



**NORWICH**  
City Council

**Tenant**  
**approved**

# Sheltered housing involvement panel

## Terms of reference

### 1 Role of the panel

The panel will consider sheltered housing policies and procedures, and make recommendations for the benefit of all sheltered housing tenants to ensure continuous improvement to services provided by the council as a landlord.

The panel will:

- review and make recommendations regarding sheltered housing policies relating to services for Norwich City Council tenants, giving consideration to cost, resources and value for money (VFM)
- review sheltered housing publications

- consider and make recommendations in relation to sheltered housing finance, which will include tenant involvement in rent and budget setting
- represent Norwich City Council sheltered housing tenants to outside persons and organisations

All panel members are required to follow the tenant panel code of conduct.

### 2 Panel membership

There will be a maximum of seven members with officer support.

Panel members must be sheltered housing tenants of Norwich City Council or

their recognised spouse/partner (as per Norwich City Council policy).

Tenants in breach of their tenancy conditions, including arrears, will not be eligible to join or remain as panel members.

Members will be recruited to the panel as part of the agreed selection process for membership, which will be compliant with Norwich City Council's equality and diversity policies.

### **3 Appointing a chair**

The panel meetings will be chaired on a rolling basis. A standing agenda item will be in place to agree at the beginning of the meeting who will be chairing the next meeting.

### **4 Terms of office**

Panel members will be appointed for two years (called a term) with the option to stand down after one year if necessary.

### **5 Decision making**

Decisions may only be made when at least four members are present at the meeting.

It is expected that the panel will make unanimous decisions. However, if agreement cannot be reached a vote will take place and in the event of votes for and against being equal the chair will have a second or casting vote.

All matters relating to staffing and city council officers will be outside of the panel's remit.

### **6 Frequency of meetings**

The panel will meet formally four times each year.

Additional informal meetings, focus groups, or special meetings may take place as required.

Panel members are expected to attend every meeting and to provide notice if they cannot attend.

Panel members may be removed for non-attendance of meetings without good reason and it is expected that panel members will attend a minimum of 75% of meetings.

## **7 Setting the SHIP work programme**

The panel will develop a work programme, referring to corporate housing priorities and service plans, and be determined in three main ways:

- issues escalated from scheme meetings
- by referral from the housing management team, and from other parts of the council where requested
- by referral / request from the annual review group.

## **8 Panel resources**

The council will provide administrative and service support to the panel.

## **9 Accountability of the panel**

The panel will keep all sheltered housing tenants up to date with its work (for example through tenants' newsletters and websites).

The panel will report to the annual review group.

## **10 Review of the Terms of Reference**

The panel and council will review the terms of reference annually to ensure that they reflect the duties and responsibilities of the panel.

Changes to the terms of reference will be agreed by a majority vote at the annual review group.

## **11 Dispute resolution**

Unresolved difficulties will be escalated to the tenancy services manager and the head of service.

