



Terms of Reference

1. Introduction

- 1.1 This sets out the terms of reference for the Service and Performance Panel (SPP) and provides guidance on the roles and responsibilities of Panel Members.
- 1.2 The Service and Performance Panel will act as an interim arrangement to cover the period post transfer of Lewisham Homes to Lewisham Council, until the new Housing Directorate have undertaken a review of resident engagement, including the launch of a new Resident Engagement Strategy.

2. Essential Functions of the Panel

- 2.1 To provide intelligence through the resident experience, and constructive challenge to Lewisham Council as landlord.
- 2.2 Through oversight and review, to provide a resident perspective on service and performance and get and give assurance that the Resident's voice influences the Council's decisions on future service delivery and strategy.
- 2.3 Promote and implement and embed co-production within our approach with agreed quality standards to evidence the level of performance across landlord services
- 2.4 Get assurance that Resident feedback and associated data is used productively and proactively by Lewisham Council to enable the Council to be responsive to and consider the needs of all Lewisham Council Housing Service Residents.
- 2.5 To receive a quarterly report of complaints, trends, and learning, and to make recommendations for strategic service development to the Housing Board based on this.
- 2.6 To review resident satisfaction for all tenures on a regular basis to better understand resident demand, access to and perception of services.
- 2.7 To oversee the operation and review the effectiveness of the Resident Engagement Framework (REF) on a quarterly basis.
- 2.8 To consider and comment on the refresh of the Resident Engagement Strategy.
- 2.9 To review and comment on the annual report for Lewisham Council's Housing Services.
- 2.10 To gain assurance that the Council is delivering on its legal and regulatory obligations, review performance against regulatory requirements including Tenant Satisfaction Measures.
- 2.11 To review and consider issues of building safety resident engagement.
- 2.12 To consider and comment on relevant housing strategies and policies.
- 2.13 To monitor and review compliance and regulatory performance.
- 2.14 To track implementation and monitor progress of action plans resulting from Resident Scrutiny Panel review recommendations and ensure feedback is provided to the Resident Scrutiny Panel of progress.

3. Strategy

- 3.1 Review and comment on the content of the Annual Service Plan and the priorities set, in relation to operational service delivery. Where changes are required, seek assurance that this has been considered by the Housing Directorate.
- 3.2 Contribute to housing strategy and policy development where this relates to operational delivery of service and help shape future resident priorities.



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- 3.3 The Panel's role covers all services, and associated strategies provided to Lewisham Council Housing Service residents, including but not limited to the following:
- Resident services – service delivery, communication
 - Place based services, including neighbourhood and environmental strategies
 - Property services including repairs services and asset management
 - Oversight of the delivery of resident insight, involvement, and engagement
 - To monitor and provide recommendations on the performance of Equality, Diversity and Inclusion (EDI), ensuring that an equalities analysis assessment (EAA) is carried out for all strategies and policies that impact Lewisham Council Housing Service Residents.

4. Performance

- 4.1 Monitor the Housing Directorate's performance in relation to its Annual Service Plan, performance targets and Board decisions.
- 4.2 Contribute to the Annual Service Plan for recommendation to Lewisham Council Housing Services reflecting priority areas for improvement.

5. Membership

- 5.1 The SPP will comprise up to eight members (including the Chair of the Committee).
- 5.2 The SPP may co-opt members as part of its overall membership who may participate in deliberations and have voting rights.
- 5.3 SPP members can be co-opted outside of meetings (via email/ in writing) provided the majority (over 50%) of SPP members vote in favour of the resident being co-opted.
- 5.4 The SPP will comprise Lewisham Council Housing Service Residents and in so far as is reasonably practicable will be representative of a range of Lewisham Council Housing tenures, locations across the Borough, and demographics to ensure a range of views are represented.
- 5.5 Only Residents appointed/ co-opted to the panel by other members can sit on the panel.
- 5.6 The SPP may request attendance at SPP meetings from Lewisham Council Staff or other external organisations.
- 5.7 The SPP Chair may temporarily remove SPP members for breaches of the code of conduct during meetings, but should seek approval from SPP members.
- 5.8 A SPP member who ceases to be a Lewisham Council Housing Service's Resident will automatically cease to be a member of the SPP.
- 5.9 All SPP members must sign to confirm they understand and agree to Lewisham Council Housing service's code of conduct for resident engagement, prior to them being able to sit on the SPP.
- 5.10 All SPP Members must proactively promote the work of the Panel among their own networks.

