**Hexagon Housing Association**

**Board of Management**

**29 September 2015**

**Agenda item 12**

**Review of the Residents’ Forum**

**Report by the Operations Director**

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| ***1.*** | ***Summary***  The planned external review of the Residents Forum has been done and is attached for information. Officers broadly support the recommendations but the views of the Forum are not yet known. It is therefore suggested that a decision on the way forward is postponed until the next meeting by which time, we should know the Forum’s views. |
| ***2.*** | ***Recommendation***  That the Board notes the consultant’s review and postpones a decision on the way forward until November by when the Residents Forum will have produced their views on the report and its recommendations. Officers will make some overall recommendations for the November meeting to consider. |
| ***3.*** | ***Background*** |
| 3.1 | The Board and the Residents Forum in March agreed a brief for the planned review of how the Residents Forum was working and how it could be improved and made more effective. HQN were appointed by a panel of residents from the Residents’ Forum working with Jeanette Kenyon as the Board’s nominee. The consultant’s report **(Appendix 1)** was received by Hexagon at the beginning of September and was considered by the Forum on 9 September. Although the original intention was that the views of the Forum would be available for this September Board meeting, the Acting Chair of the Forum has told officers that the Forum needs more time to consider and write up its response, and they have arranged a special meeting to do so. |
| 3.2 | The report contains 32 recommendations, which have been discussed by Directors’ Group. The officer view is that most of the recommendations are sensible. There are a few where some clarification was required from the consultant and in the light of this understanding, a slightly different recommendation will be proposed by officers. There are a few issues raised in the report where there is no recommendation and officers want to propose a way forward for these. |
| ***4.*** | ***Next steps***  The Residents Forum views will be written up by some of their members and will be reported in full to the Board meeting in November. Officers will make some recommendations at that stage on a way forward. |