

**SAMPLE**

**COMMUNITY PARTICIPATION**

**COMPACT FOR**

**DISTRICT HOUSING**

**COMMUNITY NETWORKS**

## Foreword

A Compact is a formal agreement for use between the Housing Executive and a representative Community Forum, such as local Community Groups and District Housing Community Networks.

It is essential, and this is recognised in the Core Standards which are the formal basis of each Compact, that any forum is fully representative and inclusive, properly constituted and is able to perform its agreed role within the Compact.

The principal objective of each Compact is to provide the Community Forum, acting on behalf of the Community, and the Housing Executive with the opportunity to achieve the highest possible standards for Community Participation, particularly in the development of housing and related services.

It is well recognised that individual Community Representatives may be owner occupiers or in privately rented accommodation, as well as Housing Executive tenants. Consequently, any reference to Tenants will include any Community representative authorised to act on its behalf, irrespective of their particular tenure.

Each Forum will have its own individual skills and priorities. To allow those differences and capacities to be acknowledged, the Compact format is flexible enough to meet the current needs and aspirations of the Tenants concerned. At the same time, it is capable of being developed over time, in discussion with the Housing Executive.

It is important that both Tenants and the Officers concerned work closely together to achieve the 6 Core Standards, against the agreed measures.

The importance of that partnership is central to our future relationship, the real value of compacts, and the future of housing in serving the Community in Northern Ireland.

On Behalf of the Housing Executive, I am very pleased to make the commitment that each Compact, irrespective of the level at which it will apply, will be entered into by the Managers and Staff concerned in a full and engaging way.

I wish everyone well in meeting the challenges offered to us.

Dr John McPeake  
Chief Executive

# Section 1

## Housing Services

### Performance Monitoring

Members to be provided with a written report to include:

- Target/standard set
- District performance
- Comparison to other Districts
- Comparison to N. Ireland

Areas of service to be included:

- Rent arrears
- Housing Benefit
- Applications
- Allocations
- Homelessness
- Voids
- Response Maintenance
- Anti Social Behaviour
- Complaints
- DHCN budget
- Tenant Participation

### Programme Update

- Members to be provided with a written report on an annual basis.
- Members to be provided with a verbal update on a quarterly basis.
- Consultation arrangements to be confirmed with members for their respective areas.

## **Research**

- Results of Continuous Tenants Omnibus Survey to be provided to members.
- Copy of League Table information to be provided to members.
- Results of the annual Mystery Shopping exercise to be presented to members.
- An action plan to developed to address outcome of Mystery Shopping and updates provided to members.

## **Customer Service Excellence**

- Members to be involved in supporting submission.

## **Estate Management**

- Each group represented to agree mechanisms for addressing estate management at a local level.

## **Egan Proformas**

- Members to be provided with the necessary paperwork to record feedback on performance.
- Completed proformas to be monitored and forwarded to the relevant department by staff.

## **Counter/Reception**

- Members to undertake assessment of counter/reception area as part of the Mystery Shopping exercise.

## **Shared Race Relations Charter for Community Groups and the Northern Ireland Housing Executive**

- See minimum standards.

