

<b>Lead Officer</b>	Mark Greenhalgh
<b>Subject of consultation</b>	Route to Board
<b>Date Started</b>	15th May 08
<b>Date Completed</b>	15th June 08
<b>Who was consulted</b>	AHA, BHA, CCH tenants and Leaseholders
<b>Methods Used</b>	Meeting and Postal
<b>Number of Participants</b>	375

Sections/Questions	Responses		Suggestions	Accept/Reject/Neither (If neither, please give reason)	Reason (e.g. already covered by existing policy/procedures)	Action
	Yes	No				
<b>RESIDENT ROUTE TO BOARD</b>						
<b>Introduction</b>						
<b>Stage 1 Advertise in newsletter/office for tenants/residents who would be interested in becoming Board members. This will be done to identify an initial group, and then repeated as required. Tenants/residents can also be approached directly.</b>			Newsletter should be put in the post for tenants/residents.	Neither	already happens	
			No. Easy to understand.	Neither		
			No information is well given.	Neither		
			Don't forget to advertise on website as well.	Accept		add to process
			Suggest a note in the introduction to state in this document tenant/resident/leaseholder mean the same; unless otherwise stated. It allows one word to be used throughout the rest of the statement.	Accept		add explanatory wording
			The above I understand. A tenant cannot be a spokesperson, but suggest any knowledge or skills about the tenants in the outside world are experience.	Accept		add wording about the various types of experience and skills that tenants, like other Board members can bring
			Can any tenant apply? Spouse/child?	Neither		
			Timeframe for advertisement. Who approaches tenants directly?	Neither		
		Will there be a timescale for advertisement. Who approaches tenants directly?	Neither			
		Will there be a job description? Observational period of training?	Neither			

		How do we ensure commitment of people?	Neither		
<b>Stage 2</b> <b>The tenancy history for each potential Tenant Board Member (hereafter known as TBM's) would be checked to confirm there are no issues to prevent them becoming Board Members.</b>		I would also suggest that Criminal Records should be checked for potential TBM.	Accept		Is this already part of new Board members assessment process?
		Give examples, e.g. rent arrears/ASB	Accept		add examples
		No, it is only proper to check people who would be taking on a great responsibility.	Reject		Board membership is a very responsible position
		Potential board members would need to be informed of when checks are made and what information is required.	Accept		add to process
		Should explain what is meant by tenancy history, does it mean good tenant, paid rent on time, no arrears?	Accept		add clarification
		What sort of checks will be done, what is defined as breaking terms of tenancy agreement?	Accept		add clarification
		Vague - needs more detail. How will it be condensed into statement. Give examples of breaching tenancy.	Accept		
		Housing Benefit - show as being in arrears. Needs clarifying.	Accept		
<b>Stage 3:</b> <b>The list of TBM's would be put to the relevant subsidiary Board for approval.</b>		Take into account positive past history and skills	Neither		See above point re skills
		I think other tenants at groups outside of the tenants panel should ask questions of new members of the board.	Neither		not relevant to this stage but might fit in somewhere else
		What is being approved at this stage? Transparency of why going to board at this point	Accept		Needs clarification
		What happens if it is not approved? What are the time scales for it being re-approved in the future? Can they re-apply at a later stage?	Accept		add to process
	Move to later stage? Safety net-approved by board at this stage	Reject		Need to avoid wasted places on training course and not wasting residents'	

		What skills/experience are required to be a Tenant Board Member	Accept		Person specification?
		How many Tenant Board Members at one time? Need to specify for each company	Accept		Need to clarify & publicise this
<b>Stage 4: Each TBM would be required to complete a formal training course (details below), after which they will be accredited.</b>		What kind of formal training course? Needs more detail.	Accept		detail of course provided but might need a more detailed description of what is covered in each session as this gives more idea of what being a Board member is about
		All TBM's should be trained.	Neither		covered
		Training would be needed for this kind of important task.	Neither		covered
		The training course would be for either leasehold or rented, accepting there would be common elements.	Accept		possibly need to make this explicit. Does Beech need something extra to look at aspects of shared ownership etc?
		Will the formal training course be fully explained in advance?	Accept		Yes, need to add something about this.. See above, more detailed info about course content
		Training would be essential to carry out this role, will traveling expenses be funded, duration of training, times and location explained?	Accept		Yes, see above
		What does 'formal' training involve? In-house or external delivery. Needs to be tailored to company needs	Accept		Clarify this. Perhaps something about follow-up training more specific to the subsid(if done as a group session)
		How will accreditation take place? Formal test/exam?	Accept		add clarification
		How long will training take - commitment required	Accept		add clarification
		Needs putting in preliminary publicity so people know it is voluntary. Training itself is an incentive, can we develop a certificate/recognition for undertaking training?	Accept		Add to promotional material; develop certificate

