

# **Community Housing and Regeneration Business Plan**

## **Annex 1**

### **The Local Code of Governance – how we meet the six core principles**

#### **We focus on the purpose of the authority and on outcomes for the community**

Community Housing and Regeneration focuses on:

- Supporting businesses and encouraging economic growth and employment opportunities for all.
- Ensuring that there is high quality, affordable housing to meet the needs of the whole community.
- Providing services that improve wellbeing, inclusion, and the opportunity for people to achieve.

These priorities are aligned with the Corporate Plan, the Vision of Portsmouth and a number of key corporate strategies. They are reflected in our service plan objectives and matched with associated budgets

#### **Members and officers work together to achieve a common purpose with clearly defined functions and roles.**

- Community Housing and Regeneration has strong and positive relationship with both Executive Members for Housing and Planning, Regeneration and Economic Development. The Head of service regularly meets and reports to members on all key aspects of service delivery and development.

#### **Values for the authority are promoted and upheld through high standards of conduct and behaviour**

- We ensure that the standards of conduct and behaviour expected of staff, and the Council's partners are defined and communicated through codes of conduct and protocols, and that these standards are upheld.

#### **We take informed and transparent decisions, which are subject to effective scrutiny and managing risk.**

- The democratic process is followed correctly to ensure that decisions are subject to scrutiny by members, and that professional advice is sought on the legal and financial implications, and is taken into account when making decisions.
- In order to be as open as possible we record the criteria, rationale and considerations on which we base decisions.
- Risk management is embedded in the decision making process with managers recognising that it is part of their job.
- We observe all specific legislative requirements placed upon us and integrate the key principles of good administrative law, i.e. rationality, legality and natural justice into our procedures and decision-making processes.

## **We develop the capability and capacity of members and officers to be effective.**

- The close engagement of the Portfolio holders, informative reports to Executive and Cabinet meetings and Scrutiny Panels enables Members to lead the direction and policy making of the service.
- Individual induction programmes for new employees enable them to develop their capability to perform their job role.
- Performance and Development Reviews are conducted to ensure that employees have the skills, resources and support necessary to perform their roles effectively, and provide the opportunity update them if necessary.

## **We engage with local people and other stakeholders to ensure robust accountability.**

We have a range of channels of engagement with both residents and businesses in the community, which recognises their differing needs and priorities. We ensure that we consider customer need when developing and designing services. Annex 2 provides information on the many sources from which we draw this information.

Examples of current and continuous community engagement activity are below:

- Continuous customer feedback on services is gathered through satisfaction monitoring as part of the process for services delivered direct to the public.
- Engaging with the business community on a continuing basis through employer networks and federations. The Business Leaders Group, established from the 'Shaping the Future of Portsmouth' strategy will be the local forum for this.
- The Small Business Engagement Accord with the Federation of Small Businesses with a membership of 650 businesses to provide structured engagement with small businesses.
- Business needs surveys consult businesses on issues such as access to land and skills and barriers to growth.
- Consultation of community stakeholders and local traders on all retail centres capital projects.
- Regular consultation with the Portsmouth and District Landlords Association.
- Adult and Family Learning courses to increase people's empowerment, and their engagement in local democratic processes.
- Consultation on the types of courses and activities people would like provided at The Learning Place.
- Continuous review of the Supporting People provision will include service contract assessment of Outcomes Performance, Quality and Value for Money and will involve consultation with services users as the recipients of the service, and any other appropriate stakeholders. In addition there is the Service Users Reference Group (SURG) and Providers Forum, which act as consultation panels for the development of services.