



HOUSING POLICIES

TENANTS AND RESIDENTS ASSOCIATIONS RECOGNITION POLICY

1. Introduction

- 1.1. The aim of this policy is to set out the requirements that all tenants and residents associations must follow in order to be recognised by Brighton & Hove City Council.
- 1.2. This policy aligns with the Code of Conduct that was an appendix of the Everyone Counts Report (agreed December 2012) and was the priority identified by residents during the consultation process.
- 1.3. This policy was developed through a review of the Recognition Policy consulted on at the resident Area Panels and Involvement & Empowerment Group.

2. Aims and Objectives

- 2.1 To ensure that associations that are involved in making decisions on behalf of residents are able to show they are democratic, accountable and representative.
- 2.2 To ensure that associations abide by the Code of Conduct.
- 2.3 To ensure that associations hold four general meetings a year one of which can be the Annual General Meeting (AGM).
- 2.4 To ensure that associations elect a representative to the Area Panel.

3. Scope

- 3.1 This policy applies to all the recognised tenants and residents associations in council housing areas.
- 3.2 This policy applies to all the recognised tenants and residents associations that receive a grant from council housing.

4. Relevant legislation and regulatory compliance

4.1 We will ensure that the associations are run in accordance with best practice and relevant policy

- Tenancy Agreement
- Tenant Handbook
- Code of Conduct
- Model Constitution for Associations
- Regulatory Framework for Social Housing

5. Requirements for recognition

5.1 A launch meeting.

5.2 An up to date Constitution in line with the Model Constitution (APPENDIX 4).

5.3 An Annual General Meeting.

5.4 Acceptance of and compliance with the conduct requirements of the Code of Conduct (APPENDIX 5).

6. Launch Meeting

6.1 An association must be formed through a public meeting called for this purpose.

6.2 Each household living in the area of benefit of the association must receive an invitation to the launch meeting.

6.3 Residents living in the area of benefit must be elected at this meeting to administer the association.

6.4 The meeting must be recorded and a copy of the notes sent to the Resident Involvement Team.

7. Constitution

7.1 All associations must agree a written constitution that fits with the Model Constitution recognised by Brighton & Hove City Council. (APPENDIX 4)

7.2 Membership is limited to residents living in the area of benefit and residents can't join an association outside the area they live in.

- 7.3 The council will only recognise one association in a given geographical area.
- 7.4 An association can agree to extend its area of benefit at a general meeting, but this has to be a neighbouring area without a recognised association.
- 7.5 The constitution must require each group to have an equal opportunities statement and a means of dealing with residents who do not abide by it.
- 7.6 Where there is a conflict of interest (this can be personal or financial or due to membership of a particular group) this should be declared and the member concerned should not take part in the debate or the vote.

8. Annual General Meeting

- 8.1 An AGM must be held within three months of the date due.
- 8.2 All households in the area of benefit must receive an invitation to the AGM.
- 8.3 A ballot of all members will not be accepted in place of an AGM.
- 8.4 A copy of the examined accounts available at the meeting.
- 8.5 A copy of the minutes to be sent to the Resident Involvement Team.

9. Recognition

- 9.1 The association will have an Area Panel representative.
- 9.2 The association will be able to apply for a council housing grant for running costs.
- 9.3 The association will be able to bid for the Estates Development Budget.

10. De-recognition

- 10.1 If an association no longer complies with the Recognition Policy and Code of Conduct action will be taken to de-recognise the association.
- 10.2 Correspondence will be sent to the Chair and Secretary of the association setting out the reasons for de-recognition.
- 10.3 The association will have four weeks from the date of the correspondence to comply with the Recognition Policy.
- 10.4 If no action is taken, the association will automatically be de-recognised by the council. Housing will write to all households in the area of benefit informing them of this decision.

- 10.5 The de-recognised association can appeal in writing to the Executive Director of Environment, Development and Housing against de-recognition on the grounds that it complies with the policy. During an appeal period the association shall not be entitled to the financial or consultation provisions made for recognised associations.

