

# Taunton Deane Borough Council

## Tenant Services Management Board– 15 December 2014

### Introduction of a Tenant Scrutiny Committee

#### Report of the Tenant Services Development Officer- Neil Anderson

(This matter is the responsibility of Executive Councillor Jean Adkins)

#### 1. Executive Summary

This report sets out the case for the introduction of a Tenant Scrutiny Committee at Taunton Deane Borough Council (TDBC), together with how this will be implemented, the selection process and role of the committee.

Tenant led scrutiny is a fundamental part of the co –regulation of social housing and is enshrined in the regulatory framework for social housing.

The key element for scrutiny to be effective is that it must add value to the service and be shown to have made a positive difference to service delivery.

It should act and be independent of current tenant involvement in TDBC and make its own recommendations without interference or the influence of staff.

Every effort must be made to recruit tenants who are not currently actively involved in tenant involvement within TDBC.

This report sets out a model of how this can be achieved within Housing and Communities and make a real difference to the lives of TDBC tenants.

The Report makes recommendations to the Board on how scrutiny could operate within Taunton Deane Borough Council.

#### 2. Background

Since April 2010, there has been a framework of co-regulation in social housing.

From 2012 new requirements for landlords meant that tenant scrutiny committees, or equivalent bodies, must be supported by landlords to allow tenants to scrutinise performance, services and complaints. Landlords were also expected to provide annual reports to tenants, and be honest in reporting and assessing their own performance.

The government expects that landlords should support tenants to develop their skills and capacity to have real influence over the services their landlords provide.

Tenants should be able to:

- Ask questions about their provider's performance.
- Identify areas for improvement.
- Influence future services.

These new powers for tenants also mean more responsibility falling directly on tenants themselves. The central regulator will have no role in either monitoring landlords' performance or promoting best practice.

Members of the first Tenant Services Management Board may recall that in October 2011 they received a presentation on scrutiny from the Tenant Empowerment Manager setting out the purpose of scrutiny and how it could work within TDBC. The board supported the proposal to convene a Scrutiny Group, with potentially up to three scrutiny group investigations each year.

This report sets out how Scrutiny within TDBC could operate and makes recommendations on its membership.

Organisations that have established Tenant Scrutiny use the term committee or panel, in this report the term scrutiny committee is used throughout this report.

### **3. Definition of successful tenant scrutiny**

Successful tenant scrutiny is defined by The Tenant Participation Advisory Service (TPAS), Chartered Institute of Housing (CIH) and HouseMark as having five key principles. These are as follows:

#### ***A Real Power***

Clearly defined and having real power. A scrutiny committee or committees must have a clearly defined relationship with the governance and management roles of the landlord and agreed powers set out in a Terms of Reference.

The findings and recommendations from scrutiny should influence the landlord, linking directly to management and strategy.

#### ***B Tenant-led***

Independent and tenant-led. Although having links to governance and management roles, the tenant scrutiny role should be tenant-led and independent. It should be open and transparent so that tenants who are not involved can challenge the approach taken.

Scrutiny committees are not beyond the need for scrutiny themselves – they need to regularly evaluate their effectiveness and be open to others scrutinising them.

#### ***C Defined role***

Having a defined role and the capacity to deliver. There should be agreement on the role of the scrutiny committee and the role and activities of its members. Committees often have Terms of Reference and should always adopt a Code of Conduct.

**Recommendation 1:**

This Report recommends that the committee should have a clearly defined role and adopt a Terms of Reference (as shown in appendix 3)

To be an effective scrutiny committee members must have the capacity to deliver, this usually requires support and training. It is usual for prospective scrutiny committee members to be assessed before they join. Tenants can be involved in designing and delivering this assessment.

***D Performance***

Embedded in performance management arrangements. Tenant scrutiny should be embedded in the organisation's performance management arrangements and form part of the formal performance management structure. It should be clear how scrutiny has led to positive outcomes for tenants, communities and the organisation.

Tenants, whether involved or not in scrutiny, need to be confident that scrutiny findings and recommendations are taken seriously. Staff, board members and councillors must also be confident about the role and legitimacy of tenant scrutiny.

***E Accessible***

Tenant scrutiny should encourage diversity and promote equality. All tenants need to be aware of tenant scrutiny, its role, its outcomes and how they can get involved.

There should be clear links and a flow of information between tenant scrutiny and other forms of tenant involvement.

The changes made through scrutiny should be examined to ensure they produce outcomes that are of benefit for all and don't result in some tenants losing out against others. They should be assessed for their equality and diversity impact.

