

Bield Improvement Group

Terms of Reference

2016



The Bield Improvement Group is something different. It's something new, something exciting. It's something BIG.

A Scottish Social Housing Charter was launched in 2012. The Charter sets out clearly what tenants can expect from their landlord;

- that the landlord should deliver the services that matter to tenants.
- tenants should have the opportunity to review how their landlord is performing.

The Charter offers real power for tenants to help shape how their landlord works for them in the future.

The Bield Improvement Group will be an independent group solely run by tenants. They will decide as a group which area of Bield's performance they would like to review, this could be anything. Property repairs, voids, communication, budgets – whatever tenants feel they want to look at.

The group would look at how this area of business is working. They will meet with and speak to staff, they will review the current processes and they will decide if there are ways things can be improved in the future. They will then report this to the Board to review and implement where possible.

1. Aims and Objectives of the Bield Improvement Group	<ul style="list-style-type: none"> • To work on behalf of Bield Housing tenants and service users to ensure that housing services are delivered to a high standard • To ensure that service users are at the heart of the business of Bield Housing • To work with Bield Housing to continually review and improve housing services • To make recommendations to the Senior Management Team and the Management Board on how housing services can be improved
2. The Role of the Bield Improvement Group	<ul style="list-style-type: none"> • To independently review the performance and delivery of housing services by Bield Housing • To report recommendations to the Senior Management Team and Management Board • To liaise with the Partnership Forum about the work of BIG, and to hear about the work of the Forum • To agree, monitor and review annual action plans for the Bield Improvement Group, outlining areas to be scrutinised • To promote the work of the Bield Improvement Group and encourage tenant involvement in service reviews where appropriate • To influence the Annual Performance Report on the Charter
3. Membership	<ul style="list-style-type: none"> • Membership will be open to all tenants of Bield Housing
4. Equalities and Diversity	<ul style="list-style-type: none"> • The Bield Improvement Group will operate in a way that is inclusive and will work to reflect the views and interests of local communities.
5. Frequency and Running of Meetings	<ul style="list-style-type: none"> • The meeting schedule will be agreed with members of the Bield Improvement Group on an on-going basis • The meetings will be chaired by TIS, until such time as a Bield Improvement Group member is willing to take over the role
6. Support from Bield Housing	<ul style="list-style-type: none"> • Bield Housing will support the group as and when required by members of the group • This will involve all arrangements relating to room bookings, catering and travel
7. Training and support	<ul style="list-style-type: none"> • An induction programme will be developed for new members • Training needs will be identified at the start of each

	scrutiny activity, or annually, whichever comes first
8. Area of Business	<ul style="list-style-type: none"> The remit of the Bield Improvement Group will be to consider all areas of housing service performance in accordance with the Scottish Social Housing Charter, and any other areas the group feels would benefit from tenant scrutiny
9. Programme of Work	<p>The Bield Improvement Group will develop a programme of scrutiny work. The priority areas for review will be decided upon using feedback from all available information, including:</p> <ul style="list-style-type: none"> Performance Reports Reports from on-going scrutiny activity Feedback from Tenant and Resident groups Surveys Complaints Consultation feedback exercises Benchmarking
10. Accountability to Bield Housing	<ul style="list-style-type: none"> The Bield Improvement Group will refer to a wide range of formal and informal sources to inform its work programme and reflects the needs of tenants and service users. The Bield Improvement Group, will feedback the results of its work via local and Housing Association newsletters and through the Bield website. The Bield Improvement Group will present its reports and recommendations to the Senior Management Team and Management Board when invited to do so – the group will designate members to do this where appropriate
11. Budget	<ul style="list-style-type: none"> Bield Housing will consult with the Bield Improvement Group and negotiate a budget to support the development of its work on an annual basis
12. Evaluation of Scrutiny Group Activities	<ul style="list-style-type: none"> The Bield Improvement Group will undertake an annual review and evaluate its work each year and use this as a planning tool to forward plan the workplan for the year ahead.
13. Independent Support and Advice	<ul style="list-style-type: none"> The Scrutiny Group will have access to independent training and support to deliver its work. This will be reviewed on an annual basis
14. Recruitment and Succession	<ul style="list-style-type: none"> The Bield Improvement Group will undertake a review of recruitment at the conclusion of each scrutiny activity, and on an annual basis

15. Code of Conduct	<ul style="list-style-type: none">• Field Improvement Group members will be required to sign a Code of Conduct as a member of this group.

Alistair Reid – Development Manager, TIS

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