11. Resources

- 11.1 The effective delivery of this policy is dependant upon the skills and knowledge of committee members.
- 11.2 They will be supported in this by the Resident Involvement Team and the Resource Centre.
- 11.3 The number of associations has reduced over the past five years, a number of them had not been meeting; but there are currently 55 thriving associations. The Resident Involvement Team also undertakes outreach, promotes the Menu of Involvement and involvement in the new Service Improvement Groups. Work has been done in areas without associations to enable access to the Estates Development Budget and a number of informal small blocks groups have been established, for example residents at Noorwood and also Northerly are applying for new main doors, Hawkaway are applying for a storage area.

12. Monitoring and Review

- 12.1 We will monitor and review this policy in conjunction with residents to ensure its effectiveness and relevance to the council's stated aims and objectives.
- 12.2 The Head of Housing has overall responsibility for the on-going monitoring of the policy through the work of frontline staff, particularly those engaged in resident involvement directly. The policy will be reviewed if there is a change to the Model Constitution or Code of Conduct by the Executive Director of Environment, Development and Housing.
- 12.3 In implementing this policy staff will refer to corporate and Housing strategies and policies outlined in Appendices 1 and 2. These are subject to their own review processes.

APPENDIX 1: Relevant Corporate Strategies and Policies

- 1.1 Complaints Policy
- 1.2 Community Engagement Framework
- 1.3 Equalities and Inclusion Policy
- 1.4 Data Protection
- 1.5 Health and Safety
- 1.6 Housing Strategy
- 1.7 Safeguarding Children and Adults Policies and Procedures
- 1.8 Social Inclusion Strategy
- 1.9 Sustainable Community Strategy
- 1.10 Reducing Inequalities Review

APPENDIX 2: Housing and Social Inclusion Strategies and Policies

- 2.1 Tenancy and Occupancy Agreements
- 2.2 Anti social behaviour procedures
- 2.3 Everyone Counts Report

APPENDIX 3: Council Housing Service Pledge

Getting involved

We will:

- provide a wide range of opportunities for you to be involved in what we do and how we do it
- involve you in setting our standards and making sure we meet them

APPENDIX 4: Model Constitution

Council Housing Model Constitution

1. Name

The name of the Association or group shall be

2. Aims

The aims of the Association or group are:

- To work for and represent all those living in
- To promote the exercise of tenants rights and the maintenance and improvement of their housing conditions, amenities and environment.
- To organise or assist the organisation of social activities as agreed by the Committee or General Meeting of the Association, which will be open to all members.
- To uphold equal opportunities and work for good relations amongst all members of the community.

3. **Membership**

Membership shall be open to all residents and their households living in the area of benefit.

The Association will not discriminate on the grounds of gender, gender reassignment, race, ethnicity, sexuality, disability, religion, belief, marital status, or age.

Membership of the Association will be free and all residents will automatically become members of the Association unless they indicate in writing to the Secretary that they do not wish to be a member.

4. **Committee**

The committee is elected at the Annual General Meeting to carry out business on behalf of the Association in accordance with the wishes of general meetings.

All elected committee members will have full voting rights.

The committee shall consist of a Chair, Secretary and Treasurer and a minimum of other members. (Housing is encouraging Associations to insert here the role of Social Media Officer if agreed at a General Meeting.)

The Association will hold four general meetings a year one of which can be the Annual General Meeting (AGM).

If vacancies occur among the Officers of the Association, a General Meeting will be held to fill the positions until the next Annual General Meeting.

Committee meetings will be open to any member of the Association wishing to attend who may speak but not vote.

No member of the Association can make an agreement on behalf of the Association without the formal decision of the Committee or a General Meeting, this includes all serving Committee Members.

5. Annual General Meeting

The Committee will call an Annual General Meeting in the month of

An AGM must be held within three months of the date due.

