



emh Group

Resident Scrutiny Panel

Terms of Reference

1. Role

The RSP is the single, central resident led body that;

- 1.1. Help ensure emh group services represent good value for money by focusing on delivering services in an efficient, effective and timely manner.
- 1.2. Contribute to scoping and prioritising emh internal performance management.
- 1.3. Identify areas of operations that require improvement and through collaboration make recommendations for appropriate remedies and interventions.
- 1.4. Scrutinise the operations of emh group on a programmed basis.
- 1.5. Hold emh group to account for its performance.

2. Aims

The RSP's primary aims are to;

- 2.1. Represent the best interests of emh group tenants and residents and ensure residents needs and priorities are central to service provision.
- 2.2. Act as a driver for continuous improvement in performance and the pursuit of excellence within emh group.
- 2.3. Work in collaboration with emh group board, officers and residents groups.

3. Remit

In order to fulfill its' role the RSP will;

- 3.1. Have in place a 'Scheduling Criteria' of key indicators by which potential scrutiny areas are identified and prioritised.
- 3.2. Have in place an effective 'Referral Mechanism' which allows other groups (including the wider tenant body) to bring matters to the panel's attention.
- 3.3. Consider topics put forward by emh officers which have been identified as priorities for the organisation
- 3.4. Run an initial 'Diagnostic Test' on identified areas in order to determine need for surveillance or scrutiny.
- 3.5. Where scrutiny is required, carry out thorough investigations using agreed 'Areas of Challenge'.
- 3.6. Utilise appropriate evidence gathering techniques to draw up its findings and recommendations.

- 3.7. Commission Quality Standard Inspectors to gather evidence as and when necessary.
- 3.8. Report findings and recommendations in the first instance to emh Senior Management Team for response and negotiation of an appropriate, timely and deliverable improvement plan. The report and improvement plan will then be presented to the board of management of emh homes or emh group as appropriate. Following report to the board the report and improvement plan will then be made available to residents groups and the resident body as appropriate.
- 3.9. Ongoing monitoring of delivery of the improvement plan.

4. Authority

Commensurate with its status, the RSP will;

- 4.1. Be formally recognised by emh group as the body providing tenant led scrutiny under regulatory framework resulting in a;
 - 4.1.1. Duty on emh group to negotiate with the RSP to develop an appropriate Improvement Plan in response to findings and recommendations.
 - 4.1.2. Formal duty on board of management to respond to panel findings and recommendations in a timely manner and;
- 4.2. Be granted the ability to undertake its role without undue influence from emh group board, officers or any other external party.
- 4.3. Have unfettered access to information and data needed to support evidence gathering activities, provided in a timely manner, agreed with an emh officer.
- 4.4. Have the authority to ;
 - 4.4.1. Call officers, board members and expert witnesses to give evidence; and
 - 4.4.2. Observe operations and commission evidence from Quality Standards Inspectors.
- 4.5. Have access to independent mediation/ binding arbitration in the event of disputes.
- 4.6. Have the ability to refer unresolved matters of concerns to the external regulator in the event of a failure to resolve matters internally.

5. Safeguards

In order to maintain its integrity and to protect it from harm or damage the RSP will;

- 5.1. Adopt a Person Specification by which members are recruited and appraised.
- 5.2. Adopt an enforceable 'Code of Conduct' for members (including confidentiality clause).
- 5.3. Require members to undergo appropriate training and development.
- 5.4. Adopt a standard scrutiny process (10 Step Plan).
- 5.5. Establish a system of routine review and annual appraisal of the panels performance individually and collectively.
- 5.6. Adopt a 'Succession Plan' to ensure membership is maintained at appropriate level of capacity.
- 5.7. Be subject to an independent review, instigated by the emh group board should it fail to comply with its Terms of Reference.
- 5.8. Be subject to the same protection offered to emh group staff in regard to health and safety.