**4. Purpose of the Group**

Tenant Scrutiny 'Now and In the Future – TPAS, House Mark & CIH briefing paper states:

*Tenant scrutiny aims to give tenants more power in holding their landlords to account for their decisions, performance and conduct. Changes to regulation in*

*England from April 2012 will require landlords to be more proactive in self-regulation and in involving tenants in the scrutiny process. In addition, the localism agenda envisages a greater role for service users at a local level to influence and scrutinise service delivery.*

*To review and analyse a particular part of the Housing Service and make recommendations on how e.g. a process can be improved.*

*CIH Paper States “In all instances, tenant scrutiny is based on the specific principle that the priorities and views of tenants should be at the heart of a housing organisation’s framework for directing, monitoring, assessing and modifying its own activities.*

*Successful organisations in any sector have a common theme – they know, understand and respond to their current and future customers. They do this by engaging with and involving service users, because this is aligned to their organisational strategy and there is a business case for involvement and engagement.*

*Tenant scrutiny clearly goes beyond this and, where it works well, the benefits include service improvements, efficiency savings, enhanced tenant satisfaction and staff confidence, tenant input into self-assessments; and a high level of challenge as to how landlords operate.*

*Tenant scrutiny is intrinsically linked to the delivery of value for money services that meet local needs with transparency about how investment is made.”*

A fundamental principle of scrutiny is that it acts as a critical friend for the landlord. This means that the scrutiny panel is not all about being critical of the landlord, but rather than criticising performance the role of scrutiny is to make positive and informed recommendations on how a service can be improved. Thus, getting the friend part right is the key to ensuring the success of the Scrutiny Process.

TPAS recommends Tenant Scrutiny should be independent of the overall tenant involvement structure of the organisation, in that it operates independently of any existing structure and is run by the members for the benefit of the tenants. Staff have a role, but that must be limited to providing advice and guidance only and not directing or influencing the recommendations of the committee.

The committee must make its own recommendations based on the evidence it has collected during the review.

Any recommendations the committee makes will be reported to the TSMB.

**Recommendation 2:**

The independence of the scrutiny committee is recognised and it is given authority to act independently of the current tenant involvement structure.

Recommendations of the scrutiny committee will be made to the TSMB.

## 5. Recruitment Selection Procedure

Staff will need to work hard to encourage as wide a range of tenants as possible to get involved, full use should be made of existing links with tenants groups and voluntary groups and make every effort to widen involvement through recruitment at places where our tenants are likely to go, for example Children Centres. Full use of all newsletters etc. sent out to tenants should be made to inform and encourage as many tenants as possible to come forward to join the group(s).

The recruitment process should seek to recruit people who have skills relevant to scrutiny, e.g. chairing skills, skills in minute taking, and previous involvement in being members of a committee. But the key requirement must be commitment and a willingness to learn.

Recruitment events could be held at the existing coffee mornings which are held in communal halls to which the wider community could be invited. Timing and location of these events will be crucial to in order to attract as wide a range of tenants as possible.

In order to make the group manageable, membership of the committee should be restricted to a maximum of 10 people with a minimum number of 5. Once people have come forward and expressed an interest the next stage will be for them to complete an application form.

### **Recommendation 3:**

This report recommends that a series of recruitment events are held across TDBC.

Membership of the committee is restricted to a maximum of 10 tenants.

## 6. Selection Criteria

Applicants must meet the following criteria to be considered:

Any tenant who wishes to become a member of the scrutiny committee must first complete an application form, to include the following:

- State why they wish to become a committee member.
- Outline any relevant experience.
- What they can bring to the committee.
- Commit to attend relevant committee training.

- Be available the equivalent of one day a month to attend committee meetings.

There should also be restrictions on membership, in line with the restriction to membership for the TSMB, tenants will be excluded on the following grounds:

- They are not a tenant, or partner or spouse of the tenant of at least 5 year's standing living at the same household
- They are in serious breach of their obligations as a tenant
- They are an employee of TDBC
- They are an elected member of TDBC
- They are under 18 years old
- One of their family members is a current member of the committee
- They become incapable due to a mental disorder
- They do not have a good rent payment and tenancy history

## 7. Risk Assessment

All committee members will be asked to complete a risk assessment form, failure to disclose any relevant information may result in their application for membership to the Committee being denied. This is to determine whether or not there any special circumstances that the Council should be aware of about a particular person, and to ensure that the person represents no risk to themselves, members of staff or other Committee members.

### **Recommendation 4:**

The Selection criteria in sections 6 and 7 above are adopted

## 8. Role of the Tenants' Forum

It is proposed that members of the Tenant's Forum may apply to become members of the Scrutiny Committee, subject to the same conditions as set out above in section 6.

Any application from a member of the forum will be considered on its merits and if successful the person will be asked to resign from the Tenant's Forum before being accepted onto the committee.

