

SEDGEMOOR TENANTS ASSURANCE COMMITTEE

Recruitment pack

Homes in Sedgemoor

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Welcome from Sarah O'Neill (STAC Chair)

Dear Applicant

Thank you so much for your interest in becoming a member of the Tenants Assurance Committee at Homes in Sedgemoor.

We really want to listen to our tenants to ensure that our services are of the highest possible standard and that everything we do is designed with them in mind. We are committed to taking into account the diverse needs of all our tenants, including the most vulnerable. We also aim to ensure that all our tenants are treated with fairness and respect. It is critical that we truly understand the different needs of all our tenants. To do this we need people like you.

The Sedgemoor Tenants Assurance Committee is made up of a diverse group of tenants, from different backgrounds, living in various parts of Sedgemoor and who have a wide variety of skills and experience. What unites them is their enthusiasm to ensure Homes in Sedgemoor have the safest and most sustainable homes, the highest possible standards of service and listens to the voice of their tenants at all times.

Committee meetings are positive, energetic and fun.

You would join us as we embark upon the implementation of the new three-year corporate strategy and new legislation affecting social housing and building safety. This is an opportunity to make a real difference, and we would value input from new committee members.

Thank-you so much for your interest.



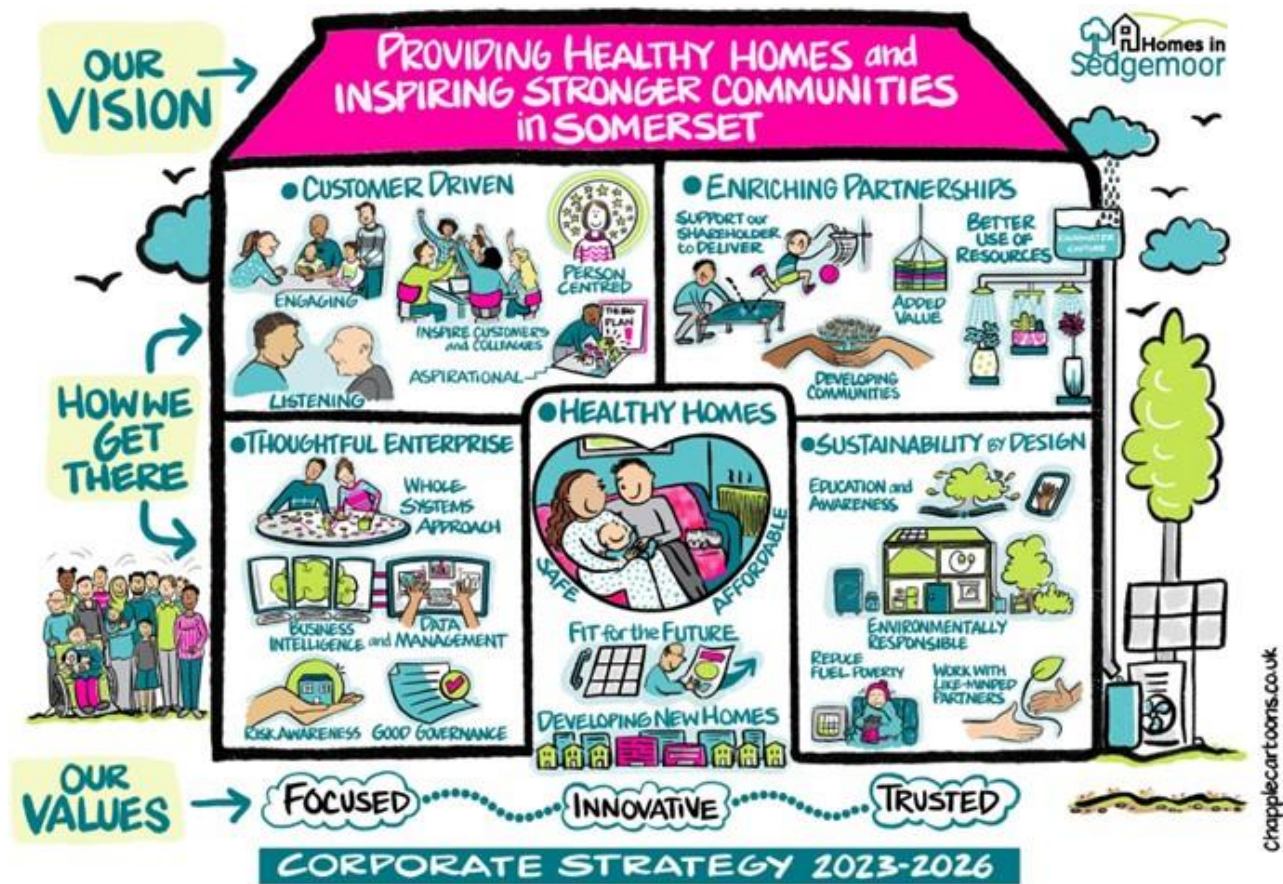
About Homes in Sedgemoor

Here at Homes in Sedgemoor, our customers are at the heart of everything we do.

We're the largest housing provider in Sedgemoor, managing more than 4,000 properties on behalf of Somerset Council. We ensure good quality, safe homes, are provided to the people who need them most.

Just a few of our accolades include a Top 50 Landlords Award, Investors in People Gold Award, and UK Customer Experience Awards, and we've got big plans for the future.

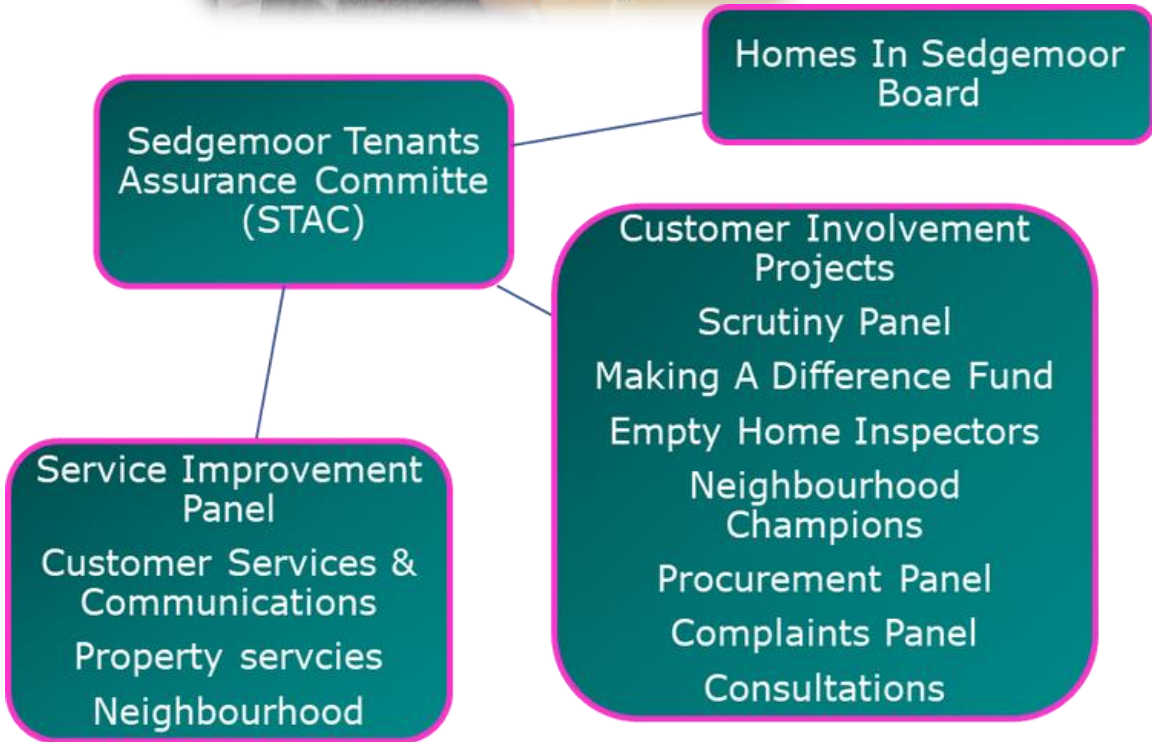
Our current strategy



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TEAM MAKING A DIFFERENCE
 Volunteer Youth Engagement Dream
 Working in partnership Scheme
 Inspire Youth Engagement community
 Youth Intergenerational
 Engaging ENABLING
 VOLUNTEER Community

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Our Customer Involvement Structure

Customer Involvement is our framework that provides an opportunity for customers to influence decision-making processes to help shape service delivery.

