

Sedgemoor Tenants Assurance Committee

Recruitment Pack

April 2024





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Welcome from Sarah O'Neill

Dear Applicant

Thank you so much for your interest in becoming a member of the Tenants Assurance Committee at Homes in Sedgemoor.

We really want to listen to our tenants to ensure that our services are of the highest possible standard and that everything we do is designed with them in mind. We are committed to taking into account the diverse needs of all our tenants, including the most vulnerable. We also aim to ensure that all our tenants are treated with fairness and respect. It is critical that we truly understand the different needs of all our tenants. To do this we need people like you.

The Sedgemoor Tenants Assurance Committee is made up of a diverse group of tenants, from different backgrounds, living in various parts of Sedgemoor and who have a wide variety of skills and experience. What unites them is their enthusiasm to ensure Homes in Sedgemoor have the safest and most sustainable homes, the highest possible standards of service and listens to the voice of their tenants at all times. Committee meetings are positive, energetic and fun.

You would join us as we embark upon the implementation of the new three year corporate strategy and new legislation affecting social housing and building safety. This is an opportunity to make a real difference and we would value input from new committee members.

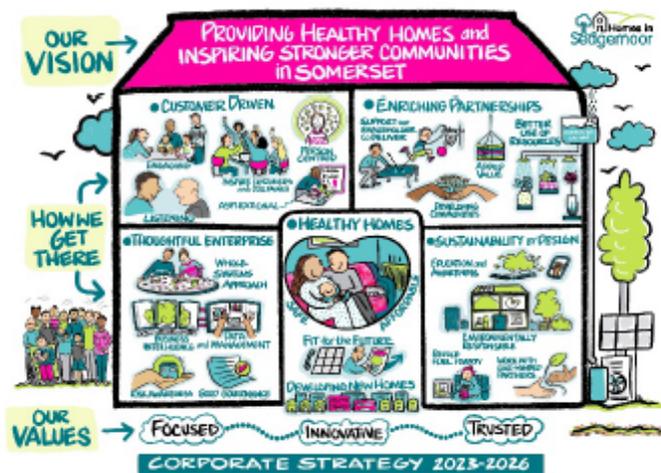
Thank-you so much for your interest.



About Homes in Sedgemoor

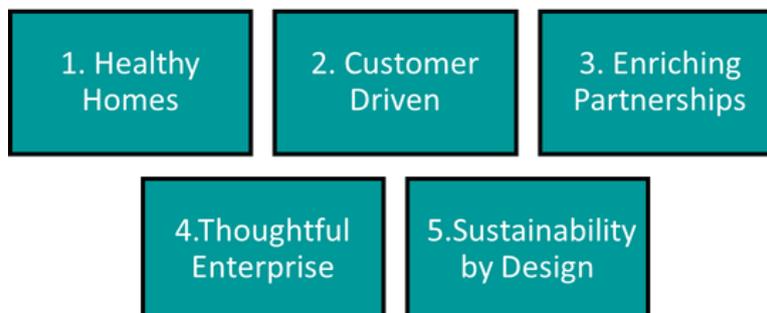
HiS is an Arms-Length Management Organisation (ALMO) established in April 2007 with the remit of managing and maintaining c.4,000 homes on behalf of Sedgemoor District Council. Following the creation of a single unitary authority in April 2023, ownership of HiS was transferred to the new Somerset Council.

