

## COMMUNITY INVOLVEMENT

- Housing Forum/Fora
- Inter-Agency Meetings
- H.C.N. HUBS
- H.C.N. HUBS – Members Personnel Specification
- C.H.C.N. – Shadow Board
- Training



## HOUSING FORUM/FORA (FORMELY D.H.C.N.)

For N.I.H.E. to have Good Communication with local Community/Resident/Tenant Groups it is suggested to form:

- Housing Forum

or

- Housing Fora

While Groups may wish to have individual meetings with Staff at Local Offices this may be an opportunity to replace D.H.C.N. with a Housing Forum.

### 1.0 PURPOSE

1.1 To explore ways of developing closer links with the Local Office and its customers.

1.2 To monitor and comment on performance:

- Counter Service
- Housing/Homeless – Assessments
- Response Maintenance
  - Plumbing
  - Electrical
  - Heating
  - General Repairs
- Scheme Consultation/Liaison
- Community Safety – A.S.B.
- Neighbourhood Officer Service
- Sustaining Tenancies

1.3 Contribute to Community-based Initiatives and Programmes

1.4 To provide advice and support as far as it is practicable to new and established Community Groups and to promote Greater Resident Involvement through the encouragement of new groups to form.

1.5 Receive updates from HUBS and Shadow Board.

### 2.0 MEMBERSHIP

2.1 All Constituted Groups to send max 2 reps, Community Champions/Village Voice can also attend.

### 3.0 FREQUENTLY OF MEETINGS

3.1 Forum to meet quarterly.

3.2 Meetings to be held in Local Office or other agreed venue at time of day most suitable to members.



3.3 Standard Agenda would be agreed at outset.

#### 4.0 CHAIRING OF MEETINGS

4.1 Meeting may be chaired by Community Rep./N.I.H.E. or S.C.N.I.

#### 5.0 SECRETARIAT

5.1 N.I.H.E./S.C.N.I. will provide administrative and secretarial support.

5.2 All meetings will be minuted and distributed within 10 working days.



## INTER-AGENCY MEETINGS

It has been recognised for many years that Housing is not an Island. The N.I.H.E. is committed to ensuring efficient and effective Housing Service at a Local Level.

It is important that a co-ordinated approach is developed to deal with a wide range of issues which may affect any Social Housing Area, it is therefore important to engage with all providers. It is also recommended, that these providers should, where possible come together in an Inter-Agency Forum.

An Inter-Agency Forum should take the following good practice route:

1. Estate Inspection should be undertaken to identify areas of concern using the Estate Inspection Toolkit.
2. Ensure all residents are informed in advance of Inspection to allow all issues to be raised.
3. Where possible all relevant agencies should be invited to the Estate Inspection.
4. Following the Estate Inspection an agenda should be produced covering all items identified.
5. Inter-Agency meetings should take place quarterly at an agreed time and venue – S.C.N.I. if requested will facilitate meetings.
6. Residents of relevant estate/area should be kept informed of progress on issues raised.
7. Estate Inspection should be repeated at least annually.
8. Issues addressed at Inter-Agency meeting may include:
  - Anti-Social Behaviour
  - Cleansing
  - Environmental Issues
  - Health
  - Recreation
  - Roads/Footpath
  - Social Activities
  - Social Economy
  - Transport



## HUBS – H.C.N.

### 1.0 PURPOSES

- 1.1 To provide consumer feedback on the overall Quality of the Housing Services.
- 1.2 Monitor and comment on Service Levels and commend identified Best Practice.
- 1.3 Monitor and comment on performance against standards within the HUB.
- 1.4 Provide feedback on Programmes and Housing Plans.
- 1.5 Contribute to Community based initiatives and programmes.
- 1.6 To act as a sounding body for N.I.H.E./S.C.N.I. on Community Development and related issues.
- 1.7 Ensure two way communication with consumers and in particular Community Groups within the HUBS.
- 1.8 Monitor service provided at Local Outlets within the relevant HUB.
- 1.9 Monitor mechanism for dealing with complaints concerning residents at Local Outlets.
- 1.10 To provide 12 representatives to sit on Central Housing Community Network - 8 of whom should be Housing Executive Tenants.
- 1.11 Act as a Sounding Board for S.C.N.I. on Community Development and related issues.

