

DRAFT - Tenants and Council Together (TACT) Board Terms of Reference

Please note –

- *These will be developed and refined by co-production*
- *References to tenants are taken to include leaseholders.*

1. Purpose

The purpose of the TACT Board is to enable the voice of tenants' and leaseholders' to be heard and acted upon in the provision and development of Housing Services. The Board will monitor the performance of Housing Service against key performance indicators and be consulted on key issues that affect the Service.

2. Objectives

- That tenants' priorities are represented, and their views help ensure the best possible service delivery outcomes for customers
- To ensure the council delivers a high standard housing service
- That the Housing Service is fair, equitable and tenant friendly
- That the service offers value for money
- The Housing Service reflects the council's priorities as set out in the Council Plan and the Housing Strategy

3. Activities / Functions

- To act as a consultation forum to provide feedback, advice and suggestions on Housing revenue account strategies, policies and proposals for service improvements to the cabinet member Housing and cabinet committee housing
- To agree performance targets and monitor and challenge housing service performance
- Monitor the views and needs of the council's tenants, including their concerns and complaints, and using this insight to inform decisions

4. Membership

The TACT Board will consists of;-

- The Chair of Cabinet Committee Housing who will chair the board
- A councillor nominated from the other main political party of the council
- A tenant representative from each of the 4 Consumer Standards Groups:-
 - Safety & Quality
 - Transparency, Influence & Accountability
 - Neighbourhood & Community
 - Tenancy
 - 2 independent representatives

5. Recruitment

- Job Roles & Person specifications - Requirements and expectations of Board representatives will be set out in job roles along with the essential experience and knowledge required. Examples of the skills and knowledge required will be ability to work effectively in a team to help services improve, knowledge of

housing service delivery, knowledge and involvement in the voluntary sector , experience from work life that is relevant to service delivery

- The training/support available to ensure inclusivity will also be set out – such as development of digital skills, advocacy support., housing finance and housing law
- Expressions of interest- these will be invited for both the tenant and independent posts through a variety of communication channels to ensure the widest reach.
- Candidates will be required to demonstrate the experience, knowledge and commitment that they'd bring to the role to achieve the objectives of the Board.
- Recruitment of tenant & independent board representatives will through an interview process. Appointment will be based on those considered to be best placed to serve the interests of all tenants by meeting the requirements of the role.
- Taster and information sessions will be set up for people in advance of the recruitment process so that those interested can ask questions and gain information to help them decide if they want to apply.
- Performance of Board representatives – the annual report of the board will show attendance of the recruited members.

6. Term of office

2 years subject to satisfactory attendance.

7. Code of Conduct

All Board representatives will be required to sign and abide by a code of conduct (*to be agreed by the Board*) and other relevant council policies such as equality and diversity and Data Protection.

8. Compensation for time and Expenses

Both the tenant and independent posts will be compensated for the time they invest in Board meetings. Representatives can opt not to receive this payment. The elected member positions are not eligible for any additional payment as they are separately remunerated through the Members' Allowances scheme..

Reasonable expenses incurred by tenants for attending face to face meeting and / or training/briefings will be reimbursed in line with the tenant engagement Finance Policy.

Equipment (e.g. laptop) and other supplies required by tenants to carry out the role will be provided in line with the tenant engagement policies.

9. Training and skill building

All Board representatives will be provided with key documents and undertake an induction and skills audit to develop a personalised training programme.

A requirement of the role will be that all Board representatives attend briefing/workshop events that provide background information to current housing issues as well as training (both face to face and online) considered necessary for the execution of their role.

10. Meetings

- **Frequency**
Meetings will be held at least quarterly.
- **Format / venue**
Meetings may be held either face to face or online.
- **Day / Time**
The Board will determine the best time of day/ day of week to for the meetings to take place to ensure they are inclusive.

11. Quorum

To be agreed by the Board

12. TACT Board Support

Council officers will support the Board.

13. Performance Monitoring

The Board will agree which key performance indicators to manage and how this links with the role of the Consumer Standard Groups

14. Policy Setting

The Board's function is to monitor performance, provide advice and feedback. Service proposals can be brought to the Board for consideration and to provide feedback which will be included in committee reports. The Board's feedback will be presented alongside other information in reports to council committees to enable elected members to debate and consider how service proposals will be taken forward.

15. Annual Report

The Board will be required to provide an annual report to Cabinet Committee (Housing).

16. Access to Information

The Board will determine the arrangements relating to provision of information and meeting documents such a minimum of one week prior to each meeting, arrangements for requesting additional data, reports and information to carry out their activities.

17. Transparency and Accountability

To enable customers to independently scrutinise the work of Board and hold it to account the following information and processes will be followed:

- Board meetings will be publicised on the website and through the eNewsletter.
- Minutes and meeting papers will be made available on the council's website.
- Any reports prepared for the Board will be available on the council's website and provided in other accessible formats on request.

18. Equality, Diversity, and Inclusion

The terms of reference and especially the recruitment process for tenant representatives and independents will be impact assessed to ensure adequate measures are in place to provide all tenants with the opportunity express an interest in being a Board representative.

The accessibility provisions are set out in the Housing Engagement and Communication Plan.

19. Terms of Reference Review

The Board will determine the frequency for review of these ToR

Glossary

Board	The Tenants and Council Together Board
HECP	Housing Engagement and Communication Plan
TACT	Tenants and Council Together
ToR	Terms of Reference