6. Accountability to tenants

6.1 The Customer Panel will inform other Customers of the work of the Panel through but not limited to:

- Communication with Co-ordinating Committee
- The echo newsletter
- The emh homes web site
- Contact with other customers in neighbourhoods

6.2 The Customer Panel will endeavour to represent the views of emh customers through:

- Feedback to the Panel on issues raised in local communities
- Consideration of issues raised in customer surveys
- Consideration of issues raised through emh's complaints, compliments and recommendations process

6.3 Produce and publish an 'Annual Report' of activities including summary of performance

7. Accountability to and from the Scrutiny Panel, Executive Management Team and Board

7.1 The Scrutiny Panel will report its findings and recommendations to emh homes directors and Board

7.2 Scrutiny Panel members will have the opportunity to present its findings and recommendations to the Board at appropriate Board Meetings

7.3 Where the Scrutiny Panel is dissatisfied with the response from emh homes, then the Panel will have the opportunity to meet with other senior management representatives within the landlord organisation to discuss in more detail and negotiate a more satisfactory outcome before further presentation to the Board

8. Membership

Membership of the RSP will;

- 8.1. Be tenant led and independent of emh group.
- 8.2. Be recruited from a process led by the panel without board or officer influence.
- 8.3. Made up of a minimum of 6 and maximum of 12 members.
- 8.4. Be made up exclusively of emh group tenants and leaseholders excluding emh group/homes board members and officers.
- 8.5. Not include any tenants holding membership of the Coordinating Committee or the position of Chair of the Special Interest Groups or Local Advisory Groups.
- 8.6. *Consider on a case by case basis those tenants and leaseholders in any arrears or legal action with emh group, taking into consideration the amount and reason for the arrears and the nature of the legal action*

- 8.7. *Be subject to a 6 month introductory period, reviewed at the end of the period by the Chair*
- 8.8. *Complete a review each year with the Chair. The Chair will complete their review with an emh group officer.*
- 8.9. *Where, possible, aim to achieve a diverse group that reflects the overall emh homes stock and tenant profile.*
- 8.10. *Be supplemented, as and when deemed necessary, by coopted members giving due consideration to any cost implications.*
- 8.11. *Adopt a 3 year term of office with option to reapply for position on maximum of 3 consecutive occasions allowing a maximum term of 9 years.*
- 8.12. *Establish the positions of Chair and Vice Chair elected from membership of the panel.*
- 8.13. *Have secretariat functions provided by a designated emh group officer.*

9. Resourcing

The RSP will be provided with appropriate resources to carry out its activities, including:

- 9.1. *Transport expenses to attend meetings, events, etc. Public transport costs will be fully reimbursed, mileage costs will be reimbursed in line with the emh group guidelines and taxis may be provided using emh group approved taxi companies.*
- 9.2. *Care expenses incurred whilst attending meetings will be reimbursed, such as childcare, pet sitters, carers for adults, etc. Costs incurred for employed carers will be fully reimbursed, care provided by friends or family will be reimbursed at £5 per hour.*
- 9.3. *Stationery will be provided upon request, including printer cartridges*
- 9.4. *Access to venues for meetings with catering as appropriate*
- 9.5. *Training may be arranged using emh group officers or external providers. Training needs will be identified in a yearly review process*
- 9.6. *Access to independent advice (a 'critical friend')*
- 9.7. *Equipment loan, such as tablets*

All resourcing will be reviewed and agreed each year by emh group in consultation with RSP, in accordance with financial constraints

10. Meetings

As minimum standard the RSP will:

- 10.1. *Meet together at least 9 times per year with provision for workings groups to be established as and when required.*
- 10.2. *Produce a schedule of meetings in agreement with Chair and Vice Chair.*
- 10.3. *Produce an agenda for each meeting, agreed in advance by the Chair and Vice Chair.*
- 10.4. *Distribute agendas and associated papers a minimum of 7 days prior to meetings.*
- 10.5. *Require at least 2 thirds of membership to be present in order to agree final reports to emh board.*

Date of adoption/revision: June 2016

Date of next review: June 2017