Frequently asked questions about the Homes in Sedgemoor Tenants Assurance Committee

1. Why a Sedgemoor Tenants Assurance Committee?

In November 2020 the Government published its Housing White Paper called 'The Charter for Social Housing Residents'. This document specifically states the expectations now being placed on social housing landlords and mean that residents can expect 'to be able to hold their landlord to account, know how it is performing and what decisions it is making' and 'to have your voice heard by your landlord'. These external drivers have allowed us to reflect upon our approach to customer involvement, scrutiny, and governance.

The creation of the Sedgemoor Tenants Assurance Committee is a keyway a means by which the 'tenant voice' can ensure Homes in Sedgemoor meets its legal, regulatory, and business objectives.

2. What do you mean when you talk about 'customer assurance'?

The Board will always want and expect assurance on the many aspects of our business including, for example, health and safety, finances, employment practices, AND that we are delivering our services in the right way to all our customers. Board seek assurance from lots of different sources such as performance data, the executive team, external audits, specialist independent advisors and legal experts

The Sedgemoor Tenants Assurance Committee will become one of the many ways the main board has of gaining assurance and, very specifically, assurance about the customer experience of our services.

3. Who will benefit the most from the work of the Sedgemoor Tenants Assurance Committee – the landlord or the customers?

Homes in Sedgemoor and our customers will benefit because it will put the 'tenant voice' at the heart of governance. It will ensure we meet all our commitments to all our customers, and it will enable customers and landlord to work together on our shared vision.



4. What's in it for me if I am selected to join the Sedgemoor Tenants Assurance Committee?

You will be able to influence housing services and policies at Homes in Sedgemoor. You will be given opportunities to develop your skills and knowledge of housing. If you are motivated to improve lives and communities then you will see how good quality housing and housing services really do help to change individuals and communities.

Opportunities to gain new skills and meet people who want to make a difference



Chair of the Board and Chief Executive



Paul Stephenson - Chair of the Board

Paul has recently retired after 37 years working in community housing, the last 15 at Cheltenham Borough Homes, with the last eight as CEO. Paul's passion has always been about investing in people and communities. Paul is Chair of the Gloucestershire Adverse Childhood Experiences (ACEs) Panel, which is a voluntary position working with representatives from multiple agencies to address one of the objectives of the Health and Wellbeing Strategy.



Peter Hatch - Chief Executive

Peter Hatch was appointed Chief Executive at Homes in Sedgemoor in 2019. He is passionate about delivering great services, helping people reach their potential and developing and building organisations through partnership work.

Before joining HiS, Peter was the Executive Director of Property and Communities with Cheltenham Borough Homes (CBH), where he was responsible for operational services including building services, asset management, housing management, housing options and community engagement across general needs, older persons and support services.



Claire Tough - Director of Communities & Customer Service

Claire has worked in social housing for 22 years and first joined Sedgemoor District Council in 2006 as the ALMO was being launched.

Claire has held a variety of roles within social housing and is now responsible for ensuring great tenancy and community services are delivered to customers. With a team of community and office-based colleagues, Claire's responsibility encompasses neighbourhoods, customer service, tenancy and neighbourhood and income management, customer involvement, and older person services.

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Sedgemoor Tenants Assurance Committee



Sarah O'Neill STAC Chair

I have a strong personal interest in the housing sector and continue to work with the STAC members to provide oversight and assurance of the Homes in Sedgemoor strategy and compliance with the Regulator of Social Housing's consumer standards. I am passionate about ensuring housing is fit to combat the effects of climate change and to achieve the net zero carbon emission targets



Craig Green STAC Vice Chair

I applied to become a member of STAC to be part of the link between Homes and Sedgemoor and its residents and help in any way I can in making things better, easier for tenants. I have found the meetings insightful and interesting to find out about all the services Homes in Sedgemoor provides



Kim Handsford STAC Member

I took the leap and applied for STAC, which was a very easy and simple process and was made to feel welcomed and valued straight away from all the Homes in Sedgemoor staff and the other committee members. My confidence has grown so much in such a short space of time and already have had my views and opinions acted upon in a positive way to improve services provided to tenants.



Samantha Moore STAC Member

Having been a resident in council and HiS properties for over 25 years and communicated many times with services for repairs, I have experience of a tenant's physical and emotional needs. I have felt very supported by the HiS team and feel I can offer many positive reflections on my dealings with HiS team and the other groups.

