



REPRESENTATIVE BODY INDUCTION PROGRAMME

DATE: AUGUST 2020

INTRODUCTION

An induction programme is a structured way of providing new Representative Body Members with all the information and support they need to be confident and productive in their role. The aim is to help new members to understand the organisation, the environment in which it operates, and their role in making the organisation a success. The Induction is also available to anyone interested in becoming a Representative Body Member.

AIMS

The overall aim of the programme is to support new Representative Body Members to ensure they be an effective members and to gain an understanding of their individual and collective role and responsibilities.

The main objectives of the programme are:

- To introduce you to RBH and to understand the organisation, the environment in which it operates, and your role in making the organisation a success
- To gain an understanding of mutuality
- To equip you to fulfil your individual and collective role and responsibilities
- To equip you to be a confident and productive Representative Body Member
- To identify any training or development needs to ensure that you can contribute effectively

The Induction Programme will provide you with the following skills and knowledge and you will be continually supported in your role through a Training and Development Programme:

- An understanding of the role and responsibilities of a Representative.
- How to effectively contribute in meetings.
- Understanding of member owned societies and learning from best practice of other organisations.
- Seeking assurance and how to monitor performance.
- A basic understanding of financial accounts – see RB Development Programme.
- How to think strategically.
- The main features of the English housing sector.
- The appointment process for new members of the Board of Directors.
- Using computers for email, to read reports and to access the internet.

If there is any particular subject or topic not covered by the Induction Programme which you would like to be included, please contact the Governance Manager joanne.goodall@rbh.org.uk

PRE-APPOINTMENT - AUGUST/SEPTEMBER

Session	How this will be delivered	Date and Times	Venue	Lead Officer(s) / Facilitator
Welcome Pack and Invitation to Induction	By letter or email	Within two weeks of appointment	n/a	Governance Manager
Welcome Letter from the Chair (Including meeting calendar)	By letter or email	Within two weeks of appointment	n/a	Governance Manager

REPRESENTATIVE BODY CORPORATE INDUCTION

DAY 1 (1/2 DAY) (ideally this will be delivered face to face however the programme will be adapted to accommodate individual requirements)

Programme	Content	How will this be delivered	Dates and Times	Venue	Lead Officer (s) / Facilitator
Arrivals	Refreshments and Introductions	Face to Face / Zoom	<Date TBC> 10:00 – 10:15		Governance Team
Chair and Vice Chair of the Representative Body	Welcome to the Representative Body RBH Values Introduction to Mutual Representative Body Pledge to Members Representative Body Working Groups including previous and ongoing pieces of work	Face to Face / Zoom	<Date TBC> 10:15 – 11:00		Representative Body Chair and Company Secretary
RBH Experience	Representatives are invited to the RBH Experience and an introduction to RBH's Corporate Strategy	Face to Face / Zoom	<Date TBC> 11:00 – 12:00		Governance Team
Chief Executive	Introduction to members of the Executive Management Team (EMT) Introduction to the Representative Body's role in monitoring of the Corporate Strategy and the role of Corporate Strategy Champions How EMT works with the Representative Body Government Policy, Strategy and Impact Political and Stakeholders Environment	Face to Face / Zoom	<Date TBC> 12:00 – 12:30		Chief Executive
Lunch	Lunch with members of EMT and the Chair of the Board	Face to Face / Zoom	<Date TBC> 12:30 – 13:00		Governance Team
Chair of the Board	Introduction to the Board Responsibilities and structure of Board, Committees and Subsidiaries Understand the role of the Board Members at the Representative Body meetings How the Board works with the Representative Body	Face to Face / Zoom	<Date TBC> 13:00 – 13:30		Board Chair

	How the Board works with EMT				
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DAY 2 (1/2 DAY) (this can be delivered either as a ½ day session or bite size sessions to accommodate individual requirements)

Programme	Content	How will this be delivered	Dates and Times	Venue	Lead Officer (s) / Facilitator
Arrivals	Refreshments and Introductions	Face to Face / Zoom	<Date TBC> 10:00 – 10:15		Governance Team
Secretary / Employee Representatives	Terms of Office Mutual Rules: <ul style="list-style-type: none"> - Purpose and objects of RBH - Role and make-up of the Representative Body including commitment/expectations - Role, make up and responsibilities of the Board - Annual Members Meeting Role of Governance Mutual Governance Excellence Framework Regulator of Social Housing, Financial Conduct Authority and Companies House Representative Body Stakeholders and Joint Working Role of Representatives <ul style="list-style-type: none"> - Role profile, Skills and knowledge - Code of Conduct Meeting forward planners and agenda setting Housekeeping <ul style="list-style-type: none"> - Calendar of meetings - Biographies Policies and forms <ul style="list-style-type: none"> - Representative Body Questionnaire - Register of Interests Form - Expenses Policy - Confidentiality Policy Induction Form	Face to Face / Bite Size Session / Zoom	<Date TBC> 10:15 – 12:00 Comfort breaks will be included throughout this session		Secretary / Legal and Governance Manager and Governance Manager
Lunch	With Representative Body Members	Face to Face / Zoom	<Date TBC> 12:00 – 13:00		Governance Team