Fourteen days notice of the AGM must be given to members

All households in the area of benefit must receive an invitation to the AGM.

A ballot of all members will not be accepted in place of an AGM.

A copy of the minutes to be sent to the Resident Involvement Team.

At this meeting:

The committee will present an annual report of the Association for the previous year.

The committee will present the examined accounts of the Association for the previous year.

The elections of the Officers and committee for the next year will be run by an independent person.

Any proposals given to the Secretary at least seven days in advance of the meeting will be discussed.

6. Special General Meeting

The Secretary will call a Special General Meeting at the request of the majority of the Committee, or ten members of the Association giving a written request to the Chair or Secretary stating the reason for their request. At least fourteen days notice will be given of the Special General Meeting, which will take place within twenty-one days of the request.

7. Conduct of business

At all meetings any offensive behaviour, including racist, sexist or inflammatory remarks, will not be permitted. Anyone behaving in an offensive way or breaching the Code of Conduct may be asked not to attend further meetings or to resign from the Association if an apology is not given or if the behaviour is repeated.

The quorum for Committee Meetings of the Association will be members.
The quorum for all General Meetings of the Association will be members.

Amendments to the constitution may be proposed at the Annual General Meeting or any other General Meeting having been given in writing to the Secretary. Brighton & Hove City Council (Resident Involvement Team) will be notified of the changes.

8. **Area Panel**

The Association representative to the Area Panel will be elected at the Annual General Meeting.

9. **Finance**

The Treasurer will keep an account of the finances of the Association and will open a bank account in the name of the Association. Three cheque signatories will be nominated by the Committee (one to be the Treasurer). Any two of these must sign every cheque. The signatories must not be related nor members of the same household. Signatories must never sign blank cheques.

The Residents Association books will be available for scrutiny at all general and committee meetings. Any member, who is not on the Committee, may inspect the books at any other time having submitted a request in writing.

As part of its function the Residents Association will be responsible for the monitoring of all financial transactions for and on behalf of the members.

All money raised by or on behalf of the Association is only to be used to further the aims of the Association.

10. **Dissolution**

The Association may be dissolved at any time with a two-thirds majority vote at a General Meeting. At least fourteen days notice must be given to all those eligible for membership. For the sole purpose of dissolution a quorum need not apply.

After all debts have been paid any grant monies remaining will be repaid to funders and any social monies will be given to a local charity.

Signed:

Position: chair

Date:

APPENDIX 5: Code of Conduct

Draft Code of Conduct

What is a code of conduct?

A code of conduct is a common sense list of guidelines that describes the way residents are expected to conduct themselves generally, but particularly when participating in the resident involvement structure.

Brighton & Hove City Council staff are required to abide by the [Code of Conduct for Employees](#) and are accountable to the public as are Councillors who have their own [Code of Conduct for Members](#).

What do you mean by resident involvement?

Resident involvement is a mix of the set up, the processes, the people, the activities and the resources that go into hearing from, involving, working with and understanding residents, and enabling them to have more influence over their housing services if they want to.

This code applies to all residents involved in these ways – eg as a tenant and residents association representative, a member of a working group or other group or committee, or as a participant on a training course, workshop or at a meeting.

Why have a code of conduct?

The aim of this overarching code of conduct is to promote positive attitudes and behaviours, and a respectful approach to resident involvement.

A Code of Conduct will be available at meetings. New members to a group will be asked to ensure they are familiar with it and sign a copy or a register to that effect.

General behaviour and courtesy

When taking part in resident involvement activities or groups you are expected to:-

- Not bring resident involvement in Brighton & Hove City Council, their group or tenant and resident association (TRA) into disrepute.
- Comply with your tenancy agreement conditions. The council reserves the right not to work with and involve residents who are in breach of their tenancy agreement.
- Be polite, reasonable and courteous to other residents, council officers, councillors, contractors and other people you come into contact with.

