



TSP (Tenant Scrutiny Panel) Terms of Reference

1. Purpose/Role of the TSP

- a) The Tenant Scrutiny Panel (TSP) consists of tenants whose job it is to investigate and scrutinise the company's services and policies to make sure SLHD (St Leger Homes) continues to strive to provide high quality services that meet tenants needs.
- b) To work in alignment with Tenant Voice Strategy, Tenant Voice Model, TPAS Accreditation and Regulator of Social Housing requirements
- c) Following the completion of a scrutiny review, TSP attend the Customer & Performance Committee and present their findings and make any necessary recommendations. An agreed action plan is then made with the relevant services to support the delivery of our recommendations.
- d) Feedback and progress are then reported back to TSP and the Customer and Performance Committee until all recommendations are completed.

2. Process

- a) The scrutiny review process as per TSP scrutiny review process document is designed to ensure that there is a clear and defined method for conducting thorough and effective reviews. The process aims to provide a structured approach that outlines the roles and responsibilities of all individuals involved, as well as the specific timelines for each stage of a review.
- b) The review process is built around the three principles for effective scrutiny, as advised by TPAS (Tenant Engagement Experts):

Independence – scrutiny activities should be separate from governance, management and mainstream tenant participation structures, but have a formal recognised status with support from the organisation at the outset;

Formality – scrutiny activities should include clear roles, remit, terms of reference and lines for reporting for those taking part;

Power – tenants and other customers involved in scrutiny activities should be able to examine services and standards and make formal recommendations for service improvements. Landlords should respond to this by agreeing which measures can be implemented, and where they can't be implemented, explaining fully why not.

3. Membership of the TSP

- a) Members must be a SLHD tenant.
- b) The Chair would have the casting vote.
- c) Members are expected to attend meetings on a regular basis and if they are unable to do so, they must send apologies. If members miss 3 consecutive meetings, with or without apologies, then the Customer Involvement Team will contact member to check whether they would still like to resume and remain a member.
- d) Members must treat all information provided to them as confidential, unless informed otherwise.
- e) Any tenant who is in breach of tenancy will not be allowed to join TSP and also if a tenant is in breach of tenancy whilst on TSP will also be asked to be removed.
- f) The Customer Involvement Team will vet any interested tenant who wants to join TSP. The Customer Involvement Team will review the suitability of any tenant who wants to join and subject to being satisfied that the individual is appropriate to join, they will be invited to observe a TSP meeting.
- g) The Panel's members work will be around doing effective scrutiny and not their own individual tenancy issues which must be dealt with through other appropriate means that are available to them.
- h) Members shall always conduct themselves in a reasonable manner when attending meetings or any other function in connection with the TSP.
- i) All members of the TSP are expected to treat colleagues with respect. This includes not acting in a way which is disruptive to the Meeting. If disruptive behaviour continues following requests to adjust behaviour, the Chairperson will ask the Member to leave the meeting. Following the meeting a decision will be taken by the Chairperson and SLHD regarding whether to remove the Member permanently from the group and will notify of this decision in writing.
- j) Members must declare an interest in a matter where appropriate and withdraw from a part of the meeting where the TSP is discussing a matter which specifically affects them or a relative/friend/organisation with which they are involved.
- k) Members shall actively seek to represent the various needs of tenants and require all groups and individuals involved with tenant engagement to act to promote equality and welcome participation and inclusion from all our communities.

- l) Representatives can withdraw from the TSP without notice and without providing a reason but will need to advise the Customer Involvement Team.

4. Terms and Conditions – St Leger Homes

- a) Ensure involvement activities are accessible and appropriate to give each person the same chance to do well and have their voice heard.
- b) We will make sure all individuals have equal access and opportunity to engage in activities.
- c) Create a culture of mutual trust and transparency so that you can question and challenge effectively.
- d) Treat TSP members with dignity and respect at all times.
- e) To ensure all tenants have access to easy-to-understand information to support their scrutiny reviews.

5. Meetings

- a) Meetings will take place every 4 weeks at the Civic Office. Separate meetings will be convened by exception from time to time where there is a pressing need to do so and conduct scrutiny reviews.
- b) Meetings will take place using a hybrid approach to enable face to face and for those who want to join virtually.

6. Review

Terms of Reference for this TSP will be reviewed every 12 months.

7, Administration

- a) The TSP will be supported and serviced by the Customer Involvement Team.
- b) The agenda and any written materials will be circulated no later than five (5) to seven (7) days prior to the next scheduled meeting, unless there are extenuating circumstances. Papers and documents may be circulated anytime between meetings that need a prompt response and to be consulted on.
- c) The Customer Involvement Team will provide any necessary supporting information for TSP to support their scrutiny reviews.

8. Training

- a) All new members will undergo an induction and training as specified by St Leger Homes.
- b) All existing members will undergo both refresher and on-going training as identified by St Leger Homes and in order to have the skills to fulfil

their membership function and must have access to appropriate IT equipment.

- c) All equipment provided by St Leger Homes will be returned if the panel member dies, resigns or has their membership terminated and in the same condition as received.

9. Budget

- a) TSP will have access to a small annual budget which will be utilised with the agreement of Panel for any costs incurred to deliver the TSP function successfully.
- b) SLHD will provide TSP with it's end of year financial statement to ensure transparency on what the TSP costs have been for that year.

10. Expenses

Panel members work on a voluntary basis and all reasonable expenses and rewards will be paid in line with St Leger Homes Rewards and Incentives Scheme.

11. Equalities

As part of the review understand and test the fairness and equitable outcomes of landlord services, with particular regard to protected characteristics, utilising the approach for Equality Impact Assessments to be completed by SLHD.