



Resident Scrutiny Panel - Terms of Reference

The Terms of Reference (TOR) sets out the aims, objectives, rights and responsibilities of the Ongo Homes Resident Scrutiny Panel (RSP)

1. Aims and Objectives

The aims and objectives of the Resident Scrutiny Panel are:-

- To ensure that Ongo Homes provides high quality housing services and is a well managed, viable organisation which retain residents at the heart of the business
- To give residents a strong voice in shaping Ongo Homes services and priorities
- To ensure that Ongo Homes embeds the national standards from the Regulator for Social Housing by the monitoring and challenging of compliance to these standards
- To form an effective but independent part of the governance and audit process; feeding through to the Ongo Executive Management Team (EMT)
- To challenge and independently check Ongo Homes services as a critical friend in order to shape, influence and drive up standards, performance and service delivery

2. The Role of the Resident Scrutiny Panel

The role of the Resident Scrutiny Panel is:-

- To take an independent view of Ongo service delivery
- To oversee and undertake scrutiny activities
- To assess Ongo Homes performance against organisational service standards
- To identify to Ongo Homes where services fail to meet expected standards
- To consider and compare best practice from other organisations as part of the scrutiny reviews to ensure Ongo Homes continues to deliver excellent services
- To abide by the organisation's Equality and Diversity Policy and undertake equality and diversity training as necessary

3. Remit

The RSPs remit will extend to the following areas of business:

- Service quality, value for money, customer satisfaction, social return on investment and environmental impact
- Organisational and local service standards
- Design, planning, delivery and monitoring of the housing service
- Improvements to existing services
- Influencing strategic and operational aims and objectives of service areas

Thus the remit of the RSP will consider all areas of Ongo Homes service delivery and performance.

The remit is set around a number of core standards. These are:-

- To be accountable to the wider resident body
- To act with transparency and integrity
- To reflect the priorities, needs and aspirations of the Ongo Homes resident base
- To make recommendations based on robust evidence
- To monitor action plans to ensure improvements are realised

4. Accountability to Residents

The RSP will refer to a wide range of both formal and informal sources of data and intelligence to inform its work programme and priorities. One formal route for residents to bring matters to the attention of the RSP is by raising a 'Request for a Scrutiny Review'. The RSP will then consider if their existing programme of work could be revised to take account of this request

5. Membership

Membership requirements of the Resident Scrutiny panel are as follows:-

- Up to six places will be available for membership
- All residents within the Ongo Homes region are eligible to apply, with the exception of individuals who have broken the Volunteers Code of Conduct, those with court action against them and Tenant Board Members of Ongo Homes and Ongo Partnership
- To be quorate there must always be a majority of Ongo Homes tenants present at the meeting of the RSP
- The RSP can give consideration to the inclusion of independent/or co-opted members in order to achieve greater balance and/or competence
- Successful applicants will be selected from those considered to meet the role profile and person specification following a recruitment process
- Applicants will be interviewed by two people; one being a member of the RSP and one an Ongo Homes staff member
- There is a requirement that any successful applicant will adopt the terms of reference, volunteer code of conduct, confidentiality agreement and a commitment to undergo training and development as part of their role
- If the membership of the RSP is full, and a waiting list of successful candidates is in place, then a three year Terms of Office will be imposed
- Membership of the RSP will be reviewed annually in line with this TOR. Members who step down at the end of their term of office may be re-selected but will be considered alongside other suitable applicants through the selection and interview process
- An annual appraisal process of individual members will be carried out by an Ongo Homes staff member
- All new RSP members will receive an appropriate induction which includes the assessment of future training and development needs. All members will be provided with the scrutiny panel's new member information handbook

- A training programme for RSP members will be developed, delivered and regularly reviewed as required.

6. Recruitment and Succession

Recruitment and succession planning to the RSP will be undertaken by the Customer Engagement Team in conjunction with the RSP. The Customer Engagement Team will assume responsibility for any appeals from unsuccessful applications regarding the recruitment process.