

# TACT BOARD RECRUITMENT PACK

2024



**Winchester**  
City Council

Dear Applicant,

Welcome to the exciting opportunity to join the Tenants and Council Together Board (TACT) at Winchester City Council. We are keen to ensure that your experience and knowledge helps shape the future of our housing services based on making sure tenants voices are heard and valued.

To help you play your full part we are committed to providing the necessary training and support to help you succeed. The role will require a level of commitment but there will be council officers to help and support you. TACT Board roles are remunerated at £800 per annum.

### IN YOUR RECRUITMENT PACK, YOU WILL FIND:

- About Winchester City Council Housing - Learn about our housing initiatives and goals.
- Council Engagement Structure Chart - Understand how TACT is structured and your role within it.
- The Role of the TACT Board - Discover the responsibilities and expectations associated with being a Tenant Board Member.
- Meeting Schedule - Get an overview of the meeting dates and times.
- Term of Office - Gain clarity on the duration of your tenure as a Tenant Board Member.
- Remuneration - Learn about the compensation and benefits for this role.
- Role Profile - Dive into the details of the skills and qualities we are looking for in our ideal candidate.
- How to Apply - Find guidance on submitting your application and the necessary documents.
- Recruitment Process - Understand the steps involved in the recruitment journey.

We have tailored these resources to be as informative, engaging and accessible as possible, reflecting our commitment to creating an inclusive and supportive environment for all. Should you have any questions or need further information, please do not hesitate to contact Lucy Spence at [tenantinvolvement@winchester.gov.uk](mailto:tenantinvolvement@winchester.gov.uk) or **0800 716 987**.

Thank you for considering this opportunity to improve housing services. We look forward to receiving your application and the chance to work together.