SHARED RACE RELATIONS CHARTER FOR COMMUNITY GROUPS  
AND THE HOUSING EXECUTIVE  
MINIMUM STANDARDS

<b>Access to Information</b>	<b>Recognition of Racism</b>	<b>Equality of Access to Services</b>	<b>Community Participation</b>
<p><b>Welcome Pack:</b></p> <ul style="list-style-type: none"> <li>● Provision of Information on health practitioners – G.P.'s, dentists, bus routes, transport information</li> <li>● Directories</li> <li>● Signposting to relevant translation services/ interpretation services</li> <li>● A point of contact/ Community representative</li> </ul>	<ul style="list-style-type: none"> <li>● Assist and support victims of hate crime</li> <li>● Provide booklet and encourage training on cultural diversity awareness/ Intercultural Awareness including counteracting negative myths and rumours</li> </ul>	<ul style="list-style-type: none"> <li>● Signposting of Translation and Interpretation service</li> <li>● Signposting to information in relevant languages</li> <li>● Acknowledgement of cultural and religious differences (See Cultural Awareness Booklet, available from N.I.H.E.)</li> </ul>	<ul style="list-style-type: none"> <li>● Acknowledge cultural and religious differences (See Cultural Awareness Booklet, available from N.I.H.E.)</li> <li>● Build relationships with locally based BME and Migrant Worker support groups</li> </ul>
<b>Community Safety</b>	<b>Partnership Working</b>	<b>Appreciation of Cultural Diversity</b>	<b>Social Inclusion Activities</b>
<ul style="list-style-type: none"> <li>● Working in partnership with other agencies to tackle racist harassment Emergency contacts e.g., Ambulance, Fire Service and Police</li> <li>● Address issues around anti-social behaviour e.g. graffiti</li> <li>● Signposting to support agencies</li> </ul>	<ul style="list-style-type: none"> <li>● Establishing links between BME and Migrant Worker community based organisations and the District Housing Community Network and Residents Associations</li> <li>● Work in partnership with agencies and organisations addressing Black Minority Ethnic and Migrant Worker issues</li> </ul>	<ul style="list-style-type: none"> <li>● Raise awareness of cultural diversity – understanding the different seasons e.g. cultural and religious festivities/celebrations (See Cultural Awareness Booklet, available from N.I.H.E.)</li> <li>● Awareness of memorial ceremonies, customs and anniversaries</li> </ul>	<p><b>Acknowledge multicultural events, e.g.:</b></p> <ul style="list-style-type: none"> <li>● Food fairs, intercultural/ multicultural sports – football matches</li> <li>● Informal workshops fun days</li> <li>● Cultural briefing sessions</li> </ul>

## Section 2

### Resources

#### Expenses

Members of the District Housing Community Network eligible for expenses to be reimbursed as follows:

- **Travel** – 40p per mile or reimbursement of public transport costs.
- **Attendance allowance** - £12 per meeting.
- **Car parking** – parking fees incurred can be reimbursed on presentation of receipt.
- **Carers**
  - a contribution can be made to cover child care costs incurred.
  - a contribution can be made to cover carers costs incurred.

#### Budget

- Members to be updated on the District Housing Community Network budget at each meeting.
- Members to agree priorities for allocation of the District Housing Community Network budget.

#### Training

- On an annual basis, members to identify priorities for relative training.
- Training will be organised by N.I.H.E./S.C.N.I. to meet the needs highlighted.
- One to one training/information session to be facilitated where necessary.

#### Digital Inclusion

- Members to be provided with appropriate support to access and update their website.

## **Section 3**

### **Meetings**

#### **Programme of Dates**

- A minimum of 5 meetings will be held per year.
- The District Housing Community Network will plan and hold an Annual General meeting.
- Dates of meetings to be agreed in advance for the incoming year.
- Meetings must be organised to co-ordinate with Area Housing Community Network and Central Housing Community Network.

#### **Arrangements**

- District Manager and/or Senior Staff member and Community Liaison Officer should attend.
- Meetings to be held in an accessible venue as agreed by members.
- Meetings to commence and conclude at a time agreed members.
- Refreshments to be provided at each meeting i.e. tea or coffee.
- Members to agree when lunch should be provided.
- Administrative support for meetings to be provided by N.I.H.E. and S.C.N.I.
- Individual personal Housing Issues to be pursued directly with N.I.H.E. personnel.
- Chairperson to be elected by members at the A.G.M.

#### **Minutes/Agendas**

- An annual programme to be agreed by members to include standard issues and priorities in relation to Housing Issues as identified.
- Agenda to be agreed and circulated a minimum of 10 days prior to the meeting.
- Minutes to be circulated within 14 days of the meeting to all members.
- Information to be circulated via email where at all possible.

## **Section 4**

### **Information**

#### **Business Plan**

- Members to have opportunity to consider and make recommendations for the incoming year.
- Foreword can be provided by chair as agreed by members.

#### **Housing News**

- Community sections of the annual Housing News to be agreed by members in advance of publication.

#### **Annual Report**

- Members to be supported to provide and publish an Annual Report.
- All new tenants to receive copy of District Housing Community Network Annual Report at sign up.

#### **Notice Board**

- Notice Board to be provided in reception for Community Information.
- Individual groups represented to be responsible for updating same.

#### **Staff Changes**

- Members to be made aware of Staff Changes as and when they occur.

