



One Voice Forum

Terms of Reference

1. Purpose/Role of the One Voice Forum

- a) The purpose of the One Voice Forum is to ensure that St Leger Homes is kept informed of the changing views, needs, desires and aspirations of its tenants, residents and of the wider Doncaster community.
- b) The One Voice Forum is an engagement forum for tenants, SLHD tenant board members and TARA representatives for consultation and discussion on service delivery and key strategic and policy changes to ensure there is tenant communication, perspective and engagement.
- c) To empower tenants and TARAs in ensuring that SLHD provides housing services that meet customer needs and are delivered to the highest standard.
- d) Review progress on the delivery of the Tenant Voice Strategy, Tenant Voice Model and compliance with the Regulator of Social Housing's Consumer Standards and TPAS accreditation.
- e) Provide an opportunity for tenants and residents to consider housing performance, customer insight, tenant satisfaction, risks, health and safety responsibilities, and learning from complaints to help shape future service delivery.
- f) To act as tenant champions and offer a representative and objective tenant view of the policies, procedure and standards used to deliver housing related services.
- g) To consider and feedback on briefings on housing matters, locally, regionally, and nationally, that will impact on tenants.

2. Membership of the One Voice One Voice Forum

- a) Strive to have at least one board member and representatives from tenants and one representative from each of the TARA's.
- b) Tenants would make up the majority of the One Voice Forum.
- c) The Chair would have the casting vote.

- d) Members are expected to attend meetings on a regular basis and if they are unable to do so, they must send apologies.
- e) Members must treat all information provided to them as confidential, unless informed otherwise.
- f) Members must not be in breach of their Tenancy.
- g) The Panel's members work will be around improving service delivery and policy development and not their own individual tenancy issues which must be dealt with through other appropriate means that are available to them.
- h) Members shall at all times conduct themselves in a reasonable manner when attending meetings or any other function in connection with the One Voice Forum.
- i) All members of the One Voice Forum are expected to treat colleagues with respect. This includes not acting in a way which is disruptive to the Meeting. If disruptive behaviour continues following requests to adjust behaviour, the Chairperson or a senior member of SLHD will ask the Member to leave the meeting. Following the meeting a decision will be taken by the Chairperson and SLHD regarding whether to remove the Member permanently from the group and will notify of this decision in writing.
- j) Members must declare an interest in a matter where appropriate and withdraw from a part of the meeting where the One Voice Forum is discussing a matter which specifically affects them or a relative/friend/organisation with which they are involved.
- k) Members shall actively seek to represent the various needs of tenants and we require all groups and individuals involved with tenant engagement to act to promote equality and welcome participation and inclusion from all our communities.
- l) Representatives can withdraw from the One Voice Forum without notice and without providing a reason but will need to advise the Customer Involvement Team.

3. Terms and Conditions – St Leger Homes

- a) Ensure involvement activities are accessible and appropriate to give each person the same chance to do well, have their voice heard and feel part of their community.
- b) We will make sure all groups and individuals have equal access and opportunity to engage in activities.
- c) Create a culture of mutual trust and transparency so that you can question and challenge effectively
- d) To ensure all tenants have access to easy-to-understand information about St Leger Homes and its partners performance and improvement plans, and to support the development and publication of such information.
- e) Respect your views and opinions ensuring the value of your contribution is viewed by all, encouraging more tenants to get involved.
- f) Offer a variety of involvement opportunities supporting all members of the One Voice Forum.

- g) Reimburse all reasonable out of pocket expenses.
- h) Ensure you are provided with the support, training and information you need to support you as a One Voice One Voice Forum representative.

4. Meetings

- a) Meetings will take place every 6 weeks for 2 hours with a 5-minute break included where appropriate. Meetings may also be convened by exception from time to time where there is a pressing need to do so.
- b) These meetings could take place in different neighbourhoods across Doncaster.
- c) Meetings will take place using a hybrid approach to enable face to face and for those who want to join virtually.
- d) Meetings should be held at a time and place that encourages attendance and consideration should also be given to other means of involvement that allow the widest contributions on particular issues.
- e) A forward plan of the meetings will be planned, agreed and circulated for every year.
- f) The dates of the One Voice Forum meetings will be published on the SLHD website, social media and House Proud.

5. Review

Terms of Reference for this One Voice Forum will be reviewed after 6 months of the commencement of the One Voice Forum, and thereafter, every 12 months.

6. Administration

The One Voice One Voice Forum will be supported and serviced by the Customer Involvement Team.

The agenda and any written materials including policies will be circulated no later than seven (7) days prior to the next scheduled meeting, unless there are extenuating circumstances. Papers and consultation documents may be circulated anytime between meetings that need a prompt response and to be consulted on.