

HEXAGON RESIDENT'S FORUM

STANDING ORDERS

This document is part of and read in conjunction with the Resident's Forum Constitution, Code of Conduct and Nomination and Election Process. These are the governing documents of the Forum.

1 Officers and Members of the Forum

- 1.1 The Officers and Members of the Forum are to ensure that the Forum is a self-managed, resident-led and a proactive Forum promoting active participation.

2 Guiding Principles of the Forum's Standing Orders

- The Forum's procedures should be fair and contribute to open, transparent and informed decision-making.
- The Forum's procedures should be professional and appropriate for the nature and scope of the responsibilities exercised carrying out its business.
- The Forum's procedures should be clear sufficiently enough to give residents and Hexagon confidence in the deliberations undertaken at the meeting.

3 The Role of the Chair

- 3.1 The Chair has a strategic role to play in working in partnership with the Chair of Hexagon and representing the vision and purpose of the Forum and safeguarding the good name of the Forum. The Chairperson ensures that the Forum functions properly, that there is full participation at meetings, all relevant matters are discussed and that effective decisions are made and carried out. To liaise with Hexagon.

3.2 List of Duties – Chair

- Represent the Forum as a spokesperson at appropriate events, meetings or functions.
- To plan and run meetings in accordance to the Forum's governing documents.
- To ensure Forum business is pertaining to a strategic or policy direction.
- To ensure action points are acted on and recorded.
- To be responsible for the Forum's email addresses.
- Planning the annual cycle of Forum meetings
- Setting agendas for meetings in collaboration with the Vice-Chair, Secretary and Resident Involvement Manager.
- To encourage the Forum to evaluate its performance against agreed targets.
- Chairing and facilitating meetings.

- Ensure that the meeting is quorate.
- Encourage cohesive team work.
- To ensure all members are given the opportunity to participate in the meeting.
- Lead and mentor members to fulfil their role and responsibilities.
- To appraise the members of the Forum annually.
- To promote active participation of all members and have set clear targets and objectives.
- To ensure matters are dealt with in an orderly, efficient manner.
- To bring impartiality and objectivity to meetings and decision-making.
- To facilitate change and address conflict within the Forum.
- To led on the annual review of the Forum's performance and skills.
- To led on the recruitment and renewal of the Forum.
- To ensure specific expertise, knowledge and information are sourced when required to enable informed decisions by the Forum.
- To be aware of current issues that may affect the Forum.
- To meet periodically with the Resident Involvement Manager.
- To meet annually with Hexagon's Chair.
- To bring impartiality and objectivity to decision-making.
- Lead the Forum in fostering relations with Hexagon and in other instances for the benefit of the Forum in relation to its aims.
- To ensure information is shared and partnership working is maintained with other Resident Involvement groups and involved residents.
- To obtain a good knowledge of Hexagon and the services for residents.
- To Improving working practices to boost efficiency of the Forum
- To construct handover notes at the end of term of office.

3.3 Qualities and Skills Gained as a Chair

- Good leadership skills.
- Good communication and interpersonal skills.
- The ability to be strategic and forward looking.
- Impartiality, fairness and the ability to respect confidences.
- Ability to ensure decisions are taken and followed-up.
- Good time-keeping.
- Tact and diplomacy.
- Understanding of the roles/responsibilities of a committee.
- Experience of committee and people management.
- Run meetings in accordance to the governing documents.

4 Role of the Vice-Chair

4.1 The Vice-Chair is in effect the shadow of the Chair. The Vice-Chair will need to know how to manage the Forum in order to step into the position of Chair at any given time.

4.2 List of Duties - Vice-Chair

- To work along side and assist the Chair with their duties.

- Assist with preparing the agenda with the Chair and Secretary.
- To take on the role of the chair in the absence of the Chair.
- When requested, to company the Chair to meetings.
- To share responsibility for the Forum's email addresses.
- To construct handover notes at the end of term of office.

4.3 Qualities and Skills Gained as a Vice-Chair

These will be the same qualities and skills gained by the Chair.

