

Riverside and One Housing Partnership Proposals

Partnership Pledges - Task and Finish Group

Terms of Reference

1. Purpose

- ✓ To support the development of a communication plan for both Riverside and One Housing on the delivery of the customer pledges.
- ✓ To support the development of proposals for the Tenancy Sustainment fund to improve opportunities and livelihoods for customers.
- ✓ To support the development of a Riverside and One Housing Customer Offer to enable a set of commonly agreed standards.
- ✓ To support the successful delivery of the Customer Pledges.

2. Membership

Customers: (12 places)

- Customer representatives – Riverside - 6 places
- Customer representatives – One Housing - 6 places

Tenure mix for each organisation:

- 4 tenants
- 1 leaseholder/shared owner
- 1 care and support customer for each organisation

Officer support:

- ✚ Director of Customer Operations - One Housing
- ✚ Director of Homes and Communities – Riverside
- ✚ Customer/Resident Engagement teams support – Riverside and One Housing
- ✚ Administrative support

Nominated Members attend each meeting. If a Member is unable to attend a nominated deputy can attend with agreement of the Chair.

3. External support as required

Review of good practice and customer offers across the social housing sector

4. Timeline

- ⇒ Commencement – January 2022
- ⇒ Review of Progress – April 2022
- ⇒ Completion of work - September 2022
- ⇒ Publication of first annual review to customers – December 2022

5. Frequency

Meetings will be held monthly via Microsoft Teams and in person as required.

6. Key requirements.

- A. Provide the customer perspective on the development of the communications plan for the pledges and support the overall delivery of the customer communications plan.
- B. Shape regular bulletins with a focus for each one on a specific pledge producing the first one in February 2022 and monthly thereafter.
- C. Support the creation of the Tenancy Sustainment Strategy to support the Foundations work.
- D. Support the development of the Customer Offer considering good practice across the social housing sector and the requirement for quantifiable and measurable outcomes.
- E. Consult and provide feedback to existing involved resident structures in both organisations on any proposals and gather views to support the work of the Panel.

7. Governance and Decision Making – The Panel:

- ⇒ Reports to the Senior Leadership teams in both organisations
- ⇒ Has delegated authority to make recommendations on the development of the Customer Pledges to Riverside's Customer Experience Committee and One Housing's Customer Services Committee.