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Scott Macfarlane STAC Member

The reason for joining the group was to explore the issues that can impact tenants and try to improve the services they receive through a robust assurance overview to ensure that the quality aims of HiS are being implemented.



Karen Wilce STAC Member

I applied to be a Sedgemoor Tenants Assurance Committee member as I wanted to continue being an involved tenant.

"I'm looking forward to working with the committee and Homes in Sedgemoor team to be the best managing agent in England



Lance Duddridge - Councillor & STAC Member

Lance is a member of the Conservative Party and is a councillor for Bridgwater Victoria ward. Bridgwater-born, Lance is a greengrocer by trade. He is also a strong supporter of local charities.



Chris Fisher - Tenant Board & STAC Member

I have been living in and around Bridgwater for the past 40 years and love the community here.

I am self-employed and I run "crafty sessions" twice a week voluntarily. One of these centres on the reuse and recycling of all the materials used, as I try to promote and encourage less wastage.

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Role profile

Every member of the Sedgemoor Tenants Assurance Committee is desired to have, or be willing to work toward having some of the following attributes:

Essential

A commitment to making Homes in Sedgemoor's homes and the service it provides the best they can be

An interest in scrutinising what Homes in Sedgemoor does and holding it to account

The ability to think broadly, with all tenants in mind, about the services delivered by Homes in Sedgemoor

To be fair, accurate, and objective in your approach

Willing to speak up and challenge, in the right way

Willing to listen to others and work as a team

Desirable

To have an awareness of Equality and Diversity issues

A commitment to developing your skills and knowledge about the social housing sector

The Sedgemoor Tenants Assurance Committee will collectively have the following skills:

A commitment to improving services for all HiS tenants and leaseholders

Ability and commitment to use customer insight to monitor service delivery in an objective way

An understanding of or the ability to gain an understanding of financial information concerning housing services and the delivery of these services

A commitment to work with HiS staff to ensure the service meets the strategic and business objectives of the organisation, and the Regulatory Standards for the Social Housing sector



Eligibility for membership

All HiS tenants, leaseholders, and shared owners are welcome to apply. Your application will not be eligible if:

HiS has commenced legal action against you or a member of your household.
 HiS has a court order for the recovery of money against you or you are in a legal dispute with HiS
 Family members of a HiS tenant, leaseholder, or shared owner are also eligible to apply. Applicants must be over the age of 18 and will need to demonstrate that the HiS property is their 'only or principal residence'.
 (For example, evidence such as a bank statement, drivers' licence, or letter from HMRC or DWP will be acceptable).

Time commitment requirements

We estimate that the time commitment is 6 x 3-hour meetings per year with 1 hour of preparation for each meeting.

To date meetings have been held midweek starting around lunchtime and finishing by 3 pm; however, we are open to trialing different meeting times to suit the

majority of committee members

Meetings are a mix of in person in Bridgwater and virtual by Teams. There may be other time commitments including attending training days.

There will be an induction programme for new members which will require an additional time commitment.

Remuneration

There is no monetary remuneration. However, payment of all out-of-pocket expenses, incurred as a result of carrying out the work of the Committee, will be paid including but not limited to:

Travel expenses (receipt/ticket to be provided)

Care (for adults or children) costs; provided by a registered minder



Equality and Diversity

Homes in Sedgemoor is committed to working with as wide a range of people as possible. We believe that in order to ensure that our approach meets the diverse needs of the people who live in our homes, we need a diverse group of people on our tenants assurance committee . We will seek to ensure diversity on the committee and welcome applications from people of all backgrounds. If you require reasonable adjustments to enable you to apply or to participate in the selection process, please let us know.



Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Friday, 21 February 2025
Closing date	Wednesday, 26 March 2025
Shortlisting	W/E Friday, 28 March 2025
Formal interviews	Wednesday, 2 April 2025
Reference checks and confirmation of appointment	W/C Monday, 7 April 2025

How to Apply

To apply, please visit the vacancies section on [our website](http://www.homesinsedgemoor.org) (www.homesinsedgemoor.org) Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

You will be asked for full contact details for two referees (including your current employer if applicable). Please note we will not request references without your prior permission.

All appointments are subject to two satisfactory references, a DBS check and access to a vehicle for work purposes.

Our address should you need it is:

The People Team, Homes in Sedgemoor, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Wednesday, 26 March 2025, at 5pm.**