Yours sincerely,

Simon Hendey  
STRATEGIC DIRECTOR



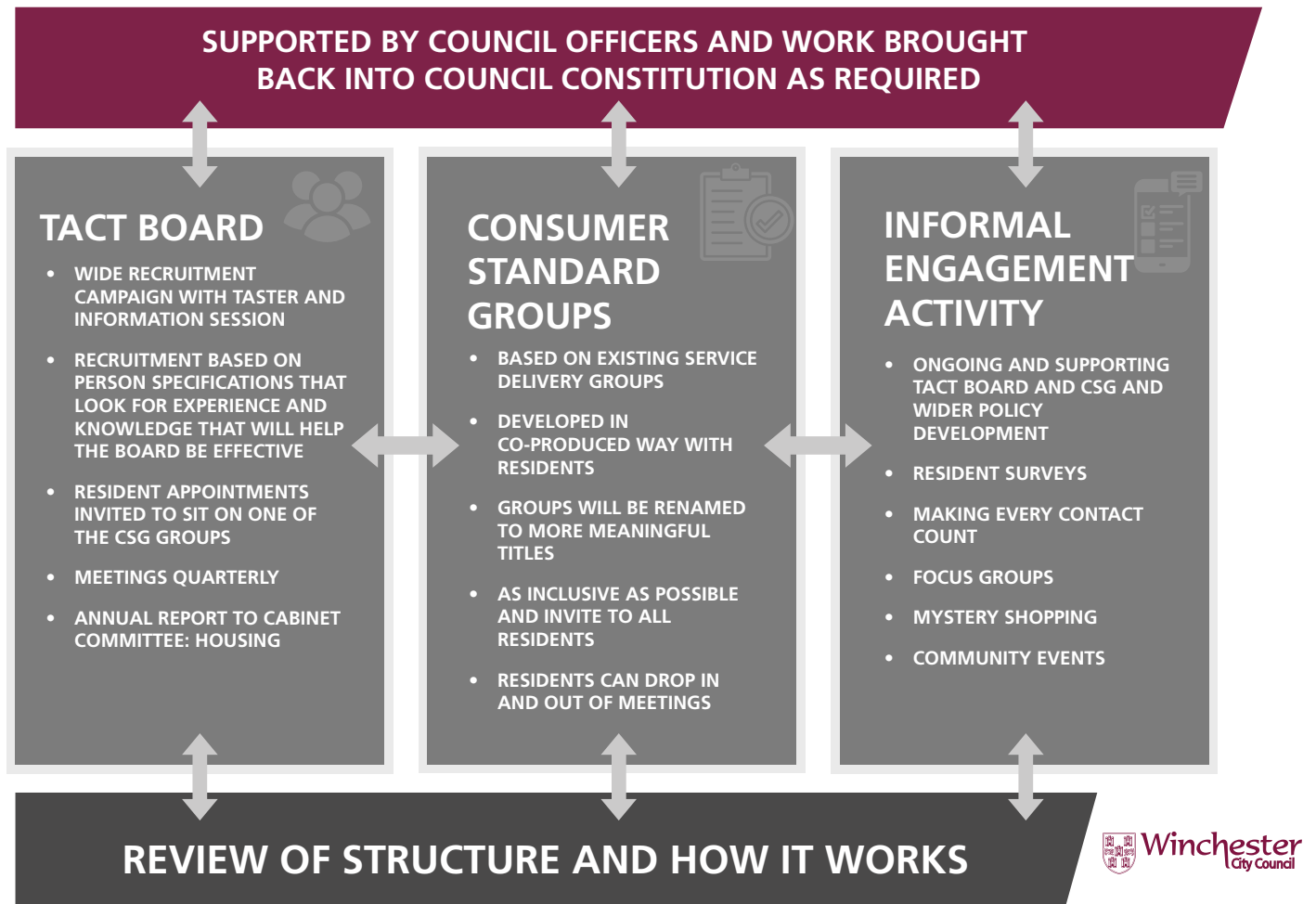
# About Winchester City Council Housing

Winchester City Council Housing Services plays a crucial role in managing and maintaining over 5000 council properties across the Winchester district. Our housing stock primarily consists of traditional low-rise houses. We have a longstanding commitment to delivering top-notch housing services and have continuously invested in meeting the needs of our tenants. In addition to general needs housing tenancies, we also offer over 900 supported tenancies for older people, more than 40 Extra Care tenancies, and accommodation for homeless households.





# Council Engagement Structure Chart



## The Role of the TACT Board

The purpose of the TACT Board is to enable the voice of tenants' and leaseholders' to be heard and acted upon in the provision and development of Housing Services.

The Chair of Cabinet Committee Housing will chair the board. Membership will consist of a councillor nominated from the other main political party of the council, 4 tenant representatives and 2 independent representatives.

The Board will set and monitor the performance of Housing Service against key performance indicators and be consulted on key issues that affect the Service.

The Board will be required to provide an annual report to Cabinet Committee (Housing).

## Meeting Schedule

TACT Board Meetings will be held every quarter. The first meeting will take place in the week beginning 1st July 2024. Dates of further meetings are to be arranged.

The format / venue of meetings may be held either face to face or online.

The Board will determine the best time of day/ day of week for the meetings to take place to ensure they are inclusive.

The TACT Board members have the ability under the council's constitution to attend The Cabinet Committee: Housing. The dates of all council cabinet meetings can be found here on the Winchester City Council website (<https://democracy.winchester.gov.uk>).

## Role Profile

You will either be a current tenant, leaseholder or shared owner of Winchester City Council (Tenant Board members) or not currently associated with Winchester City Council Housing (independent Board members) who is enthusiastic about service improvements and willing to champion the right of tenants to have access to excellent service.

The overarching role of the TACT Board is to hold to account Winchester City Council Housing. The board will agree annual service standards and service reviews and assess performance against those standards.

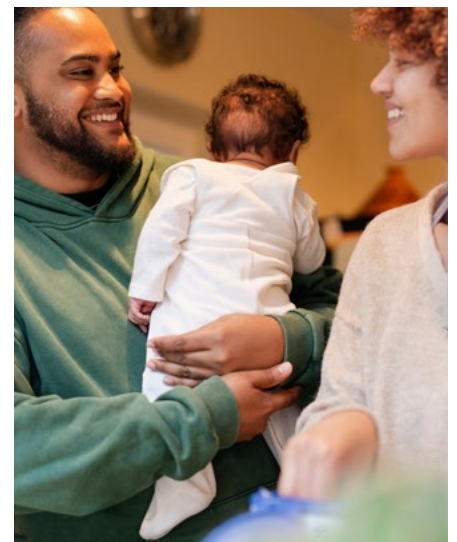
### SPECIFIC RESPONSIBILITIES - BOARD MEMBER:

