

Housing for over 55s (HOP) panel – Terms of Reference

Purpose

The group will identify topics which are of importance to people aged 55 and over whom live in a home rented from Broadland Housing Association (BHA). The group will work with BHA to develop or make improvements to the following:

- BHA services which are important to them.
- The environments which they live in, including communal areas.
- The safety of themselves and their homes.
- Third party services which will improve their independence and help their community.
- Encouraging and supporting the people in their communities to give feedback to the group.
- Reducing social isolation and loneliness to enable their communities to thrive.

Important Principles of the Group:

- Any resident of BHA at our over 55s or Sheltered Housing schemes are welcome.
- The group will raise any general feedback or concerns being raised by residents where the member believes the issue is continually affecting residents over the age of 55 and is not being addressed by BHA.
- Matters which arise relating to the management of an individual scheme or resident and not affecting other schemes will be referred to the relevant Local Delivery Team for action.
- The group will have a page in each Door-to-Door magazine, updating residents on their work.
- The group will be consulted on proposed service standards and monitor the delivery of these on schemes which are for residents aged 55 and over.
- To assist BHA in measuring the value and investment in involvement by providing feedback on the activities and outcomes of HOP.
- Provide regular updates to the Tenant Assurance Panel (TAP) on the work of HOP throughout the year through the appointed liaison member.

- The group does not discriminate, welcomes difference, and encourages debate between members.
- The group will treat everyone in the meetings with respect.
- Every meeting will include allocated time for social interaction with members.
- The group will discuss any issues affecting people aged 55 and over, it does not have to be housing related.
- The group will have fun.
- Where BHA provides transport to a meeting, we will always try to maximise the number of people using it. Members accept this means people may know where each other lives.

All panel members are required to sign up to Broadland's code of conduct and confidentiality agreement.

Panel Membership

The group will have a core membership who come together **a minimum of 4 times a year**. Every **4th** meeting will be held regionally to allow more people to attend and or observe. Anyone can attend a regional meeting if they can provide their own transport.

The minimum number of core group panel members is **9**. The maximum number is **25**. Members may be co-opted, and residents can be invited to observe meetings.

There is no formal recruitment process at present. HOP is promoted by BHA through all its communication channels and by staff. Existing HOP members will encourage their neighbours to attend.

Appointing a Chair

The HOP will have an appointed chair and deputy chair who will serve for a minimum period of two years, with it reviewed annually. Elections will take place every year for these positions.

Term of Office

There is currently no maximum period for serving members, however if the group got too big and venue capacity became an issue and there was a waiting list for people to take part, the core group may wish to allow other members of their community to attend.

Decision Making

Decisions can only be made when **9** members are present at the meeting. Where **9** is not attained, decisions will be deferred to the next meeting.

It is expected that the panel will reach agreement by consensus. However, if agreement cannot be reached and voting is equal split, the Chair of the meeting will have the casting vote.

Frequency of Meetings

The panel will meet **a minimum of 4 times a year**. Additional meetings may take place if required.

Core panel members are expected to attend **4** meetings per year unless they have genuine reasons for not doing so and must send their apologies.

Accessibility

It is important to the group that they are accessible to as many residents as possible both via digital means and face to face. The group will carry out an accessibility audit each year to ensure they remain accessible to BHA residents aged 55 and over.

Review of Terms of Reference

The panel will review the terms of reference on an annual basis to ensure they reflect the duties and responsibilities of the panel. Any changes to the terms of reference will be agreed between the panel and Broadland staff.

Dispute Resolution

Unsolved difficulties will be escalated to the Executive Operations Director to resolve.

Reviewed at: 30th July 2024