



Castlehill Housing Association

Scrutiny Panel - Terms of Reference

Back ground: The Scottish Social Housing Charter encourages landlords to assist tenants and other service users to monitor and scrutinise the services provided by the landlord and to make recommendations for improvement.

The Scrutiny Panel at Castlehill has been set up to facilitate this monitoring and scrutiny of services to help ensure that they are delivered to the highest standard possible.

Key Issues	
Aims and objectives	<ul style="list-style-type: none"> To work on behalf of the tenants and other service users to ensure that services are delivered to the highest possible standard. To make sure that tenants and service users are at the heart of the business of the Association. To work with the Association to review and improve services. To make recommendations to the Committee of Management on how services can be improved.
The role of the Scrutiny Panel	<ul style="list-style-type: none"> To independently review the performance and delivery of services by the Association. To collect and examine data to allow services to be reviewed and evaluated. To report on recommendations to the senior staff and Committee of Management. To promote the involvement of the Tenants Panel in drawing up the annual Landlord Report. To promote the work of the Panel and encourage others to become involved.
Membership	<ul style="list-style-type: none"> All Castlehill tenants and service users will be eligible to apply to join the Scrutiny Panel. Up to 8 places will be available for membership. Although 4 additional members may be co-opted for specific projects.

	<p>Anyone who ceases to be a tenant or service user will be deemed to have resigned their position on the Scrutiny Panel.</p> <p>Anyone who has been served with a legal notice by the Association will be suspended from their membership of the Panel until such time as their dispute is resolved; failing which they will be deemed to have resigned their position on the Scrutiny Panel.</p>
Equalities and diversity	The Scrutiny Panel will promote equality and diversity within its membership.
Frequency and running of meetings	<p>A minimum of 6 meetings of the Scrutiny Panel will be held each year and in addition as and when required.</p> <p>A Chair will be appointed at each meeting and a note of the meeting will be provided by a staff member.</p> <p>A quorum will be at least a third of the members with a minimum of 3.</p>
Support from Housing Association staff	<p>The Tenant Participation staff will provide support to the Panel and will act as a link between the Panel and other Housing Association staff.</p> <p>The TPOs will administer volunteer expenses.</p> <p>The TPOs will provide administration support to the Panel.</p>
Training and support	<p>New Scrutiny Panel members will undertake an induction programme with other Panel members and /or TP staff.</p> <p>The Scrutiny Panel will have access to independent training and support to deliver its work and can make reasonable training requests to the Association.</p>
Programme of work	<p>The remit of the Panel will be to consider all areas of service performance in accordance with the Scottish Social Housing Charter:</p> <p>A programme of scrutiny work will be agreed with the priority areas for review being decided upon using information from the following:</p> <ul style="list-style-type: none"> • Performance reports • Satisfaction surveys • Reports from Tenant Led Inspections, Mystery Shopping, Focus Group meetings and individual questionnaires of staff, tenants and service users • Complaints • Benchmarking with other similar organisations
Accountability to Castlehill tenants and service users	<p>The Scrutiny Panel will feed back the results of its work to tenants and other service users using the Castlehill website, newsletters and scheme notice boards.</p> <p>The Panel will look for feedback from tenants and service users to make sure it is representing the views of as many tenants as possible.</p>

Evaluation of the Scrutiny Panel	The Scrutiny Panel will undertake an annual review of its work and evaluate its success in achieving its priorities and goals for the previous year.
Succession and recruitment	We will try to recruit new tenants to the Panel whenever a new Scrutiny exercise is being considered. We appreciate that tenants and service users will have areas of interest and expertise and may wish to be involved for the limit of a particular exercise.
Budget	At this point the Scrutiny Panel operates within the TP budget. If required in the future, the Association will consult on a specific budget for the Panel.
Code of Conduct	Scrutiny Panel members will be required to sign a Code of Conduct.