

# **Tower Hamlets Resident Scrutiny Panel (THRSP)**

**(as approved by the Resident Scrutiny Panel on November 27, 2013)**

## **1. Terms of Reference**

1. The THRSP's primary purpose is to secure consistently high quality services provided by Registered Providers (RP's) operating in the Borough at the best possible value for money.
2. The Panel will pursue this by undertaking at least 2 Cross Borough Scrutiny Projects each year on topics identified by the Panel
3. The Panel will use evidence based techniques and will make recommendations for change to all RP's on the basis of high positive impact for tenants and low implementation costs
4. The Panel's second priority is to lever up the extent and impact of resident engagement in the Borough

## **2. Membership**

1. Membership will consist of 1 tenant member per Registered Provider (operating within THLB) nominated by an appropriate selection process chosen by each RP.
2. RPs will nominate a new resident representative every 3 years. Existing representatives can continue to sit on the panel should no other resident in their RP express an interest in joining the group.
3. The Chair and Vice Chair of the group will be elected by the scrutiny panel members every year.
4. Nominees will be invited to express an interest in the positions. Nominations should be seconded by another panel member. Final selection will be based on a majority decision vote.

## **3. Role of Panel Members:-**

Panel Members will have the capacity (or be able to achieve the capacity) to deliver the following:

1. Actively participate in practical exercises to verify performance levels across RP's.

2. Liaise with the Council, Registered Providers, and the appropriate Sub Groups on any logistical matters related to implementing the work of the Panel.
3. Improve the links between current resident involvement activity and THHF to ensure residents are able to influence THHF's decision-making processes, complementing existing structures.
4. Scrutinise performance and undertake periodic scrutiny reviews in their respective Associations.
5. Report back the outcome of reviews to the resident scrutiny panel and THHF Housing Management Sub Group.
6. Ensure that the processes in place in each RP to keep residents informed of progress with Local Offers, performance information and the impact of resident involvement are working well.
7. Understand performance information from RP's
8. Promote best practice examples between RP's THHF subgroups and keep tenants informed of how RP's are performing as a minimum through RP's annual reports to tenants

#### **4 Support for the THHF RSP**

Tenants who serve on the RSP will be supported by their own RP; through the THHF RSP members; and will receive the types of training and personal development support that is required for the RSP to operate effectively, subject to budget constraints.