This is to ensure the independence of the scrutiny committee and that the person understands that as member of the scrutiny committee they are representing the views of all tenants and are they are not on the committee to act as a representative of the Tenants' Forum.

If they later resign from the Scrutiny Committee they would then be free to apply to re-join the Tenants' Forum.

The Tenant Empowerment Manager attended the Tenants' Forum meeting on the 11<sup>th</sup> November 2014 to discuss the proposed Scrutiny Committee and to seek the forum's views on membership. The Forum stated that they were in agreement with the committee being introduced and felt that to maintain its independence tenants could not be members of both the committee and forum.

**Recommendation 5:**

Existing members of the Tenants' Forum may apply to join the Scrutiny Committee subject the conditions of membership.

If a Tenants' Forum member is successful in becoming a member of the Scrutiny Committee he/she will have to resign from the Tenants' Forum for the period that he/she remains a member of the Scrutiny Committee.

**9. Interviews of interested person**

Good practice suggests that any scrutiny committee should be made up of newly recruited tenants who have not previously been involved in the Tenant Involvement Process.

Those that had shown interest and met the criteria would then be invited to an informal interview made up of a committee including the Tenant Empowerment Manager and the Chair of the TSMB, Chair of the Tenants' Forum and the Portfolio Holder for Housing.

Following the interviews successful candidates would be invited to form the scrutiny committee.

**Recommendation 6:**

Persons who express an interest in being a member of the Scrutiny Committee should be interviewed before being accepted on to the committee.

**10. Training**

Training is a key element for scrutiny to be successful. Tenants new to tenant involvement will require training on a wide range of issues including how to run a meeting, how to behave in a meeting, minute taking, report writing together with training on the topics which the committee will scrutinise.

The Committee will require training and support on how to scope the topic to be scrutinised, together with training on all aspects of running a meeting, questioning

skills and report writing.

Before any scrutiny review is undertaken there must be a period of training provided for the members of the Committee, which all prospective members of the Committee will be expected to complete.

This training should include an overview of the Housing and Community Directorate, the boundaries of the HRA budget, and role and responsibility of the Committee. It is recommended that the new committee completes a mock review before going on to complete a proper review. This would enable the committee members to gain an understanding of the type of information and questions they will need to undertake before embarking on a proper review.

Without first providing proper training the success of any scrutiny review is likely to be low, which in turn could have a negative effect on the group.

**Recommendation 7:**

Proper training must be provided for scrutiny committee members prior to the commencement of any review.

That potentially in the future the scrutiny committee selects the topics for review, which are then reported to the TSMB

**11. Topics for scrutiny**

The first two topics for scrutiny have already been chosen by the TSMB, these are ground maintenance and repairs and maintenance. For the repairs service there must be a clear scope for the review provided before starting, since repairs and maintenance is a very wide issue and should be split down in to bite size components in order to clearly identify which part of the service it is that the TSMB wishes to be reviewed.

From research completed it appears that in other organisations which have established scrutiny committees it is these that decided upon the topics for review. For example at the Green Square Group, their Resident Scrutiny Committee, which has achieved Chartered Institute Quality Assurance, decides on the work plan for the coming year.

This may be something that the TSMB wishes to consider once the first reviews have been completed to the satisfaction of the TSMB, the Tenants' Forum and the Committee.

**12. Sources of Training**

Training could be provided from both internal and external resources. TPAS offer a one day training course on scrutiny, which could be provided at Deane House or another suitable location.

Use could be made of the Council's own committee services for training on how to take minutes or how to chair and run a meeting. If possible use could be made of internal staff for providing training on report writing, HR for Equalities and Diversity Training etc.

### **13. How long should a Scrutiny Member be on the Committee?**

Alliance Homes allow people to be members of their Scrutiny Committee for a maximum of 9 years, with elections of a 1/3 of the members every 3 years.

However, there is no hard and fast rule, for example at Green Square Resident Scrutiny Committee Members can serve a maximum of 3 terms of 3 years, which means a tenant could serve a maximum of 9 years. This approach could produce some stagnation in ideas and discourage new people coming forward.

If changes to membership are made too often this is likely to result in significant loss skills all at once. Also if changes to membership occur too frequently this will also be very resource intensive for those Council Staff involved in the recruitment process and those with responsibility for providing training to new members etc.

**Recommendation 8:  
That scrutiny committee members can serve a maximum of 3 terms of 3 years.**

**After every 3 year period TDBC will seek to recruit new members to the committee.**

### **14. Commitment**

Based on the research carried out each potential member should be advised that they will be expected to give up the equivalent of a minimum of 1 day a month to the process. This level of commitment appears to be the norm in organisations that have established Scrutiny Committees.

How this time is actually allocated should be decided by the group. The group may decide that it wants to have a series of half days or full days to use the time.

