

TENANT INFLUENCE AND OVERSIGHT PANEL

TERMS OF REFERENCE

1. Purpose of the Tenant Influence and Oversight Panel

The Tenant Influence and Oversight Panel (“the Panel”) is a formal body established to provide independent, tenant-led influence and scrutiny of housing strategies, policies, and services related to the Royal Borough of Greenwich (RBG) in its capacity as a landlord and Registered Provider of social housing.

The Panel exists to strengthen transparency, accountability, and continuous improvement within housing services by enabling tenants to bring their lived experience, insight, and challenge into the Council’s governance framework.

The Panel does not consider individual complaints or casework.

2. Role and Functions

The Panel will:

- Influence and scrutinise housing strategies, policies, and services from a tenant perspective
- Examine performance information, service outcomes, and trends, including relevant regulatory and assurance information
- Identify areas of good practice, emerging risks, and opportunities for service improvement
- Develop evidence-based findings, conclusions, and recommendations
- Provide constructive challenge to support learning and improvement across housing services

In carrying out these functions, the Panel may undertake influence and scrutiny activity directly, or may commission time-limited task-and-finish groups to do so on its behalf, reporting back to the Panel on completion of their work.

The Panel will focus on strategic and service-level issues, rather than operational case management.

3. Independence and Status

The Panel is tenant-led and operates independently of the Council’s decision-making and councillor-led scrutiny arrangements.

Independence is fundamental to the Panel’s credibility and effectiveness. In practice, this means that the Panel will be free to determine:

- Its own work programme and priorities
- How it undertakes scrutiny and influence activity

- The conclusions it draws from its work
- The recommendations it makes, and to whom those recommendations are directed

4. Relationship with Council Governance

The Panel operates within the Council's wider governance framework and in a complementary relationship with existing arrangements, including councillor-led scrutiny and decision-making bodies.

While independent, the Panel will maintain clear and constructive communication channels with relevant parts of the Council to:

- Share learning and insights arising from scrutiny activity
- Avoid unnecessary duplication
- Support transparency and accountability

Recommendations produced by the Panel may be directed to Cabinet, relevant Portfolio Holders, or senior officers, depending on the nature of the issue under consideration. Copies of all reports and associated recommendations will be submitted for information to the Borough Wide Housing Panel Steering Group.

5. Scope of Activity

The Panel may consider, but is not limited to:

- Housing strategies and policy development
- Service standards, performance, and outcomes
- Cross-cutting issues affecting tenants' experience, such as safety, quality, communication, and responsiveness

Where appropriate, the Panel may consider neighbourhood or estate-based themes where these raise broader strategic or systemic issues.

6. Membership and Composition

- The Panel will comprise **eight tenants** in total:
 - A Chair
 - A Vice-Chair
 - Six additional members
- Membership is open to lead tenants of the Royal Borough of Greenwich only
- If a panel member ceases to be a lead tenant during the course of their tenure, they will be required to stand down from the panel
- Members will be expected to act as knowledgeable and highly skilled tenant scrutineers, able to engage constructively with complex strategic, policy, and service issues
- Members will be appointed for an initial term of four years, with the option of extending for a further two years by mutual consent

7. Chair and Vice-Chair

- The Chair and Vice-Chair will be elected by and from among Panel members
- Elections will take place every two years

- The Chair will:
 - Provide leadership to the Panel
 - Support effective meetings and scrutiny activity
 - Act as a key point of liaison with the Council and other governance bodies, while preserving the Panel's independence
- The Vice-Chair will deputise for the Chair in their absence. They may also assume responsibility for some aspects of the Chair's role in order to ensure necessary capacity. Such arrangements must be jointly agreed by the Chair and Vice-Chair before being communicated to panel members and the council.

8. Recruitment and Selection

- Members will be appointed through an open and transparent recruitment process
- Selection will involve shortlisting and interviews linked to an agreed Role Profile
- Tenants will play a meaningful role in the selection process, alongside officers
- Independent input may be incorporated to strengthen objectivity and confidence in appointments

9. Training, Development, and Other Support

- Members will receive induction and ongoing training to support:
 - Development and maintenance of housing-related knowledge
 - Scrutiny and challenge skills
 - Understanding of governance and regulatory context
- Officer support will be provided to facilitate the Panel's work while preserving independence
- Independent training and development support may be provided, particularly during the establishment phase

10. Recognition and Reward

Appropriate arrangements will be put in place to recognise and, where appropriate, reward the contribution made by Panel members. Any such arrangements will be proportionate, transparent, and structured so as to preserve the independent and non-employee status of the Panel.