Communications Team	Representative's photographs and biographies	Face to Face / Zoom	13:00 – 13:30		Communications Team
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PRIOR TO FIRST MEETING

Programme	Content	How will this be delivered	Dates and Times	Venue	Lead Officer (s) / Facilitator
Secretary / Chair	<p>Representative Body Reports - to look at the agenda and report pack for the first Representative Body meeting</p> <p>This will be an opportunity to understand how a Representative Body meeting works, what Representatives can do to prepare for the meeting and understand what they are being asked to do as well as what to look for in a Report, Strategy or Policy.</p> <p>Process for the appointment of Chair and Vice Chair.</p> <p>ID Badges and access to Buildings and Fobs.</p> <p>Buddy / Coaching</p> <p>Mentoring Programme</p> <p>Identify any areas where further learning and development is required.</p>	Face to Face / Zoom	<Date TBA> 3.30pm – 4.30pm		Representative Body Chair / Secretary

BITE SIZE SESSIONS

Programme	Content	How will this be delivered	Dates and Times	Venue	Lead Officer (s) / Facilitator
<p>Executive Management Team:</p> <p>Meet with members of the Executive Management Team to learn a little about them, their areas of the business and how they link in with the Representative Body</p>	<p>Nickie Hallard, Director of Resources and Deputy Chief Executive</p> <ul style="list-style-type: none"> • Introduction to service area and key areas of business • RBH's finances, Business Planning and financial control 	Face to Face / Zoom	<Date TBC> 1 ½ hours		Director of Resources and Deputy Chief Executive / Governance Team
	<p>Clare Tostevin, Director of Growth</p> <ul style="list-style-type: none"> - Introduction to service area and key areas of business - RBH's Footprint across the Borough - Investment in Homes - Regeneration - Development 	Face to Face / Zoom	<Date TBC> 1 hour		Director of Growth / Governance Team
	<p>Nadhia Khan, Director of Customer and Community</p> <ul style="list-style-type: none"> - Introduction to service area and key areas of business - Rents and Payments Services - Repairs 	Face to Face / Zoom	<Date TBC> 1 hour		Director of Customer and Community / Governance Team
	<p>Rowena Kirk, Director of Transformation</p> <ul style="list-style-type: none"> - Introduction to service area and key areas of business - Digitalisation and Customer Access - Customer Complaints Process - Customer Engagement 	Face to Face / Zoom	<Date TBC> 1 hour		Director of Transformation / Governance Team

MANDATORY TRAINING PROGRAMME

The following sessions are mandatory for regulatory or policy reasons. Therefore attendance/completion is compulsory.

Note: If Representative Body Members have completed the same or a similar type of training, you will not be required to complete again however certificates and dates of completion will be required to be submitted to evidence completion.

Session	Who should attend	How will this be delivered	Date and Times	Venue	Lead Officer(s) / Facilitator
Corporate Induction (as outlined above) To include access to Strategy and Policies and MGEF Suite	All Representative Body Members upon appointment.	Face to Face / Via Zoom	Prior to First Meeting	St Albans / Sandbrook House	Governance Team
Equality and Diversity - Essential Skills and Knowledge	All Representative Body Members upon appointment/re-appointment.	E-learning / Face to Face / Zoom	Prior to First Meeting	At home/ Sandbrook House	Learning and Development Team / E-Learning via https://r-b-h.litmos.com/home/dashboard
Data Protection - Essential Skills and Knowledge	All Representative Body Members upon appointment/re-appointment.	E-learning / Face to Face / Zoom	Prior to First Meeting	At home/ Sandbrook House	Data Protection Officer / E-Learning via https://r-b-h.litmos.com/home/dashboard
Safeguarding - Essential skills and knowledge	All Representative Body Members upon appointment/re-appointment.	E-learning	Prior to First Meeting	At home/ Sandbrook House	E-Learning via https://r-b-h.litmos.com/home/dashboard
Cyber Security - Essential skills and knowledge	All Representative Body Members upon appointment/re-appointment.	E-learning	Prior to First Meeting	At home/ Sandbrook House	E-Learning via https://r-b-h.litmos.com/home/dashboard

