




# Member services: what you told us and how we're going to connect and support you

 Click on the turquoise boxes to jump to further explanations

The CHC website could be a more useful resource for members

The SDG approach could be evolved and enhanced

You want more face-to-face opportunities to connect and share

You want us to break down silos, and work with a broader range of member experts

Board members are an untapped resource

We make it easier for our members to find and share key information

We provide spaces where a wider range of members can work on specific issues, and think long term

We'll focus on what really matters, and prioritise our advocacy

We engage and connect board members, and tap into their unique knowledge and experience



**Housing Hub**



**Member communities**



**Task and finish groups**



**Board member offer**



# Housing Hub

## What is it?

→ The Housing Hub will be a new password-protected section on our website that will give you, our members, access to essential information when you need it.

The sections under the hub will be themed to focus on individual issues – for example, decarbonisation, and rent. Each will be developed with the needs of different users in mind but will broadly include the latest updates on our work, task and finish group information, useful resources and more.

## How will it work?

→ When the hub is launched, you will simply need to log in and click on the relevant topic to find what you need. Each page will be run by a CHC policy lead who will ensure that the content is timely, relevant and easy to access.

## What does this mean for you?

→ As a central information repository, it will be much easier and quicker for you to get updates, briefings, information on events of interest and more related your area of focus.

You will still have the support of our policy team but by using the Housing Hub, you can simply click and collect.

The hub will support the transparency of our other enhanced member services too, in particular featuring information relating to our proposed new task and finish groups. including notes and agreed actions from recent meetings.



# Member communities

## What is it?

Member communities are an evolution of our current strategic delivery group (SDG) model and will reflect the areas previously covered by these groups (HR, finance, housing management etc.), and care and support.

## How will it work?

Complementing our enhanced task and finish group model, the communities will be to connect, network and horizon scan together. Members will also be able to shape the conversation more, to ensure we are focused on the most important long-term issues from housing associations' perspective.

Each member community will have an online discussion forum, hosted on Whatsapp; two in-person meetings a year; and will be supported by a calendar of topical events to support learning and good practice.

## What does this mean for you?

We know how valuable the SDG spaces have been to you so this advancement has been developed with the principles of that model at the core.

As you told us that you want more face-to-face opportunities, and that you want a space to look at the long-term, it became clear that we need to adapt what we have been doing. The member community model means that we can increase networking opportunities, give you more dedicated space to seek peer support and share good practice, and focus fully on the future away from day-to-day demands.



# Task & finish groups

## What is it?

→ A step forward from our already established task and finish model, these groups will see CHC policy leads and multi-disciplinary members working together to develop policy solutions, research scopes, communications materials and practical tools.

## How will it work?

→ These time-limited groups will have a clearly defined challenge, which we have the collective capacity to develop a response or solution to. Each one will also have a terms of reference, measurable outcomes, and access to a series of tools that will support in analysis of the problem and its impact, and identifying solutions.

This new format will also be transparent: tools will be tested with the wider membership, and members will have clear information on each group's priorities, how to get involved and progress.

## What does this mean for you?

→ Your feedback made clear that you want to reduce silo working, and bring together colleagues from different parts of the sector to help problem solve and create solutions. We know our task and finish model works, and by building on it we are able to create a more agile way of working, ensure we have a consistent approach to the way we address challenges together, and bring more of the right people together.

While these task and finish groups will not necessarily be made up of potentially related member community participants, they will work alongside them. There will be a pathway from communities so that participants can propose a new group to address a specific issue, and community members will have access to information on task and finish groups' actions and outcomes, as noted above.



# Board member offer

## What is it?

→ We are strengthening the way we work with and support board members across Wales. This new offer will provide opportunities for board members to come together throughout the course of the year, and share their knowledge and experiences with each other and CHC.

## How will it work?

→ We are going to create three new regional networks for housing association board members. These will be spaces for members to learn from each other and explore business critical topics in a way that complements the training, support and development offered by housing associations.

In addition, we are looking to develop our updates and training, to give board members access to short courses that impart key information quickly and effectively, while respecting the fact that their time is precious. We also intend to record these sessions, so that those who cannot attend on the day can access them later.

## What does this mean for you?

→ It has been clear from your feedback that you think that board members are an untapped and unengaged resource, so this offer has been developed in recognition of the fact that board members have a huge amount of expertise that could benefit our work, and want to be more involved in achieving our collective vision for social housing in Wales.