

# Resident Services Board

## Standing Orders & Terms of Reference

September 2024



**L&Q**

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# 1 Purpose

- a) To provide a link between the L&Q Group Board and residents (including tenants and leaseholders etc) to ensure that residents are able to contribute to high-level strategic decision making and inform the development of customer service. As such it has an important role in protecting the reputation of L&Q and assurance for the Board more generally.
- b) Contribute to effective co-regulation by reviewing and scrutinising the delivery of customer services and hold the Group to account where performance falls below these targets be this through performance monitoring; actively hearing and responding to the resident voice or inputting into policy issues.
- c) Ensure that residents have been involved in key landlord policies, policies otherwise impacting on residents and customer service standards through appropriate involvement methods. Routinely assess the effectiveness of resident involvement methods to ensure that resident views and opinions are taken into account in customer facing policies and high-level strategies
- d) Provide assurance to the Group Board that the views of residents have been sought and taken into account on relevant issues.
- e) Oversee the strategic approach to resident involvement and a work plan linked to the Group's business and corporate priorities to ensure that resident views are taken into account as part of day to day business and strategic decision making.
- f) Take a lead on monitoring compliance against the Regulators Consumer Standards and Group Service Standards and report on performance annually to the Group Board
- g) Be accountable to Group Board and Residents.  
As with other Committees operating within L&Q, any recommendations, views, etc made by the Resident Services Board are non-binding on the Group Board.

# 2 Membership

- a) The Resident Services Board shall comprise of up to 10 members. One of these will be Group Board Member who is a resident. One will be a further Group Board Member. The remaining 8 are residents or independent members appointed through an open skill-based recruitment process. The majority of members must be tenants or leaseholders of properties owned or managed by L&Q.
- b) Members must be aged 18 years or over and have a direct contractual relationship with the Group. Group employees are not eligible to become a member.
- c) Residents who have entered into a legal dispute with the Group will not be eligible to join. Once appointed, should a member become involved in a legal dispute with the Group they will be suspended until such time that the dispute is resolved and membership can resume.
- d) Members shall be appointed for a fixed period of three years. This may be extended for a further fixed period of three years and then, on an exception basis, annually up to 9 years in total.

- e) The Lead officers are the Group Director for Customer Service and Group Director for Property Services supported by a senior officer of the Governance and Transformation directorate who will provide independence. Other officers will attend depending on the agenda for the meeting.
- f) The Resident Services Board can request the attendance of the Group Chair and/or specific senior managers/directors to assist it with its discussions, support its understanding on any particular matter to enable it to provide constructive challenge leading to recommendations for areas of improvement. These will be considered by L&Q and appropriate feedback provided but cannot be instructions or binding on officers.

### 3 Terms of Reference

a)	<b>Performance and Resident Impact</b>	Frequency
	Any decisions which have a financial consequence can only be made within any financial delegations agreed by the board/through the annual budgeting process.	
I.	Receive feedback and reports from established Task and Finish groups/standing groups on a minimum of a 6-monthly basis	6 monthly as a minimum/Chairs
II.	Agree key customer performance indicators and targets including use of benchmarking (in and out of the sector). These will include quality, maintenance and repairs, Health & Safety, customer satisfaction and complaints	Annual (q4)
III.	Review regular performance reports against agreed indicators and targets. Scrutinise, monitor and challenge performance and agree recommendations for improvement where necessary. To agree recovery action plans to challenge value for money and improve operational performance.	Quarterly
IV.	Review regular reports on complaints and particularly lessons learnt. Review details of all group-wide complaints where maladministration is found.	Quarterly
V.		
VI.	Receive a quarterly update from residents involved in resident involvement programme on their concerns, improvement suggestions and how these are being taken forward by L&Q	Quarterly
VII.	Receive feedback from the annual Tenant Satisfaction Measures; oversee feedback to residents and input into future planned surveys. Receive feedback from other surveys on an on-going basis.  To regularly review market research (customer profiling and insight) and advice to facilitate the greater understanding of the Group's customer base of all tenures and the Group's response to their needs as necessary	Annual and on-going
VIII.	Receive reports on compliance against the Regulatory Consumer Standards with findings fed into the annual compliance statement	Annual (q1)
IX.	Receive reports on progress with the NHF 'Together with Tenants' Initiative	Annual (q1)