<b>Stage 5: Tenants will be elected to the Board by a ballot of all tenants/residents of the relevant Association, on a simple majority basis. The election will be administered by the Group Resident Involvement Team</b>		I have understood, I only want to know how will the Group Resident Involvement team administer?	Accept		Yes, we need to spell out the process more
		This is a fair system	Neither		
		Details of how to vote will be emailed/posted to tenants.	Accept		Clarify postal vote
		Would the ballot be secret? In my opinion it should be.	Accept		As above
		Possibly this statement could be difficult to understand by elderly tenants.	Accept		Need to clarify the election process
		Yes, I think typing courses would be good so TBM's could write better letters.	Reject		Not strictly necessary for Board members!
		What preparation is required. Manifesto needed by people applying to be a board member. Helps to identify why people want to be Tenant Board Members	Accept		Need to specify as part of detail of election process
		Mentoring, Question and answer session with existing tenant board members. Shadow board in a current meeting to get a feel of what is involved	Accept		Add to training process, pre or post training course
		Need to be clear on the role of board member needs further explanation as to how long board members are separate from being a tenant. Looking at overall issues - policies, employees and business not just simply local issues	Accept		see above point re skills/job spec etc
		Need to clarify will it be a postal vote/ballot	Accept		See above
<b>Stage 6: Elections will be held prior to the Annual General Meeting, with formal ratification at the Annual General Meeting.</b>		What is the formal ratification?	Accept		Needs clarification
		This is a normal way of electing members.	Neither		
		The word ratification might not be understood by tenants.	Accept		See above
		Manifesto should be put forward before the AGM	Accept		If this refers to the tenants' own statement, this will be required for the election process, which is before the AGM

<b>Stage 7: Unsuccessful candidates will remain on the list, and in the event of a tenant board member position becoming vacant during the year, the seat will be offered to the next tenant on the list.</b>		Would not an election be a fairer way to decide this, as you only have to look at the Governments performance with a non-elected PM.	Neither		Valid point... can't hold elections for every vacancy but what if a candidate has zero votes, can he still qualify?
		How do you keep people interested in being on the list?	Accept		Need refresher course etc
		How long does training accreditation last - does it need refreshing whilst waiting on the list? Is it transferrable to other companies	Accept		Needs clarification
		How long are you likely to wait on the list for?	Accept		See above
		How long can you be a Tenant Board Member for once elected?	Accept		Will need clarifying for each HA
		Does there need to be a timescale for tenants being a tenant of the group before they can apply for Tenant Board Member if checking tenancy history. What about starter tenancies, do you have to be an assured shorthold to apply?	Accept		Needs clarification
<b>Training &amp; Assessment</b>		Does training mean attending college course to obtain a vocational qualification?	Neither		No
		This is fine.	Neither		
		Nothing is missing. This is well constructed.	Neither		
		No this training plan looks very good.	Neither		
		Potential candidates are likely to ask: what is the course length? Where would the training take place? How would the course work be delivered? Is the curriculum available? Is there to be an oral and/or written test?	Accept		See above
		All ok, seems to be a wide scope of training.	Neither		
		Introductions training - by/to both parties to ensure a good warm inclusive welcome.	Accept		Some scope for icebreaker!
		Agree, but please take training on repairs and unacceptable behaviour as very important	Neither		?
		Need to consider that learners learn by using different styles and would have differing degrees of knowledge prior to attending the training.	Accept		Some kind of pre-assessment & choice of learning materials plus continuous assessment

		Potential board members would require a good understanding and depth of knowledge regarding each subject and what it means.	Accept		See above
<b>On completion of the training, TBM's will be individually assessed by a panel comprised of the Chair and OD/MD of the appropriate subsidiary, and the Company Secretary.</b>		Some tenants would possibly be put off by the thought of an individual assessment in front of a panel.	Accept		Needs putting across in an informal way..
		This is fine.	Neither		
		Assessments would have to be done to make sure members are capable of doing this job.	Neither		
		Successful Board Members are of course self evident in many housing associations. However, I would ask staff to be conscious of the fact that some TBM trainees are likely to fail to understand jargon and find the terminology unfamiliar. When staff have compiled data they are au fait with the detail. This is not to suggest people are unlikely to cope, merely to make the point that once you leave full time employment it can take a little longer to become a competent team member.	Accept		Mentoring ?
		I feel all the above stated is very important.	Neither		
Q10. Do you have any other Suggestions about the Residents' Route to Board?		Residents to be appointed as Board members should have a good track record and be above board without blemish to their characters.	Neither		
		Details of the route could be put on the website.	Accept		Produce leaflet and put on website
		In general tenants wish to be consulted and to play their part. However the point is often made that they have retired and have little desire to spend their time in meetings, traveling here and there, to meet with other like minded people on other schemes.	Neither		
		I think it is good that tenants vote people onto the board.	Neither		
		To gather as much information as possible and exactly what is expected of them.	Accept		See above
		To take into account that a good mixture of Board members from differing backgrounds is essential to ensure all statements are fully discussed and a range of options are identified.	Neither		

