Together' programme and changes because of the pandemic, the Tenant Participation service on behalf of Housing Services commissioned TPAS (Tenant Participation Advisory Service) to undertake a review of our formal resident engagement structure. During this time the board has continued to meet for continuity. Where there have been vacancies, these opportunities have been made available for tenant and leaseholder volunteers to attend as associate members to gain experience of the board until such time as the full review was completed.

3. Research and National best practise

Summary of key findings:

- Many social landlords have/ are looking at enhancing their most senior Resident Influencing Vehicle (RIV). Examples include:
- New types of the senior RIVs emerging were panels with a mix of representation, including geographic, and open membership. (Hackney and Camden)
- Removal of the most senior Resident Influencing Vehicle (RIV) that were like BCC HMB (Hull and Sheffield)
- Strengthened Forums (Sometimes below a more senior board with shared membership) – High profile, digital and in person, tenants meeting officers and with some elected member input.
- LAs (& ALMOs & HAs) continue to make use of their involvement structures as the basis for membership of their senior RIV. Either geographical split or others have drawn participants from their themed forums or panels. (Example Leeds Housing Board)
- Others have used open recruitment and co-opted additional independent members (Example Manchester Housing Advisory Board)
- New focus in resident involvement around three key functions: Performance monitoring, Strategy, Scrutiny.

Additional Insight from TPAS 2023 also provided further considerations around:

- How we make the board more representative and ensure we are hearing a range of views that reflect the wider tenant population.
- How we create a stable membership of the HMB, and therefore an experienced/ useful body. For e.g., by increasing the term of office for tenant and leaseholder members.
- How tenant and leaseholder members will get deeper insights from the wider tenant body regarding housing services if they are no longer selected from/ attend area forums.
- How the board will maintain links with lower groups and the wider involvement structure.

4 Proposal for increasing diverse range of voices on the board.

To increase and improve our connection with underrepresented communities, and ensure we are hearing a range of voices that reflect our tenant and leaseholder population. We are proposing the following amendment to the TOR to allow co-options:

The membership of the Board will include up to three co-options to increase the influence of underrepresented communities. These may be individuals* or representatives of organisations that are well connected with [numerically significant] communities or represent specific equalities groups that are not currently well represented in the tenant participation structure.

The recommended tenure would be to mirror that of tenant and leaseholder board members and to review representational requirements at the end of each term.

5 Proposals for tenant and leaseholder board member recruitment arrangements

Option A. Recruitment from lower bodies

Appointed of a minimum of 6 tenant / leaseholder representatives from lower bodies. Drawing representatives from Housing Forums x 2, themed Service User Groups x 2, Leaseholder Forum x 1 and an associate membership for Housing Scrutiny Panel representative. (plus, additional new seats for representatives from emerging groups).

Representation selected from lower bodies will ensure links are maintained between the formal tenant participation structure and the selection route to the board. This will also act as an incentive to encourage and promote membership of lower bodies. Representatives will also have access to deeper insights from a wider group of residents regarding lived experiences of housing services.

There is also opportunity for additional seats for representatives from any new groups developed around emerging themes for example, building safety or shared ownership, which will allow the board to grow in the future and be able to draw on insights related to specific service areas or tenure.

All Tenant/Leaseholder representatives will be expected to attend maintain close links with their respective groups. Including short reporting slots on agendas, but it is not intended HMB representatives should dominate meetings and they should primarily be in listening mode, as outlined in an updated role description.

Opportunities to participate in all lower bodies and selection to the board would be widely promoted to all BCC tenants and leaseholders using an inclusive range of channels. Recordings of meetings and relevant information relating to the board and membership would also be made available on dedicated web pages via the BCC website and via the Tenant Participation Service.

Recommended tenure is 3 years. To support the development of board members skills and experience, create a stable membership of the HMB, and therefore an experienced/useful body.

If any representative steps down during this period, the respective lower body may select another representative to fulfil the remaining period of tenure.

Access and accountability to wider tenant and leaseholder body, will remain as tenant and leaseholders can submit questions to the board and/ or attend and observe. Recordings of meetings and relevant information relating to board membership will also continue to be made available on dedicated web pages via the BCC website and via the Tenant Participation Service.

TOR's for each lower body would also be updated to include a new section that includes the route to appointment to the board.

Option B. Citywide recruitment and selection process

Appointment of minimum 6 members via open citywide advertising to BCC tenants and leaseholders and selection via interview process.

Interview process to be conducted with representation from outgoing membership and councillors and supported by Tenant Participation Service. As interview and selection processes are normally resource and time intensive it is suggested that any applicant who is successful but not appointed due to higher scoring applicants should be held on a reserve list and approached to fill any vacancies should they arise during the tenure of that board. If there are no other suitable candidates for the position from the first round of city wide recruitment, the opportunity would then be readvertised for the remaining period of tenure tenants and leaseholders on the open involvement register.

