Scrutiny Panel

Terms of Reference

Aims & Objectives:

- To operate on behalf of tenants to ensure that Papworth Trust, as a registered social landlord, provides housing services that meet tenants' needs
- To continually review and improve housing services
- To provide an opportunity for tenants to examine housing service performance and procedures, challenge and question staff who manage and deliver such services to collectively achieve greater standards
- Make recommendations to the Housing Service with regards to how services can be improved and regularly review these

The Role of the Scrutiny Panel

- Oversee tenant led scrutiny activities and support Papworth Trust when formulating housing related policies
- Collate and examine evidence to make recommendations for improvements within the Housing Service
- Report recommendations to Papworth Trust's Housing Service
- Listen to other Papworth Trust tenants, inform them about what the panel is doing and encourage them to also get involved
- Inform tenants who they can report concerns or complaints to
- Monitor and review agreed actions

Membership

- There are 8 places available for tenant membership
- A commitment is required from members to attend meetings, prepare for meetings by reading documents, actively contribute and challenge and if unable to attend to inform us
- No minimum term of service
- All Papworth Trust tenants are eligible to apply, subject to the following:
    - Be over 18 years of age
    - Do not have any tenancy arrears or breaches
    - Are not subject to an anti-social behaviour complaint
    - Commitment to attend meetings
    - Have an interest in the area in which you live
    - Where inclusion of a tenant may lead the panel to be over-representative of a certain group. For example, tenure, housing type, location etc.

- Successful applicants will be selected from those considered to best meet the role profile once a personal statement has been submitted
- We encourage tenants of different ages, abilities and from different locations with varied and valuable lived experiences to apply. We do this to ensure, as far as reasonably possible, that the Scrutiny Panel is representative of all tenants and to minimise any conscious or unconscious bias

Equal Opportunities Statement
The Scrutiny Panel will recognise the existence and importance of the different ages, races, genders, abilities and lifestyles within the tenant profile and will strive to ensure that no group or individual will be disadvantaged as a consequence of its activities. The Panel will aim to make sure that everyone can feel welcome and safe at meetings and any remarks or behaviour that causes offense will be challenged appropriately.

The Panel will take positive action to reach tenants who may be under-represented and ensure that all members have equal opportunities to have their voices heard.

Meetings
The Scrutiny Panel will be democratic and transparent. Meetings will be held quarterly. Additional meetings may be required to suit specific needs, tasks or projects.

Panel members should make every effort to attend meetings. If unable to attend, the panel member will be contacted by a member of the Housing Team to see if further support is required.

Quorum
A quorum will be 3 members from the total membership of 8. Where the Quorum is not achieved the meeting is to be postponed.

Facilitation of Meetings
A schedule of quarterly meetings, with dates and times, is proposed to the Scrutiny Panel for their agreement. Meetings are led by the Chair and a member of the Housing Team supports the panel with taking minutes, preparing meeting papers and other tasks as required.

Programme of Work
Scrutiny Panel Meetings
- Review and make recommendations on Housing Service policies
- Review and make recommendations from Housing Service performance information and tenant satisfaction results
- Review and make recommendations on corporate documents e.g. tenant annual report
- Review Scrutiny Review Action plans

Scrutiny Reviews
Using performance information, tenant satisfaction surveys and complaints to identify areas of tenant dissatisfaction and service failure in order to conduct thorough scrutiny reviews. The panel will aim to complete two scrutiny reviews per year.

Feedback
The Scrutiny Panel may be required to provide feedback to Papworth Trust regarding service specific activities on an ad hoc basis.

Accountability to Tenants
The Scrutiny Panel will refer to a wide range of formal and informal sources to inform its work programme and priorities. Minutes and reports produced by the panel will be made available on a dedicated Scrutiny Panel page on the website or available in alternative format by request.

Training
To promote and support the development of the Scrutiny Panel, Papworth Trust will offer or request that panel members complete informal and/or formal training.

Recruitment
Scrutiny Panel members will be asked to self-assess themselves against the panels' roles and responsibilities via an application process. Applications will be reviewed by two panel members, the Chair and one other. Successful applicants will be required to complete a basic DBS check, volunteer agreement and code of conduct. Adjustments required to enable tenants to be involved will be made on an individual basis.

The Chair will serve a minimum term of 3 years and can be re-elected by the panel. The Chair can at any time express their wish to resign from their role. Panel members are encouraged to volunteer for the role of Vice Chair in order to support the Chair role. The Vice Chair role will serve a term of 2 years and can be re-elected by the panel. The Vice Chair can at any time express their wish to resign from their role.