- Not expect to receive preferential treatment from councillors, officers or contractors as a result of being involved.
- Always use the established and publicised procedures to report issues such as repairs, complaints, request for service, etc even if they have been reported before.
- Communicate in a respectful and helpful way, especially when offering constructive criticism or challenge

Conduct in meetings and communications

It is the responsibility of the chair or organiser of the meeting to ensure that the Code of Conduct is available at the meeting.

You are respectfully expected to:

- Support the meeting process by following the agenda, not talking when someone else is speaking but waiting for the Chairperson's permission to contribute, respecting the position of Chair, being courteous, and helping each other to reach effective decisions.
- Make new residents, visitors and observers feel welcome, and give new participants the opportunity to speak and become involved.
- Remember that the purpose of a meeting is to benefit residents generally and not specific individuals so please do not raise personal matters at a meeting unless at an association meeting.
- Operate within the rules laid down in the Code of Conduct.
- Give the opportunity to anyone affected by any remarks made, even if it is not about them, to say why they are offended without interruption so that the matter can be looked into or rectified.
- Disclose any **conflict of interest**, whether personal or on behalf of any group you represent, that you consider may affect or influence your approach to the matter under discussion.
- Accept that, although consensus will be sought wherever possible, not everyone will be happy with all decisions all of the time. There will need to be space for differing opinions to be evaluated, and joint approaches should be sought to arrive at win-win solutions. Once an issue has been decided, it should be respected by all present.

Discrimination and harassment

Harassment means improper comment or conduct that a person knows or ought to know would be unwelcome, offensive, embarrassing or hurtful. It is important that people attending meetings, or otherwise being part of resident involvement activities or initiatives, feel comfortable, safe and free from discrimination or harassment. In order to ensure that this happens, we will challenge, and will support residents who challenge unacceptable or offensive behaviour and language.

You must not verbally, on web postings, by email or in writing:

- Use discriminatory language, harass or discriminate against people on the grounds of their age, ability/disability, race/ethnicity, colour, religion or belief, gender, marital or civil partnership status, sexual orientation or any other matter that might cause offence.
- Behave in an abusive way towards other residents or staff. For example, initiating or spreading hurtful rumours, making a false damaging statement about a person, swearing, or using insulting or threatening behaviour.

Not only is this unacceptable, but it is also illegal, and will not be tolerated.

The recognition policy for tenants' and residents' associations requires each one to have an equal opportunities statement and a means of dealing with residents who do not abide by it.

Confidentiality

Residents must:

- Respect all individual tenants'/residents' confidentiality, whether present or not.
- Refrain from mentioning in public specific individual cases which may cause embarrassment or the identification of an individual.
- Not disclose any information shared with or by the officers that is of a confidential or commercially sensitive nature.

Financial responsibility

Residents who are acting on behalf of other residents (eg as a committee member of a TRA) are in a position of trust. They must, where money is involved:

- Take reasonable care in management and accounting of funds.
- Ensure that accounts are accessible and available for audit.
- Consult with the residents being represented on expenditure.
- Control the use of funds for their proper use.
- Not obtain a personal gain or achieve ulterior objectives.
- Take reasonable care and precautions where property or facilities are made available for use (eg equipment should be stored properly so it is not stolen).

If an investigation is required, the relevant residents may be required to stand down from their position temporarily while the matter is looked into. Where a committee member or an involved resident has been proven to have deliberately fraudulently obtained funds, benefits, or property, they will be excluded from any further involvement with a recognised resident group. The council may also involve the police and its legal section.

Where mismanagement has resulted from a lack of information or training, the resident(s) will be expected to attend appropriate book keeping training.

Political affiliation

Participating residents may be associated with, or be part of a political party; however they may not represent this party or its views within the role as a tenant representative

Specific areas for tenant representatives

You must:

- Gather views on issues and proposals put forward by housing services that affect all residents in your area and represent the views accurately and fairly to the council or other organisations.
- Remember in meetings and correspondence that you are representing the views of, and are accountable to, your community or residents' association.
- Not speak or write on behalf of a group without its prior agreement. Correspondence, sent on behalf of any group, should be known in advance and available to all members of the group to check before it is sent out in order to give members an opportunity to contribute to it.
- Send apologies if you are unable to attend meetings and consider whether your position should be replaced if attendance is difficult. Non attendance at three meetings without apologies will automatically result in a replacement as the representative on a specific group or committee being sought.