5 Role of the Secretary

5.1 The role of the Secretary is to support the Chair in ensuring the smooth functioning of the Forum.

5.2 List of Duties of the Secretary

- To assist with preparing agendas in consultation with the Chair and Vice-Chair.
- To circulate agendas and any supporting papers in good time with the assistance of the Resident Involvement Manager.
- To advise the Chair of action points that have been acted on and is recorded.
- To receive agenda items from other committee members.
- Keep an up to date record of membership and attendance at meeting.
- To carry out the duties required as stated in the Nomination and Election Process document.
- To receive requests from residents to attend a Forum Meeting.
- To be responsibility for the Forum's email address for residents.
- Ensure arrangements for meetings are suitable and met.
- To check that quorum is present at meetings.
- To be responsible for minute taking for meetings and the circulation the draft minutes to all members and the Resident Involvement Manager.
- To ensure that the Chair signs-off the minutes once they have been approved.
- To forward the minutes of the annual cycle of Forum meetings to the Resident Involvement Manager to pass on the minutes to the Board.
- To electronically file minutes and work in collaboration with the Resident Involvement Manager in keeping record.
- To check that Forum members and Hexagon staff have carried out action(s) agreed.
- To ensure agendas and minutes are circulated or made accessible.
- Assist the Chair in ensuring that the Forum complies with its governing documents.
- To construct handover notes at the end of term of office.

5.3 Qualities and Skills Gained as a Secretary

- Organisational ability.
- Experience of committee work and procedures.
- Minute-taking experience (if this is not being delegated to a Hexagon staff).

- Good communication and interpersonal skills.
- Impartiality, fairness and the ability to respect confidences.
- Approachable and sensitive to the feelings of others.
- Well organised and an eye for detail.
- Ability to work well with the Chair.
- The ability to be strategic and forward looking.
- Good time and diary keeping.

6 Role of the Forum Members

The Forum is a team. Team work is essential for the Forum to function efficiently and effectively in a professional manner to obtain credibility in pursuing the aims of the Forum. As a team, Forum members providing a strong residents voice and views contribute to residents playing a prominent and active role and in Hexagon. Members must do this by refraining from expressing personal matters but to give from a collective residents perspective. This is the role of all Forum Members.

It is expected that Forum members attend meetings, do training and research plus complete any other duties assigned to them – inside and outside of meetings. This should be done to the best of their ability and each member should strive to improve/increase their knowledge and input into the Committee to ensure that they are able to contribute on behalf of residents. Support or assistance will be offered: from Hexagon; from the Forum and a buddy appointed.

It is compulsory for Forum members to prepare in advance of a meeting by reading all the meeting documents, gain an understanding and prepare comments or statements in order to be an effective member and to aid the progression and completion of all items on the agenda within the agenda time scale. Support or assistance will be offered: from Hexagon; from the Forum and a buddy appointed.

6.1 List of Duties - all Members

- To be conversant with the governing documents of the Form which are the Constitution, Standing Orders, Code of Conduct, Nomination and Election Process.
- To sign the required governing documents in acceptance of its contents and abide by them.
- To be familiar with Hexagons mission, values, corporate objectives and its Equality and Diversity Policy.
- To show willingness to take part and be a strong team player.
- To be ambassadors of the Forum.
- Attend Board meetings.
- To attend meetings on time.
- To follow the compulsory instruction that Forum members are to prepare in advance by having an understanding of the agenda items of a meeting and to ask for clarification from support systems or the Chair; as well as preparing comments and suggestion before attending meetings.
- Undertake training provided and be willing to self-train ones self.
- To be a team player as part of and in your duties in the Forum.

6.2 Qualities and Skills Gained as a Member

- Organisational ability.
- Experience of being part of a committee its work and procedures.
- The ability to be strategic and forward looking.
- Good communication and interpersonal skills.
- Impartiality, fairness and the ability to respect confidences.
- Approachable and sensitive to the feelings of others.
- Self management and self motivation.
- Ability to work well in a team.
- Good time and diary keeping.
- Impartiality, fairness and the ability to respect confidences.
- Tact and diplomacy.

