



Tenant Assurance Panel - Terms of Reference

Members	Lead Executives	Frequency of Meetings	Quorum
8 tenants 1 Independent Chair	Chief Executive and Executive Operations Director	Normally Bi-Monthly with a minimum of 5 meeting a year.	Chair and 4 residents
<p>Membership</p> <ul style="list-style-type: none"> • Residents who are currently non-executive directors of Broadland Housing Association, or any Broadland Subsidiary, are not eligible to be members of the Tenant Assurance Panel. • Only current residents are eligible for membership. • Residents in serious breach of their tenancy agreements, such as significant arrears, are not eligible to be TAP members. • Residents who are also employees of Broadland are not eligible to be TAP members. • Best endeavours should be made to ensure that the composition of the Panel is reflective of the Association’s residents, including geographic diversity. • Appointments of residents to the Panel requires ratification by the Nominations Committee – such ratification will not be unreasonably withheld. • The appointment of the Independent Chair will be made by the Nominations Committee. The Chair cannot be a Member of the Association. • The Chair will not be a voting member of the Panel. 			

Core Purpose

- The Tenant Assurance Panel (TAP) aims to provide an independent, customer-focused advisory and scrutiny role. It ensures that resident perspectives are considered in decision-making processes and service delivery improvements. It therefore should:
 - Provide independent, resident-led scrutiny of the services provided by Broadland Housing Association.

Approved by BHA Review:

- Help ensure that tenants are at the heart of decision making and service provision and to influence Board decisions on how the Association responds to challenges.

Responsibilities and Duties

Scrutiny and Assurance

- Scrutinise the services provided by Broadland and ensure they meet the agreed standards. The TAP will therefore:
 - Monitor Key Performance Indicators (KPIs) from the Association's Performance Management Framework relating to the consumer standards, including:
 - Customer Services
 - Tenancy Support
 - Reactive Repairs
 - Planned Maintenance
 - Empty homes
 - Complaints
 - Value for Money
- The TAP may conduct service reviews, potentially involving site inspections and in-depth examinations, with the assistance of the staff team, and will present their findings and recommendations to the Board based on these reviews. The resource implications of any service review programme will be considered to ensure that sufficient staff resources are available when needed.

Feedback and recommendations

- Annually review and report to the Board on Broadland's performance regarding:
 - Adherence to RSH Consumer Standards
 - Customer Charter
 - Ombudsman Complaints Charter
 - Resident Involvement
 - Together with Tenants Charter
- The TAP can suggest ways to improve the Association's performance within their Annual Review or to other Board meetings as needed.

Engagement and communication

Appendix 1

- The TAP will support the enhancement of communication between residents and Broadland through:
 - Evaluating the implementation and impact of the Resident Involvement Policy to make certain that resident feedback is acknowledged and addressed in service delivery and consumer standards.
 - Interaction with the broader resident community to collect unbiased feedback and present their perspectives.
 - Making recommendations, when appropriate, to the Board on initiatives to improve communication.

Participation in Board or Staff generated Service Reviews

- The TAP will be notified of any planned service improvement reviews within Broadland before they are commenced.
- The TAP may determine that a Service Improvement Review initiated in another part of Broadland aligns with its area of interest. In such cases, the reviews can either be merged or conducted simultaneously with full sharing of all relevant data and information.
- In all cases where a formal service improvement review is planned, the TAP will be invited to nominate one member to join the review project team, if the TAP so wishes.

Confidentiality and conduct

Members may be exposed to information about Broadland's services which could be of a sensitive or confidential nature. The NHF Code of Conduct and the Group's Conduct Becoming Code set out requirements in terms of confidentiality and data protection.

Members will be expected to comply with the requirements of the NHF Code of Conduct as well as the Group's Conduct Becoming Code at all times when carrying out their duties.

Any TAP member who has safeguarding concerns about another member of TAP should refer to BHA's Safeguarding Policy. It should be noted that the Association has a legal obligation to report an issue once it has been raised.

All members of TAP will sign a confidentiality agreement.

Induction and payments

All new members will complete an agreed induction process that will be confirmed once their nomination to the Nominations Committee has been made. Failure to

complete the Induction process could lead to an individual's appointment being rescinded by the Nominations Committee

TAP members will receive £50 per month as a recognition of the time they contribute. Payment can be made either as a direct debit payment (the individual is responsible for sorting out any tax or benefit) or £50 shopping voucher of their choice.

Administration of meetings

The Panel can meet either in person or on Teams.

The agenda of each meeting along with supporting documents and reports will normally be issued to members seven days prior to the meeting.

Board and Committee Administration Guidance sets out the process for preparing agendas and circulating reports and is available as follows:

- **For panel members** – agenda, reports and KPI's will be issue on the teams channel
- **For staff** – see Policy and Procedure page on Sharepoint or BBS (Governance folder)