### 2.0 MEMBERSHIP

- 2.1 HUBS will seek to represent all consumers interests in relation to Housing Services within the HUBS.
- 2.2 The membership will, as far as reasonably possible, reflect the broad cross section of consumers in terms of age, gender, economic and social status and religious affiliation. The views of special interest groups, such as those with disability, must also be reflected in the membership of the H.C.N. HUB.
- 2.3 Each Community Representative must be part of a Constituted Community Group and living in a Social Housing Area or be an Elected Community Champion or Village Voice.
- 2.4 Members will receive an attendance allowance, travel and out of pocket expenses for each meeting.



### 3.0 AIMS AND OBJECTIVES

3.1 Each H.C.N. HUB will act as a Scrutiny panel for the following services:

- Housing Management Services
- Homeless Services/Plan
- Response Maintenance
- Sustaining Tenancies
- Community Cohesion
- Community Safety/Plan
- Local Offices
- C.S.U.

3.2 A Participation Compact will be developed and agreed between HUB – H.C.N. and N.I.H.E. each year. The compact will be evaluated on Annual Basis.

### 4.0 FREQUENCY OF MEETING

4.1 The H.C.N. HUB will meet at least 5 times a year in line with Shadow Board meeting i.e. 6 before/6 after.

4.2 Meetings will be held in N.I.H.E.'s HUB Office or another agreed venue at the time of day most suitable to members with meetings lasting no longer than 2 hours.

4.3 The N.I.H.E.'s HUB Manager or identified Officer and any other member of the HUB Team will attend each meeting as appropriate.

### 5.0 CHAIRING OF MEETINGS

5.1 H.C.N. HUB will be chaired by one of its members elected for the purpose. In their absence the Vice Chairperson, similarly elected, can Chair the meeting.

5.2 If however the H.C.N. HUB's Membership wishes to invite another person/s as a non voting member/s to act as Chairperson(s), it is free to do so. These can include N.I.H.E./ S.C.N.I. Staff.

### 6.0 QUORUM

6.1 A quorum for each meeting shall not be less than one half of members.

### 7.0 VOTING

7.1 Decision should be by consensus. In the absence of a consensus decision shall be reached by simple majority vote of those members present.

7.2 Only H.C.N. HUB members are entitled to vote.



8.0 SECRETARIAT

8.1 HUB Manager will facilitate each meeting.

8.2 All meetings must be minuted and minutes distributed to members within 10 working days.

8.3 The agenda and any appropriate accompanying papers will be distributed to members at least 10 days before each meeting.

8.4 N.I.H.E./S.C.N.I. will provide all necessary documentation and support for the efficient consideration of business at each meeting.



## H.C.N. HUB

### PERSONNEL SPECIFICATION

#### **ESSENTIAL**

- Member of Constituted Community Group  
or  
Community Champion/Village Voice
- Having Undertaken Relevant Training  
or  
Willing to Undertake Relevant Training
- Willing to attend monthly meeting
- Email address or willing to set one up
- Have Integrity and be Honest
- Be Responsible
- Work for all Residents
- Good Communication Skills
- Relate easily to others
- Possess Sound Judgement and Reasoning Ability

#### **PREFERRED**

- Tenant
- Good Knowledge of N.I.H.E.
- Attend at least 75% of meetings
- Willing to Undertake:
  - Mystery Shopping
  - Tenant Led Inspections
  - Local Service Scrutiny
  - Estate Inspections
  - Evidence of Involvement  
in Community



## C.H.C.N. – SHADOW BOARD

### 1.0 PURPOSES

1.1 Where Policies and Strategies are being developed which will impact on tenants/ residents prior consultation should be carried out with the C.H.C.N./Shadow Board.