REPRESENTATIVE BODY INDUCTION SUPPORT PROGRAMME

MONTH 1 – September/October

Session	How this will be delivered	Date and Times	Venue	Lead Officer(s) / Facilitator
Completion of Corporate Induction	Face to Face	TBA	TBA / St Albans	Governance Team
Completion of Mandatory Training	Self-Learning	Self-Learning	At home	Governance Team
Representative Body Away Day	Face to Face	TBA Sept/Oct	TBA / St Albans	Governance Team
Chair's Pre-Meeting Session	Telephone / Face to Face	TBA - 1 hour prior to Meeting	St Albans	Governance Team / Chair
RB Buddy (if required)	Telephone / Face to Face	Where required TBA – After meeting	At home	RB Buddy

MONTH 2 – October/November

Session	How this will be delivered	Date and Times	Venue	Lead Officer(s) / Facilitator
Business Improvement - Equality and Diversity Strategy and Policy - RBH Performance Management and reporting to the Representative Body	Face to Face	TBA	St Albans / Sandbrook	Business Improvement Manager / Governance Team
Attendance at Board Meeting	Face to Face	TBA	St Albans / Sandbrook	Governance Manager
Feedback meeting with Governance Manager	Face to Face	TBA	St Albans / Sandbrook	Governance Manager
Chair's Pre-Meeting Session	Face to Face	TBA - 1 hour prior to Meeting	St Albans	Governance Team / Chair
RB Buddy (if required)	Telephone / Face to Face	Where required TBA – After meeting	At home	RB Buddy

MONTH 3 – November/December

Session	How this will be delivered	Date and Times	Venue	Lead Officer(s) / Facilitator
Customer Access Manager <ul style="list-style-type: none"> - Engagement opportunities - Scrutiny Function - Reality Checkers - Corporate Consultation 	Face to Face	TBA	St Albans / Sandbrook	Governance Team / Involvement Team
Review Meeting with Chair	Face to Face	Nov/Dec		Chair
Chair's Pre-Meeting Session	Face to Face	TBA - 1 hour prior to Meeting	St Albans	Governance Team / Chair
RB Buddy (if required)	Telephone / Face to Face	Where required TBA – After meeting	At home	RB Buddy

MONTH 4 – December/January

Session	How this will be delivered	Date and Times	Venue	Lead Officer(s) / Facilitator
Membership <ul style="list-style-type: none"> - Membership Strategy - Communication with Members - Members Calendar - Assistance with Member Recruitment 	Face to Face	TBA	St Albans / Sandbrook	Membership Manager / Governance Team
Chair's Pre-Meeting Session	Face to Face	TBA - 1 hour prior to Meeting	St Albans	Governance Team / Chair
RB Buddy (if required)	Telephone / Face to Face	Where required TBA – After meeting	At home	RB Buddy

MONTH 5 – January/February

Session	How this will be delivered	Date and Times	Venue	Lead Officer(s) / Facilitator
Chair's Pre-Meeting Session	Face to Face	TBA - 1 hour prior to Meeting	St Albans	Governance Team / Chair
RB Buddy (if required)	Telephone / Face to Face	Where required TBA – After meeting	At home	RB Buddy

MONTH 6 – February/March

Session	How this will be delivered	Date and Times	Venue	Lead Officer(s) / Facilitator
Chair's Pre-Meeting Session	Face to Face	TBA - 1 hour prior to Meeting	St Albans	Governance Team / Chair
RB Buddy (if required)	Telephone / Face to Face	Where required TBA – After meeting	At home	RB Buddy
6 Month Review with the Chair	Face to face	TBA	St Albans	Chair (facilitated by Company Secretary / Governance Manager)

ESSENTIAL READING/INFORMATION PACK

Below is a list of essential reading which you will receive as an information pack which will either be provided via email or provided via the RBH Website or Secure Portal area.

Essential Reading	How this will be delivered
Annual Reports to Members / Tenants	RBH Website
RBH Mutual Rules	RBH Website
30 Year Business Plan	RBH Website
Corporate Strategy – Together	RBH Website
Offer Document	RBH Website
Mutual Governance Excellence Framework: <ul style="list-style-type: none"> - Mutual Governance Excellence - Approval Matrix - Open Meetings Guidance - Scheme of Delegation - Role Description - Representative Body Elections - Code of Conduct - Breach of Code of Conduct - Good meeting guidance - Terms of Reference - Standing Orders - Chairs Role Profile - Vice Chair Role Profile - Chair and Vice Chair Election 	Information Pack / Portal
General Documents	How this will be delivered
Calendar of Meetings	Information Pack / Portal
Representative Body Members	Information Pack / Portal
Board Members	Information Pack / Portal
RBH Governance Structure	Information Pack / Portal
Representative Body Development Programme	Information Pack / Portal
Organisational Structure	Information Pack / Portal

