

## **Ipswich Borough Council-Customer Engagement Panel**

### 1. Role of the panel

The panel will:

- Consider housing policy and finance issues and scrutinise the housing service's performance making recommendations.
- Input into the setting and monitoring of targets and performance indicators for housing.
- Work with other tenant groups, to improve services and help review objectives and aspirations.
- Review and make recommendations regarding housing policies relating to services for Ipswich Borough Council customers, giving consideration to value for money, cost and resources.
- Review housing publications.
- Represent Ipswich Borough Council tenants to outside persons and organisations.
- All panel members are required to follow Volunteer Code of Conduct.

### 2. Panel membership

- There will be a maximum of 12 members at each meeting with officer support.
- Members will be tenants, residents or leaseholders of Ipswich Borough Council
- Tenants in breach of their tenancy conditions will not be eligible to be or remain as panel members, this is at the discretion of Ipswich Borough Council
- Members will be recruited to the panel as part of the agreed selection process for membership. The panel will be compliant with Ipswich Borough Councils equality policies.

### 3. Appointing a chair

- The chair for each meeting will be agreed by the panel as a standard agenda item at the meeting which precedes it.

### 4. Terms of office

- Panel members can serve for two years (called a term).
- After one term panel members may reapply via the standard recruitment process.

### 5. Decision making

- Decisions can only be made when at least four members are present at the meeting.

- It is expected that the panel will reach agreement by consensus. However, if agreement cannot be reached a vote will take place and in the event of votes for and against being equal the chair will have a second or casting vote.

## 6. Frequency of matters

- The panel will meet formally six times each year.
- Additional informal meetings, focus groups, or special meetings may take place as required.
- Panel members are expected to attend every meeting unless they have genuine reasons for not doing so and send their apologies.
- Panel membership can be withheld for non-attendance at meetings without good reason and it is expected that panel members will attend a minimum of four panel meetings per annum.

## 7. Setting the tenant involvement panel work programme

• The panel will develop a work programme to be determined at its first meeting of the new year in four main ways:

- by referral to corporate housing priorities and service plans
- by referral from the housing leadership team, and from other parts of the council where requested
- by referral/request from the Area Housing Panel or other tenant groups
- in response to concerns raised from the local level.

## 8. Panel resources

- The council will provide administrative and service support to the panel chair.

## 9. Accountability of the panel

- The panel will keep all tenants up to date with its work (for example through tenants' newsletters, Social Media, the council's website and its publications such as The Annual report to Tenants).

## 10. Review of the terms of reference

- The panel and council will review the terms of reference regularly to ensure they reflect the duties and responsibilities of the panel.
- Changes to the terms of reference will be agreed between the panel and council officers.

## 11. Dispute resolution

- Unresolved difficulties will be escalated to the head of service through the Tenant Engagement Officer.