

TENANT PANEL INTRODUCTION

Report of the Tenant Panel

1. SUMMARY

This report is to introduce the new Tenant Panel, formed on 12 April 2012 and to give an outline of the proposed reviews for the following 12 months.

2. RECOMMENDATION

To note and comment on the information as detailed in Appendix 1 Tenant Panel Review Agenda.

3. MATTER FOR CONSIDERATION

3.1 The panel currently has 5 members, Appendix 1 shows the members of the panel.

3.2 To date the panel have held one formal meeting where Terms of Reference were agreed. See appendix 2, and dates planned for future meetings.

3.3 The areas to be reviewed during 2012/13 are:

Quarter 1 Complaints Process and Procedure

The Panel agreed that this was a very good area to review as there are major changes to the way complaints are handled due to the Localism Bill, from April 2013.

Quarter 2 Local Offer 16

We will provide vulnerable or elderly tenants with access to a wide range of services to help them live independently

The Panel agreed that this was a very good area to review as there are funding cuts happening to this service.

Quarter 3 Local Offer 20

We will encourage and support projects that benefit the communities in which our tenants live.

The Panel agreed that this area is a useful area to look into.

Quarter 4 Local Offer 5

We will develop our own energy efficiency standards which exceed government requirements.

The Panel agreed to look into this as it is important to make sure that tenants can save money where possible.

3.4 The panel would like to be invited to relevant Board Training and have access to e-learning.

The areas listed below have no implications directly arising from this report:

Consultation
Financial and Business Plan
Legal and Confidentiality
Council
Personnel
Environmental
Equalities Impact Assessment
Health & Safety
Risk
Policy Review

If Board members or others would like to discuss this report ahead of the meeting please contact the author, or Phil Davies, Chief Executive, phil.davies@derbyhomes.org – Phone: 01332 888528

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Background Information: Insert details of any unpublished documents used to prepare your report

Supporting Information: Insert details of any previous reports to Board or Committee

TENANT PANEL REPORT



ABOUT THE PANEL

The panel was brought together in April 2012 by inviting people from tenant involvement groups already in existence. The following became the founder members:

MEAG	Abdul Moghal	
WINC	Arlene Rees	
Scrutiny panel	Gill Young	Chair
DACP	Harry Margett	
WINC	Jean Flint	
DACP	Keith Merry	Vice Chair
OSCAR	Koliwe Chikuri	
Leaseholder	Lyn Gadsby	

Regrettably Arlene and Jean have had to stand down from the panel due to personal circumstances.

WAY FORWARD

The first meeting was held 12th April 2012 where the group met and agreed terms of reference and planned the schedule for reviews.

The following areas were agreed on for review:

Quarter 1 Complaints Process and Procedure

Quarter 2 Local Offer 16

We will provide vulnerable or elderly tenants with access to a wide range of services to help them live independently

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Quarter 3 Local Offer 20

We will encourage and support projects that benefit the communities in which our tenants live.

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Quarter 4 Local Offer 5

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TRAINING

All members of the Tenant Panel have expressed an interest in attending training courses relevant to the role. All are attending Understanding Performance on 14th June 2012. Margaret Wardle is researching any external courses which will help and a small budget has been allocated. The panel would like to be invited to relevant Board Training and have access to e-learning.

FUTURE REPORTS

During reviews the panel will gather evidence from relevant sources and provide details of same.

Reports will contain information relating to current situation and recommendations for improvements.

Tenant Panel Terms and conditions

These are the terms and conditions which all Tenant panel members will follow.

- The Tenant Panel will be supported by Resident Involvement and the Performance teams
- 1. Only Derby Homes Tenants & Leaseholders will be considered eligible for Tenant Panel membership.
In addition they *must not* –
 - Have been served with a current eviction notice or Anti Social Behaviour order
 - Be either a Derby Homes Board Member, Employee of Derby Homes, or be an Elected Member of Derby City Council
 - Be in any form of legal action against or from Derby Homes
- 2. Eligible members must meet the criteria for Tenant Panel membership set out by Derby Homes (*see appendix tenant panel role & description*)
- 3. Quorum
 - The minimum number of members required to have quorate is 3
- 4. Tenant Panel Chair
 - A chair will be appointed by the tenant panel members at their initial meetings. The chair must be democratically elected by the tenant panel.
 - The chair will ensure that meetings are outcome focussed and that clear direction is given to the TP
 - If a decision is required the chair will ask the panel to vote, no members of the group may abstain. The vote will be carried by the majority of those present. The Chair will not have a second or casting vote; if it is a tie the motion will not be carried.
 - Observers at the TP meeting must be excluded when confidential items/business is being discussed.
- 5. Attendance at Meetings & Activities
 - TP members will need to attend at least 4 panel meetings a year and no more than 6, average meeting time of 2 hours.
 - Additional sub meetings can be called by any member of the panel or by the supporting officers as required
 - When scrutinising service areas the panel may be split into smaller working groups – quorum will not apply for these meetings
 - Members are expected to attend all agreed tenant panel meetings
 - If a member misses 3 consecutive meetings their tenant panel membership will be ended
 - A TP member will be expected to serve a term of no less than 3 years
 - The maximum numbers of members will be no more than 9

6. Annual Work Programme

- The TP will agree an annual scrutinising work programme following discussions with the Resident Involvement and Performance teams.
- Derby Homes may suggest the TP to look at other areas for scrutiny.
- The panel may suggest other areas for scrutinising throughout the year that have not already been outlined in the yearly programme to Derby Homes.
- TP members can claim reasonable travel expenses incurred during the course of their activities from the Resident Involvement team.

7. Agenda

- The agenda items for TP meetings will be generated from the forward plan of panel's main objective, which is scrutinising the Local Offers.
- There may be occasions where late items may be brought to the TP meeting agenda by Derby Homes.

8. Meetings Structure

- The TP will follow the code of conduct adopted by DH's with regards the running of a meeting; DH supporting officers will assist with facilitation.

9. Reporting

- Once findings, recommendations and proposals have been agreed by the TP, they are required to work with the supporting officers to produce a formal report for the Derby Homes City Board to consider.
- Derby Homes City Board will then consider the report at the next available meeting.
- The TP will have access to Derby Homes City Board agenda timescales for submitting report deadlines.
- The City Board has the right to reject these but must provide explanations of their decisions.

10. Information and Documentation available for TP

- DH's will provide TP with all relevant information and documents to enable them to identify which areas are for scrutiny. The final decision will be made by Derby Homes Chief Executive on documents made available.
- The TP will be able to hold investigatory meetings with staff & tenants make formal enquiries into service areas, visit on-site based areas if required to enable them to gain information and knowledge to make informative decisions and recommendations.

11. Ending of the Tenant Panel

- Derby Homes holds the right to terminate a Tenant Panels Membership if TP Member has not adhered to any of the guidance or rules given with the position.