7 Membership

- 7.1 Membership to the Forum will be elected as stated in the Nomination and Election Process document.
- 7.2 Membership will also follow points 24, 35, 36, 37 and 42 of the Constitution.
- 7.3 End of membership will be deemed point 8.6 below and by points 26, 27, 28 and 37 of the Constitution or the dissolve of the Forum.

8 Meetings

- 8.1 The meeting schedule for the year is to be set at the end of the previous term by the presiding Chair and agreed at the first meeting of the new term for the Forum.
- 8.2 Notice of meetings shall be given to all members at least 7 days prior to the date of the meeting.
- 8.3 Forum meetings are open to all residents as stated in points 46 and 47 of the Constitution.
- 8.4 Meetings of the Forum will be open to Hexagon Housing Association staff members by prior invitation only or, in exceptional circumstances, by approval of members at the commencement of the meeting.
- 8.5 Board members are invited to attend meetings as stated in point 54 of the Constitution.
- 8.6 Resident's Forum members who do not attend three consecutive meetings without good reason will be asked in writing if they wish to continue to be a member. If they do not respond to the letter within 14 days then it shall be deemed that they no longer wish to be on the Forum.
- 8.7 The Chair shall arrange with Hexagon's Resident Involvement Team that agendas will be distributed to all members not less than 7 days before a meeting. Where

members wish to include an item on the agenda, this should be forwarded to the Chair or Secretary not less than 14 days before the meeting.

- 8.8 The agenda shall be set by the Chair, Vice-Chair and Secretary in consultation with the Resident Involvement Manager.
- 8.9 Any reports or documentation for meetings shall be sent to members 7 days before the meeting accompanied with the agenda and Chairs covering letter.
- 8.10 Under the agenda item “any other business” at the meeting members can seek to have additional items addressed at the meeting or be placed on the agenda to be dealt with at a later time.
- 8.11 Meetings shall start at the time set out in the agenda, and shall endeavour to finish by the time set out in the agenda. Meetings will try not to be longer than two hour in duration and this is under the control of the Chair.
- 8.12 Where a member arrives late, it will be understood that the meeting will not update the member who has just arrived on the business that has transpired so far.
- 8.13 If there is no quorum present no decisions can be made. These will have to be deferred until the next meeting or when possible.
- 8.14 The Forum will deal with the items of business set down for the meeting in the order in which they appear on the agenda unless otherwise determined by the Chair.
- 8.15 Attendance at meetings of the Forum by persons other than members of the Forum shall be by invitation of the Chair or decision of the Forum.

9 Minutes

- 9.1 Minutes are to be kept of all meetings. The minutes should be an accurate record of all decisions. A summary of discussions should be noted unless in cases: determined by the Chair; the decision of the Forum; where it is deemed necessary for Board information or Forum records. The style of Q for question and A for answer shall be shown in the case of when a presentation is given.
- 9.2 Minutes are a permanent record and must be signed off by the Chair by way of signature or email from the Chair to the Secretary with a copy to the Resident Involvement Manager.
- 9.3 All motions should be recorded and read back to ensure they are correct.

- 9.4 The minutes must contain a list of those present, apologies, names of guests or observers, outcomes of business in the order it was dealt with, copies of reports and state the date and time of the next meeting.
- 9.5 The minutes should not be a verbatim record of the meeting but should be sufficient to set out issues raised and the decisions taken in the style giving in point 9.1 above.

10 Order

- 10.1 The Chair of the Forum shall chair Forum meetings.
- 10.2 In the absence of the Chair, the Vice-Chair shall chair the meeting. If neither the Chair or Vice-Chair is present, the meeting can nominate a deputy. The Forum members shall choose one of the members to deputise and chair the meeting.
- 10.3 A person addressing the Forum shall be heard in silence.
- 10.4 The Chair shall maintain order and conduct the meeting in accordance with these standing orders, the Constitution and Code of Conduct.

