

Terms of Reference – Tenant Auditor Group (TAG)

Number of Members	No limit
Membership	<p>Any tenant or resident of The Wrekin Housing Group (“the Group”).</p> <p>Recruitment to TAG will be an open and transparent process agreed by TAG members, which will be reviewed periodically.</p> <p>Any member of the Wrekin Tenants’ Panel may also act as a member of the TAG should they wish to do so.</p> <p>Details will be held in the Resident Involvement Handbook.</p>
Who can’t become or continue to be a member	<p>Automatically:-</p> <ul style="list-style-type: none"> • Tenants or residents who are elected to office as a Parish, Borough or County Councillor or Member of Parliament. • In the case of joint tenants, no more than one person resident at a property may be selected as a representative. • A tenant or resident who refuses to sign or adhere to the National Housing Federation (NHF) Code of Conduct, which is adopted by the Group or any relevant codes of conduct, confidentiality, disclosure of interests and GDPR agreements. • They cease to be a tenant or resident. • They become the subject of an order of any court relating to any breach of their tenancy. • They have failed to attend three consecutive meetings of the TAG without prior notice of a recognised reason.
Removal of members by TAG	<p>TAG may remove a member in the following circumstances.</p> <ul style="list-style-type: none"> • Breaches of any Codes of Conduct that are relevant at that time. • Use or abuse their position as a TAG member for the purposes of material or political gain for themselves individually or a political party, or against another individual. • They knowingly breach the Group’s confidentiality or GDPR requirements. • Bring TAG or the Group into disrepute. • Inappropriate use of Social media. • The Right of Veto:- The Head of Continuous Improvement can over-ride any decision of TAG to, or not to remove, a TAG member. • A member who is removed by TAG shall not be eligible to return. <p>The Disciplinary process and the process of removal is held in the Resident Involvement Handbook. A decision to remove a member from TAG can be taken at a quorate meeting by a simple majority with the Chair having the casting vote. If the Chair is the member being voted on, the casting vote goes to the Vice Chair. The Head of Continuous Improvement or their representative will act as an adjudicator on this process.</p>

Termination membership by a TAG Member	<ul style="list-style-type: none"> • A member wishing to resign may do so in writing to the Chair of TAG. • A resignation given verbally at a TAG meeting or to the Chair of TAG will be taken as an official resignation. If the member wants to retract their resignation a discussion can take place with the Head of Continuous Improvement, the Chair and Vice Chair to agree whether the tenant can withdraw their resignation. • A member who has resigned either verbally or in writing will be unable to apply to re-join TAG during their original term or office, unless it is agreed by a simple majority at a quorate TAG meeting.
Terms of office	Not limited.
Quorum	The quorum for a meeting of TAG is three members.
Frequency of meetings	<p>The TAG will meet dependant on the audit schedule but normally will meet at least once a month. Additional meetings will be called as necessary.</p> <p>Meetings can be digital or face to face.</p> <p>An Annual Review Meeting will take place every 12 months or as soon as possible following the expiry of the twelve month period since the last Annual Review Meeting.</p>
Appointment of members	<p>TAG members will be selected through an agreed selection process, set out in the Resident Involvement Handbook.</p> <p>Tenant Panel members may automatically become Tenant Audit Group members.</p>
Training	Induction training will be provided to new members to assist them in becoming familiar with the Group. Ongoing training and development will be provided to ensure the appropriate support is given for this role.
TAG Officers	<p>The positions will be Chair, Vice Chair and Secretary.</p> <p>The positions will be elected to every 12 months at the Annual Review Meeting by a simple majority of TAG or when vacancies arise.</p> <p>Where there is no majority the Head of Continuous Improvement or their representative will hold the casting vote.</p>
Relationship with the Customer Voice Panel (CVP)	The Chair and Vice Chair of the TAG (or a representative member) will sit on the CVP along with up to 3 Board members.
Budget	A central Resident Involvement budget is held within the Continuous Improvement budgets. The Panel will monitor this spend for the Co-Regulation groups throughout the year.
Group Director	Executive Director of Business Solutions; The Wrekin Housing Group
Supporting Senior Officer	Head of Continuous Improvement, The Wrekin Housing Group
Reporting	TAG Reports will be presented to the relevant Head of Service, The Head of Continuous Improvement and the CVP.
Accountability	Executive Director of Business Solutions.

Purpose

The Tenant Audit Group (TAG) at Wrekin is designed to review service delivery in depth, reporting back on where the Group could improve. Where necessary the TAG will challenge managers and the Board to ensure that the Group delivers an excellent service to customers, in line with its aims and objectives.

The TAG are empowered to review any aspect of the Group and will have access to the necessary information to allow them to carry out their function on behalf of the Group.

Specific panel responsibilities

Scrutiny

- To carry out audits (detailed and robust assessments on service delivery) on services provided by the Group, making recommendations to improve.
- To present the reports, findings and recommendations to the CVP.
- To monitor and analyse the outcomes of any audits to ensure recommendations are actioned and improvements made.

Resident Involvement

- To help the Group's management and Board to understand the needs and wishes of tenants generally as they change over time.
- To promote a two way exchange of views and information between tenants, residents and service users, the Board and senior management, independently and through the Customer Voice Panel, as members.
- To work as part of the Co-Regulation structure to triangulate scrutiny activities focusing on service delivery, policies or performance to standards.

Customer Information

- To ensure that information provided to tenant, residents and service users published by the Group is comprehensible and:-
 - Written in plain English with translations of key documents made available in other languages as appropriate for the needs of local communities.
 - That key documents are also provided in other formats such as large print, video or audio versions to maximise accessibility.

Performance Monitoring

- To monitor operational performance against agreed performance indicators.