To maintain accountability links with the rest of the involvement structure. Tenant and leaseholders appointed will be expected to maintain close links with other elements of the tenant participation structure. Including attending a minimum of at least 2 meetings of different types of lower bodies per year. Tenant and Leaseholder members may also be required to attend and

provide short reports to lower bodies, but it is not intended HMB representatives should dominate meetings and they should primarily be in listening mode.

The recommended tenure is 3 years for the purposes set outlined in option A.

Access and accountability to wider tenant body will remain as set out in option A.

Option C: A hybrid of options a and b above.

6 Timeline

| | |
|-----------------------|--|
| October to March 2024 | To maintain continuity, it is recommended that current tenant / leaseholder board members be asked to remain in post until at least the end of the financial year. |
| October 2023 | Agreement of proposed updates to the TOR by the current board and agreed approach to recruitment |
| Autumn/ Winter | Wider engagement on the proposals with other resident panels/groups |
| March 2024 | Agreement on any further improvements following wider engagement |
| April 2024 | Proposed recruitment to commence from April 2024. This will allow for planning and citywide promotion of opportunities including in the Spring/ Summer addition of Housing News which goes out to all BCC tenants and leaseholders. It is anticipated that following promotion and selection process via either lower bodies/ or interview panels |
| Summer/ Autumn 2024 | New board in place |

7 Future reviewing the HMB TOR

It is recommended that the HMB TOR should be reviewed annually with board members to ensure they are fit for purpose, and the intended aims are being met.

In addition, new guidance around recruiting to the board and working with the board will be developed (in order to strengthen transparency and provide clear evidence of board influence).

8 Next Steps / Steer sought

Agreement to the proposed amendments and arrangements for the next round of recruitment in principle with a view to discussing with tenants and leaseholder representatives at the Autumn/ Winter (October) HMB meeting.

Appendices

HMB TOR appendix 1.

Housing management board terms of reference

The Housing Management Board (HMB) is one of a range of ways that Bristol City Council (BCC) tenants and leaseholders can get involved, influence and scrutinise housing services and hold their landlord Bristol City Council to account.

Definition

1.1 The Housing Management Board (HMB) is a body set up to consider and advise on key issues affecting the City Council's Landlord Services (the management, maintenance, improvement and development of council tenancies and homes).

Its role will be to:

- Advise on development of the strategy for Landlord Services.
- Advise on and review the Landlord Strategy delivery plan and the key projects identified within the Strategy.
- Review overall, high level performance.
- Annually review the draft Business Plan and associated Capital and Revenue Budgets.
- Review risk and risk management arrangements.
- Review draft reports on key decisions to be taken by the Cabinet or Council.
- Be consulted on and advise the Director and Executive Team on key changes to strategy, key policies, significant service changes and development proposals.
- Maintain an overview of the development of tenant participation.

1.2 The Housing Management Board can refer items to the Bristol Homes Board.

1.3 The HMB will not be involved with day-to-day operational matters or matters of detailed service delivery or performance.

2. Key Aims

2.1 The aim of the HMB is to contribute to the delivery of effective landlord services, by monitoring and influencing service development and delivery.

2.2 The HMB will operate as an advisory body and provide opportunity for BCC tenants and leaseholders to meet directly and influence decision makers, including the Director and Executive Team, Portfolio holder and Elected Councillors.

3. Duties

3.1 The HMB will have regard for the Council's powers and responsibilities and its constitution, including the system of delegated authority.

3.2 The Board will receive annual reports, for consideration, regarding the Housing Revenue Account Business Plan.

3.3 HMB will, in setting its work programme each year, have regard to the remit of Bristol's Scrutiny function and relevant boards.

4. Membership

4.1 The membership of the HMB will comprise of: a minimum of six council tenants, one leaseholder, six Councillors (proportionally representing the political administrations) and may be attended by the relevant Cabinet Member.

4.2 Each elected Councillor will be selected by his or her political group.

4.3 The Board may also invite an Independent Housing professional to join the board as an independent member. The Independent member will be subject to annual reappointment every three years.

4.4 The Chair of the Board will be one of the tenant or leaseholders or the independent member and will be elected at each annual meeting. The Board may elect a vice-chair (preferably a tenant or leaseholder representative). At each annual meeting the Board will also elect one of the tenant representatives to sit on the Bristol Homes Board.

4.5 The Board may invite up to three co-options to increase the influence of underrepresented communities. These may be individuals* or representatives of organisations that are well connected with [numerically significant] communities or represent specific equalities groups that are not currently well represented in the tenant participation structure. Co-opted members will be subject to appointment every three years. Representational requirements will be reviewed at the end of each 3-year term.

