



TERMS OF REFERENCE
SERVICE SCRUTINY REVIEW PANEL

Terms of Reference for the Service Scrutiny Panel

1 Purpose

1.1 The Service Scrutiny Review Panel (the **Panel**) has been established to advise the C&C Board on matters relating to the development and performance of its services and the delivery of the Services that Inspire section of our 'Fit Future Strategy'. Our service areas include

1.1.1 Housing Management Services

1.1.2 Housing Support Services

1.1.3 Care Services

1.1.4 Repairs Services including C&C Direct Repairs

1.1.5 Service Hub Services

Resident Engagement, including Creative Arts

1.1.6 Health & Safety

1.1.7 Safeguarding

1.1.8 Customer Feedback & Complaints (including acting as the complaints appeals panel)

1.1.9 Equality & Diversity

2 Accountability and reporting

2.1 The Panel is established as an advisory panel of the C&C Board.

2.2 The C&C Board will obtain assurance on the Panel's work via minutes of all of its meetings, which will be made available to all C&C board members. The Chair of the Panel will ensure that key issues are promptly brought to the attention of the C&C Board and he/she has the right to attend and speak on matters of concern at any C&C Board meeting.

2.3 The Panel will report to the C&C Board about Panel activities, issues and related recommendations annually to the C&C.

2.4 The minutes of all Panel meetings should set out the reasons for recommendations to the C&C Board

3 Membership

3.1 The Panel will be made up of at least two C&C Board members or C&C Board co-optees, providing that at least one Panel Member is a full Board Member, and four C&C residents (or their representatives as approved by the Panel),. Further independent Panel members (who are not C&C Board members or co-optees) may be appointed, up to a maximum of five.

- 3.2 Executives and other staff of C&C may not be members of the Panel, even if they are C&C Board members. Executives and staff may, however, be invited to attend meetings as required by the Panel.
- 3.3 An Executive sponsor (the Director of Service) shall work with the Panel to help co-ordinate its activities.
- 3.4 The Chair of the Panel will be appointed [annually] and must be a C&C Non Executive Board member.
- 3.5 All members of the Panel (including the Chair) will be appointed, and may be removed at any time, by the C&C Board.

4 **Meetings**

- 4.1 The Panel will meet at least four times in any financial year.
- 4.2 The quorum for Panel meetings will be three, at least one of whom should be a C&C Non-Executive Director Board Member.
- 4.3 In the case of an equality of votes at Panel meetings, the Chair of the Panel shall have a second or casting vote.

5 **Responsibilities**

The Panel will review detailed reports and make recommendations to the C&C Board. The responsibilities of the Panel are set out below.

5.1 **Review Performance Information**

- 5.1.1 Performance Metrics
- 5.1.2 Health & Safety Report
- 5.1.3 Safeguarding Report
- 5.1.4 Equality & Diversity Report
- 5.1.7 Customer Feedback Report (including learning and actions)
- 5.1.8 Repairs, Cyclical and Major Works Report (including resident satisfaction levels)
- 5.1.9 Value for Money Report

5.2 **Review New Service Developments**

- 5.2.1 Business case for new service proposals
- 5.2.2 New service specifications / briefs
- 5.2.3 Value for money outcomes for new service developments
- 5.2.4 Implementation of new services – preparation and implementation

5.3 **Resident Led Service Reviews**

5.3.1 Agree annual Service Review plan

5.3.2 Support the Service Review Panel to deliver the planned Service Reviews

5.3.3 Review Service Review outcomes and proposed actions

5.3.4 Monitor successful implementation of actions

5.4 **Policy**

5.4.1 Review relevant operational policies and policy revisions

5.5 **Act as the Complaints Appeal Panel**

5.5.1 Designated Person for purposes of the Localism Act through a Complaints Panel made up of three members of the Panel. Any member of the Panel has to undergo training before being able to join the Complaints Panel