

Independent East Resident Voice Panel Terms of Reference

Purpose

The Independent East Resident Voice Panel (the Panel) is established to empower tenants to influence, monitor, and improve the performance of housing services provided by the five landlord members of Independent East (Broadland Housing Association, Freebridge Community Housing, Havebury Housing Trust, Orwell Housing Association and Saffron Housing Trust). The Panel will provide a constructive and collaborative forum for residents to hold the landlords to account and drive continuous service improvement.

Objectives

The Panel will:

- Examine and scrutinise the performance of housing services across all five landlords.
- Identify areas for improvement and make recommendations.
- Represent the interests and views of tenants.
- Work in partnership with the five landlords and other tenants
- Promote transparency and accountability.

Meetings

- The panel will meet quarterly.
- Meetings will initially be chaired by an independent mentor.
- Agendas and minutes will be shared in advance, and key outcomes will be published for transparency, by each landlord member.
- The quorate for a meeting shall be a minimum of one resident from each landlord member.

Programme of work and scrutiny activities

Each year the Panel will develop a programme of scrutiny work. This will typically include:

- Three service review workshops of specific services provided by the five housing associations.

The programme of scrutiny activities will be informed by:

- Performance information
- Complaints reports
- Tenant Satisfaction Measures results

Reporting and Accountability who

- The panel will provide recommendations to Independent East Officers Group will monitor and follow up all agreed recommendations
- Progress against agreed actions will be monitored and reported back to the panel.
- Scrutiny reports / videos will be shared with the wider resident community of each housing association and their respective leadership teams. It is the responsibility of each landlord to promote outcomes and impacts from this work.

Support from Independent East Member Organisations

The Independent East member organisations are committed to supporting the Panel and individual members. As such all members will have access to:

- An independent facilitator / mentor
- An initial induction training programme
- An ongoing programme of support and training.
- Secretarial support will be provided by the landlords on rotational basis
- Any IT equipment and support needed to be able to participate in the work of the Panel.
- Out of pocket expenses for any face to face work will be reimbursed.

Membership

- The panel will consist of up to 4 resident members from each housing association, selected to ensure representation of the diverse tenant population.
- The Panel will follow the code of conduct which will apply to all Panel members. Each Panel member will be required to abide by and sign the code of conduct when they join the Panel.

Code of Conduct

- Panel members are required at all times to act in a courteous and appropriate manner and strive to develop a balanced relationship of mutual respect which is open and honest. Personal attacks, offensive and abusive comments or behaviour are not acceptable and may lead to membership being terminated.
- Panel members must respect the contribution and rights of others whether they be Panel members, staff, residents or those partners with whom the Panel works.
- No Panel member will discriminate against any other person in a manner that is contrary to Independent Easts equality, diversity and inclusion commitments on any grounds whatsoever. All members shall acknowledge that everybody has the right to be treated with dignity and respect, regardless of ethnic, or national origins, disability, gender, marital status, age, sexuality, religion, economic circumstances, or any other matter which causes people to be treated with prejudice.

- Confidentiality must be maintained where required.
- Members will follow an agreed code of conduct.

Review

These Terms of Reference will be reviewed annually to ensure they remain relevant and effective.

I have read and understand this terms of reference .

Name:

Signed:

Date of agreed Code of Conduct: 19 March 2025

To be reviewed within 12 months