6. Quorum

- 6.1 The quorum for the SPP shall be 4 Members



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- 6.2 If a quorum is not present within 15 minutes from the time appointed for a Service & Performance Panel (SPP) meeting, the SPP shall, if requested by a majority of SPP members present, be adjourned to such other day and at such other time and place as SPP members present may determine, and subject to the availability of Officers and venue.
- 6.3 Alternatively at the Chair's discretion, business may be conducted in the absence of a Quorum subject to any decisions related to the SAPP being ratified at the next meeting of the SAPP or via email.
- 6.4 Where the Chair is not present, an alternative SPP member or Lewisham Council Staff Member will facilitate the selection of an acting Chair for that meeting.
- 6.5 Where it is known in advance that the Chair will not be available for the next meeting then, wherever possible, the selection of an acting Chair should take place at the prior meeting.

7. Authority

- 7.1 The SPP will require access to information in regard to any and all aspects of its mandate as defined in these terms of reference. This may exclude any confidential or commercially sensitive information or data the sharing of which would contravene data protection/GDPR, providing that data is not already in the public domain or would be subject to disclosure under the Freedom of Information Act and regulations issued under it.

8. Accountability

- 8.1 The SPP will provide updates to Lewisham Council's Housing Board via the minutes of SPP meetings. Updates will include the SPP Chair's report of acts and proceedings of the SPP together with the reasons for decisions and escalation of any matters for the Housing Board's attention.
- 8.2 SPP members will act collegially, with mutual respect, within the law, the Code of Conduct, and these Terms of Reference.
- 8.3 SPP, its work and that of all parts of the Resident Engagement Framework will be visible to Residents.

9. Meetings

- 9.1 The frequency of SPP meetings will be at least once a quarter and agreed by SPP members, meeting dates will be reviewed annually.
- 9.2 Should the Chair consider there is insufficient business to warrant the holding of a meeting and provided they are satisfied that the interests of Lewisham Council Housing Service Residents will not be materially prejudiced by so doing, the Chair may cancel a SPP meeting provided at least 24 hours' notice is given to members.
- 9.3 Further urgent meetings can be convened from time to time as required by operational demands, so long as there is a quorum present.



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- 9.4 Additional SPP meetings may be called by the SPP itself by a one third majority of the members (or such whole number of SPP nearest to one third).
- 9.5 Where the meeting is convened in accordance with the one third majority, the Chair must be satisfied that the appropriate number of SPP members wish to convene a meeting has been met and, in all circumstances, must ensure that reasonable notice is given to all members.
- 9.6 Business at additional meetings of the SPP shall be restricted to the item(s) of business for which the meeting has been called.
- 9.7 Reports will be sent to all SPP Members at least 5 working days in advance of the meeting.

10. Recommendations

- 10.1 The SPP can make recommendations to the Housing Board
- 10.2 Where consensus on the recommendations is not achieved, a simple majority of those members voting at the meeting may decide the matter.
- 10.3 If there are equal members of votes for and against, the Chair will have a second or vesting vote. This is applicable only after all SPP Members, including the Chair, have cast a vote.
- 10.4 Non SPP members will not have voting rights.

11. Minutes

- 11.1 Minutes of the meeting will be cleared by the Chair prior to circulation to the SPP.
- 11.2 Minutes of each SPP meeting must be kept and must be provided and made available at the next meeting of the Panel.
- 11.3 Minutes will be circulated to SPP Members and will be included in the papers for the next SPP meeting. Meeting minutes will be sent out within 3 weeks of the meeting taking place.

12. Governance

- 12.1 Lewisham Council Housing Service's Officers will support the SPP Chair to produce an annual work programme and annually review the effectiveness, skills requirements, and Terms of Reference for the SPP, reporting and proposing any revisions to the SPP.
- 12.2 Lewisham Council Housing Service's Officers will provide support to SPP collectively and to individual members to ensure reports and meetings are accessible and offer training/support to members to carry out their role.
- 12.3 •SPP will ensure Lewisham Council Housing staff work with other engagement/scrutiny structures and Partners externally and elsewhere in the Council and on areas of common interest to share resources and expertise.

Commented [RS1]: Would help if this was more specific