

CBC/CBH Communications Protocol STRATEGIC LEVEL MEETINGS

(1) CBH Chair, CBC Leader and CBC CEX/CBH CEX Meetings

Area	Consideration
Purpose	<ul style="list-style-type: none"> • Forum for strategic discussion with regards future direction of CBH • Forum for sharing structural reviews and seeking views • Forum for sharing views on articles and governance arrangements
Scope	<ul style="list-style-type: none"> • To help shape CBH/CBC strategic direction
Membership	<ul style="list-style-type: none"> • CBH chair • CBC leader • CEX CBH • CEX CBC
Frequency	<ul style="list-style-type: none"> • Quarterly

(2) Cabinet lead, CBH CEX, and CBC MD Place & Economic Development, (and/or Lead Commissioner – Housing Services

Area	Consideration
Purpose	<ul style="list-style-type: none"> • Strategic Focus including: long-term outcomes; CBH contribution to CBC's strategic outcomes; health of partnership; and strategic change • Forum for strategic discussion with regards future direction of CBH • Forum for consideration of upcoming Board papers • To build effective working relationships and to monitor effectiveness and health of the partnership between CBC and CBH • To consider any issues which may have escalated from senior officer liaison meeting • Risk identification and management • Priorities will be fed into the Joint Directors Meetings (meeting 4 below) for action
Scope	<ul style="list-style-type: none"> • All services within scope of CBH management agreement • Other services provided by CBH and CBH Services Ltd
Membership	<ul style="list-style-type: none"> • CBC cabinet lead • CBC MD Place & Economic Development (and/or Lead Commissioner – Housing Services) • CEX CBH
Frequency	<ul style="list-style-type: none"> • Every 2 months

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(3) Joint Executive Team Meetings

Area	Consideration
Purpose	<ul style="list-style-type: none"> • Forum for sharing key strategic projects and identify longer term opportunities for collaborative working
Scope	<ul style="list-style-type: none"> • To help with delivery of CBH and CBC business plans
Membership	<ul style="list-style-type: none"> • CBH Executive Team • CBC S151 Officer • MD Place & Economic Development • CBC Lead Commissioner – Housing Services
Frequency	<ul style="list-style-type: none"> • Twice per year

(4) Joint Director Meetings

Area	Consideration
Purpose	<ul style="list-style-type: none"> • Forum for sharing key strategic projects, identifying longer term opportunities for collaborative working and ensuring appropriate information sharing to enable delivery of agreed priorities. • Agreed priorities identified from meetings involving Cabinet Lead, CBH CEX and CBC MD Place and Economic Development (see meeting 2 above) will be delegated to this group for action.
Scope	<ul style="list-style-type: none"> • To help progress key initiatives as appropriate
Membership	<ul style="list-style-type: none"> • CBC MD Place & Economic Development • CBC Lead Commissioner – Housing Services • CBC S151 Officer • CBH Executive Director (Finance & Resources) • CBH Executive Director (Property & Communities)
Frequency	<ul style="list-style-type: none"> • Monthly

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(5) Joint Board and Cabinet Meetings

Area	Consideration
Purpose	<ul style="list-style-type: none"> Blue sky thinking and horizon scanning – forum to identify issues which impact on the outcomes for both organisations and identify opportunities and risks
Scope	<ul style="list-style-type: none"> To help shape CBH/CBC strategic direction
Membership	<ul style="list-style-type: none"> CBH board CBC cabinet CBC ET CBH ET CBC Lead Commissioner – Housing Services
Frequency	<ul style="list-style-type: none"> Thematic – as required

(6) Joint Programme Group

Area	Consideration
Purpose	<ul style="list-style-type: none"> To consider strategic opportunities and delivery models to maximise new housing and regeneration
Scope	<ul style="list-style-type: none"> CBH/CBC new build pipeline and regeneration
Membership	<ul style="list-style-type: none"> To be determined by specific theme
Frequency	<ul style="list-style-type: none"> Thematic – as required

**CBC/CBH Communications Protocol
OPERATIONAL LEVEL MEETINGS**

(7) Senior Officer Liaison Meeting

Area	Consideration
Purpose	<ul style="list-style-type: none"> • Forum to discuss and monitor service performance and improvement; contribution to meeting CBC's service outcomes; and service innovation and change • Any matters requiring escalation will be taken to Lead Member and MD Place and Economic Development for CBC, and to Executive Director for CBH.
Scope	<ul style="list-style-type: none"> • All services provided by CBH under the management agreement to include the annual review of the Memorandum of Operations and Schedules to the Management Agreement •
Membership	<ul style="list-style-type: none"> • CBC Lead Commissioner – Housing Services • GO finance • Appropriate Members of CBH Leadership Team
Frequency	<ul style="list-style-type: none"> • Quarterly

(8) Operational Working Group

Area	Consideration
Purpose	<ul style="list-style-type: none"> • To drive and monitor the new build programme for CBC/CBH • Risk identification and monitoring • Financial monitoring • To consider when escalation needed to CBC SLT and CBH ET • Any matters requiring escalation will be taken to Lead Member and MD Place and Economic Development for CBC, and to Executive Director for CBH. •
Scope	<ul style="list-style-type: none"> • New build programme and regeneration
Membership	<ul style="list-style-type: none"> • CBC Head of Property • CBC Lead Commissioner – Housing Services • CBH Head of Finance & Reporting • CBH Development Manager • One Legal
Frequency	<ul style="list-style-type: none"> • Monthly – ALL members must be present for meeting to occur

**CBC/CBH Communications Protocol
OPERATIONAL LEVEL MEETINGS**

(8) Housing Options

Area	Consideration
Purpose	<ul style="list-style-type: none"> To monitor performance and to discuss operational-strategic linkages relating to homelessness.
Scope	<ul style="list-style-type: none"> All services provided by CBH under the Agreement, which cover homelessness advice and assistance, administration of the Housing Register, homelessness prevention and benefit take-up.
Membership	<ul style="list-style-type: none"> CBC Lead Commissioner – Housing Services CBC Housing Strategy and Enabling Officer CBH Head of Neighbourhood Services CBH Housing Options Manager
Frequency	<ul style="list-style-type: none"> Quarterly

(9) Community Engagement

Area	Consideration
Purpose	<ul style="list-style-type: none"> Regular meeting (every 2 months) to ensure alignment between partnerships and community engagement activities of CBC / CBH Any issues requiring a Lead Member decision will be identified by Lead Commissioner – Housing Services
Scope	<ul style="list-style-type: none"> Vulnerability and harm - safeguarding Inspiring Families West Cheltenham Oakley Big Local Cheltenham Partnerships
Membership	<ul style="list-style-type: none"> CBC – Strategy and Engagement Manager CBC – Partnerships Team Leader CBC – Lead Commissioner – Housing Services CBH – Head of Communities CBH – Community Involvement Manager
Frequency	<ul style="list-style-type: none"> Every 2 months

CBC/CBH Communications Protocol PR PROCESSES

