

Housing Board

Information for
Independent Members





Welcome

Thank you for your interest in joining the Council's Housing Board.

As you'll be aware, the new consumer-focused regime introduced through the Regulator of Social Housing has meant that we wanted to review our approach to how we understand the lived experience of tenants and leaseholders, as well as ensuring the housing service is being run in line with legal and regulatory requirements.

Whilst the involvement of tenants and leaseholders has always been important to the Council, the time has come to build on this work in local communities and to bring their voice into the decision-making structure of the Council. We want to supplement their lived experience with the knowledge and skills of independent housing professionals and experts, by creating a Housing Board made up of three elected members, three independent members and three Cannock Chase tenants/leaseholders.

This represents a change in the Council's approach and our expectation is that the Housing Board will ensure that the wider diverse voice of tenants and leaseholders, alongside the experience of independent experts is considered and heard by Council when considering its delivery of housing services. Having independent professionals on the Housing Board, working with councillors, tenants and leaseholders will ensure we have a wide breadth of experience overseeing the delivery of housing services across the district.

We recognise that working locally is the key to hearing the voice of our tenants and leaseholders, and this work will continue and will be a focus for the Housing Board.

We look forward to receiving your application.



Cllr Tony Johnson

Leader of the Council and
Chairman-elect of the
Housing Board

Purpose of the Housing Board

The Housing Board has been established to oversee Cannock Chase Council's responsibilities as a Registered Provider of social housing (RP) and to ensure that it meets the Regulator of Social Housing's (RSH's) consumer standards. This includes meeting relevant laws, regulations and other commitments.

The Housing Board will oversee homes and services delivered through the Housing Revenue Account (HRA).

The Housing Board will assist in ensuring that Cannock Chase Council tenants and prospective tenants receive good quality services and live in healthy and safe homes, communal areas and neighbourhoods.

At the heart of this is ensuring fair and equitable outcomes for all tenants and prospective tenants, in accordance with the Council's equality and diversity policy.

The Housing Board is responsible for ensuring that the views and experiences of tenants are considered in the design and delivery of services and that the Council is accountable to them for the services they receive and the quality of their homes, communal areas and neighbourhoods.

The Council will adopt a co-regulatory approach, working in partnership with tenants and the RSH.

Housing Board responsibilities

The Housing Board is made up of members with different skills knowledge and experience who all provide assurance to the Council on the performance of landlord services to tenants and leaseholders and the asset management and maintenance of existing homes. In addition, the Board oversees the Resident Involvement Strategy to ensure that the needs and experience of tenants and leaseholders influence its recommendations.

Housing Board members are drawn from three groups: elected members, tenants and leaseholders, and independent members. All members are equal, sharing the same responsibilities and ability to make recommendations and give assurance. The Housing Board will make recommendations to the Cabinet for the Cabinet to consider and approve or ratify (or, if required recommend to the full Council for approval).



The Housing Board has a Terms of Reference which details their responsibilities (this is a separate document that can be downloaded in the application process). The following is a summary of those responsibilities:

- Monitoring the priorities and objectives for the housing service
- Monitoring operational service delivery and tenant experience
- Providing assurance that there are effective mechanisms in place to gather and analyse the views and insight from tenants.
- Providing assurance that there is an effective mechanism in place to enable tenants to scrutinise performance of the landlord.
- Monitor complaints performance and consider the implications of learning from adverse outcomes from enquiries to the Housing Ombudsman
- Recommending to the cabinet on an annual basis the Council's self-assessment of compliance with the Housing Ombudsman's Complaint Handling Code
- Consider and make recommendations to the cabinet in respect of the Council's Asset Management Strategy
- Providing assurance that there is an effective approach to stock condition surveys and asset management.
- Monitoring delivery the annual capital investment programme
- Monitor landlord health and safety, compliance, and building safety.

- Make recommendations regarding policies and strategies.
- Consider and recommend to the cabinet on an annual basis the Council's self-assessment against the RSH consumer standards.
- Assist the cabinet to prepare for regulatory engagement whether proactive or reactive is showing the best possible outcome for the Council,
- Monitoring the achievements of the HRA budget

Time Commitment

The Housing Board will meet a minimum of FOUR times per year. Meetings will be a hybrid of virtual and in-person. Members should expect more meetings in the first year as the Board establishes itself. Members will be expected to attend training and strategy days. Considering preparation for meetings and events, as well as attending meetings, we estimate the time commitment to be about 15 days per year.



Eligibility

Applications from anyone with experience and knowledge of the housing sector are welcomed. Ideally, you will:

- Currently work (or very recently have) for a registered provider that operates within the Cannock Chase District.
- Have knowledge of the housing sector and the Cannock Chase area.

Work in, or have experience and knowledge in any of these areas:

- Contemporary customer service design and delivery and customer insight
- Resident and community engagement/empowerment
- Strategic asset management, property maintenance planning and procurement
- Building health and safety compliance
- Environmental sustainability and decarbonisation
- Finance and accounting
- Audit, risk management and controls assurance
- Governance, regulation and stakeholder accountability
- ICT, data, digital services and cybersecurity
- Housing for older people



Term of office

All members will be appointed for an initial three-year term, subject to the satisfactory completion of a probationary review which will take place at the end of your first year.

