

**DRAFT CROYDON HOUSING IMPROVEMENT BOARD
TERMS OF REFERENCE & MEMBERSHIP**

NAME	Croydon Housing Improvement Board
DATE	July 2021 (Board proposed to commence September 2021, due to Cabinet timetable and Board recruitment requirements)
CHAIR	TBC – Independent Chair
FREQUENCY	Every other month - public meetings
MEMBERS	<ul style="list-style-type: none"> • Independent Chair • Three representatives of Croydon tenants and leaseholders (including from Regina Road) • Member of Tenants & Leaseholder Panel • Croydon Improvement Panel Representative • Local Government Association Representative • Housing Association/London Council - Housing Representative • Representative(s) of voluntary & community sector in the area(s) of family support &/or, housing experience &/or equality and diversity <p>Membership should reflect the diverse demography of the Borough, and should have a strong, authentic resident voice across the types of tenancy available in the Borough. It is critical that the lived experience of residents is heard, understood and responded to.</p>
IN ATTENDANCE (ADVISORY)	<p>Leader of the Council Cabinet Member for Homes Opposition Cabinet Member for Homes Chief Executive Executive Director, Housing Director of Public Health Director of Finance, Investment and Risk (S151) Executive Director Health, Well Being and Adults (DASS) Executive Director Children, Families and Education (DCS) Equalities Manager Communications Officer</p> <p>Other invitees as required, including Chair of GPAC and Chair of Scrutiny, again representing the diverse demography of the Borough.</p> <p>Elected members may attend the Board as appropriate.</p>

PURPOSE	<p>The Croydon Housing Improvement Board will be an independently chaired body reporting and making recommendations to Cabinet. It will influence the development of the Croydon Housing Improvement Plan (CHIP), and recommend approval of it to Cabinet. It will hold the Council to account for the delivery of the CHIP through the review of performance improvement data against a plan of action approved by Cabinet.</p> <p>Through their regular meetings the Board will support and challenge the implementation of the CHIP which aims to deliver an improved housing service for local residents, with strengthened governance and management controls, improved tenancy engagement and robust asset management plans, measured by key performance indicators, to ensure council housing across the borough is safe, warm and decent for our residents.</p> <p>The Board will provide challenge and external oversight that ensures council officers deliver the outcomes of the CHIP, which reflect the aims of the Social Housing White Paper – “The Charter for Social Housing Residents” with particular emphasis on 1- 6 below):</p> <ol style="list-style-type: none"> 1. To be safe in your home. 2. To know how your landlord is performing. 3. To have your complaints dealt with promptly and fairly. 4. To be treated with respect. 5. To have your voice heard by your landlord. 6. To have a good quality home to live in. 7. To be supported to take your first steps to ownership. <p>In addition the Board may make recommendations to the Council to ensure that the Improvement Plan encompasses a work stream around key provisions in the Building Safety Bill and Fire Safety Bill.</p> <p>The Board will comment on the Council’s work in relation to the Regulator for Social Housing (RSH) and make recommendations to Cabinet to assist the Council to ensure it resolves the current breach and regains the confidence of both the Regulator and council tenants.</p> <p>The Board will review the impact of the Croydon Housing Improvement Plan through the use of data, showing progress against clear, measurable objectives within the plan. Each objective will have a baseline measure(s) to show a starting point, a target for improvement, and</p>
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	interim milestones. The Board will receive reports as to progress, including escalations around blockers, as well as areas of expedited achievement &/or over/early delivery.
Constituent parts of the Plan	<p>The CHIP builds on the recommendations of the Ark Report May 2021 and Cabinet Report of 17 May 2021 with initial action plan.</p> <p>The key work streams of delivery include:</p> <ul style="list-style-type: none"> • Operational improvement • Strategy and Policy Improvement • Resident Experience • Cultural Improvement <p>The Council's commitment to equalities, diversity and inclusion will be integral to each of the work streams listed above.</p>
ELECTION OF VICE CHAIR	The Board will nominate and agree a vice-chair from its membership who can deputise in the absence of the chair.
ROLE OF BOARD	<ol style="list-style-type: none"> 1. Influencing development of the Croydon Housing Improvement Plan (CHIP) and recommending it to Cabinet for approval. 2. The Board will make recommendations to Cabinet on actions to consider to ensure the delivery of the CHIP and achievement of sustainable improvement within the agreed timescales and cost. 3. Provide challenge and opportunities to ensure that actions taken meet the improvement outcomes that are required of the Council. 4. Ensure that the Council hears, understands, and responds to lived experience of residents housed within the borough. 5. Ensure the Council is constantly seeking to learn from best practice elsewhere and builds a learning methodology into its improvement work. The Board to invite external advice where relevant. 6. Recommend to Cabinet a suite of performance measures, aligned to the Council's Corporate Performance Framework, to assure the delivery of the Housing Improvement Plan. 7. Report quarterly to Cabinet on its work.