4.6 Tenant, leaseholder representatives will be appointed to the Board following election from the city wide housing forums. Tenant/leaseholder members will be expected to maintain close links with other elements of the tenant participation structure. – Subject to review

4.7 Tenants and leaseholder members will stand for a period of one year three years.

4.8 The Director of Housing and Landlord Services, members of the Executive Team and other staff, as appropriate, will attend and advise the HMB.

5. Organisation of the HMB

5.1 The HMB shall be vested in the Council, which will be responsible for organising and facilitating the affairs of the HMB.

5.2 The HMB will meet at least 3-4 times a year. The dates, times and venues for the meetings will be agreed annually.

5.3 The Cabinet Member and, or the Director of Housing and Landlord Services can call an emergency meeting and a minimum of seven days' notice will be given to all members of the HMB, with a notice detailing the reasons for calling a meeting under exceptional circumstances.

5.4 Three members of the HMB can call a special meeting, written notification of which must be sent to the Director of Housing and Landlord Services, signed by each, with the stated reason. The Service Director will then give notice to the HMB as detailed in 5.3.

5.5 Minutes will be taken at all meetings and used to evidence where residents' voices have influenced decisions and shaped service delivery and improvement. A rolling action log will be developed, with regular updates and outcomes provided to the board.

5.6 Minutes of previous meetings will be circulated within 10 days after the meeting and will include notice of the agenda items for the next meeting.

5.7 Agendas and supporting papers will aim to be made available two weeks prior to meetings but will be available at least one week prior to meetings of the HMB. Late reports will be circulated as soon as possible and the HMB will determine whether to consider them.

5.8 The HMB will consider reports from BCC resident Housing Scrutiny Panel (HSP). Where the HSP raises concerns regarding housing service delivery and/or safety or related issues, the panel will make a formal request for a response from the HMB. The HMB will review such reports at the next scheduled meeting of the board, subject to adequate notice being given as set out in 5.7. If an emergency meeting of the HMB is needed a notice detailing the reasons for calling the meeting will be sent out as detailed in 5.3.

5.9 BCC Tenant and leaseholder members from lower bodies may also escalate serious matters for concern regarding service delivery and/or safety or related issues to the HMB. If they are dissatisfied with the performance of the Service in improving provision and providing sufficient opportunity has been given to correct this. If an emergency meeting of the HMB is needed a notice detailing the reasons for calling the meeting will be sent out as detailed in 5.3.

5.10 Members of the public will have the right to attend any HMB meeting except where confidential or exempt information is likely to be disclosed, and the meeting, or a part of it, is therefore held in private.

5.11 Members of the public can submit questions or make statements to the HMB, related to items on the agenda, so long as these are received one week in advance of the meeting.

5.12 HMB meetings will be limited to two hours. Any issues not addressed in this time will be carried over unless the members agree otherwise.

5.13 Members of the HMB are required to disclose the existence and nature of any personal interest which they have in any item of business to be considered at a HMB meeting, ahead of its discussion.

6. Code of Conduct

6.1 All members of the HMB are required to comply with their relevant codes of conduct:

- Tenant members: Tenant Participation Agreement Code of Conduct.
- Councillor members and advising Officers: Code of Conduct, Protocol on Member, Officer Relations.
- Council staff: Bristol City Council Code of conduct for employees.

6.2 All members of the HMB are expected to follow the good practice principles for effective meetings, listed below:

- All questions should be directed through the Chairperson.
- Everyone will be given equal respect and personal verbal attacks against members of the HMB or officers will not be tolerated.
- The Chair's position should be respected at all times.
- Any conflict of interest must be declared to the HMB at the start of the meeting.

- No member of the HMB should behave in a way likely to bring the reputation of the HMB into disrepute.
- Members will be expected to read papers before the meeting.
- All meetings and discussions will be solely confined to policy and strategy matters and will exclude any discussion of cases of individual properties, tenants or events.
- The Chairperson will have the authority to give a verbal warning to any member of the HMB or officer, whose behaviour is unacceptable. If the unacceptable behaviour continues, then the Chairperson will have the authority to ask the member of the HMB to leave the meeting. If the behaviour is considered to contravene relevant codes of conduct, the matter will be referred accordingly.
- All members of the HMB are required to make their best efforts to attend meetings or to send their apologies.
- All members are expected to take part in training where this is agreed.

7. Equal Opportunities

7.1 All members are required to comply with the Equal Opportunities statement and policy of the Council.

7.2 Members of the HMB using racist, sexist or other inappropriate language or behaviour will be subject to an agreed procedure and may be removed from the HMB.

8. Annual Review

8.1 These Terms of Reference will be reviewed on an annual basis at the start of the municipal year.

Review of Housing Management Board 2023

Why are we reviewing HMB?

