



## **Housing Diversity Panel Terms of Reference**

### **What is the Housing Diversity Panel?**

The Housing Diversity Panel (HDP) at the Royal Borough of Greenwich (RBG) works to ensure that housing policies, services, and decisions **reflect the diverse needs of all residents**. The panel serves as a **consultative and advisory body**, drawing on data and on the lived experiences of tenants and leaseholders to promote equity, inclusion, and accountability in housing provision. We acknowledge that there are significant inequalities in the Royal Borough of Greenwich and that diversity is complex to address. This group is focused on **identifying practical solutions**.

### **What do we mean by diversity?**

We define diversity as all the aspects of people's identity which might affect their experiences. This includes but is not limited to age, disability, ethnicity, religion and belief, gender, gender identity, sexuality, being pregnant or being a parent, or being a carer. It also includes overlapping or intersecting identities, for example being an older black woman.

### **What does the panel do?**

- The panel focuses on diversity in the delivery of housing services.
- It examines resident feedback and diversity-related data – which may include survey and consultation results, complaints, demographic data on service delivery, or data about the housing register and allocations.
- It can highlight any gaps in current diversity related data collection and request that officers make changes.
- It makes recommendations on housing policies and practices to ensure they are inclusive and equitable for all diversity groups.
- It monitors the implementation of diversity-related housing initiatives.
- It collaborates with other groups and panels to ensure that diversity is considered across all resident engagement.

### **How does the panel work?**

- The panel is an opportunity for residents to review diversity related data, complaints, service feedback and lived experience, and to highlight areas for focus to improve services for these residents.
- The panel will decide what diversity performance data and resident satisfaction data to review.
- Officers may ask the panel for feedback on specific policies or improvement projects.
- The panel may recommend engagement or review topics for other engagement panels, including Resident Led Scrutiny and Borough Wide Housing Panels.
- Officers will provide updates on changes made as a result of the panel's recommendations, with published notes and actions.

### **Who's involved?**

- The panel membership is for up to 16 residents.
- Membership is open to everyone aged 18 or over who lives in a council home. This includes lead tenants, family members who live with them, leaseholders, and tenants of leaseholders.
- Membership will be for two years and can be extended once.
- Panel members will be expected to attend at least half of the meetings.
- We appreciate the time commitment involved in being a panel member and understand that circumstances can change, which may mean you cannot continue in the role – please just let us know if this happens.

### **How will we choose who joins?**

- We want the Diversity Panel to include people with a wide range of experiences and identities, reflecting the diversity of the people who live in Greenwich homes. We know that it is not possible to reflect the full diversity of the Borough with just 16 residents, and we are not asking people to represent specific demographic groups.
- We will ask for expressions of interest to join the panel, initially from the groups listed below. If more than 16 people are interested, we will select members based on demographics to build a diverse panel. If fewer than 16 are interested, we will target invitations to specific groups where we have gaps in representation.
- Initially members will be invited from residents who have historically engaged with us on diversity:
  - Existing housing diversity groups including the Social Housing Anti-Racism Pledge Steering Group and the LGBT (Lesbian, Gay, Bisexual, Transgender) Steering Group
  - Housing Champions.

### **Panel Chair or Co-Chair:**

- The panel will be chaired by a panel member who is a council tenant chosen by the group. The chair may ask an officer to act as a Co-Chair if they wish. Training will be provided to support the chair in their role.

### **Senior Officer involvement:**

- The accountable officer for the panel will be the Director of Housing & Safer Communities.
- They are responsible for following up on recommendations and reporting back on changes.

### **Other Council Officers:**

- The Community Participation & Diversity Team will attend and service the meetings.
- Other Council Officers (including Housing Services and Corporate Equalities Team) will attend meetings as required for specific items.

### **Our Commitment to Equality**

We aim to have a diverse attendance that reflects the Borough's communities and the different geographical areas of the borough. We will actively seek to achieve diverse attendance and membership of the panels we run. All attendees are expected to treat each other with respect and follow Equality, Diversity and Inclusion principles.

### **How and When We Meet**

- The panel will meet a minimum of 4 times a year.
- The Panel will determine whether meetings are held online or in person.

### **What to Expect:**

- Discussion about the key topics the group would like to focus on.
- Presentations from officers on performance data and resident satisfaction data, broken down by the various equalities' groups.
- Presentations from officers on the diversity aspects of new or revised housing policies
- Group discussions.
- Q&A sessions.

### **Supporting you to attend meetings**

- The meetings are held online or in person (or as the panel decides). Please contact us if you need any support to access online meetings at [Community-Participation@royalgreenwich.gov.uk](mailto:Community-Participation@royalgreenwich.gov.uk).
- We use accessible venues for any in-person meetings.
- If you need any help with transport or care costs to attend meetings, please contact us at [Community-Participation@royalgreenwich.gov.uk](mailto:Community-Participation@royalgreenwich.gov.uk).
- You are welcome to bring your baby to the meeting and to feed your baby.

### **Housing Diversity Panel Steering Group Structure**

Panel Chair (or co-chair with an officer)	Tenant elected by Housing Diversity Panel. The chair can ask for an officer to act as Co-Chair.
Attendees - now	Up to 16 residents from Housing Champions and from existing diversity groups including the Social Housing Anti-Racism Pledge Steering Group and the LGBT Steering Group.
Attendees - future	Up to 16 residents from Housing Champions and from task and finish groups which are tenant based and focused on diversity within housing. We will also identify gaps in any other types of diversity or protected characteristic groups and target accordingly for membership of the panel.
Senior Officer Champion	Director of Housing & Safer Communities
Other council officers	The Community Participation & Diversity Team, Housing Services, Corporate Equalities Team, other council officers for specific topics
Meeting Format	Panel to determine whether online or in person, minimum 4 times a year with presentations, discussions, and Q&A

## How this panel connects with other engagement groups

This Panel is part of a wider network of resident engagement groups. It feeds into other panels and helps inform broader housing policies, which is represented in the diagram below. It collaborates with other groups and panels to ensure that diversity is considered across all resident engagement.

