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1. PURPOSE

- 1.1 The Ministry of Housing, Communities and Local Government or “ MHCLG”(hereafter referred to as The Authority) wishes to establish a Residents' Reference Panel that will allow the experiences, priorities and perspectives of residents living in high rise buildings to inform the Department's building safety policy development. It is hoped that this direct engagement with residents will ensure that policy is grounded in the experience of those who live in high rise buildings.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Authority is a ministerial department, supported by 11 agencies and public bodies.
- 2.2 The Authority's job is to create great places to work and give more power to local people to shape what happens in their local area. Key responsibilities include driving up housing supply; increasing home ownership; devolving powers and budget to boost local growth in England; and supporting strong communities with excellent public services. The Authority is responsible for securing effective support for those affected by the Grenfell Tower disaster, delivering the changes this tragedy demands and ensuring people are safe and feel safe within their homes

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Grenfell Tower disaster highlighted an underlying issue in that individuals within high rise buildings could not engage sufficiently with policy developers. They also lacked an adequate tool to communicate their experiences, priorities and perspective through. The purpose of the Panel is to be the tool that allows members to share their experiences of high rise living and use these perspectives to inform the Department's building safety policy development.
- 3.2 The Panel will aim to do this by receiving presentations on emerging building safety policy and providing feedback rooted in their experiences. The Panel will be a sounding board and complement to Whitehall and industry/sector voices, but will not have any decision-making powers or formal role in governance for the portfolio. The Authority's policy officials will use the views and challenge received from the Panel as a contribution to policy development and will report key messages to Ministers following Panel meetings.
- 3.3 The diversity of characteristics within the Panel is central to its overall purpose, yet it will not be statistically representative and participant input will offer a sense check rather than a strictly representative viewpoint.
- 3.4 The Panel will complement, but not replace, continuing engagement with groups for tenants and residents. It will also exist alongside wider engagement activities proposed by the Building Safety Programme and English Housing Survey (EHS) teams with residents in high rise blocks.



4. DEFINITIONS

Expression or Acronym	Definition
MHCLG	Means the Ministry of Housing, Communities and Local Government (the Authority)
EHS	Means English Housing Survey
BSP	Building Safety Programme

5. THE REQUIREMENT

5.1 To facilitate the design and the running of a Residents' Reference Panel of respondents with a diverse range of characteristics (taking into account tenure/leasehold status, and region, but also personal characteristics such as age, disability, and ethnicity) to ensure that policy is grounded in the experience of those who live in high rise buildings.

5.1.1 The Contractor will be responsible for the planning and delivery of 4 panel events. This will include: venue hire, sending out panel invitations, management of residences expenses including travel and food, the servicing of meetings (minutes, papers etc.), to stimulate discussion and debate, to produce welcome packs and to provide on going support and engagement with panel members.

5.1.1.1 The primary purpose of the first meeting of the Residents' Reference Panel will be to elicit views on building safety more generally and to ensure that members of the Panel feel that their participation is worthwhile. It is planned that the Minister for Housing will attend this first meeting and the Contractor will facilitate his involvement to ensure that it forms part of a coherent engagement event.

5.1.1.2 Subsequent meetings will be focused on eliciting views from the Panel on specific policies. The Contractor will translate policy proposals into an effective engagement event allowing Panel members the opportunity to deliberate the issues involved and enable them the opportunity to offer feedback to the Authority.

5.1.2 The Contractor will be responsible for managing the Panel.

5.1.2.1 The Panel will have between 15 and 20 participants with a desire to hear a range of viewpoints and experiences whilst keeping the numbers manageable for discussion.

5.1.2.2 The recruitment of, and initial contact with, the Panel will be organised separately by the Authority prior to commencement of this Contract.



- 5.1.2.3 The first panel meeting will be in London at a government building (for example 2 Marsham Street or the Department for Business, Energy and Industrial Strategy). Other regional locations will be used for meetings two, three and four in order to facilitate a geographically diverse membership. The 15 to 20 Panel members that are recruited by the Authority will remain consistent in all four meetings and will have to travel to the various venues as appropriate.
- 5.1.3 The Contractor will ensure that there is a clear and effective ‘feedback loop’ maintained between themselves and Panel members throughout the process to keep participants effectively engaged in the project.
- 5.1.3.1 The Contractor will use both offline and online methods of engagement to ensure that Panel members remain consistently involved.
- 5.1.4 The Contractor will provide the Authority with on-going support and engagement in regards to the practicalities and challenges of the Panel project as well as providing feedback concerning Panel events and the overall Panel project.
- 5.1.5 The Contractor must conduct the Panels ethically, e.g. protecting Panel participants and complying with legislation on data protection.

6. KEY MILESTONES

6.1 Key expected milestones are outlined in the table below.

6.2 The Contractor should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Inception meeting to define scope of requirement	Within 1 week of Contract Award
2	Project plan outlining project scope	Within 2 weeks of Contract Award
3	Initial contact with members in preparation for First Meeting	15 th October 2018
4	First Meeting of Residents’ Reference Panel	29 th October 2018
5	Subsequent Quarterly Meetings of the Residents’ Reference Panel	Quarterly thereafter until October 2019

7. AUTHORITY’S RESPONSIBILITIES

7.1 The Authority will be responsible for the initial recruitment of the Panel members – as set out in paragraph 5.1.2.2.



8. REPORTING

- 8.1 The Contractor will report the discussion process and the outcomes of Panel Meetings to the Authority, with particular focus on key issues raised and conclusions reached by the Panel discussion.
- 8.2 The outcomes of the Residents' Reference Panel are not planned to be formally published. It is however important that the Panel members are provided with effective communication of the outcomes of their involvement.

9. VOLUMES

- 9.1 It is expected that the Residents' Reference Panel will have four meetings; this will include a First Meeting with the Housing Minister and three subsequent meetings with other policy officials around the country.
- 9.2 It is expected that the Panel may be supplemented by correspondence and use of digital channels on an ad-hoc basis.
- 9.3 It is expected that prior liaison with panellists will also be necessary in preparation for each meeting of the Panel.

10. CONTINUOUS IMPROVEMENT

- 10.1 The Contractor will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2 The Contractor should present new ways of working to the Authority during quarterly Contract review meetings. These review meetings will be held following each Panel meeting.
- 10.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

11. STAFF AND CUSTOMER SERVICE

- 11.1 The Authority requires the Contractor to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.
- 11.2 The Contractor's staff assigned to the Contract shall have the relevant skills and experience to deliver the Contract which are as follows:
- 11.2.1 Experience of designing genuinely engaging participatory activities as opposed to simple presentation or Q&A formats.
- 11.2.2 Capability of actively listening to participants, sensitively responding to their concerns, as well as managing any potential conflict between participants.

12. SECURITY REQUIREMENTS

- 12.1 The Contractor will be required to securely store data, which may include personal data, in accordance with the Data Protection Act (2018). The Contractor must follow the appropriate requirements for this.



- 12.2 The Contractor will be required to provide assurance to the Authority that all data will be destroyed within a reasonable timeframe from completion of the project. The Contractor must provide written confirmation to the Authority once the data has been destroyed.

13. PAYMENT

- 13.1 Payment can only be made following satisfactory delivery of the pre-agreed certified products and deliverables. Payment will be made following the successful completion of each Panel event.
- 13.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

14. LOCATION

- 14.1 As set out in paragraph 5.1.2.3, the Panel meetings will be held in London and other regional locations.