Behaviour that is unacceptable, offensive or in breach of this code could lead to an individual or association being investigated. In the case of associations it could also lead to it being derecognised.

Examples of behaviours in breach of this code of conduct include:

- Behaviour that breaches of the council's policy on equal opportunities eg making jokes about people because of their age, race, gender, disability, faith, religion or sexual orientation, or because they are 'different' to you.
- Making assumptions and generalising about people because they belong to a particular group (for example: 'all young people...', 'all Asians...', 'all single parents...', 'all travellers...', 'all white people...').
- Describing people in a way that may be seen as an insult or a threat.
- Behaving in an aggressive manner towards other people or in such a way that they feel threatened or intimidated – including threatening to get someone sacked shouting and using offensive language.
- Verbal or physical assault upon any person or persons.
- Criminal behaviour, including fraud.

- Financial mismanagement.
- Conflict between committee members that means the group ceases to operate effectively and is no longer representative
- Abuse of power - threatening to have an officer sacked or another tenant evicted instead of using appropriate channels to make a complaint
- Abuse of power – public accusations about an individual in a meeting or by petition or by email and copying in senior managers, councillors and MPs instead of using the appropriate channels to make a complaint

Please note that 'people' referred to above includes residents, officers, councillors, contractors and other people you come into contact with.

Challenging unacceptable behaviour

Any participant can challenge unacceptable or offensive behaviour through the chair or agreed lead person at a meeting.

Outside of meetings any participant can challenge through a tenant representative or a council officer, or by completing the '**Unacceptable conduct complaints form**'. (This can be obtained through resident representatives, Resident Involvement Officers, or by telephoning the Housing Customer Services or found on the council housing pages of the council's website).

Breach of the Code of Conduct

Breach at a meeting

1. Person asked to apologise and modify behaviour
2. If person refuses they are asked to leave
3. Person written to within one week, given the opportunity to apologise in writing within two weeks
4. Person offered to attend training where relevant
5. If a potential breach of tenancy may be referred to the Tenancy Team
6. If actions not taken up by the person the organisers of the meeting are notified

Breach outside of a meeting

Behaviour when acting on behalf of the association or in capacity as a member of a housing management group

1. Attempt to resolve amicably when it occurs
2. Refer to the service manager or Resident Involvement Team as soon as possible

3. Relevant Officer investigates and informally meets the person
4. If a potential breach of tenancy may be referred to the Tenancy Team
5. In most cases person apologises and commits to not repeating behaviour
6. If the behaviour is repeated person asked to withdraw involvement

Anti-social behaviour (ASB) is defined on the council website and in the Tenant Handbook.

It is any behaviour that unreasonably disrupts the peace and comfort of other residents or adversely affects their health and safety. ASB can be anything that prevents another person from enjoying their home, garden, estate or neighbourhood. If experiencing ASB

1. Report the behaviour online or to Housing Customer Services
2. In an emergency call the police on 999
3. The Neighbourhoods or Tenancy Teams decide on action

Outcomes

Depending on the circumstances, potential outcomes could be:

1. An apology is accepted
2. An undertaking is agreed - eg to complete specific training or to stop a particular action
3. The person might be removed from the working group
4. The association might be asked to remove the person from the committee
5. Tenancy action
6. Referral for mediation
7. Temporary de-recognition of a TRA
8. Permanent de-recognition of a TRA
9. Withdrawal of membership of the Area Panel
10. Withdrawal of eligibility of Housing grant funding
11. Withdrawal of eligibility to bid for the Estates Development Budget

Right to appeal

1. The person or residents' group who reported the breach, or the person or residents' group who have been asked to act in response to a breach of the Code of Conduct have the right to appeal.
2. In the first instance this should be to the Resident Involvement Manager or relevant service manager.

