Colleague tenant working group
Terms of Reference

These Terms of Reference identify and formalise the role and responsibilities of the colleague tenant forum. There is a clear distinction between this group and the staff forum, with the colleague tenant forum focussing on the experience of members as tenants of ForHousing.

Purpose of colleague tenant working group .

- Support ForHousing to improve tenant influence, oversight and accountability
- To form part of the formal tenant involvement framework and provide a valuable perspective on how service delivery may impact tenants
- Provide challenge, advice and guidance on service delivery and delivery of the operational plans
- Support ForHousing to make decisions about how we support Social Value and CSR initiatives through the 'Match my Project' platform
- Enable ForHousing to work in partnership with tenants to bring about positive changes to service delivery
- To trigger a scrutiny if the group feel it is required
- Be a critical friend for development and delivery of operational plans, identifying potential gaps in provision

1. Membership and Roles

Members	The group made up of a minimum of six members. Members will be tenants or leaseholders of ForHousing who are colleagues or on work experience placements. Colleagues can express an interest to join at anytime. There is no maximum term. Members are responsible for: • Holding services to account for the delivery of customer facing projects detailed in the Service Operational plans • Providing advice and guidance on the development of operational plans • Sense-checking the tenant experience of services as outlined in survey responses (TSM and Transactional) and providing assurance that service processes lead to a positive tenant experience • Linking in with the involvement framework and proving further feedback about the key themes that are raised at these groups • Making decisions about which CSR projects are included on the 'Match my Project' social value platform It is anticipated the time commitment will be an average of 1 day per quarter.
Chair	The group will decide about how to Chair the group. At the moment

	the Chair is the Executive Team representative, this will transfer to membership of the group. The Chair is responsible for: • agreeing the agenda for the meetings in partnership with the Head of Communities and Engagement and the Director of central services • ensuring smooth running of the meeting in a fair manner • ensuring that members of the panel treat attendees with respect The Chair will be supported by the Head of Communities and engagement.

2. Meetings

It is expected that the group will meet in person every 8-12 weeks. These meetings will be set in advance at the start of the calendar year and will include members, a representative from the Executive Management Team, a representative from the Senior Leadership Team and the Head of Communities and Engagement.

Members agree to send apologies at least 24 hours in advance of a meeting if they are unable to attend unless circumstances mean this is not possible.

3. Links to ForHousing Involvement Structure

Customer Committee: will receive an update on the work of the group, these updates will be provided to the Customer Committee quarterly following each meeting, via the Customer Committee key activity report.

Complaints and Feedback Panel: the group will receive an update on the key themes from C&FP.

Scrutiny: the group can trigger a scrutiny into a service area using themes arising from satisfaction data and can be invited to give feedback as part of scrutiny reviews

Community Voice: the group will receive an update on key themes.

The Terms of Reference will be reviewed every two years.

4. Information available to the group

- Quarterly TSM and Transactional Satisfaction results
- Operational plan project progress (if relevant to the meeting)
- Details of any other feedback e.g. comments from transactional surveys or TSMs

5. Support from ForHousing

ForHousing will support members to access training relative to the role.

Any papers for the meeting will be sent one week in advance.

7. Equity, Diversity and Inclusion

ForHousing aims to provide opportunities and services that challenge inequity, promote diversity and empower people and communities to improve their circumstances and fulfil their potential.

Equity, diversity and inclusion (EDI) is a guiding principle in everything we do, with everyone, treating each other with respect. This is required to ensure that no individual or group of people with shared characteristics is treated less favourably and that the benefits of diversity are realised.

We will take steps to ensure a broad range of representation within membership.

Approved by: Colleague Tenant Working Group	Date Monday 10th March 2025
Date of the next review	March 2027