### **15. Expenses**

Recommend that these are provided in the same way as those received by members of the Tenant Services Management Board , i.e. that the Council provides Committee Members with out of pocket expenses and pay for cost of travel, provide taxis, child care etc.

**Recommendation 9:**

All members of the scrutiny panel will be entitled to receive out of pocket expenses only.

**16. Role of the scrutiny committee**

The Following is recommended as a statement for the purpose of the Tenant Scrutiny Committee:

**Recommendation 10:**

**The Scrutiny Committee's role is to scrutinise the quality and value for money of TDBC Housing services in partnership with TDBC management and staff.**

**The committee will act as the council's critical friend in identifying areas for improvement and provide positive feedback on services.**

**The Committee will report to the TSMB providing detailed feedback on TDBC services and make recommendations on improvement to services.**

**17. Statement of the Intent for TDBC Tenant Scrutiny Committee**

The Committee will work in close co-operation with existing Tenant Groups including the Tenants' Forum in determining topics to be subject of the Scrutiny Process.

1. The role of the Taunton Deane Tenant Scrutiny Committee will be to:
2. Act as an independent Committee to assess performance on all housing front line and support services
3. Work to ensure that TDBC Housing and Communities delivers high quality local services which provide value for money
4. Monitor the services they receive so they can be improved
5. Encourage efficiency and effectiveness in our services
6. Scrutinise key decisions so there is accountability on behalf of residents.
7. To Provide Value for Money Outcomes and real measureable Improvements to Council Services for the benefit of Taunton Deane Borough Council housing tenants.

8. Complete Annual Self-Appraisal of effectiveness of Scrutiny Process and to make recommendations for any necessary improvement(s).

**Recommendation 11:**

The statement of Intent for the scrutiny committee as set out in Section 17 is adopted.

**18. Suggested Timetable for Implementation and commencement of first review.**

The suggested timetable for implementation of the scrutiny committee is shown in appendix 5

**Recommendation 12:**

**The 6 month timetable for implementation as shown in appendix 5 is adopted.**

**19. Finance Comments**

The evaluation of services to ensure best value for all tenants, especially through tenant led scrutiny, is welcomed.

Since the addition of a Tenant Scrutiny Committee would be funded from current resources there is no additional financial pressure to the HRA Business Plan.

**20. Legal Comments**

**The Localism Act 2011, which came into effect on 1 April 2012, provides the co-regulatory principles that underpin the regulatory approach and standards landlords must meet.**

Councillors who govern providers' service delivery are responsible for meeting the standards and being transparent and accountable for their organisation's delivery of its social housing objectives. It is for providers to support tenants both to shape and scrutinise service delivery and to hold councillors to account.

**21. Links to Corporate Aims**

The introduction of Tenant Scrutiny will contribute to the Corporate Aim of "A

**Transformed Council** ", through increased partnership working with our tenants with the aim of identifying and implementing Value for Money improvements to Services.

The introduction of Tenant Scrutiny links to the HRA Business Plan strategic objective of "**Securing a long term future for our housing service.**" Tenant Scrutiny will result in the investment of the housing stock to ensure that it meets the needs of tenants.

Tenant Scrutiny is also directly relevant to the second strategic aim of the HRA Business Plan of "**Tackling deprivation and sustainable community development**" as Tenant Scrutiny will provide training opportunities for members of the committee and the chance to improve or learn new skills.

## **22. Environmental Implications**

The Scrutiny Committee in its role could identify savings or improvements to a service, e.g. grounds maintenance that may result in environmental improvements for the benefit of the wider community.

## **23. Community Safety Implications**

Scrutiny in other organisations has focused on ASB, if this topic was chosen by any future committee, then improvements to this service may be identified which will have community safety implications.

## **24. Equalities Impact**

An equalities impact assessment has been carried out and there are no adverse effects on any priority groups. The introduction of Tenant Scrutiny should result in Value for money improvements to services to the whole of the TDBC's council tenant community.

A copy of the Equalities Impact Assessment is shown in appendix 4

## **25. Risk Management**

Failure to implement Tenant Scrutiny successfully could result in damage to the reputation of Taunton Deane Borough Council. This could put at risk the relationships between tenants and the Council and risk not fulfilling the TDBC's co-regulation responsibilities.

## **26. Partnership Implications**

The implementation of Tenant Scrutiny will result in greater partnership working between the staff of Housing and Community Service and tenants and also between existing Tenant groups, including the TSMB, and the new Scrutiny Committee.

The Scrutiny Committee as part of its recommendations for improvements to a service could highlight the need for greater partnership working with different organisations in order to achieve the recommendations of their report.