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|-----|---|-----------------|
| X.  | Receive an annual impact report on resident involvement activity and the impact it has had with recommendations on priorities for resident involvement programme for the year ahead | Annual (q1)     |
| XI. | Facilitate regular meetings between the Resident Services Board and L&Q Group Board (strategy day/challenge Q&A sessions)   | Twice per annum |
- b Resident Policy and Scrutiny**
- XIII Review, challenge and provide feedback and non-binding recommendations to the L&Q Group Board on those high-level strategies or policies which have a significant impact on customers:
- |   |             |
|---|-------------|
| • Strategic plan priorities and significant change issues   | Annual (q3) |
| • Corporate Plan  | Annual (q4) |
| • Financial Plan  | Annual (q4) |
| • Housing related policies; maintenance and repairs; capital investment, service and support, and customer services where these are new or relate to a significant change in service. | As and when |

## 4 Meetings

- a) Meetings of the Resident Services Board will be chaired by an L&Q Group Board Member who is also a resident and be serviced by the Company Secretariat. Papers will be issued a minimum of 7 days before a meeting unless agreed otherwise with the Chair. Draft minutes will usually be produced and sent to the Chair within 5 working days of meetings.
- b) The minimum requirement for meetings is four times a year. Additional meetings may be called by the Chair to progress scrutiny tasks or other specific pieces of work as deemed appropriate.
- c) A meeting shall be convened by written notice (or e-mail) and the meeting pack sent to every member not less than seven days before the date of the meeting. Agendas and associated papers will be circulated to all members electronically unless agreed otherwise.
- d) The quorum is a minimum of 3; one of whom must be an L&Q Group Board Member. Residents must always be in the majority.
- e) Apologies for absence should be notified to Company Secretariat at least 24 hours in advance of the meeting. In the event of a member being absent for three consecutive meetings, without prior agreement with the Chair, they will be deemed to have vacated their office.
- f) The business of the meeting shall be limited to items on the agenda and any items accepted by the Chair under any other business. In the absence of the Chair at any particular meeting, the meeting will be chaired one of the working group chairs nominated for that purpose.
- g) **Chair's action:** The Chair may be approached to take decisions that are not able to wait for the next meeting. It is expected this will be very rare. The Chair should seek to discuss any requests

for Chair's actions with other members if possible. In all circumstances, any Chair's actions shall be reported to the next committee meeting

## **5 Relationship with Group Board**

- a) The Group Board has the right to accept or reject suggestions made by the Resident Services Board. In the event of there being dissatisfaction with a Board decision, the Resident Services Board may present its concerns formally to the Group Board for a formal response.

Where there are material differences of opinion which cannot be resolved the RSB may ask for a meeting with the GB to discuss the issue further. Any subsequent decision by the GB will be binding.

## **6 Review of effectiveness**

- a) The Resident Services Board will, on an annual basis, review its effectiveness by reviewing the key achievements and impact of its work and report these to the Group Board and Customers.

## **7 Appraisal and Training and Development**

- a) Resident Services Board members will be required to participate in an annual appraisal at which Training and Development plans will be discussed.
- b) New appointees will be required to complete induction training and on-going training to ensure their skills and knowledge enables them to effectively carry out their role.

## **8 Equality and Diversity**

- a) L&Q encourages fair and equal treatment for all, with due regard to race, colour, ethnic or national origin, religion, gender, physical or mental disability, appearance, political affiliation, sexuality, age or class. The Resident Services Board will identify obstacles that may prevent customers from contributing to its work and find the means to remove those obstacles.
- b) When we review membership, we will aim to create a body that is representative of the diverse communities in which we operate.
- c) Members will abide by L&Q policies on equality and diversity and complete equality and diversity training as part of their induction training.

## **9 Conflicts of Interest**

- a) Potential conflicts must be disclosed on an on-going basis to the Company Secretariat. A conflict arises when a matter relates to an individual resident who is also a Resident Service Board member or to a matter connected with their property or their estate. For the avoidance of doubt a conflict is permissible when considering items which affect residents as a whole.

- b) A resident who is in dispute with the organisation e.g having enforcement action taken against them; taking action against the organisation may be asked to stand down until resolved or be removed from the Board.

## 10 Confidentially

- a) Resident Services Group members will have access to information, which will be of a sensitive or confidential nature. Any information shared as part of the Board's meetings that is of a confidential nature must not be disclosed to anyone outside of the meeting.
- b) Resident Services Board members will be required to abide by the Group's Code of Conduct and confidentiality policies as part of their appointment.

## 11 Contacts with the media and publicity

- a) Contact with the media and publicity relating to Governance & Remuneration Committee matters must be by arrangement with L&Q's communications department to protect the interests of Committee members.

## 12 Standing Orders and Terms of Reference Review

- a) This document will be reviewed at least annually.
- b) Terms of reference for Neighbourhood Committees will be agreed by the Resident Services Board and reviewed annually.

Version Control		
Agreed:	Date:	Changes made
Group Board	Sept 2020	New ToR for new committee