	<p>8. Propose and recommend the Council agree a communication plan to ensure that stakeholders are both updated on progress and have the opportunity to challenge the delivery of the CHIP.</p> <p>9. Ensure that the appropriate officers keep residents, council staff and all members are informed on a timely basis of the progress on implementing the CHIP.</p>
ACCOUNTABILITY & REPORTING RELATIONSHIPS TO OTHER BODIES	<p>The Board will report to Cabinet and provide updates to both the Renewing Croydon Programme Steering Group, and also the MHCLG Improvement & Assurance Panel.</p> <p>The membership of the Board are able to invite members of another relevant body or board to attend a meeting to inform the discussion on an agenda item.</p> <p>The Board will provide a layer of external engagement and accountability for the Council in relation to the development and implementation of measures to improve its housing service. It does not preclude or prevent Scrutiny & Overview or GPAC from fulfilling the duties as described in the Council Constitution. The Chairs of both committees will be invited to attend the Board.</p>
REPRESENTATIONS FROM MEMBERS OF THE PUBLIC	<p>The Board will be able to receive representations from members of the public and have a question and answer session.</p> <p>Questions or representations which relate to a current planning or licensing matter or any matter relating to an individual or entity in respect of which that individual or entity has a right of recourse to a review or right of appeal conferred by or under any enactment shall not be permitted. In addition, questions/representations shall not be received or responded to where they pertain to anticipated or ongoing litigation, conciliation or mediation or any employment or personnel related issues or disputes. A named member of staff shall not be the subject of a question/representation.</p>
MEMBERSHIP OF THE BOARD	<p>Recommendations for changes to membership of the Board can come from the Board or the council and will be proposed to Cabinet for decision.</p>
BOARD MEETINGS	<p>Meetings of the Board will be held every other month and the agenda and papers will be circulated one week in advance.</p>

	Meetings will be held in public and will be up to two hours in duration.
STANDARD AGENDA ITEMS	<p>Agenda to be set by the Chair as they see fit, standard items may include:</p> <ul style="list-style-type: none"> • Review minutes, actions and matters arising • Feedback from Representatives of Croydon Tenants & Residents' Associations, and Tenants & Leaseholder Panel. • Any public representation or questions. • Review and challenge to the progress relating to the CHIP. • Review of risks relating to improvement activities.
SUPPORT TO BOARD	The Board will be supported by the Executive Support Officer to the Executive Director of Housing.
REVIEW	There will be a review of the Terms of Reference every six months as a minimum, and any changes will be recommended to Cabinet for decision.
DECLARATIONS OF INTEREST	<p>The Council's Code of Conduct for Members requires Members of the Council to declare disclosable pecuniary interests and any other interest that they may have which are recorded within the published register of interests.</p> <p>All members of the Board will be expected to abide by the Seven Principles of Public Life (the Nolan Principles) and any interests declared by Board Members will be recorded in the minutes.</p>
BOARD REVIEW	<p>The Board will conduct a mid-year review of its progress to ensure it is meeting its aims and adding value to the improvement work of the housing directorate.</p> <p>At the end of the year the Board will conduct a full review of its progress and a public report will be produced for Cabinet, RSH and MHCLG.</p>