## **27. Recommendations**

1. That the TSMB notes the contents of this report
2. The TSMB adopts the resolution for the implementation of Tenant Led scrutiny in Taunton Deane Borough Council.
3. That the TSMB approves the recommendations 1- 12 contained in the report

**Contact:** Neil Anderson  
01823 356327  
[n.anderson@tauntondeane.gov.uk](mailto:n.anderson@tauntondeane.gov.uk)

**Appendix 1** - How the Chartered Institute of Housing (CIH) states scrutiny might work

**Appendix 2** - How it could work within TDBC

**Appendix 3** - The suggested terms of reference for the Committee

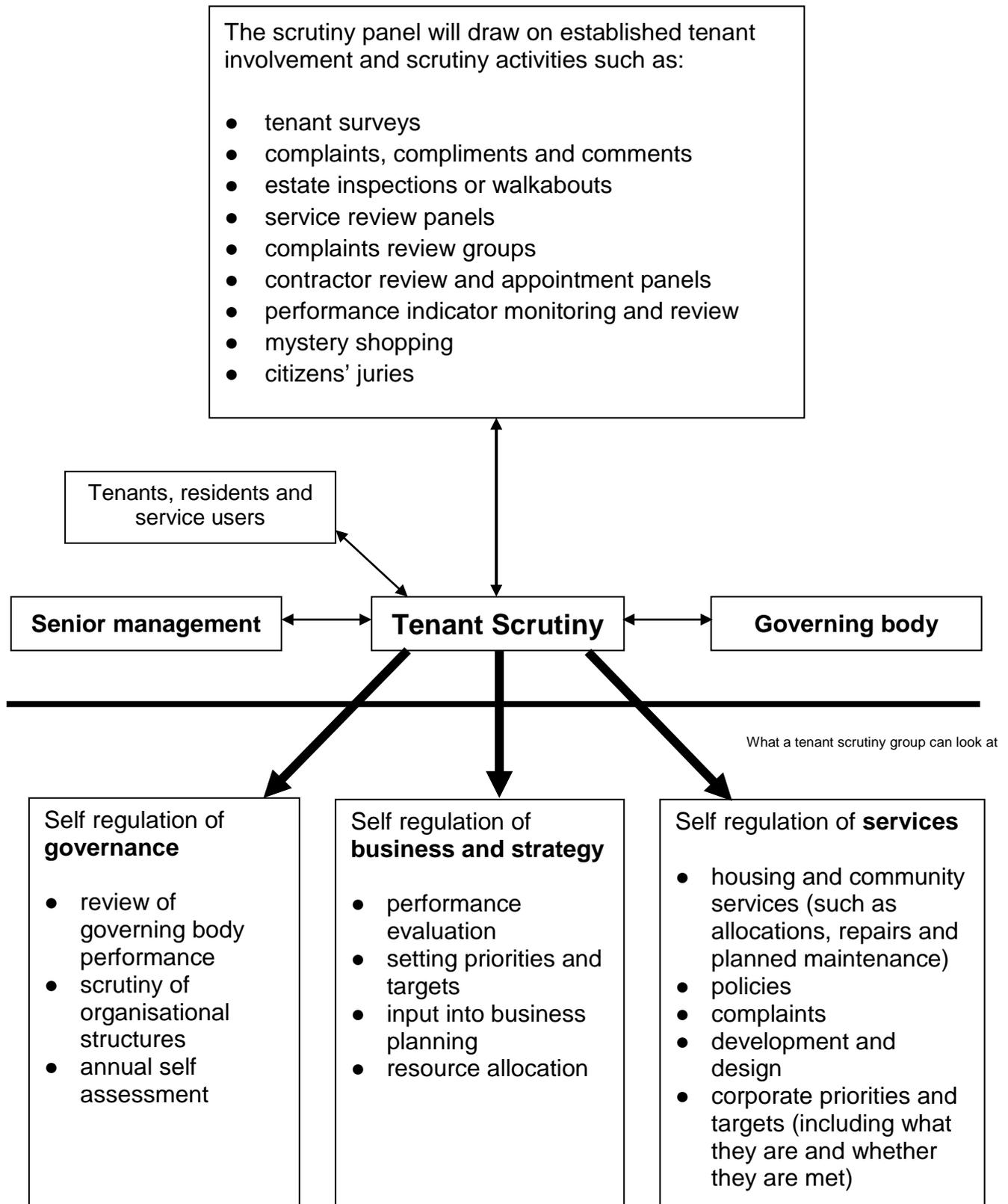
**Appendix 4** - The Equality Impact Assessment