3. If not satisfied with the response refer the matter to the council's Standards and Complaints Team who will follow the complaints process.
4. Person or residents' group can contact and MP or local councillor to talk to Housing about the concern.
5. If have been through the complaints process and not satisfied can contact the Local Government Ombudsman.

Right to appeal if an association is de-recognised

1. It is open to a de-recognised association to appeal in writing to the Director of Environment, Development and Housing against de-recognition on the grounds that it complies with the policy.
2. During an appeal period the association shall not be entitled to the financial or consultation provisions made for recognised associations.

Contact details for the Resident Involvement Team

Resident Involvement Team
Housing
Brighton and Hove City Council
The Housing Centre
Unit 1, Fairway Trading Estate
Eastergate Road
Brighton, BN2 4QL
Tel. (01273) 29 2112
RIT@brighton-hove.gov.uk

APPENDIX 6: Equality Impact Assessment

Equalities Impact Assessment

EIA Title:	Recognition Policy	Reference Number:	HM
Aim of Policy or Scope of Service:	To ensure that associations that are involved in making decisions on behalf of residents are able to show they are democratic, accountable and representative; it applies to all the recognised tenants and residents associations in council housing areas.		
Approach to the Impact Assessment:	The purpose of this EIA is to consider the possible positive or negative impact introduction of this policy may have on the council's tenant and leaseholder residents associations.		

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Scope of the Assessment

Different groups included in scope	Potential impacts (positive and negative) on this group	Existing data / information (inc. relevant legislation)	Current action to minimise negative impacts and maximise positive impacts	Potential new actions to: <ul style="list-style-type: none"> • obtain missing data & info • minimise negative impacts • maximise positive impacts
<p>96</p> <p>All (impacts that apply to all groups)</p>	<p>(-) Associations are independent organisations and many of the committees have long standing members and some may find change a challenge.</p> <p>(-) Chairs may find enforcing the Code of Conduct to be a challenge.</p> <p>(+) Ensures that the council only recognises associations that keep to the terms of their constitutions and abide by the Code of Conduct.</p> <p>(+) Potential impact on all groups is that their involvement will increase due to associations running effectively and that people will be treated with politeness and respect.</p>	<p>Tenant & Leaseholder Involvement Questionnaire</p> <p>Tenant profiling data</p> <p>Age Regulation 2006</p> <p>United Nations Convention on the rights of the child – Article 12</p> <p>Children’s Act 1989</p> <p>Equality Act 2010</p> <p>Tenant Census 2006</p> <p>20/20 Engagement Framework</p> <p>Information available on 6 equality strands.</p>	<p>Everyone Counts Report Dec 2012.</p> <p>Support from the Resident Involvement Team.</p> <p>Free committee skills and publicity training and printing at the Resource Centre.</p> <p>Support available for associations to use social media and set up web sites.</p> <p>Establishment of the Involvement & Empowerment Group Nov 2013</p>	<p>Resident Involvement Team to attend association meetings and go through the Code of Conduct and Model Constitution.</p> <p>Set up peer to peer support sessions for the chairs around how to challenge difficult behaviours.</p> <p>Equalities awareness training for tenant representatives.</p> <p>Provide training workshops for resident groups to look for ways to increase involvement.</p> <p>Pin numbers of all committee members to be obtained so equalities monitoring reports can be run.</p>

Different groups included in scope	Potential impacts (positive and negative) on this group	Existing data / information (inc. relevant legislation)	Current action to minimise negative impacts and maximise positive impacts	Potential new actions to: <ul style="list-style-type: none"> • obtain missing data & info • minimise negative impacts • maximise positive impacts
All (impacts that apply to all groups) cont.	(+) Provides tenants and leaseholders with an opportunity to give feedback on Housing reports at Area Panels and to scrutinise our performance against agreed standards.			
Race (BME people, asylum seekers/refugees)	(+) Potential impact on all groups is that their involvement will increase due to associations running effectively and that people will be treated with politeness and respect	Tenant profiling data	As above	As above
Gender (men, women)	As above	Tenant profiling data	As above	As above
Gender Reassignment	As above	Tenant profiling data	As above	As above
Marriage	As above	-	As above	As above

