Selwood Housing Sheltered Housing Forum

1. Terms of reference

1.1 The purpose of the terms of reference is to set out how the sheltered housing forum will operate.

2. Aims and objectives

2.1 The Sheltered Housing Forum represents the interests of sheltered housing residents. This includes:

- suggesting ways to make the sheltered housing service better.
- commenting on new plans and changes to the service.
- influencing housing policies that affect sheltered housing residents.

2.2 To maintain effective partnership working with the sheltered housing management team.

2.3 To ensure that there is a customer focused commitment to service delivery in line with the organisational values:

- Customer focus
- One Team
- Dynamic
- Honest

3. Membership

3.1 The Forum will be open to Selwood's Sheltered Housing customers, except those currently serving as a Selwood board member or in any continuous formal involvement group, such as the Scrutiny team.

3.2 Customers of sheltered housing will be excluded from membership in the following circumstances:

- where Selwood Housing has commenced legal proceedings for rent arrears or a serious breach of its tenancy conditions or if proceedings

have been commenced or been taken against the customer in question in the last two years.
- existing forum members will have their membership suspended if Selwood Housing issues legal proceedings against them for rent arrears or for any other breach of their tenancy agreement.

3.3 The Sheltered Housing Forum shall be made up of two representatives from each sheltered housing scheme. Where there are more than two representatives of any one scheme, attendance shall be via a rota system.

3.4 Members of the Sheltered Housing Forum are not elected and therefore, represent customer opinion within sheltered housing.

3.5 It is a condition of membership that members conduct themselves in a reasonable manner when attending meetings. Any member may be excluded for breach of this condition or for any other conduct which is deemed to be unacceptable. This decision will be followed up in writing. Any member excluded due to unacceptable behaviour will have the right of appeal should they wish to attend future meetings.

3.6 Membership is open to any customer of sheltered accommodation, regardless of race, colour, age, sex, religious or political beliefs, cultural background, disability or illness, gender, marital status, sexual orientation, class, appearance or employment status.

3.7 For logistical reasons, meetings shall not exceed 17 people (max 2 representatives per scheme), this will be managed on a rota basis.

3.8 Selwood will provide senior representation at each meeting. Other service delivery colleagues may also attend.

3.9 Membership will be reviewed annually

3.10 Members must be:

- impartial and fair
- approachable and non-judgemental
- willing to listen and reflect
- provide constructive feedback amongst a group of customers and colleagues

insightful and able to see things in new ways
able to make practical, useable suggestions to landlords
to work co-operatively and constructively as part of a team
a commitment to abide by the agreed code of conduct

3.11 Selwood Housing is actively committed to equality, diversity, and inclusion (EDI). Our aim is to truly represent the communities we serve. We aim for each employee, customer, and stakeholder to feel respected and valued.

4. Meetings

4.1The Forum will meet quarterly throughout the year. Additional special meetings may be called, if appropriate.

4.2 All papers from the previous meeting will be sent to members, together with any attachments within 10 working days. A reminder of the next meeting together with any additional papers will be sent at least 10 working days before the next meeting.

4.3 The forum will be led by the Supported Housing Manager or Senior neighbourhood manager (sheltered housing), who may invite any other Selwood colleague or external organisation to help provide appropriate information to them.

4.4 A resolution that is put to the vote of the meeting will be decided upon a show of hands unless a ballot is demanded by either Selwood Housing or at least 5 members of the Sheltered Housing forum who are present.

4.5 Meetings will generally be in the communal lounge of a sheltered housing scheme or in either of the Selwood Housing offices.

4.6 Everyone attending a meeting will abide by the Code of Conduct.

5. Accountability

5.1 Leave of absence may be given by the Forum in anticipation of known reasons why a member will be unable to attend. Where possible, advance

notification should be provided. This allows for the rota (if applicable) to be updated.

5.2 Minutes of meetings (apart from confidential items) will be available. to any customer on request.

6. Responsibilities

6.1 Members will not be treated as or appointed as a designated customer forum as defined by the Localism Act 2011

6.2 Members are expected to have read all the material sent out to them prior to the meeting.

6.3 A written record will be kept of the recommendations, decisions and actions agreed by the Forum. Where necessary, feedback will be provided to service delivery managers withing Selwood Housing.

7. Support and resources

7.1 Forum members will be offered travelling expenses to attend the meetings.

8. Confidentiality and declarations of interest

8.1 Members will respect confidentiality.

8.2 Forum members must disclose any personal interest that may affect comments on a matter under discussion.

8.3 The appropriate data sharing and privacy statement principles must be observed.

9. Changes to the terms of reference

9.1 Any changes to these terms of reference should be subject to consultation with the sheltered housing forum.

9.2 Suspension of the forum, Selwood Housing reserves the right to temporarily suspend the operation of the forum

Signed: _____

Full Name: _____

Date: _____

Address: _____