**Appendix 5** - The suggested timetable for implementation of the scrutiny committee

# Appendix 1

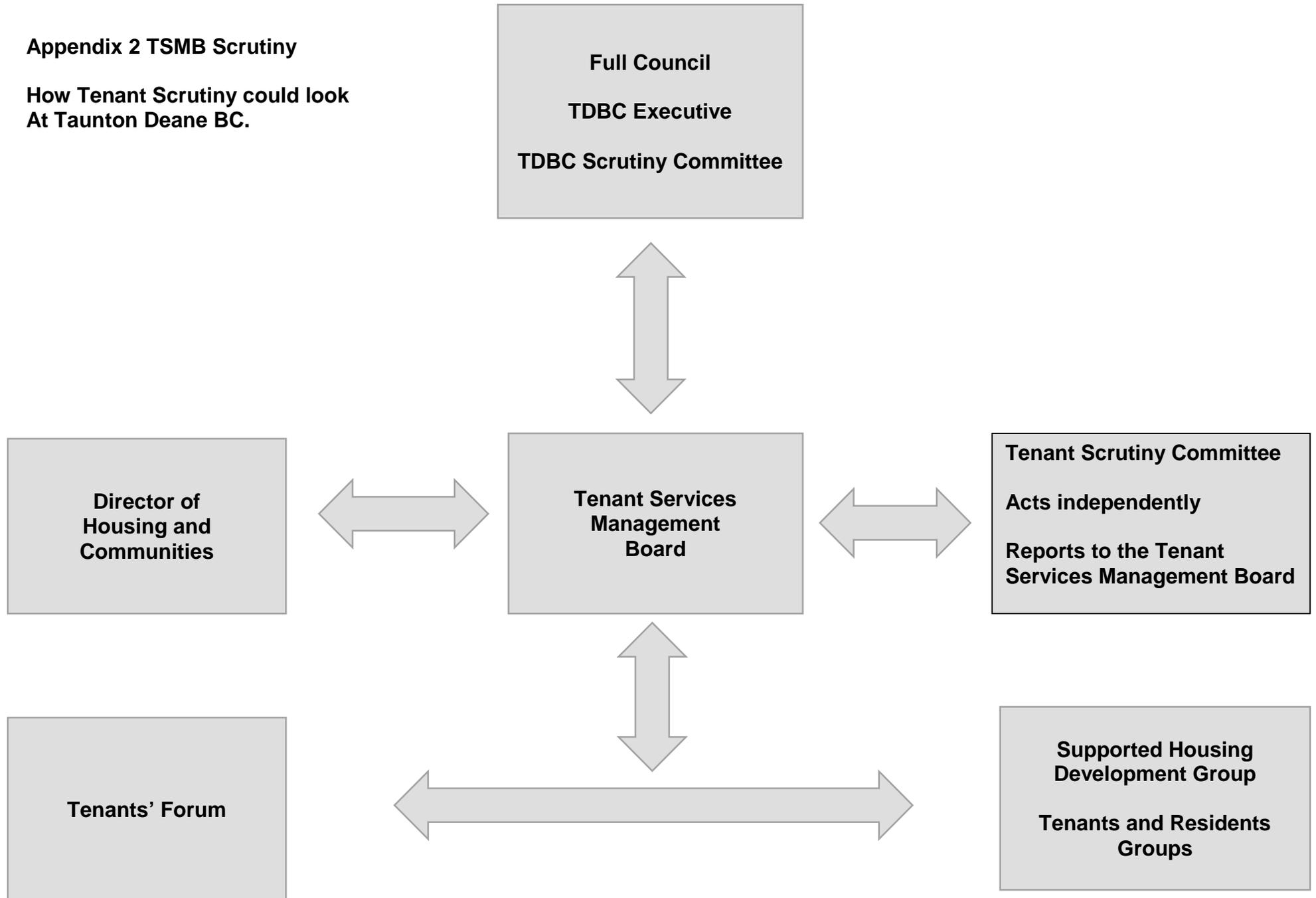
## How tenant scrutiny might work

What can feed into the tenant scrutiny process:



**Appendix 2 TSMB Scrutiny**

**How Tenant Scrutiny could look  
At Taunton Deane BC.**



## **Tenant Scrutiny Committee**

### **TERMS OF REFERENCE**

#### **1. Introduction**

- 1.1 The Scrutiny Committee is charged with the responsibility for ensuring the best possible standards of housing service delivery to all council tenants. It will review service areas of the housing service of Taunton Deane Borough Council (TDBC) and make recommendations on service improvement which will be considered by both Tenants' Forum and Tenant Services Management Board (TSMB)