#### **Press**

- Any press releases relating to the District Housing Community Network to be agreed in advance with chair as relevant.

#### **Staff Contact**

- Direct dial numbers of relevant staff to be made available to members.
- Members to direct day to day issues/queries to appropriate staff members.

### **Executive Briefings**

- Members to agree how update is received e.g. verbally or copy provided.

### **Community Association Handbook**

- All groups represented to receive a copy of the Community Association Handbook.
- All groups to be responsible for inserting updates when received.

### **Policies**

- Members to receive up-to-date information on the development of new policies.
- Members to receive copies of any new leaflets relating to policy changes.

### **Area Housing Community Network (A.H.C.N.)**

- Representatives for the A.H.C.N. to be nominated on a 3 year cycle.
- Representatives selected to attend A.H.C.N. to provide feedback at each meeting.
- C.L.O. and Representatives to present District Community Involvement Strategy at the March meeting of A.H.C.N.
- Members to receive copy of A.H.C.N. minutes.

### **Central Housing Community Network (C.H.C.N.)**

- Copies of C.H.C.N. minutes circulated to all members by N.I.H.E. Headquarters.
- Appendices to minutes available for members on request from District Office.
- All Working Group information and updates to be provided to members.
- Feedback to be provided of C.H.C.N. business by representative if applicable or N.I.H.E./S.C.N.I.

### **Register of Community Groups**

- A District Register of Community Groups to be kept up to date.
- Members to be informed of any changes to Register.

### **Register of Residents**

- A District Register of Residents to be kept up to date.
- Members to be informed of any changes to Register.

## Section 5

### Representative Community Organisations

- All member groups to adhere to their constitution.
- All member group to provide copy of their constitution.
- All District Housing Community Network members must adhere to Terms of Reference.
- Following a groups Annual General Meeting a copy of minutes and Annual Report should be forwarded.
- Updates on Committee members and Office Bearers to be provided following Annual General Meeting.
- Members should attend 75% of meetings.
- Should a member miss 3 consecutive meetings, their membership will be reviewed.
- All members must ensure that their respective Community Groups are updated regarding Housing Community Network business.
- All member groups must ensure that the local residents are kept up-to-date and informed.
- Representatives may be appointed to sit on other focus groups as necessary.
- Minimum of 50% representation from tenants.
- Members to nominate 2 Area Housing Community Network representatives.
- Community Workers may only attend if a group representative also attends.
- Community Groups in the District who have Community premises leased from N.I.H.E. should be encouraged to attend.
- New members to have a separate meeting in the first instance with Chair and or Community representative, N.I.H.E. and S.C.N.I. to receive Induction Pack.
- Community Groups who have websites should keep them updated on a regular basis.
- All member Groups to utilise email as a preferred method of communication where at all possible.

## **Section 6**

### **Mutual Commitment**

We will:

- Work together in developing the provision of the best possible Housing Service.
- Work together to achieve the resources for meaningful participation.
- Work together to achieve full participation of Housing Community Network Members.
- Work together to provide highest possible standards for information and communications.
- Work together to achieve representative Community Organisations.
- Jointly monitor and measure performance on a regular basis with an Annual Review.

## **Section 7 Performance Monitoring**

### **6 Month Review**

- All sections of this compact will be reviewed 6 months after commencement date.

### **Annual Review**

- All sections of this compact will be subject to an annual review.

## Declaration

This Compact is the formal agreement between the Northern Ireland Housing Executive and \_\_\_\_\_ District Housing Community Network for the period \_\_\_\_\_ to \_\_\_\_\_.

Each party to the Compact has discussed and agreed its contents; in particular, the Standards, their application and the arrangements for monitoring and reporting on them.

Compact to be signed by all Members, N.I.H.E. and S.C.N.I. (where appropriate). Those signing the Compact have been authorised to act on behalf of the \_\_\_\_\_ District Housing Community Network and the Housing Executive respectively.

Each further reference to the \_\_\_\_\_ District Housing Community Network and the Housing Executive will be the 'District Housing Community Network' and the 'Executive' respectively.

It is understood that no liability extends to either party beyond that stated in the document.

**Date of Commencement** \_\_\_\_\_

**Review dates:** 6 monthly \_\_\_\_\_ Annually \_\_\_\_\_