Housing Board members may not serve for more than six years in total.

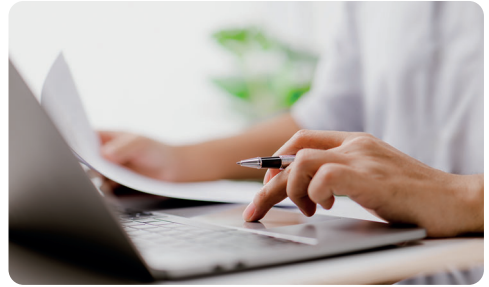
Independent representatives will be expected to stand down during their term of office in the following circumstances at the request of the Council:

- The Council decides that the composition and/or skills and experience required of the Housing Board should change.
- The Council decides not to confirm your position at the end of the probationary period.
- If a conflict of interest exists, your contribution does not meet the expected standards or your continued presence as a Housing Board member may damage the Council's reputation.
- You breach the terms of the Code of Conduct.

Incentives

The positions on the Housing Board are on a voluntary basis, however a number of incentives are available for independent board members, these include:

- If required, loan of ICT equipment (laptop or tablet) to undertake the role and access meeting papers and reports.
- All additional expenses incurred will be repaid, including travel expenses and care costs (for adults or children by a registered minder).
- Ongoing training programme



Applications

Applications from independent professionals are welcomed. To apply go to www.cannockchasedc.gov.uk/council/jobs/jobs-and-careers. You will need to create an account in order to complete your application.

We will ask you to provide a written statement that shows how you meet the skills and experience requirements shown on the next page.



Applications must be received by **1st November 2024**

Interviews will be held week commencing **11th November 2024**.

To find out more about the Council's Housing Board visit www.cannockchasedc.gov.uk/tenantparticipation or contact residentengagement@cannockchasedc.gov.uk to arrange an informal discussion about the position.

The Council will, of course, respect the privacy of any conversations regarding these roles.

Housing Board: skills and experience requirements for Independent Members



In order to fulfil its terms of reference, the Housing Board requires members to possess a variety of skills and experience. A diverse range of perspectives and backgrounds is also sought to enable the Housing Board to engage in insightful discussion and to enable the perspectives of different segments of the resident population.

It is recognised that members of the Housing Board who are elected members and residents are not appointed based on their skills and experience though it is anticipated that they will bring significant and valuable skills to the Housing Board. Independent members will be appointed on the basis of their skills and experience.

The framework on page 9 sets out the ideal skills and experience which the Housing Board will possess. Members of the Housing Board will be expected to self-assess against these skills and experience and, if required, also assess through a peer review exercise.

The Council will assess the extent to which these skills and experience are possessed, identify gaps, recruitment priorities and arrangements for managing risks associated with any gaps, for example, where specialist third party assurance or input may assist the Housing Board.

The scale on page 9 has been adopted for the levels of skills, experience and qualifications that are required to enable Housing Board members to self-assess against (providing evidence of their rating).

The Housing Board aims to possess the skills and experience at the required level(s). At least one member of the Housing Board should possess the skills and experience at the required level(s) - for example, at least one member should have very strong experience in relation to building health and safety compliance; and at least one member should have good finance and accounting skills. Members can bring more than one area of skill/ experience and not every member is expected to bring each skill/experience.



Area of skill and experience

- ✓ Contemporary customer service design and delivery and customer insight
- ✓ Resident and community engagement/empowerment
- ✓ Strategic asset management, property maintenance planning and procurement
- ✓ Building health and safety compliance
- ✓ Environmental sustainability and decarbonisation
- ✓ Finance and accounting
- ✓ Audit, risk management, and controls assurance
- ✓ Council governance, regulation, and stakeholder accountability
- ✓ ICT, data, digital services and cybersecurity
- ✓ Housing for older people
- ✓ Management of social and affordable housing
- ✓ Social housing sector

Very strong - Professional qualification and /or current practical experience at a leadership (employment or voluntary) level in all elements within the skill area. You have specialist knowledge in this area, would know how to explain this subject area to other people who have no knowledge of it and you can lead debates and discussions with confidence.

Working knowledge - An overview knowledge in some of the elements of the skill area. You would understand most of the content of an executive report on this subject and be able to occasionally contribute to a discussion. You would be able to form an independent judgement on a recommendation.

Good - Recent practical knowledge and/or experience (employment or voluntary) in most elements of this skills area. You have confidence that you would understand all the detail of an executive report in this subject area and could contribute significantly to discussion on it.

Limited or no knowledge - Limited or no prior exposure to elements of this skill area. You may be able to understand some of the content of an executive report on this subject, though you are unlikely to contribute to a discussion.





Cannock Chase Council

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www.cannockchasedc.gov.uk

 Search for 'Cannock Chase Life'  @CannockChaseDC  @CannockChaseDC

This leaflet can be provided in **large print** on request to
Cannock Chase Council on **01543 462621**.