

Meeting: Integrated Housing Board

Date: 15 October 2008

Report Title: Consultative Framework

Report of: Phil Harris, Assistant Director for Strategic and
Community Housing Services, Haringey Council

Summary

The purpose of this report is to propose the introduction of a standing framework for dialogue and consultation between the Integrated Housing Board and the key housing stakeholders in Haringey.

If adopted, the framework could be utilised immediately in the forthcoming consultation on Haringey's new Housing Strategy. It will also assist the ongoing dialogue and consultation required in respect of the issues arising during the implementation of that Strategy.

Recommendation

- That the Integrated Housing Board endorses the approach outlined in this report and supports the development and implementation of the consultative framework.

Background

A number of the elements of the proposed framework have existed in Haringey in the past but have, for a variety of reasons, lapsed.

It is proposed that these elements are reinstated and that they are supported by the improved co-ordination of the consultation process and other, additional forums for consultation.

Proposals

It is proposed that the consultation framework comprises three elements:

(1) An annual housing conference – for all stakeholders in the borough.

The format of the conference could be fairly traditional and involve a keynote speaker and smaller workshops on specific housing issues. It is proposed that the first of these annual conferences is held early in 2009, to engage a large number of stakeholders and assist with the consultation on the draft Housing Strategy.

(2) Stakeholder forums – each meeting at least 3 times a year

It is envisaged that there will be three stakeholder forums:

- A Landlords Forum – this will be resurrected and meet regularly, with the first meeting taking place in November 2008.
- An RSL / Developer Forum – this will be resurrected and involve RSLs and developers in one forum, with the first meeting taking place in November 2008.
- An Advice Agencies Forum – this may be a new forum or bolt on to an existing forum or network. Its purpose would be to act as a consultative forum to engage the wide range of voluntary and community sector agencies that are dealing with a wide range of communities on a wide range of issues, including housing.

(3) Customer consultation

It is proposed that consultation is undertaken in partnership with Homes for Haringey, the RSLs and other partners.

- Tenants Groups – As Homes for Haringey and many of the RSLs already have networks of tenant associations, we should be seeking to ensure that information from these groups is fed through to the Integrated Housing Board and that policy proposals flow freely from the Integrated Housing Board to the groups, where appropriate.

There may also be scope to co-ordinate, or even integrate, consultation with tenants groups in some localities.

As there is currently no tenants group representing the interests of the 4,900 homeless households living in Haringey's temporary accommodation, efforts will be made to establish a tenants forum for these residents.

- Customer satisfaction – Many agencies undertake customer surveys or arrange focus groups for their tenants and/or clients. It is important that this information is reported to the Integrated Housing Board on a regular basis and that there is regular monitoring of the action plans produced in response to surveys.

Financial implications

Much of the activity proposed in this framework is already funded and simply requires better co-ordination. The cost of the additional forums is marginal and can be met from existing budgets.

Although the cost of organising an annual housing conference could be significant (depending on the scale), the cost could be shared between organisations and sponsorship is a realistic option.

For more information, contact:

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