

RESIDENT EMPOWERMENT SCRUTINY TEAM (REST) REMIT AND DELEGATED AUTHORITY

1. INTRODUCTION

Thenue's Board of Management is responsible for the leadership and strategic direction of the housing association and for ensuring that Thenue delivers good outcomes for tenants and other customers. The Board of Management is committed to involving tenants. One of the ways it does this is by working with and listening to the tenant scrutiny panel which is formally called the Resident Empowerment Scrutiny Team. This remit describes

- What the Resident Empowerment Scrutiny Team is expected to do
- Who can be a member of the Resident Empowerment Scrutiny Team
- How the Resident Empowerment Scrutiny Team helps the Board of Management to deliver good outcomes for Thenue's tenants
- What Thenue will do to support the Resident Empowerment Scrutiny Team's activities

2. WHAT THE RESIDENT EMPOWERMENT SCRUTINY TEAM (REST) DOES

The Board of Management has established the tenant scrutiny panel known as Resident Empowerment Scrutiny Team (REST for short), to enable Thenue tenants to be involved in monitoring and reviewing their landlord's performance and helping to drive improvements in service delivery. REST will identify specific areas of Thenue's services and will review how these services are delivered and how they can be improved. When the review is complete REST will make a report to the Board of Management which, as part of its considerations will decide on any action that requires its approval before it can be taken. The Board of Management will always respond to a report from REST by explaining how it intends to address any recommendations made and resolve any issues identified.

Usually REST itself will identify the areas of Thenue's performance and service delivery that it intends to review but, from time to time, the Board of Management may ask REST to look at a particular matter and report back.

3. WHO CAN BE A MEMBER OF THE RESIDENT EMPOWERMENT SCRUTINY TEAM (REST)

Any resident living in Thenue's communities and who is receiving Thenue's services can volunteer to join REST. So that the Panel can operate effectively, the total number of members at any one time will not exceed twelve. Membership of REST should reflect the communities where Thenue is a landlord. If there are more

volunteers to join REST than there are vacancies, priority will be given to tenants from communities that are not already represented. Where this happens, it may, occasionally, be necessary to ask someone to stand down but only where there is already more than one tenant from the same community. If this happens, it will be for REST to decide who should stand down, normally based on length of service (i.e. the longest serving member would be asked to stand down). Current Board of Management members are not eligible to serve on REST.

Members of REST will normally serve for not more than four to five years before standing down. Thenue's tenants' newsletters and social media announcements will encourage participants to volunteer to fill vacancies on REST and members of REST will be encouraged to attend relevant tenant events that Thenue holds. It is REST's responsibility to ensure that its membership is representative of Thenue's communities. The Board of Management will note the membership of REST annually to ensure that there is an appropriate geographical representation.

4. HOW THE RESIDENT EMPOWERMENT SCRUTINY TEAM (REST) HELPS THENUE DELIVER GOOD OUTCOMES FOR TENANTS

Tenants are the people who know Thenue's services best and have first-hand experience of how the policies and strategies agreed by the Board of Management affect them. The Board of Management is committed to using this direct knowledge to inform service delivery and drive improvement. The reviews that REST carry out will help the Board to improve the services that tenants feel are most important: that is why REST itself decides which areas of Thenue's services it will review. For example, if a new policy has been agreed by the Board of Management, REST may review how well it operates and whether it delivers its planned objectives. Or REST may identify an existing aspect of Thenue's services that it wants to review – perhaps because members of REST are concerned about performance or have ideas about how a service could be developed or improved.

The Board of Management will also consult REST about specific issues as part of its duty to consult with tenants e.g. changes to service delivery arrangements. If the Board of Management is considering a specific proposal that REST is interested in, REST can offer comments and ideas. When considering service delivery matters, the Board of Management will always ensure that the views of REST are obtained. Whenever REST offers comments or makes a report to the Board, the Board will take account of them in reaching its decision and will report to REST on how its views have influenced their decision. For the avoidance of doubt, the Board of Management is not obliged to accept recommendations or suggestions made by REST but it is required to listen to and take account of REST's views.

REST will report at least annually to Thenue's Board of Management on the activities that it has been involved in during the year and on how it has spent any financial resources that it has been responsible for. This Annual Report will normally be a written Report and members of REST will be invited to attend the Board of Management meeting (or other event) to present it. To ensure that there is an

effective line of communication between REST and the Board of Management, the Board on their behalf has appointed the Chief Executive as their main point of contact; he or she is the main contact for REST and can be contacted about any aspect of REST's activities or about Thenue's support.

Over time, members of REST will be encouraged to become shareholding members of Thenue and to consider standing for election to the Board of Management. The skills, experience and knowledge that the Board of Management is seeking is published in advance of a relevant AGM and will be made available to members of REST.

5. WHAT THENUE WILL DO TO SUPPORT THE RESIDENT EMPOWERMENT SCRUTINY PANEL (REST)

Thenue will provide help to REST to carry out its activities by providing administrative and officer support. That support may be provided by a Thenue staff member or by an organisation appointed by Thenue (in consultation with REST) for this purpose, or by a combination of these methods. In either case, the officer(s) will be directly accountable to REST when carrying out REST's activities. To ensure that these arrangements work effectively, Thenue's Lead Officer is the Chief Executive and is responsible for ensuring that REST is adequately supported. Thenue will ensure that relevant officers attend meetings of REST and contribute to and otherwise support reviews being carried out by REST. REST may request that a member of staff attends a meeting to support or otherwise contribute to its consideration of specific issues.

Where the work of REST results in the production of a publication, Thenue will meet the associated costs and will ensure effective distribution. Thenue will provide accommodation for meetings and other events associated with REST's activities and will ensure that refreshments and other facilities are provided to support REST. Thenue will ensure that members of REST have access to relevant training, learning and development opportunities. REST will identify an annual training programme to support its members. Thenue will meet the costs associated with attendance at relevant events and conferences throughout the year.

6. REVIEW

The operation of this remit will be reviewed at intervals of not less than three years.