

TENANTS PERFORMANCE AND SCRUTINY PANEL

TERMS OF REFERENCE

This group was set up in response to the regulatory framework that came into effect in April 2010.

Its terms of reference are as follows:

To be central to resident led self regulation and to use residents, views, priorities and aspirations as the driving force behind the housing services provided.

To offer a representative and objective assessment of the policies, procedure and standards used to deliver housing services.

To review how well these meet residents views, priorities and aspirations.

To act as a mechanism for service improvement and as a driver for continuous improvement

To contribute to the setting of targets for both national and agreed local performance indicators

To agree local performance indicators

To monitor performance against national and agreed local performance indicators targets

To have due regard to national regulatory standards and accepted good practice and issues of confidentiality

To have access to internal performance data, comparative benchmarking data and tenant feedback

To determine the type of performance information required by the Tenants Panel as well as the wider tenant population and have an involvement in the production of this

To contribute to and agree the content and format of the annual report to tenants and to review any feedback received.

To contribute to the prioritisation of any programme of self regulation

To agree service priorities and the key elements of a good service, including any published service standards.

To agree and monitor performance against local offers

To scrutinise individual areas of housing activity, including front line and support services

To operate a mechanism that allows customers to influence focus of scrutiny activity

To gather information and to speak to tenants and officers on request

To undertake reality checks and inspections relating to various aspects of the service delivered

To receive and review the reports of any mystery shopping carried out

To make recommendations for service improvements

To monitor and review the operation and efficiency of the complaints handling process

To be accountable to the wider tenant population and to act with transparency

To monitor the implementation and impact of any changes instigated as a result of their involvement

To provide a forum for the discussion of all issues relating to the services provided by and the performance of Housing Services

Membership:

Vickie Williams – Chair of Tenants Panel

John Johnson – Vice Chair of Tenants Panel

Iris Peacock – Tenants Panel representative

Linda Bradnum – Tenants Panel representative

Judy Heath – Tenants Panel representative

Madeline Pound – Tenants Panel representative

Tony Williams – Tenants Panel representative

Other representatives of the Tenants Panel and officers may be co-opted onto this Panel or asked to attend its meetings as and when required.

The frequency of these meetings will be quarterly or as otherwise agreed by the membership.