1. Advocate for tenants' priorities to enhance service delivery outcomes: By championing tenants' interests, you directly influence the quality and responsiveness of housing services.
  2. Engage actively in board meetings by preparing questions and participating in discussions: You will be required to attend 4 meetings per year. Each meeting will run for 2 hours and will be held at convenient times which may be during evenings and weekends. Dates will be published in advance. Your participation ensures that tenant perspectives are heard and considered in decision-making processes.
  3. Attend and actively contribute to one of the Consumer Standard Groups: Each open group meets quarterly. Your attendance ensures that tenant feedback can be fed into the board meetings.
    - Safety and Quality Homes - includes building safety, repairs, and maintenance.
    - Transparency, Influence, and Accountability - includes meeting diverse needs, hearing tenant views and complaints processing.
    - Neighbourhood and Community - tenants should feel safe in their homes and includes dealing with anti-social behaviour.
    - Tenancy - sets requirements for the fair allocation and letting of homes, as well as requirements for how tenancies are managed.
  4. Uphold the Equality, Inclusivity, and Diversity agenda within the housing service: As a board member, you play a pivotal role in promoting a welcoming and inclusive housing environment where every tenant feels valued and respected.
  5. Adhere to a code of conduct established by the Board: Uphold professional standards and ethics outlined in the board's code of conduct, fostering a culture of integrity and accountability.
  6. Comply with relevant council policies, including equality, diversity, and Data Protection: Uphold the highest standards of ethical conduct and governance, adhering to established policies that safeguard tenant rights and privacy.
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7. Safeguard sensitive and personal information with strict confidentiality protocols: Protecting tenant privacy is paramount. Your dedication to maintaining confidentiality builds trust and ensures that sensitive information is handled responsibly, reinforcing the board's reputation as a trusted steward of tenant data.
8. Stay updated on developments in social housing to contribute effectively to decision-making processes: By staying informed about industry trends and best practices, you bring valuable insights to board discussions. Your knowledge empowers the board to make informed decisions that drive positive changes and innovation in housing services.

## RESPONSIBILITIES OF THE BOARD:

1. Ensure Winchester City Council Housing operates effectively and economically: As a board, we are committed to optimising resources to deliver exceptional housing services efficiently. Your oversight helps us achieve operational excellence and maximize value for residents.
2. Constructively challenge the management and operation of Winchester City Council's Housing: Your critical perspective fuels continuous improvement. By challenging existing practices, we foster innovation and implement strategic changes that elevate service standards and resident satisfaction.
3. Monitor performance, customer feedback, and industry benchmarks to drive continuous improvement in service delivery: Our board is dedicated to delivering measurable results. We identify opportunities that enhance the quality of life for all residents. As a member, you directly contribute to this impactful work.
4. Monitor compliance with regulatory requirements: Ensure that housing operations adhere to relevant laws, regulations, and policies, promoting compliance throughout the housing service.
5. Evaluate and approve budgets, plans, and policies: Review and approve financial plans, operational budgets, and policy frameworks to support effective resource allocation and strategic decision-making.



## Term of Office

As a Board member, you will serve a term of office lasting three years with an option to renew for a further two years. During this time your active participation and attendance are essential. This term is subject to maintaining satisfactory attendance, ensuring that you can fully contribute to the Board's activities and fulfil your responsibilities effectively. Regular attendance and engagement are key to maximising your impact and achieving positive outcomes for Winchester City Council Housing and its tenants.

## Remuneration

As a Board member, you will receive compensation for the time and effort you invest in attending Board meetings and fulfilling your responsibilities. The current rate for remuneration is £800 per annum. Additionally, reasonable expenses incurred for attending face-to-face meetings, training sessions, or other official engagements will be reimbursed in accordance with the Tenant Involvement Remuneration Policy. This includes expenses such as travel costs and other necessary supplies directly related to carrying out your role effectively. The provision of equipment like laptops or other tools required for your duties may also be provided in line with the tenant engagement policies, ensuring that you have the necessary resources to contribute meaningfully to the Board's activities.

## About you - personal skills and experience



1. **KEEN ADVOCATE:** You are a passionate advocate for the rights and needs of tenants, determinedly working to ensure that their voices are heard, and their interests are represented at all levels of decision-making within the council. Your advocacy skills would strengthen the Board's ability to enact positive change and improve outcomes for all stakeholders.



