

Regional Champion – East of England

Terms of Reference

South Essex Homes are committed to the development of resident involvement across the East of England working with all housing providers, to ensure that services are continuously improved.

Statement

We acknowledge that all residents should be able to participate in their service in a way that is suitable to them and to break down barriers to encourage resident involvement.

This group aims to share good practice, exchange new initiatives and work together on officer and resident training needs with value for money a priority.

Name

The name of the group will be the Regional Champions - East of England.

Objectives

- Improve communication between housing providers.
- Improve the provision of information.
- Promote resident participation in decision making.
- Share good practice to improve resident involvement.
- Encourage a good working relationship between residents and officers and promote a joined up approach.
- To ensure the group are sustainable long term.
- Encourage and promote training initiatives for both staff and residents

Membership

Membership shall be open to all officers from any housing organisation working with residents across the East of England.

The group also reserves the right to invite and involve organisations from both the voluntary and statutory sector that can assist in achieving its overall objectives

The group will be facilitated by an officer from the Resident Involvement Team of South Essex Homes or their nominee.

There will be no maximum number of attendees to Learning Exchanges and advice and support to be offered to any officer requesting so from the East of England.

It reserves the right to formulate sub-group's to operate ad hoc to take forward specific tasks and projects.

Meetings

South Essex Homes will host up to 4 Learning Exchanges for officers per year and 1 Conference to include residents.

Agendas for meetings will be discussed at Learning Exchanges and finalised by survey prior to each event.

South Essex Homes will produce a Regional Champion Newsletter up to 4 times per year and to include articles from all organisations within the East of England.

Administration Support

South Essex Homes Resident Involvement Team will prepare, collate and issue information on behalf of the group as well as take minutes, book venues and speakers and undertake other duties as deemed necessary for meetings.

The Steering Group are to proof read any documents prior to distribution and help in the sourcing of venues from their borough as necessary.