#### **2. Aims and Objectives of the Scrutiny Committee**

- 2.1 To be carry out reviews and scrutinise chosen elements of TDBC Housing and Community and from the reviews to make recommendations on improvement to services to the TDBC TSMB.
- 2.2 The areas for review will be chosen by the TSMB.
- 2.3 To create a partnership between Taunton Deane tenants, TDBC Councillors and staff to secure effective tenant empowerment and improve communication between TDBC and its tenants. To work in partnership with TDBC to improve accountability to tenants.
- 2.4 To represent the interests of all tenants of TDBC at strategic and policy level, monitoring and reviewing strategic decisions.
- 2.5 To influence the development, formulation and monitoring of policy.
- 2.6 To review the value for money of Council Housing and Community Directorate to ensure the best use of resources.
- 2.7 To review and promote tenant participation in housing management.
- 2.8 To review, scrutinise and monitor service performance of the Housing Service in relation to its policy objectives, performance targets, identified standards and budgets and identifying any shortfalls in achievement.
- 2.9 To work with officers of the Council to agree acceptable and realistic improvements to service in the borough.
- 2.10 To make appropriate recommendations to the relevant Scrutiny Committees, Executive or Full Council on matters relating to Housing Services.

2.11 The Scrutiny Committee will be charged with investigating and making recommendations on improvements day-to-day operational matters or matters of detailed service delivery as identified by the TSMB, or Tenants Forum or Members of the Scrutiny Committee.

2.12 The Scrutiny Committee is non-party political.

### **3. Equal Opportunities**

3.1 No member will discriminate on any grounds against any other member of the group or public. Discriminatory language will not be used in discussions.

3.2 All those who attend Scrutiny Committee meetings have the right to be treated with dignity and respect, regardless of their colour, race, ethnic or national origins, nationality, gender, marital status, age, sexuality, religion or any other matter.

### **4. Membership**

4.1 The Scrutiny Committee shall consist of a maximum of ten voting members, all of whom must be tenants of TDBC.

4.2 This structure shall be reviewed every two years and will also take into account the need for all sections of the community to be represented, in order to ensure membership of the Committee is representative of tenants as a whole.

4.3 The effectiveness of the Committee will be reviewed on a regular basis to ensure it is delivering Value for Money outcomes for the benefit of the TDBC tenants as a whole.

4.4 Members of the Committee will serve for a maximum of 3 years, roles within the Committee will change at the end of each review. The purpose of this is to ensure all members of the Committee gain the maximum benefit from the experience, in learning new skills and ensure momentum in the Committees.

4.5 No substitutes are allowed.

4.6 However, tenants are not eligible to be elected or serve as a tenant representative on the Committee if:

- They are not a tenant, or partner or spouse of the tenant of at least 5 year's standing living at the same household
- They are in serious breach of their obligations as a tenant
- They are an employee of TDBC
- They are an elected member of TDBC
- They are under 18 years old
- One of their family members is a current member of the committee

- They become incapable due to a mental disorder
  - They do not have a good rent payment and tenancy history
- 4.7 If appointed and a Committee member's circumstances subsequently change that they then fit into any of above categories they must declare this to the Chairperson of the Committee and membership will cease.
- 4.8 Membership shall also cease if he or she:
- Resigns by written notice to the Chairperson or Tenant Empowerment Manager.
  - Misses three consecutive meetings (without reasonable excuse) when they will be deemed to have resigned. The member will be contacted by the Tenant Empowerment Manager to enquire about their absences.
  - Brings the Committee into disrepute.
- 4.9 All members are volunteers. No payment will be received for any work done by them on behalf of the Committee. However when attending training or meetings of the Committee, members may claim travel, childcare or other carers expenses.
- 4.10 The names of all Committee members shall be published annually in the "Deane Housing News" or 'Tenants Talk' newsletters.
- 4.11 All members must participate in training programmes and seminars aimed at enhancing Committee members' roles.

## **5 Meetings**

- 5.1 The rules and general working of the Committee will have regard for the Council's powers and responsibilities and its constitution.
- 5.2 The Committee will meet monthly. The dates, times and venues for the meetings will be agreed by the members of the Committee on a six monthly basis.
- 5.3 Venue for the meetings shall be the Deane House or other central location with the agreement of the appointed Chairperson.
- 5.4 The Committee will not discuss individual or estate specific complaints or issues unless they illustrate a matter of principle or concern which applies across the borough.

- 5.5 A written record (minutes) will be kept of each meeting and must include the names of all members and attendees present and agreed at the following meeting. TDBC shall provide this service.
- 5.6 Copies of the minutes shall be provided to the Committee, Chairpersons of the Tenant Services Management Board and Tenants' Forum, Executive Member for Housing, Shadow Executive Member for Housing, Housing Services Lead, Tenant Empowerment Manager and any officers present at the meeting.
- 5.7 Minutes shall be available on request to all tenants, residents, Councillors and staff.
- 5.8 Officers of the Council may attend any of the meetings in an advisory or service capacity.
- 5.9 At the end of each review the activities of the Committee will be reviewed to ascertain that the Committee has achieved its objectives
- 6.0 At the end of each review the roles on the Committee shall be rotated so that each Committee member gains experience of the different roles on the Committee.
- 6.1 Members of the Tenant Empowerment Team shall ensure that matters identified by the meeting are referred to other sections of the Council as appropriate and that requests for information are sent to the appropriate officers/ teams.
- 6.2 Members of the Committee are required to disclose the existence and nature of any personal interest which they have in any item of business to be considered at a Committee meeting, ahead of its discussion.