Our current strategy



Vision: Our enduring vision is “To provide healthy homes and inspiring communities in Somerset”

Strategic Themes: 5 new themes will guide the organisation for the next three years:

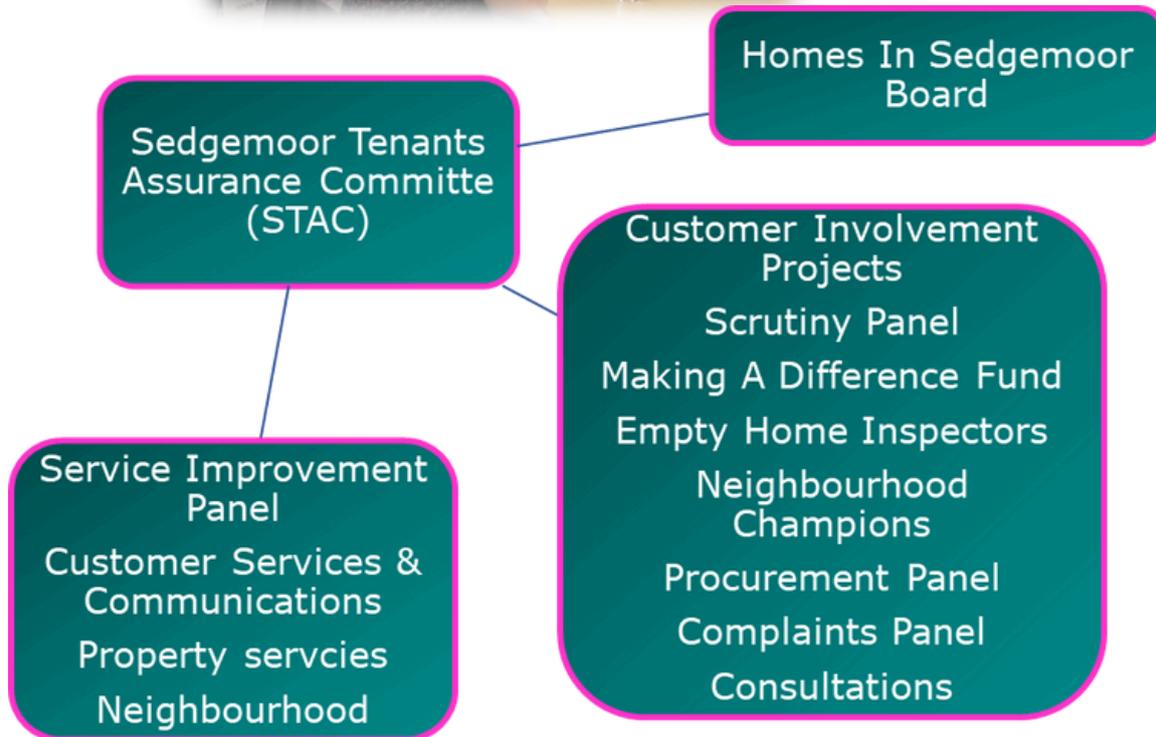


Our behaviours to achieve success will be underpinned by our existing company Values:



Our Customer Involvement Structure

Customer Involvement is our framework that provides an opportunity for customers to influence decision-making processes to help shape service delivery.



TEAM MAKING A DIFFERENCE
 Volunteer Youth Engagement Dream
 Working in partnership Scheme
 Inspire Youth Engagement community
 Youth Intergenerational
 Engagement ENABLING
 VOLUNTEER community



Frequently asked questions about the Homes in Sedgemoor Tenants Assurance Committee

1. Why a Sedgemoor Tenants Assurance Committee?

In November 2020 the Government published its Housing White Paper called 'The Charter for Social Housing Residents'. This document specifically states the expectations now being placed on social housing landlords and mean that residents can expect 'to be able to hold their landlord to account, know how it is performing and what decisions it is making' and 'to have your voice heard by your landlord'.

These external drivers have allowed us to reflect upon our approach to customer involvement, scrutiny, and governance.

The creation of the Sedgemoor Tenants Assurance Committee is a keyway a means by which the 'tenant voice' can ensure Homes in Sedgemoor meets its legal, regulatory, and business objectives.

2. What do you mean when you talk about 'customer assurance'?

The Board will always want and expect assurance on the many aspects of our business including, for example, health and safety, finances, employment practices, AND that we are delivering our services in the right way to all our customers. Board seek assurance from lots of different sources such as performance data, the executive team, external audits, specialist independent advisors and legal experts

The Sedgemoor Tenants Assurance Committee will become one of the many ways the main board has of gaining assurance and, very specifically, assurance about the customer experience of our services.

