

ECHO
Eden Community Homes and Organisations
“Make your voice heard and get answers”

AGREED OPERATING STANDARDS

This document should be read in conjunction with ECHO's Constitution. It sets out clearly how ECHO will operate to fulfil their agreed Aims.

WE AIM TO INFLUENCE THE DEVELOPMENT OF EHA's POLICIES AND PROCEDURES BY

- Identifying service gaps which require the development of new policies or procedures and being involved from the earliest possible stage in their development
- Improving current service provision by being involved in the revision of existing policies

WE WILL MONITOR EHA PERFORMANCE AND PROVIDE FEEDBACK TO THE ASSOCIATION BY

- Reporting residents' collective views regarding service delivery
- Reviewing performance-monitoring information on at least a quarterly basis
- Providing reports for consideration by the EHA's Board on issues causing concern to residents

WE WILL DISSEMINATE INFORMATION BY

- Summarising ECHO decisions in Viewpoint or within a ECHO bulletin if timings of Viewpoint would mean that the value of information would be lost if it were not to be sent out separately
- Distributing minutes and agendas to all those on ECHO's mailing list
- Maintaining regular contact with affiliated Tenants & Residents Associations and Community Groups
- Advertising the work of ECHO and encouraging new members to join
- Appointing a publicity officer responsible for ensuring ECHO news and information is well distributed
- Making full use of the EHA website

WE WILL PROVIDE TRAINING AND DEVELOPMENT OPPORTUNITIES FOR TENANTS AND RESIDENTS BY

- Actively identifying knowledge or skills gaps amongst members, affiliated groups members and tenants and residents, and running an annual training programme based on these identified knowledge or skill gaps.
- Providing support and encouraging members to attend events that would improve their ability to contribute to the work of ECHO, or their association or group
- Providing joint training with EHA staff or Board Members where appropriate
- Holding a bi-annual Residents Conference

WE WILL PROVIDE SUPPORT TO AFFILIATED TENANTS & RESIDENTS ASSOCIATIONS AND COMMUNITY GROUPS BY

- Ensuring the Residents Resource Centre is well stocked and appropriate equipment and training available.
- Actively encouraging and supporting the formation of new groups in areas where there is currently no representation
- Providing practical assistance to new groups, including helping to constitute the group, providing basic training and start-up and ongoing administrative funding
- Gathering information and pooling experience via inter-group activities

WE WILL PROMOTE TENANT AND RESIDENT INVOLVEMENT AT EVERY LEVEL WITH EHA BY

- Being actively involved with, and consulted upon, EHA's
 - Service provision
 - Financial operation
 - Management practices
 - Repair and maintenance services
 - New scheme development
- Discussing summaries of Board meetings at ECHO meetings
- Providing a report to each Board meeting (either written or verbal). The report could be written or presented by a ECHO member who is not a Tenant Board Member if applicable.

WE WILL STRIVE TO ENSURE EQUALITY OF OPPORTUNITY TO GET INVOLVED FOR ALL TENANTS AND RESIDENTS BY

- We aim to arrange for 50% of all our meetings (per annum) to be held outside Penrith.
- Using meeting venues that are accessible for all

- Setting aside a carers' support budget to enable those acting in this capacity to receive cover to enable them to attend (including childcare)
- Providing travel expenses or transport to meetings for those who require it
- Providing support for those with hearing or visual impairments
- Translating written material where a need has been identified
- Providing regular sessions supported by a nominated ECHO representative for residents of supported accommodation to discuss issues affecting them
- Recognising that not everyone is comfortable with 'formal' meetings and trying to make sure we use a variety of formats to engage with people
- Working with EHA to develop technology solutions (eg internet) to allow involvement without attending meetings

MEETINGS, SUB-GROUPS AND OTHER ADMINISTRATIVE ARRANGEMENTS

- The Chair, Vice-Chair and Secretary of ECHO will jointly arrange full ECHO meetings with support from EHA
- An ECHO calendar will be issued in April of each year. Meetings will be tied to the cycle of EHA Board meetings to enable effective two-way communication to take place
- In addition to the Executive Officers of ECHO, and the Chairs of the Sub-Groups, ECHO will also appoint a Publicity Officer.
- Affiliated Tenants and Residents Associations and Community Groups will provide summarised copies of their group's minutes, or a list of current issues and concerns to ECHO at each meeting. These reports will form part of the documentation sent out with the agendas/minutes
- EHA will collate performance-monitoring information and also distribute this with the agendas/minutes when appropriate
- EHA's Board will receive copies of ECHO's minutes, including recommendations for consideration. This will form a standard item on the Board's agenda.
- ECHO will receive summarised copies of the Board's minutes, including their response to ECHO's recommendations for consideration
- Tenants and Residents Association representatives will circulate ECHO minutes within their own group. They will also include the Board's response to recommendations for consideration.
- Nomination papers for executive office will be circulated 14 days prior to the AGM or other meeting. All prospective officers will require a nomination from another ECHO Member, nominations must be made with the agreement of this person.