## **7. Information and Consultation**

- 7.1 TDBC undertakes to provide copies of the Terms of Reference and Code of Conduct to any tenant, resident, Councillor or member of staff on request.

## Appendix 4 Report to TSMB Tenant Scrutiny

### Equality Impact Assessment – pro-forma

<b>Responsible person</b>	Neil Anderson	<b>Job Title Tenant Services Development Officer</b>
<b>Why are you completing the Equality Impact Assessment? (Please mark as appropriate)</b>	Proposed new policy/service	New Policy
	Change to Policy/service	
	Budget/Financial decision – MTFP	
	Part of timetable	
<b>What are you completing the Equality Impact Assessment on (which, service, MTFP proposal)</b>		
<b>Section One – Scope of the assessment</b>		
What are the main purposes/aims of the policy/decision/service?	<p>Introduce Tenant Scrutiny of HRA funded Housing and Community Services to Council Tenants of TDBC</p> <p>Purpose to ensure Tenants influence and contribute to the monitoring and improvement of Service Areas within Housing and Community</p>	
Which protected groups are targeted by the policy/decision/service?	<p>Taunton Deane Borough Council's HRA housing stock comprises of approximately 6,000 rented homes, with a further 372 leasehold properties. In addition, the Council also manages two private leasehold schemes for the elderly. Housing services are designed to ensure they meet the needs of wide ranging customer base. As such the HRA Business Plan 2012 – 2042 is targeted at all the protected groups including: Age; Disability; Gender Reassignment; Pregnancy and Maternity; Race; Religion or belief; Sex; and Sexual Orientation; Marriage and civil partnerships.</p>	
<p>What evidence has been used in the assessment - data, engagement undertaken – please list each source that has been used</p> <p>The information can be found</p>	<p>1.0 Information from HRA</p> <p>2.0 Tenant Profile information</p> <p>Engagement –</p> <p>1.0 This report will go before the Tenant Services Management Board. The Tenants' Forum will also be fully engaged in the consultation process and invited to make comments on the report.</p> <p>2.0 Once approved consultation will take place with Tenants groups through the Borough at various locations in order to attract a diverse and representative group of tenants to the process.</p>	

on....

**Section two – Conclusion drawn** about the impact of service/policy/function/change on different groups highlighting negative impact, unequal outcomes or missed opportunities for promoting equality

The Implementation of Scrutiny Committees will be for the benefit of the Tenants of Taunton Deane as a whole and as such will not be detrimental to any of the protected groups.  
Consultation will to be wide ranging and inclusive to ensure that none of the protected groups are adversely effected and that all tenants regardless of their ethnic background, sex, religion etc.

**I have concluded that there is/should be:**

No major change - no adverse equality impact identified	No major change, as there is no specific equality impact on the protected groups.
Adjust the policy/decision/service	
Continue with the policy/decision/service	
Stop and remove the policy/decision/service	

Reasons and documentation to support conclusions

**Section four – Implementation – timescale for implementation**

Implementation will take 6 months from formal approval

**Section Five – Sign off**

Responsible officer	Management Team
Date	Date

**Section six – Publication and monitoring**

Published on

Next review date	Date logged on Covalent
------------------	-------------------------

## Action Planning

The table should be completed with all actions identified to mitigate the effects concluded.

<b>Actions table</b>						
<b>Service area</b>				<b>Date</b>		
<b>Identified issue drawn from your conclusions</b>	<b>Actions needed</b>	<b>Who is responsible?</b>	<b>By when?</b>	<b>How will this be monitored?</b>	<b>Expected outcomes from carrying out actions</b>	

## Appendix 5 Time table for Implementation of scrutiny

### Month 1

- Identify existing groups from which new scrutiny members can be recruited
- Identify locations throughout Borough for recruitment events
- Invitations sent out to tenants/ adverts placed for events.



**Month 2** Recruitment Drive Commences  
Series of events held  
2 meetings in each of the 3 new areas  
Meetings in rural areas



**Month 3** Selection of Committee takes place  
Skills audit of those recruited takes place  
Format of committee decided  
Training needs identified , trainers identified both internal & external



**Month 4** Training takes place



**Month 5** Committee meets for the first time to decide on topic



**Month 6** Scrutiny commences on chosen topic

Target to complete within 3 months subject to complexity of topic