This will include:

- Planned Maintenance
- Response Maintenance
- Grounds Maintenance
- Housing Selection Scheme
- Homelessness
- Community Involvement
- Community Safety
- Community Cohesion
- Modernising Services
- Urban/Rural Regeneration
- Rent/Arrears
- Housing Benefit
- Adaptations
- Sustaining Tenancies
- Financial Inclusion/Money Advice
- Budget/Finance
- Equality Issues
- New Products/Design
- New Build Development

1.2 To act as a Sounding Board for S.C.N.I. on Community Development and related issues.

1.3 To deal with issues not resolved at H.C.N. HUBS.

1.4 To ensure good communication between N.I.H.E. Board and Northern Ireland Community Groups.

1.5 To ensure good communication between S.C.N.I. and Northern Ireland Community Groups.



## 2.0 MEMBERSHIP

2.1 The board shall have a total of 15 Community Members comprising:

12 members 1 per H.C.N. HUB  
1 member each from - Disability Forum  
- B.M.E. Forum  
- Youth Forum

Plus 2 members each from N.I.H.E. and S.C.N.I.

2.2 In the event of vacancies arising in the membership of board they shall have the right to Co-opt members to ensure continuing full representation.

2.3 Each representative will require re-nomination at least every 3 years and at least 50% must be N.I.H.E. Tenants.

2.4 N.I.H.E./S.C.N.I. have the capacity to Co-opt additional members to represent the views of Special Interest Groups.

2.5 Members will receive an Attendance Allowance, Travel and out of pocket expenses for each meeting.

## 3.0 AIMS AND OBJECTIVES

3.1 The aim is to act as a Shadow Board giving views and opinions on areas which directly affect Tenants/Communities with the objective of ensuring better decision making.

## 4.0 FREQUENCY OF MEETINGS

4.1 The Shadow Board will meet on a monthly basis or as often as they may decide necessary while acknowledging any planned meetings of N.I.H.E. Board.

4.2 Meetings will be held in S.C.N.I. and N.I.H.E. headquarters on alternative dates. The meetings should last longer than 3 hours. The Agenda and any appropriate papers will be distributed to members at least 10 days before each meeting.

## 5.0 FACILITATION OF MEETINGS

5.1 The Shadow Board will be facilitated by S.C.N.I. Director or in the Director's Absence by a member of Staff nominated by the Director.

5.2 The Director will prepare an Agenda for each meeting in conjunction with N.I.H.E. Headquarters Staff.

## 6.0 QUORUM

6.1 The Quorum for each meeting shall be not less than 50% of members, one N.I.H.E. representative and one S.C.N.I. representative.



7.0 VOTING

7.1 Decisions should be by consensus in the absence of consensus, decisions shall be reached by a simple majority vote of those members present.

8.0 SECRETARIAT

8.1 Minutes of meeting shall be prepared by S.C.N.I.

8.2 The Director shall ensure all necessary documentation and administration for the efficient consideration of business at each meeting.



## TRAINING

### HOUSING FORUM

- Allocations -Policies and Procedures
- Anti-Social Behaviour -Policies and Procedures
- Grounds Maintenance -Schedule
- L.A.P.'S or E.C.M.
- Maintenance -Categories
- N.I.H.E. -Responsibilities
- Schemes -Identify  
-Consultation  
-Groups Role
- Tenant -Responsibilities
- Staff -Changes

### INTER-AGENCIES

- Community Cohesion
- Community Safety
- C.O.T.s
- Homelessness
- L.A.P.s or E.C.M.
- Local Office – Staff/Structure/Roles
- Roles and Responsibilities of Agencies Involved
- Process of Partnership Working
- Sustaining Tenancies

### H.C.N. HUBS

- Allocations
- Community Cohesion
- Complaints
- Grounds Maintenance
- Homelessness
- Housing Benefit and Rent Arrears



- HUB – Staff/Structure/Roles
- L.A.P.s or E.C.M.    )  
                                  )
- Planned Schemes    )incl. Consultation Standards
- Maintenance Categories/Budget

