

Tenant Scrutiny Panel Member Role Profile

Role:	Tenant Scrutiny Panel member
Term:	Unlimited
Remuneration:	£25 voucher per meeting attended (payable at each meeting or as a lump sum in December, as agreed with individual members) Tablet or smartphone and internet connectivity Plus reasonable expenses

1.0 The role of the Tenant Scrutiny Panel (TSP)

1.1 The role of the TSP is to work constructively with WFHA in scrutinizing the performance, quality and value for money of WFHA's landlord services.

2.0 Specific responsibilities of Panel members

2.1 In addition to the general role above, all Panel members have the following responsibilities:

2.1.1 To undertake work and make recommendations for the benefit of all tenants.

2.1.2 To commit the time to attend meetings regularly and read papers in advance of meetings. (There are usually four meetings a year and papers are kept to a minimum).

2.1.3 To be active participants at meetings.

2.1.4 To commit time to site visits and special projects undertaken from time to time by the TSP.

2.1.5 To attend and actively participate in training.

2.1.6 To declare any conflict of interest. A conflict of interest occurs when a member's personal or business interests affects their ability to act fairly in the interest of all tenants.

2.1.7 To abide by WFHA's Equal Opportunities, Data Protection and Health and Safety policies. These and other essential policies will be provided and discussed as part of the Induction Training Programme for new members. (Further information is provided in the Terms of Reference.)

- 2.1.8 To abide by the TSP's Terms of Reference.
- 2.1.9 To maintain confidentiality when necessary.
- 2.1.10 To represent the Panel and / or WFHA at Board meetings and occasional events.
- 2.2 Panel members may not:
 - 2.2.1 Raise any individual issues through the Panel or at Panel meetings.

3.0 Role of the Chair of the TSP

The role of Chair is to lead the TSP and to:

- 3.1 Be responsible for the effective conduct of the TSP's business, ensuring that necessary decisions are made.
- 3.2 Ensure that TSP meetings take place at appropriate intervals and start and finish at times agreed with other members.
- 3.3 Ensure that all members play a full part in meetings and are able to express their views before any important decision is taken.
- 3.4 Deal with paper work associated with the function of Chairing meetings, including organising agenda and preparing a Chair's report for the Annual Report with support from staff.
- 3.5 Establish a constructive working relationship with the Chief Executive.
- 3.6 Ensure that proper arrangements are in place to undertake inductions and appraisals, with support from the Governance Manager.
- 3.7 Ensure the TSP report their recommendations to the Board for consideration.
- 3.8 Maintain a watching brief on TSP membership, and skills of individual members and, in partnership with the CEO, consider recruitment to fill skill gaps.
- 3.9 Consider TSP training needs and to participate in relevant training.
- 3.10 Assist in the recruitment of senior staff.
- 3.11 Keep abreast of legislative changes and developments in the housing field which may affect the role of scrutiny within Association.
- 3.12 Maintain independence and ensure that Association's affairs are conducted in accordance with generally accepted codes of performance and propriety.

4.0 Skills and abilities

4.1 Panel members will be expected to have, or be willing to be trained to gain, the skills and abilities below. Members will not be expected to have all of the listed skills and abilities when they first join the Panel.

4.1.1 Good listening and communication skills.

4.1.2 Ability to work positively and collaboratively.

4.1.3 Ability to analyse information and identify issues and solutions.

4.1.4 Ability to challenge constructively, whilst respecting others' views.

4.1.5 Ability to apply and work to the REACH values of WFHA:

- We **RESPECT** people and communities through our belief in equality, inclusion and the value of diversity. We believe we have more in common than things that separate us.
- We **EMPOWER** people and communities by maximising strengths and opportunities and building resilience.
- We are **AMBITIOUS**, constantly improving, delivering better value for money and striving to provide more homes and services.
- We **CARE** about what we do, step up to take responsibility and are passionate about our social purpose and making a positive difference.
- We are **HONEST**, act with integrity and are accountable to our tenants, our partners and each other.

REACH – Oxford Dictionary definition: (verb) 1. Stretch out so as to touch or grasp something 2. Be able to touch something 3. Arrive at or get as far as

5.0 Training and support

5.1 New members will receive an induction to the TSP. The induction schedule template will be drafted by the Governance Manager and signed off by the Chair of the TSP. The Governance Manager and Chair will agree responsibilities in order to ensure that the induction is completed successfully.

5.2 Panel members will receive an annual appraisal which will include an assessment of training and development needs. The appraisal template will be drafted by the Governance Manager and signed off by the Chair of the TSP and Chief Executive. The Chair of the TSP will undertake individual appraisals with members and liaise with the Governance Manager to ensure training / development needs are met.

5.3 WFHA will organize training for individuals, including the Chair, and the whole Panel as appropriate.

5.4 Support is available to the whole Panel and individual members through the Governance Manager.

6.0 Code of Conduct

Personal conduct

- 6.1 At all times, members are expected to:
- 6.1.1 Conduct themselves in a way that does not discriminate and not use discriminatory language. Panel members must support WFHA equality policies and actively promote equality of opportunity and the value of diversity.
 - 6.1.2 Operate within the rules laid down in the Panel's Terms of Reference.
 - 6.1.3 Treat each other, other tenants, WFHA staff, Board members, Committee members, contractors and other stakeholders with courtesy and respect.
 - 6.1.4 Respect the views of others.
 - 6.1.5 Work towards achieving the aims of the TSP.
 - 6.1.6 Not behave in such a way that brings the Panel or WFHA into disrepute.

Conduct at meetings

- 6.2 Panel members are expected to:
- 6.2.1 Come prepared to meetings by reading any paperwork in advance of the meeting.
 - 6.2.2 Arrive on time so that meetings can start in time.
 - 6.2.3 Cooperate with the Chair of the meeting.
 - 6.2.4 Listen to other's views without interrupting
 - 6.2.5 Work positively by supporting the majority view of the Panel, even if individually they disagree.
 - 6.2.6 Make sure their mobile phone is switched off or kept on silent.

Confidentiality and data protection

- 6.3 Panel members are expected to:
- 6.3.1 Treat as confidential any information they receive that has not been made public.
 - 6.3.2 Respect the confidentiality of any personal information they receive.
 - 6.3.3 Keep Panel paperwork securely and safely destroy paperwork that is no longer needed.

Conflicts of interest

- 6.4 Panel members are expected to:
- 6.4.1 Declare any personal or business interest which affects their ability to remain impartial in the Panel's work.
 - 6.4.2 Use the usual WFHA procedures for reporting repairs, complaints and safeguarding or other concerns.

6.4.3 Never use their position to seek special treatment for themselves, their relatives or friends.

Membership of political parties

6.5 Members may be affiliated to or members of political parties but they may not represent a political party in their role as member of the TSP.

Contact with the media and use of social media

6.6 Panel members are expected to observe similar rules as staff and Board members:

6.6.1 Not to engage with the media without first discussing the matter with the Chair of the TSP.

6.6.2 Not to represent or imply association with WFHA through social media accounts (e.g., Facebook) without first discussing the matter with the Chair of the TSP.

Contact with tenants

6.7 Panel members will not have unsupervised one to one contact with tenants without undertaking a Disclosure and Barring Service (DBS) check.

7.0 Signature

I understand my role as a Tenant Scrutiny Panel member:

Name (please print)	
Signature	
Date	