2. **PASSIONATE ABOUT SOCIAL HOUSING:** You have an interest in the social housing sector and are well-versed in its current challenges, demonstrating a genuine commitment to making a positive impact in this critical area.



3. **ETHICAL INTEGRITY:** You consistently uphold high ethical standards, valuing confidentiality as a cornerstone of trust. You are dedicated to championing equality, diversity, and inclusion and fostering a fair and inclusive environment for all.



4. **STRATEGIC THINKER:** Your strategic vision and ability to think creatively enable you to approach challenges innovatively, identifying opportunities for improvement and growth within the council.



5. **UNDERSTANDING OF GOVERNANCE:** While prior Board experience is not essential, you possess a solid understanding of good governance principles, recognising the importance of accountability, transparency, and effective decision-making processes.



6. **COLLABORATIVE AND ENGAGED:** You actively contribute to collaborative decision-making processes and enrich Board discussions to drive meaningful outcomes. Your engagement in Board meetings reflects your commitment to making a substantial and positive contribution to the council's goals.



7. **PREPAREDNESS AND ATTENTION TO DETAIL:** You are diligent in studying reports and preparing for meetings, ensuring that you are well-informed and equipped to actively participate in discussions and decision-making processes. This dedication to thoroughness and attention to detail enhances the overall effectiveness of Board activities.

## How to Apply

**Application Format:** We welcome applications in any format that allows you to effectively showcase your skills, experiences, and motivations for joining Winchester City Council Housing and the TACT Board. While there is no prescribed format, we ask you to limit your application to no more than 3 sides of A4 or 10 minutes visual or audio recording and encourage you to address the following questions in your application:

**Skills and Experiences:** Taking into consideration the 7 personal skills and experiences described above, what makes you a strong candidate to be a TACT Board member?

**Interest in the TACT Board:** Explain why you are interested in serving on the TACT Board.

***Please also clarify whether you are a tenant, leaseholder, shared owner or applying as an independent person and are eligible to be a Board member.***

**Contact for Further Information:** If you require additional information or would like to discuss the application process further, please do not hesitate to contact Lucy Spence at [tenantinvolvement@winchester.gov.uk](mailto:tenantinvolvement@winchester.gov.uk) or **0800 716 987**.

**Reasonable Adjustments:** As part of our commitment to inclusivity, we encourage applicants to highlight any reasonable adjustments needed during the recruitment process. This may include accommodations for interviews or specific application procedures that would assist you in applying for the post.

**Role Performance Adjustments:** Additionally, please describe any reasonable adjustments you feel will be necessary to assist you in performing the role of a TACT Board Member effectively. This could include considerations for meetings, training sessions, or other aspects of the role that may require accommodations.

**Please return your application to us by post, email or hand delivery by midnight Sunday 9th June 2024. Please clearly mark your application and envelope for the attention of Housing – Tenant Involvement**

**Postal address:** Winchester City Council, Colebrook Street, Winchester, SO23 9LJ

**Email:** [tenantinvolvement@winchester.gov.uk](mailto:tenantinvolvement@winchester.gov.uk)

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# Recruitment Process

## 1. APPLICATION PERIOD:

- Application process opens from Monday 13 May and closes midnight on Sunday 9 June 2024.
- Candidates must demonstrate values, commitment, and knowledge relevant to the role's objectives.

## 2. OPEN EVENT:

- Attend an Open Event Saturday 8 June 11am – 2pm at The Courtyard Room, The Guildhall, Winchester for informal discussions about TACT Board positions and other engagement opportunities.

## 3. SHORTLISTING AND INTERVIEW:

- All applications will be shortlisted based on selection criteria after the closing date of 9 June.
- Shortlisted applicants will be notified by 12 June, and invited to attend an interview at Winchester City Council Offices, by the Chair.
- Interviews will be scheduled for either 13 or 14th June, and successful candidates will be notified by Monday 17 June.

## 4. INDUCTION AND FIRST BOARD MEETING:

- TACT Board induction training will occur during the week commencing Monday 24 June.
- The first Board meeting is scheduled for the week commencing 1 July 2024.















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