

High Level Engagement Groups Terms of Reference

Principle Aim

To enable customer¹ representatives to work in partnership with the Council to scrutinise and review Housing services, and make recommendations for improvements to ensure the provision of an excellent service, which provides value for money for both customers and the Council.

Objectives

- To conduct clearly defined reviews in line with agreed processes
- To scrutinise a range of information relating to service delivery and performance
- To provide an impartial perspective on service delivery, policies and procedures
- To identify, agree and develop recommendations for service delivery and monitor progress against these
- Enable effective two-way communication to inform the Council's decision making process
- To provide assurances to customers that the Council are doing what they say they are
- To make sure the Council are following Regulatory Guidelines and provide feedback and recommendations on this.

Membership of the Groups

Groups should consist of permanent members who are able to meet on a regular basis. Permanent members of the group are able to invite non-permanent members to meetings, who can assist the Groups with meeting their objectives:

Permanent members are:

- Customer representatives
- Service area lead officer(s)
- Engagement Team

Non-permanent members of the group will not have voting rights, will be invited to attend as required and can include:

- Operatives and frontline staff
- Staff representatives
- This list is not exhaustive

Meetings

¹ The term customer includes anyone that receives a service from Broxtowe Borough Council's Housing Department

- Where possible meetings will be chaired by a customer representative who will be supported by the lead officer and Engagement Team
- No decision can be taken at a meeting unless a quorum is present, which is at least four customer representatives and the lead officer
- Meetings will be aligned with the Council's decision making process and will last no more than two hours
- All meetings will have an agenda agreed by the Chair, and lead officer
- Meetings will be minuted and distributed to group members and other interested parties, preferably two weeks before the next meeting and no later than one week
- Focus Groups may be formed to scrutinise specific issues raised during meetings
- Any out of pocket expenses incurred for attending meetings, will be reimbursed in line with the 'Claiming Expenses for Your Involvement with Housing' booklet.

Training

- Members of the group will be made aware of and provided with training and support to enable them to be effectively involved
- Members of the group are able to highlight training they feel will benefit their involvement and its suitability will be considered by the Engagement Team and/or lead officer

Code of Conduct

- The Code of Conduct for High Level Engagement Groups applies to all members of the High Level Engagement Groups

Confidentiality Agreement

- The Confidentiality Agreement applies to all members of High Level Engagement Groups
- Members of the High Level Engagement Groups are required to sign the Volunteer Agreement and adhere to it throughout their involvement with the groups

Tenants Panel

- The Tenants Panel is the main High Level Engagement Group who support the delivery of the Housing Engagement Strategy and considers service improvements
- The Tenants Panel is chaired by the customer representative elected.

Amendments to the Terms of Reference

- The terms of reference may be amended with the agreement of the Tenants Panel.