3. Who will benefit the most from the work of the Sedgemoor Tenants Assurance Committee – the landlord or the customers?

Homes in Sedgemoor and our customers will benefit because it will put the 'tenant voice' at the heart of governance. It will ensure we meet all our commitments to all our customers, and it will enable customers and landlord to work together on our shared vision.

4. What's in it for me if I am selected to join the Sedgemoor Tenants Assurance Committee?

You will be able to influence housing services and policies at Homes in Sedgemoor. You will be given opportunities to develop your skills and knowledge of housing. If you are motivated to improve lives and communities then you will see how good quality housing and housing services really do help to change individuals and communities.

Opportunities to gain new skills and meet people who want to make a difference

Chair of the Board and Chief Executive



Paul Stephenson - Chair of the Board

Paul has recently retired after 37 years working in community housing, the last 15 at Cheltenham Borough Homes, with the last eight as CEO. Paul's passion has always been about investing in people and communities. Paul is Chair of the Gloucestershire Adverse Childhood Experiences (ACEs) Panel, which is a voluntary position working with representatives from multiple agencies to address one of the objectives of the Health and Wellbeing Strategy.



Peter Hatch - Chief Executive

Peter Hatch was appointed Chief Executive at Homes in Sedgemoor in 2019. He is passionate about delivering great services, helping people reach their potential and developing and building organisations through partnership work.

Before joining HiS, Peter was the Executive Director of Property and Communities with Cheltenham Borough Homes (CBH), where he was responsible for operational services including building services, asset management, housing management, housing options and community engagement across general needs, older persons and support services.



Claire Tough - Director of Communities & Customer Service

Claire has worked in social housing for 22 years and first joined Sedgemoor District Council in 2006 as the ALMO was being launched.

Claire has held a variety of roles within social housing and is now responsible for ensuring great tenancy and community services are delivered to customers. With a team of community and office-based colleagues, Claire's responsibility encompasses neighbourhoods, customer service, tenancy and neighbourhood and income management, customer involvement, and older person services.

Sedgemoor Tenants Assurance Committee



Sarah O'Neill STAC Chair

I have a strong personal interest in the housing sector and continue to work with the STAC members to provide oversight and assurance of the Homes in Sedgemoor strategy and compliance with the Regulator of Social Housing's consumer standards. I am passionate about ensuring housing is fit to combat the effects of climate change and to achieve the net zero carbon emission targets



Aimee Payne STAC Member

I applied to be a member of the Sedgemoor Tenants Assurance Committee, as I feel it is very important for the tenant's voice to be heard.

"I am looking forward to working with the fantastic members of the committee, to create a positive future narrative for social tenants and housing.



Pauline Hayes STAC Member

One of the many benefits of being a member of The Sedgemoor Tenants Assurance Committee is that you get both views on Housing, from both the tenant and landlord's perspective.

You can look after the tenant's interests by asking questions and finding solutions together if changes are needed.



Karen Wilce STAC Member

I applied to be a Sedgemoor Tenants Assurance Committee member as I wanted to continue being an involved tenant.

"I'm looking forward to working with the committee and Homes in Sedgemoor team to be the best managing agent in England



Scott Macfarlane STAC Member

The reason for joining the group was to explore the issues that can impact tenants and try to improve the services they receive through a robust assurance overview to ensure that the quality aims of HiS are being implemented.



Craig Green STAC Member

I applied to become a member of STAC to be part of the link between Homes and Sedgemoor and its residents and help in any way I can in making things better, easier for tenants. I have found the meetings insightful and interesting to find out about all the services Homes in Sedgemoor provides



Lance Duddridge - Councillor & STAC Member

Lance is a member of the Conservative Party and is a councillor for Bridgwater Victoria ward. Bridgwater-born, Lance is a greengrocer by trade. He is also a strong supporter of local charities.