Different groups included in scope	Potential impacts (positive and negative) on this group	Existing data / information (inc. relevant legislation)	Current action to minimise negative impacts and maximise positive impacts	Potential new actions to: <ul style="list-style-type: none"> • obtain missing data & info • minimise negative impacts • maximise positive impacts
Civil Partnership	As above	-	As above	As above
Pregnancy & Maternity	As above	-	As above	As above
Disability (people with a physical or mental health issue, long term limiting illness, learning disability, or physical/sensory impairment)	As above	Tenant profiling data	As above	As above
Age (older, younger people)	As above	Tenant profiling data	As above	As above
Religion or belief (faith communities, including no belief)	As above	Tenant profiling data	As above	As above
Sexual orientation	As above	Tenant profiling data	As above	As above

Different groups included in scope	Potential impacts (positive and negative) on this group	Existing data / information (inc. relevant legislation)	Current action to minimise negative impacts and maximise positive impacts	Potential new actions to: <ul style="list-style-type: none"> • obtain missing data & info • minimise negative impacts • maximise positive impacts
(lesbian, gay, bisexual and unsure people)				
Other groups (carers, socially or financially excluded people, people experiencing domestic violence or abuse, etc)	As above	-	As above	As above
Staff	(-) Changes to the way officers engage with residents over the Code of Conduct may be challenging.	Recognition Policy Model Constitution Tenant Rep's Handbook Grants procedure	Resident Involvement Team have gone through the Code of Conduct and know how to signpost people to the ASB Team or Standards and Complaints where relevant.	All communications relating to the Recognition Policy and Code of Conduct will be saved in one folder and matters arising will be discussed at Team meetings. The Breach of the Code of Conduct form will be circulated.

New actions to be transferred to Action Plan



Consultation

What consultation has been used or taken?	Date	Methods used	Findings
Staff session on Innovation Development	April 2012	Workshop style group discussion with Managers.	Behaviours were identified as a key barrier to resident involvement.
Innovation Group	April 2012	Research about methods / examples used by other housing providers was used. Scenarios of behaviours were discussed. Feedback from staff and residents was included in discussions.	Feedback from this group used to develop the Code of Conduct and Recognition Policy.
Survey on key areas of the Innovation (Everyone Counts) Report	April 2012	Article in Homing In, email to 3,000 on database, online consultation	87% agreed change Code of Conduct to clearly explain unacceptable behaviours and possible actions if not followed
Workshop at City Assembly on Code of Conduct	May 2012	Workshop style small group discussion.	Feedback that the Chair needs to be strong and enforce, support and training should be provided, and include a list of sanctions
Service Improvement Groups	Oct 2013	Copies of Code of Conduct circulated with welcome packs.	No objections raised.
Area Panels	Jan 2014	Full Report sent to the Area Panels and feedback collected for the consultation section of the Housing Report.	The Model Constitution needed amending as said tenants, it has been amended to residents. Comments from the Panels are in the consultation section of the covering report.
Involvement & Empowerment Service Improvement Group	Feb 2014	Feedback from Area Panels and rollout discussed	Agreement with Area Panel that should add "by email" to the Discrimination and Harassment section. Some people don't like to complain or have trouble with forms, so the Resident Involvement Team will explain that they can help with the form and this is now added to the form.

