



Resident Voice Group Terms of Reference - Appendix 1

City Of London Corporation Housing

1. Purpose of the Resident Voice Group

The Resident Voice Group will be independent from Housing. Supported by Performance and Strategy.

It will:

- examine all housing services
- identify areas for improvement
- look at long-term service planning
- monitor services, performance and make recommendations
- challenge weakness
- undertake one-off in-depth examination of specific service aspects
- look at policies and procedures of other Registered Providers and how they deliver services
- prioritise work on services which show low tenant satisfaction
- mystery shopping

2. Resident Voice Group undertakings

The Resident Voice Group will undertake the following.

The Group will produce a work plan of its activities. It will choose topics for the work plan based on the following:

- performance information
- satisfaction information and will focus on topics with a low tenant satisfaction
- senior Housing Officers may suggest topics for scrutiny
- topics received from residents /Residents Associations
- topics suggested by the Information, Performance and Quality Assurance Manager

3. Resident Voice Group methods of scrutiny

During a service review / scrutiny exercise, the Resident Voice Group will use one or more of the following activities:

- interviews with tenants
- interviews with staff
- site visits
- shadowing staff

- holding focus groups
- surveys
- desk-top investigations

The Resident Voice Group may set up task and finish groups to work on parts of the scrutiny process. These groups will report to the Resident Voice Group and will only be in place while doing their work.

The Resident Voice Group will also look to be mindful of how the group engages with those who may not find it so easy to engage.

The Group will work in a partnership way with Senior Officers through reviews of policy and procedure and/or contributing to the development of new policy/procedure. They will make sure tenants views are considered throughout the process.

The Resident Voice Group will feed back to tenants and staff on its work through:

- @Home Magazine and Newsletters
- the Annual Report
- the website and intranet
- other methods
- Group members will attend other resident involvement events, as appropriate, to discuss their work.

Resident Voice Group members, with support from the Resident Involvement Team will identify training and development needs. They will take part in training and development sessions as appropriate.

4. Recruitment of Resident Voice Group members

Residents can join the group if they:

- are not employees or members of City of London Corporation
- are not in rent or service charge arrears without an agreement to repay
- have not breached their agreement to repay arrears
- do not have a notice seeking possession in place for a breach of tenancy
- are not subject to any anti-social behaviour order or investigation
- The Resident Voice Group may co-opt (for identified periods of time) additional members with no voting rights to the group if they feel they add a particular skill or expertise that is not on the existing group.

New members of the group will agree formal and informal training to help them fulfil their role.

Management of the Resident Voice Group

- i. It is expected the group will meet quarterly for its regular meetings, totalling 4 regular meetings a year. More meetings may be arranged if needed, alongside additional meetings to carry out specific pieces of work.
- ii. The group will be made up of up to 9 resident members, with up to 6 tenants and up to 3 leaseholders. This is to ensure it broadly reflects our makeup of tenure types. This balance to be maintained even if the numbers are less than six tenants and three leaseholders respectively.

- iii. 50% + 1 of current members of the group must be present for any decisions to be made at a meeting.
- iv. The group will reach decisions by consensus. If this is not possible members will vote on an issue, a majority of one will be required to agree a decision. In the event of a tie the chair will not have a vote, and the issue will not be agreed.
- v. City of London Officers who support the group will try to make sure the group is independent.
- vi. A Resident Co-Chair will be elected for a 1-year term to chair meetings alongside the Director of Housing. Members can nominate themselves. Members can also seek re-election after 1 year and serve for a maximum of 3 years??
- vii. Resident Voice Group members must declare any personal interest. The Group will decide if that member should withdraw, be allowed to speak but not vote, or be allowed to speak and vote. Personal interest includes any potential benefit for family and/or friends.
- viii. Members should aim to attend at least 75% of meetings and not miss more than 3 meetings in a row. The group may agree to long term absence based on group members' individual circumstances.
- ix. The Resident Involvement team will support and facilitate the Resident Voice Group.
- x. All members of the Resident Voice Group will be expected to comply with the City of London Corporation Housing Resident Voice Group code of conduct.
- xi. Where possible, the group will look to minimise use of jargon and acronyms. Where not possible, an explanation will be provided and glossary established.
- xii. Resident Voice Group members who do not comply with the code of conduct will be asked to resign by the Resident Voice Group.
- xiii. Resident Voice Group members must not talk about confidential information to anyone outside the group. Members who break confidentiality will be asked to leave the group.
- xiv. If a Resident Voice Group member wishes to resign, they should inform either of the Chairs in writing or by email.

5. Equality and Diversity

The Resident Voice Group will try to be representative of the residents it serves and will encourage applications from all groups of tenants and leaseholders.

The Resident Voice Group will consider equality and diversity in all aspects of its scrutiny work.

6. Monitoring and review

Each year a health check of the group will take place to make sure it is performing its duties well. The Resident Voice Group will lead the health check in partnership Resident Involvement Manager.

The Terms of Reference will be reviewed each year as part of this process.