

## **Appendix 1**

### **Housing Service Working Group**

#### **Terms of Reference**

##### **Purpose**

The Council establish a Housing Service Working Group to agree and oversee the delivery of a Performance Improvement Plan (PIP) for the achievement of compliance with the Regulator of Social Housing Consumer Standards which came into effect on the 1 April 2024.

##### **Aims & Objectives**

The aims and objectives of the working Group are to:

- Agree the content, scope and timescales of the PIP with the Regulator for Social Housing,
- Take account of the outcome of the Tenant Satisfaction Measures and establish mechanisms for ongoing tenant consultation on the need for, content and delivery of the PIP, and
- Provide regular progress reports on the delivery of the PIP to meetings of the Housing and Community Services Committee until compliance is achieved.

##### **Membership**

- Elected Members (5) (Chair of Housing and Community Services to Chair Group)
- Chief Executive
- Strategic Director (Service Delivery)
- Head of Housing
- Council's Health & Safety Officer
- Officers (as required by expertise)
- Tenant Representatives – Up to a maximum of three

To ensure tenant engagement, tenant representatives will be canvassed and invited to participate in the Working Group.

##### **Quorum**

The quorum for the Working Group will be 3 Elected Members and 1 member of the Council's Leadership Team.

##### **Record of Meetings**

Meetings will be subject to formal agendas and minutes. The agenda will be circulated at least one week in advance of each meeting and minutes circulated no later than one week after each meeting.

### **Duties**

The Working Group will be chaired by the Chair of the Housing and Community Services Committee and supported by the Chief Executive. The Strategic Director (Service Delivery) will be responsible for the coordination of the meetings, the circulation of minutes and agendas and the progression of any actions and/or decisions taken.

### **Reporting**

The Working Group will provide update reports to meetings of the Housing & Community Services Committee.

### **Agenda Items**

Agenda items will be a standing item for agreement at each meeting of the Working Group and captured and included on a future work programme for the Working Group.