11 Interruption of Meetings by Members

- 11.1 A member of the Forum must not, while at a meeting—
- (a) behave in an improper or disorderly manner; or
 - (b) cause an interruption or interrupt another member who is speaking.
- 11.2 The Chair will rule on any instances of interruptions by members following those set out in the Code of Conduct. The Chair may seek an apology, have a short adjournment, ask the member to leave the meeting or adjourn the meeting until the next scheduled date. The Chair's ruling will be final.

12 Debate

- 12.1 Any person wishing to speak shall seek permission from the Chair to speak to the meeting. The Chair shall invite members to speak from the order in which hands have been raised.
- 12.2 Not more than the time stated on the agenda shall be allowed for discussion of any subject unless time is extended by the Chair or decision of the meeting.

13 Motions (proposals)

13.1 A motion is required to have a proposer and a seconder, and it is put to the Forum for consideration.

13.2 A motion shall lapse if there is no seconder.

13.3 An amendment to the motion may be made at the meeting and should be dealt with in the same meeting.

14 Voting

14.1 The Chair shall read out the motion before a vote is taken.

14.2 A motion shall be carried by a simple majority. A decision will be made by a show of hands. On the agreement of the Chair a secret ballot can be requested to decide a motion.

14.3 Where a member is unable to attend a meeting, they may request a proxy vote on an item on the agenda. The request should be made in advance of the meeting to either the Chair or the Secretary. The member should then indicate to the Chair or the Secretary their vote on the particular agenda item requiring a decision. Where the member indicates their vote verbally to the Chair or the Secretary, they should then confirm this to the Chair or the Secretary either in writing by post or by email.

14.4 In the event of a tied vote, the Chairperson will have a second, casting vote except when electing Officers of the Forum.

14.5 If a member abstains from voting they have exercised their right to refrain from voting. A decision on the motion is arrived at by those persons voting. Abstaining does not count as voting and that member can not be counted in relation to the total numbers for or against the motion.

15 Sub-Committees (and Working Parties/Groups)

15.1 The Forum will determine which sub-committees will be formed to assist the Forum.

15.2 Sub-committees will consist of Forum members and if agreed necessary, of co-opted non-members whose knowledge will be of assistance.

15.3 Where a decision has been agreed to set up a sub committee, working party, review panel or other such group – it is required to have terms of reference and membership which is approved by the Forum and if appropriate, reviewed annually.

15.4 Each sub-committee is to report verbally to the Forum at the next meeting. Minutes of its meeting should be provided to the Forum for noting if they have been agreed.

15.5 A final report must be produced on completion of the group's work. This will ensure a clear audit trail for future reference.

16 Liaising with Involved Residents and Resident Involvement Groups

16.1 By sharing a summary report of actions and of best practice twice per year.

16.2 The Forum can make recommendations to involved residents and Resident Involvement Groups via the Forum Chair to the appropriate Hexagon Manager.

16.3 The Forum welcomes recommendations from involved residents and Resident Involvement Groups by the said Chair or person/s via the appropriate Hexagon Manager.

16.4 The Chair of the Forum to build partnerships with Chairs of Resident Involvement Groups.

16.5 The Chair of the Forum can request a meeting with a Chair of a Resident Involvement Group either directly or via the appropriate Hexagon Manager and this can be reciprocated.

17 Amendments to Standing Orders

17.1 Amendments to these Standing Orders shall be made only by proposition of which not less than 7 days notice has been given.

17.2 These Standing Orders may be amended by the decision carried by a majority of those present and voting.

I understand and adhere to this governing document in conjunction with other Residents Forum governing documents and I agree to abide by them.

Forum Member

Print name:.....

Signature:.....

Date:.....

Chair of the Forum, Vice Chair or Secretary

Print name:..... Signature:.....

Date:..... Officer Position:.....

Approved at a Committee Meeting of the Residents Forum on 24th September 2008

Amended at the Committee Meeting of the Residents Forum on 27th January 2010

Amended at the Committee Meeting of the Resident Forum on 07th July 2014

Re-written, re-formatted and approved from the Forum Meeting of 4th May & 6th July 2016

Chair of the Forum

Print name:..... Signature:..... Date