

Neighbourhoods & Housing Groups

Terms of Reference:

What we are and where we fit in:

The Neighbourhood & Housing Groups have responsibility for co-ordinating Medina Housing Association activity relating to the provision of housing services in Neighbourhoods. Partnership agencies working alongside Medina staff and Medina residents on these groups will support the association to achieve improving performance and will contribute to the process of building vibrant neighbourhoods through joint working and their own organisation's services and activities.

In that regard it will:

- (i) provide operational direction on behalf of the Association for the Neighbourhood activities of the central bodies in the partnership; with a particular view to joint working to achieve value for money
- (ii) provide operational direction for MHA policy development in the areas of its responsibility, taking into account linkages with other partner's policy areas where appropriate
- (iii) contribute to the achievement of the Association's overall vision, priorities and objectives agreed with residents and outlined in the Medina Plan

What we do:

- Develop and help to implement plans for more effective joint-working between agencies and Medina Housing Association.
- Help to shape Neighbourhood Profiles and Action Plans
- Seek to influence where appropriate, the work of the Working In Neighbourhoods Group, progressing issues that are not able to be resolved at a Neighbourhood level through agreed escalation routes
- Identify constraints to effective service delivery and assess whether these can be addressed, taking into account learning from past activities
- Performance monitoring – consideration/discussion of management information that looks at the customer experience and covers a balanced view of performance across each organisation working in a Neighbourhood
- Provide a platform for the identification and sharing of good practice with a view to improving processes and performance
- Share information on new developments within policy and processes that impact on each organisation

What we would like:

- Commitment from all parties for attendance.
- Commitment to follow up and complete tasks that are actioned.
- We want to bring along walkabout, profile and audit data and use these to influence such areas as maintenance, aesthetics of a neighbourhood and reoccurring themes.
- To consider some kind of possibility of offering incentives to continue motivating residents to maintain property/garden condition.
- To consider ways of linking walkabouts, profiles and audits so that we can easily run and produce reports for discussion at meetings.
- To work with RIU to identify further residents that want to work with us on general or specific issues so that we can easily access a database of willing participants to open up discussions about potential consultations and projects.
- To discuss the make up of the neighbourhoods and the probable need to split out specific areas in order for the relevant residents and Councillors to be invited to discuss issues that are truly pertinent to a Neighbourhood.

Membership:

Membership of Neighbourhood & Housing Groups consists of staff members of Medina Housing Association, resident members of Medina Housing Association and representatives from the public and voluntary sector.

The specific make up of each Neighbourhood Housing Group is:

Medina Housing Association:

- The Neighbourhood Housing Manager (as Chair)
- The Neighbourhood Housing Officer
- The relevant Medina Housing Association Caretaker
- The relevant Medina Housing Association Surveyor
- The Resident Involvement Officer

Public Sector members:

- Representation of Isle of Wight Council
- Representation from Isle of Wight Police
- Representation from Community Safety Services

Private Sector members:

- A local member from the Tenants Consultative Committee
- A representative from the Local Resident's Association

Frequency of meetings:

Each area – Quarterly and to be held within each group's locality – Venues T.B.C.

Cowes / East Cowes 2009:
10:00 – 11:30
18th March
9th June
15th September
15th December

Newport 2009:
10:00 – 11:30
20th March
18th June
10th September
17th December

Ryde 2009:
10:00 – 11:30
19th March
17th June
16th September
16th December

Reporting and communication:

- Produce minutes.
- Produce performance reports.
- To attend and report directly to the Working In Neighbourhood Group