Chris Fisher - Tenant Board & STAC Member

I have been living in and around Bridgwater for the past 40 years and love the community here.
I am self-employed and I run "crafty sessions" twice a week voluntarily. One of these centres on the reuse and recycling of all the materials used, as I try to promote and encourage less wastage.

Role profile

Every member of the Sedgemoor Tenants Assurance Committee is desired to have, or be willing to work toward having some of the following attributes:

Essential

- A commitment to making Homes in Sedgemoor's homes and the service it provides the best they can be
- An interest in scrutinising what Homes in Sedgemoor does and holding it to account
- The ability to think broadly, with all tenants in mind, about the services delivered by Homes in Sedgemoor
- To be fair, accurate, and objective in your approach
- Willing to speak up and challenge, in the right way
- Willing to listen to others and work as a team

Desirable

- To have an awareness of Equality and Diversity issues
- A commitment to developing your skills and knowledge about the social housing sector

The Sedgemoor Tenants Assurance Committee will collectively have the following skills:

- A commitment to improving services for all HiS tenants and leaseholders
- Ability and commitment to use customer insight to monitor service delivery in an objective way
- An understanding of or the ability to gain an understanding of financial information concerning housing services and the delivery of these services
- A commitment to work with HiS staff to ensure the service meets the strategic and business objectives of the organisation, and the Regulatory Standards for the Social Housing sector

Eligibility for membership

All HiS tenants, leaseholders, and shared owners are welcome to apply. Your application will not be eligible if:

- HiS has commenced legal action against you or a member of your household.
- HiS has a court order for the recovery of money against you or you are in a legal dispute with HiS
- Family members of a HiS tenant, leaseholder, or shared owner are also eligible to apply. Applicants must be over the age of 18 and will need to demonstrate that the HiS property is their 'only or principal residence'. (For example, evidence such as a bank statement, drivers' licence, or letter from HMRC or DWP will be acceptable).

Time commitment requirements

- We estimate that the time commitment is 6 x 3-hour meetings per year with 1 hour of preparation for each meeting.
- To date meetings have been held midweek starting around lunchtime and finishing by 3 pm; however, we are open to trialling different meeting times to suit the majority of committee members
- There may be other time commitments including attending training days.
- There will be an induction programme for new members which will require an additional time commitment.

Remuneration

- There is no monetary remuneration. However, payment of all out-of-pocket expenses, incurred as a result of carrying out the work of the Committee, will be paid including but not limited to:
 - Travel expenses (receipt/ticket to be provided)
 - Care (for adults or children) costs; provided by a registered minder

Equality and Diversity

- Homes in Sedgemoor is committed to working with as wide a range of people as possible. We believe that in order to ensure that our approach meets the diverse needs of the people who live in our homes, we need a diverse group of people on our tenants assurance committee. We will seek to ensure diversity on the committee and welcome applications from people of all backgrounds. If you require reasonable adjustments to enable you to apply or to participate in the selection process, please let us know.

Recruitment timetable

Activity

Recruitment opens	23rd February 2024
Closing date	30th May 2024
Formal interviews, plus informal discussions	June 2024
Reference checks and confirmation of appointment	To be confirmed

How to Apply

Accessing a copy of the recruitment pack

- Download the recruitment pack and the application form from our website www.homesinsedgemoor.org
- Contact HR via jobs@homesinsedgemoor.org or 0800 585 360 for a copy of the recruitment pack and the application form.
- Call Customer Services on 0800 585 360

To apply please submit the following:

- A completed application form with full contact details for two referees (including your current employer if applicable). Please note we will not take up references without your prior permission.
- A completed Personal Details form
- Email your completed application form preferably in Microsoft Word format to our HR via jobs@homesinsedgemoor.org
- If you would like to apply by answering the application form questions in a short Video please send it to jobs@homesinsedgemoor.org

The closing date for applications is 30th May 2024