Action Plan

Agreed action	Timescale	Lead officer	Review date
Resident Involvement Team to attend association meetings and go through the Code of Conduct and Model Constitution.	May to October 2014	Becky Purnell	May 2015
Set up peer to peer support session for the chairs around how to challenge difficult behaviours.	July to October 2014	Becky Purnell	May 2015
Equalities awareness training for tenant representatives.	July to October 2014	Becky Purnell	May 2015
Provide training workshops for resident groups to look for ways to increase involvement.	July to October 2014	Becky Purnell	May 2015
Pin numbers of all committee members to be obtained so equalities monitoring reports can be run.	July to October 2014	Becky Purnell	May 2015

Sign Off / Approval

Lead Equality Impact Assessment Officer:

Date:

Departmental Equalities Lead:

Date:

Head of Delivery Unit / Lead Commissioner:

Date:

Communities & Equalities Team:

Date:

APPENDIX 7: Current Recognition Policy

TENANTS' & RESIDENTS ASSOCIATIONS

Recognition

Brighton & Hove City Council has set out some requirements that all tenants and residents associations must follow if they wish to be recognised. This is to ensure that associations that are involved in making decisions on behalf of residents are able to show that they are democratic, accountable and representative.

Once an association is recognised, it will be able to:

- Hold quarterly meetings with the local Housing Officer
- Send a voting representative to Area Panel and other meetings for resident participation
- Apply for a grant towards the cost of running the association

Requirements for Recognition

1. A Launch meeting
2. An up-to-date Constitution in line with the Model Constitution (attached).
3. An Annual General Meeting
4. Acceptance of and compliance with the conduct requirements of the Tenant Participation Compact and of this policy.

Launch Meeting

- 1.1 A tenants and residents association must be formed through a public meeting called for this purpose.
- 1.2 Each household living in the area of benefit of the association must receive an invitation to the launch meeting.
- 1.3 Residents living in the area of benefit must be elected at this meeting to administer the association.
- 1.4 The meeting must be minuted and a copy of the minutes sent to the Resident Involvement Team.

Constitution

- 2.1** All tenants and residents associations must agree a written constitution that is recognised by Brighton & Hove City Council.
- 2.2** The constitution must include the following:
 - Provision for an Annual General Meeting including the month in which it will be held
 - The area which the association will cover i.e. names of streets, blocks of flats
 - An equal opportunities statement and a means of dealing with anyone who does not abide by it
- 2.3** Membership is only open to residents and their households living in the area of benefit. Subject to 2.4 below residents will not be able to join an association outside the area they live in.
- 2.4** A local association may, by agreement of a general meeting, extend rights to residents of a neighbouring area that does not have a recognised association but must not recruit members from an area that has a recognised association or from areas not bordering on the area of benefit.
- 2.5** Where there may be a conflict of interest, the member concerned must declare this; they must leave the room for the debate and cannot vote on the issue.

Annual General Meeting

- 3.1** An Annual General Meeting must be held within three months of the date due.
- 3.2** All households in the area of benefit must receive an invitation to the Annual General Meeting.
- 3.3** A ballot of all members will not be accepted in place of an Annual General Meeting.
- 3.4** A copy of the minutes of the meeting must be sent to City Services.

De-recognition

- 5.1** If a tenants and residents association no longer complies with the Recognition Policy action will be taken to derecognise the association.

- 5.2** Correspondence will be sent to the Chair and Secretary of the association setting out the reasons for de-recognition.
- 5.3** A further four weeks from the date of the correspondence will be given to the association to comply with the Recognition Policy.
- 5.4** If no action is taken, the association will automatically be de-recognised by City Services. Correspondence will be sent to all households in the area of benefit informing them of this decision.
- 5.6** It is open to a derecognised association to appeal in writing to the Director against de-recognition on the grounds that it complies with the policy. During an appeal period the association shall not be entitled to the financial or consultation provisions made for recognised associations.

Equal Opportunities

Brighton & Hove City Council is committed to equality of opportunity for all residents of the city. This commitment is reflected in all areas of the council's work.

The recognition criteria for tenants' associations require each group to have an equal opportunities statement and a means of dealing with residents who do not abide by it.

