

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

NAME	Croydon Housing Improvement Board
DATE	June 2021 (Board 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 • Two/three representatives of Croydon Tenants & Residents' Associations (including 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 Housing Opposition Cabinet Member for Housing 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>PURPOSE</p>	<p>The Croydon Housing Improvement Board will be an independently chaired body reporting and making recommendations to Cabinet. It will influence the development of and approve the Croydon Housing Improvement Plan (CHIP), and recommend it to Cabinet for adoption. 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 both the cabinet, and also the Board themselves.</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, oversight and governance 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 will monitor the council to ensure that the Improvement Plan encompasses key provisions in the Building Safety Bill and Fire Safety Bill.</p> <p>The Board will monitor the council to ensure compliance with the Regulator for Social Housing (RSH) to ensure the current breach is dealt with and confidence is restored with the Regulator.</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 interim milestones. The Board will receive reports as to</p>
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	progress, including escalations around blockers, and risks, 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 with an 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 and approval of the Croydon Housing Improvement Plan (CHIP). 2. The Board will hold LBC elected Members and Chief Officers to account for the delivery of the CHIP to ensure sustainable improvement is achieved 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. Refer to Scrutiny & Overview and/or GPAC as appropriate to develop items of work for further enquiry, and receive reports and referrals from both bodies where relevant. 7. Agree a suite of performance measures, aligned to the Council's Corporate Performance Framework, to assure the delivery of the Improvement Plan.

	<p>8. Report quarterly to Cabinet on the progress that the Council is making on its improvement journey. These reports to be public.</p> <p>9. Agree and implement a communication plan with the Council to ensure that stakeholders are both updated on progress and have the opportunity to challenge the delivery of the CHIP.</p> <p>10. 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, led by The Leader, Cllr Hamida Ali, and provide updates to both the Renewing Croydon Programme Steering Group, led by the Chief Executive, Katherine Kerswell, and also the MHCLG Improvement & Assurance Panel led by Tony McArdle.</p> <p>The membership of the Board are able to invite members of all/any other relevant body or board to support the agenda.</p> <p>The Board will provide an external layer of governance and accountability for the Council. 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>
RISK MANAGEMENT	<p>The Board will maintain its own risk register in regard to the delivery of the CHIP which will be incorporated within the Council's risk register and will receive a report on risk at each meeting.</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 mirroring the principles used in the Council's constitution for this.</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> <p>Meetings will be held in public and will be up to two hours in duration.</p>

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	<p>The Board will be supported by the Executive Support Officer to the Executive Director of Housing.</p>
REVIEW	<p>At its initial meeting, the Board will review and agree its Terms of Reference. 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.</p>
DECLARATIONS OF INTEREST	<p>The Council's Member Code of Conduct requires Members to declare disclosable pecuniary interests and any other interest that they may have within the published register of interests and also any items for consideration by the Board.</p> <p>These will be recorded in the minutes and a separate register will be maintained for Board members.</p> <p>All members of the Board will be expected to abide by the Seven Principles of Public Life (the Nolan Principles)</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>