

## **Governance Review**

### **Frequently asked questions:**

**Q: Why are you simplifying the Boards?**

A: To involve more residents in our Board and Committees and to make decision making in our organisation less complicated, time consuming (because of the number of meetings) and costly. Our regulator, The Tenant Services Authority, also wants our governance structure to be more efficient.

**Q: Where will the Area Panels be located?**

A: This is currently being agreed with the Radian Residents Committee and Governance Review Project Team. For consultation purposes the proposed areas were published on the newsletter sent out to all residents on 4<sup>th</sup> January 2010. There will be 4 NEW Area Panels and the Longwood Park Community Board will remain.

**Q: How many people will be able to join an Area Panel?**

A: Each Panel will have 12 members. 8 of these will be residents and the other 4 will be local stakeholders from a relevant group, for example the Local Authority.

**Q: Will the name of my Registered Provider (landlord/housing association) change?**

A: For now the organisations that make up Radian will continue to exist. Our direction of travel means this may happen at some point but we do not know when this will be.

**Q: If you simplify the Board structure will this effect how services are provided to me?**

A: The purpose of simplifying the board structure is to bring oversight of services closer to you and to improve services. Local offices and staff will remain.

**Q: Will this affect my rent?**

A: The governance review does not affect how rent is calculated. The affordable social housing, which Radian owns, is subject to rent regulation by the Tenant Services Authority (TSA).

**Q: Will members of the Area Panels be paid?**

A: Membership will be voluntary however all out of pocket expenses will be reimbursed. We will pay childcare and carers costs and offer a really good FREE skills and development programme.

**Q: Why should I join an Area Panel? What's in it for me?**

A: Below are just a few examples:

- Influence your local services
- Services that continually improve to meet residents' needs
- Influence the decisions and future direction of Radian
- Develop your skills through FREE training
- Good relationships and two-way communication with Radian
- A valued and recognised contribution to improving your community
- Greater control over the services received

**Q: Where will the meetings be held?**

A: The exact venues for meetings are not yet known, however just because Radian has an office in Windsor, for example, it does not mean all the meetings will be held there. We will rotate around the area each panel covers making them as accessible as possible. Transport will be arranged or mileage costs reimbursed to enable people to get to the meetings.

**Q: How will the Area Panels represent the wider community? Will they carry out wider consultation on what local needs are?**

A: The Area Panels will be provided with information to enable them to make decisions based on the views and needs of the area. For example (but not exhaustive) ASB data, formal complaint statistics, results of customer satisfaction surveys, performance information. They will also be able to request information they feel would help them or commission research.

**Q: Who will support the Panels when they are in place? Will they have administrative support? Will this be allocated to members of staff?**

Who will support the Area Panels has not been decided yet . A meeting will be taking place in May to start making these decisions, including the allocation of "lead officers" and admin support.

**Q: Will Area Panels have a yearly work plan?**

A: Yes definitely. The Area Panels will be resident-led. They will decide what the priorities are for them and develop an Area Plan from this.

**Q: Will there be a six-monthly review of Area Panels?**

A: The Terms of Reference states that to ensure the Area Panel's continue to be effective there will be appropriate arrangements for recruitment, renewal and review, including annual appraisals of its members to help in developing their effectiveness. The Residents' Council will be responsible for reviewing the working of Area Panels to ensure they continue to be effective and deliver an effective service to residents locally, including the area plan, cost effectiveness and reviews of the Area Panels Terms of Reference. In addition during the first year we will build in an evaluation time at the end of each meeting and organise for an "independent" to attend each Panel after 6 months to check the Panels (staff, residents and independents) don't slip off course.

**Q: Which people are eligible to apply to be a resident member of the Area Panels? Would this include people who only rent a garage, or a freeholder, for example?**

A: Having taken legal advice from Devonshire's (our solicitors) any person who wishes to apply to be a resident member of the Area Panels must have a tenancy, license, or lease with one of the registered providers that relates to occupied premises for residential use.

Only tenants, leaseholders and shareholders will therefore be eligible for membership.

**Q: What would we do if a resident really wants to be considered for the Area Panels but will be away for the whole of the selection process?**

A: As taking part in the selection process is a prerequisite of getting onto the Area Panel then we can not make any special arrangements for them to by-pass the process. If we did other residents may feel devalued. Any resident in this situation would have to wait for a future vacancy to arise and apply then.