Strategies and Policies	How this will be delivered
Membership Strategy	Information Pack / Portal
Confidentiality & Data Protection Policy	Information Pack / Portal
Recognition and Expenses Policy <ul style="list-style-type: none"> - Expenses Forms - Procedure for making a claim 	Information Pack / Portal
Equality and Diversity Policy	Information Pack / Portal
For Completion and Return	How this will be delivered
Representative Body Questionnaire	Information Pack / Portal
Register of Interests Form	Information Pack / Portal
Induction Form	Information Pack / Portal
Personal Info & Statement of Responsibility	Information Pack / Portal

TECHNICAL AND DIGITAL SUPPORT

RBH are able to provide a wide range of support mechanisms to help Representative Members with the use of technology which could include providing devices, second screens and/or making a contribution towards home internet connection. All devices would remain the property of RBH and users would be expected to adhere to RBH's Acceptable Use Policy.

If you are require any equipment or support in order to carry out your Representative Body role, please advise a member of the Governance Team.

SUBSCRIPTIONS AND USEFUL RESOURCES

Title of resource and how to access plan	How this will be delivered
TPAS - https://www.tpas.org.uk/	Useful Resource / Self Register
Information for Local Government http://www.info4local.gov.uk/	Useful Resource
Confederation of Co-operative Housing (CCH) www.cch.coop	Useful Resource
Joseph Rowntree Foundation www.jrf.org.uk	Useful Resource
Trafford Hall National Communities Resource Centre https://traffordhall.com/community-programmes	Useful Resource / Training
CLG Housing http://www.communities.gov.uk/housing/	Useful Resource
National Tenants Resource Centre www.traffordhall.com	Useful Resource
Volunteering England www.volunteering.org.uk	Useful Resource
Tenant Involvement and Empowerment Regulatory Standard	Useful Resource
National Housing Federation https://www.housing.org.uk/email-updates/	Self register
Chartered Institute of Housing https://mycih.cih.org/mycih/registration.aspx	Self register
Northern Housing Consortium https://www.northern-consortium.org.uk/events/	Self register
24Housing https://www.24housing.co.uk/	Useful Resource/Self Register
Chartered Institute of Housing http://www.cih.org/	Useful Resource
Housing Quality Network https://hqnetwork.co.uk	Useful Resource
Regulator of Social Housing https://www.gov.uk/guidance/about-the-regulator-of-social-housing	Useful Resource
Anthony Collins Solicitors https://www.anthonycollins.com/newsroom/	Useful Resource
BDO Auditors https://www.bdo.co.uk/en-gb/home	Useful Resource
RSM Auditors https://www.rsmuk.com/	Useful Resource

CONFERENCES / SEMINARS

Attendance at conferences can help raise awareness of a particular issue and help with personal development and expand knowledge. Conferences which are advertised throughout the year will be sent to Representative Body Members to see if they are of interest following approval by the Representative Body Chair.

Ideally, attendance would be for one Representative Body Member attending and resources and learning feedback shared to ensure there is a collective/shared learning approach which will be provided via the reporting in/information item on the Meeting Agenda. Additional events may be included where they are found to be relevant for improving Representative Body skills, knowledge and development.

'BUDDY' PROGRAMME

Having a 'buddy' can make a huge difference to the speed at which new Representative Body Members manage to settle into the role of the Representative Body. A 'buddy' will be a current or former Representative Body Member who will partner with you for up to 6 months of your membership and will be able to offer advice and guidance regarding the day-to-day aspects of the Representative Body and RBH as well as practical tips for reading papers and attending meetings. If you are interested in having a 'buddy' please get in touch with a member of the Governance Team.

ADDITIONAL DEVELOPMENT OPPORTUNITIES (The sessions below are additional development opportunities which may be suitable for some Representative Body Members)

The following opportunities will not be planned as matter of course but can be arranged on request to address a specific development need.

- Service Overviews or shadowing specific teams – provided on request
- One off, individual training needs specific to Representative Body Members
- Representative Body Members may also access Colleague training including E-Learning Programmes (see below)

EXTERNAL OPPORTUNITIES

Hopwood Hall College and Rochdale Training are able to provide a wide range of courses and accredited qualifications. Please refer to the Representative Body Development Programme.

E-LEARNING

We have a range of e-learning modules which Representative Body Members can access online from home <https://r-b-litmos.com/home/dashboard>. Please refer to the Representative Body Development Programme for a list of some of the courses available.