- TPAS smart review recommendations 2022
- Review function and impact of the board
- Compliance with social housing regulation act

Aims:

- To review terms of reference (impact of the pandemic led to HMB operating outside of its TOR)
- To consider recruitment options to improve representation
- Improve representation

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What does the board do well?

- Operates as an advisory body in line with BCC constitution.
- Provides opportunity for tenants and leaseholders to influence decisions, decision makers in respect of housing service delivery.
- Opportunity to appoint representative to Bristol Homes Board.
- Linked to BCC wider formal engagement structure.
- Information made widely available via a dedicated BCC web pages, with access to minutes and links to recordings.

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TPAS recommendations for HMB

Summary of TPAS recommendations

- **Clearly defined roles** and intended **outcomes** for tenants and leaseholders incorporated within terms of reference.
- The HMB **power to influence** needs to be more clearly defined.
- A clear approach to **capturing and evidencing** where **residents' voices** have influenced decisions .
- **Reference to tenant scrutiny** made within the TOR how HMB will receive recommendations and respond.
- **Broaden the number and diversity** of those engaged by reviewing the elective process
- **Ensure transparency** - Reporting back to wider resident body

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Additional insight from TPAS

Further considerations

- How we make the board **more representative** and hear a range of views that reflect the wider tenant population.
- How we create a **stable membership** and an experienced/ useful body. For example, increased length of tenure.
- Ensure representatives have access to **deeper insights** from the wider tenant body.
- How the board will **maintain links with the wider involvement structure.**

Research and Best Practise

- Many looking at enhancing their most senior Resident Influencing Vehicle (RIV).
- Removal of some senior RIV like BCC HMB (Hull and Sheffield)
- Strengthened Forums (below senior board with shared membership)
- LAs (& ALMOs & HAs) continue to use involvement structures as basis for membership. Either geographical or from themed forums or panels. (Example Leeds Housing Board)
- Some use open recruitment and co-opted additional independent members (Example Manchester Housing Advisory Board)
- Shift on how three key functions happen: Performance monitoring, Strategy, Scrutiny.

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Representation

Proposal to increase and improve connection with underrepresented communities and ensure hearing a range of voices that reflect wider tenant and leaseholder population.

- The membership to include up to three co-options to increase the influence of underrepresented communities.
- These may be individuals* or representatives of organisation's that are well connected with [numerically significant] communities or represent specific equalities groups that are not currently well represented in the tenant participation structure.
- The recommended tenure would be same as other board members 3 years and to review representational requirements at the end of each term.

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Recruitment of Tenant / Leaseholder Board members

Option A. Recruitment from lower bodies

- Minimum of 6 representatives drawn from lower bodies, to maintain links and the selection route to the board.
- Act as incentive to encourage and promote membership of lower bodies
- Opportunity for additional seats from any new groups.
- Representatives will be expected to maintain close links with groups. This will also provide access to deeper insights from a wider group of residents.
- Opportunities to be well promoted to encourage diverse membership.
- Access and accountability to wider tenant and leaseholder (T/L) body, will remain and T/L can submit questions and attend/ observe meetings in-line with guidance. Recordings and relevant info will also be made available.
- Recommended tenure 3 years. To support development of board, members skills and experience, create a stable and experienced/useful body.

Recruitment of Tenant and Leaseholder Board Members

Option B. Citywide recruitment and selection

- Minimum 6 members, citywide advertising and selection via interview process.
- Interview process to be conducted with representation from outgoing membership and Housing Team.
- Maintenance of reserve list from those successful but unappointed to fill any vacancies during the tenure of that board.
- If there are no other suitable candidates from the first round of city-wide recruitment, readvertisement for the remaining period of tenure to tenants and leaseholders on the open involvement register.
- Representatives will be expected to maintain close links with other elements of the TP structure. Attending a minimum of at least 2 meetings of different types of lower bodies per year.
- The recommended tenure is 3 years for the purposes outlined in option A.
- Access and accountability will remain as set out in option A.

Recruitment of Tenant and Leaseholder Board Members

Option c – combination of a and b

- Minimum of 3 representatives drawn from lower bodies, to maintain links and the selection route to the board.
- Minimum 3 members, citywide advertising and selection via interview process.
- Up to three co-options to increase the influence of underrepresented communities.

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Timeline

| | |
|--------------------------------|---|
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| Summer/ Autumn 2024 | New board in place |

Next Steps

- Agreement in principle to the proposed amendments to the TOR set out in Appendix 1
- Agreement in principle on the arrangements for the next round of recruitment, with a view to implement from April 2024
- Broaden engagement on the proposals
- Further work to consider reward and recognition scheme for resident involvement

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