11. Meetings and Ways of Working

- The Panel will meet formally on a quarterly basis, with additional meetings held as required in accordance with the agreed work programme
- Meetings may be held online or in person, according to the preference of panel members
- The Panel will agree how it records and communicates the outcomes of its work, including findings, conclusions, and recommendations
- The Panel may establish task-and-finish groups, including involving tenants beyond Panel membership where appropriate, to support its work and to broaden participation in influence and scrutiny activity

12. Decision-making

The Panel should seek, wherever possible, to reach decisions by consensus, reflecting its collaborative and tenant-led ethos.

Where consensus cannot be reached, decisions should be made by a simple majority vote of Panel members present.

In the event of a tied vote, the Chair shall have a casting vote.

13. Quorum

The Panel shall be considered quorate when a minimum of five Panel members are present.

In addition, either the Chair or, in the Chair's absence, the Vice-Chair must be present for a meeting to be quorate.

Where a meeting is not quorate, it may proceed for the purposes of discussion, information sharing, or development work, but no formal decisions or recommendations shall be made.

14. Senior Officer Support and Champion Role

The Council will appoint a senior officer to act as a Panel Champion. The purpose of this role is to demonstrate the importance of the Panel's work, help ensure it has access to appropriate support and information, and to act as a senior advocate for the timely and meaningful consideration and implementation of the Panel's recommendations.

The Panel Champion will support, but not direct, the work of the Panel, and will not compromise its independence.

15. Equality, Inclusion, and Accessibility

RBG is committed to ensuring that the Panel reflects the diversity of its tenant population. Recruitment, support, and ways of working will promote equality, inclusion, and accessibility, with reasonable adjustments provided where required.

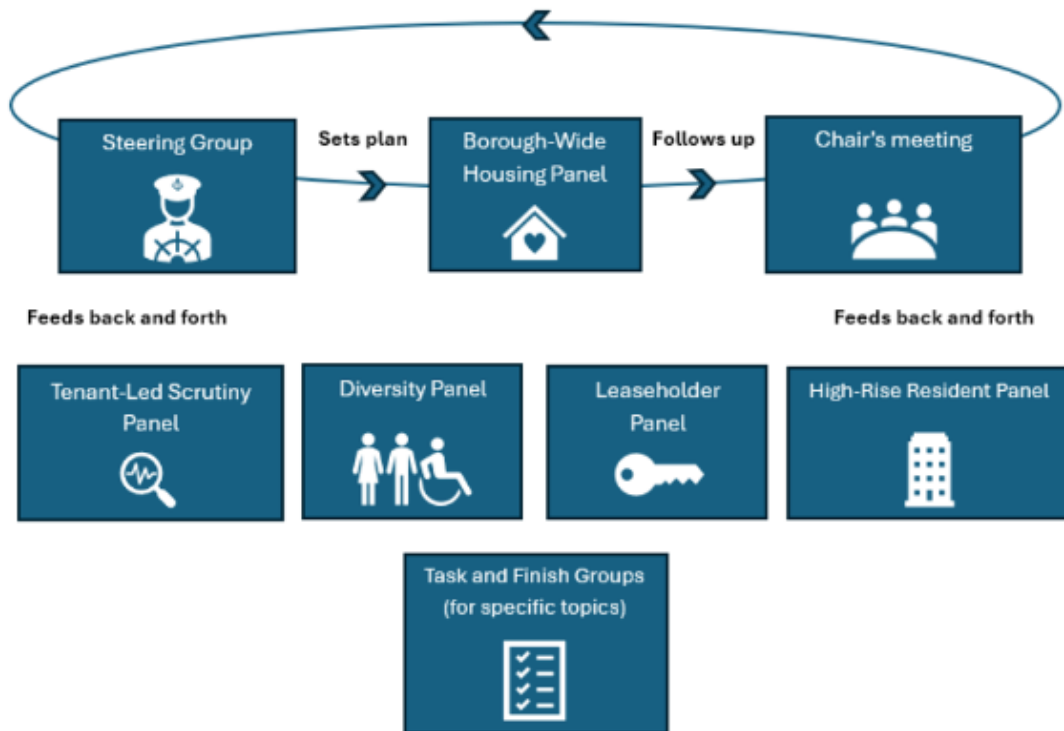
16. How the Panel Connects with Other Governance and Engagement Arrangements

The Tenant-Led Influence and Scrutiny Panel forms part of the Council's wider governance and resident engagement framework. It operates independently, while maintaining constructive relationships with councillor-led scrutiny, decision-making bodies, and relevant officer-led structures.

The relationship between the Panel and other governance and resident engagement bodies is illustrated in the diagram below. This diagram is intended to show lines of communication, influence, and information flow, rather than lines of control or accountability, and should be read alongside these Terms of Reference. The relationship between the influence and scrutiny panel and the Borough Wide Housing Panel is particularly important. This is

reflected by its Chair being an ex-officio member of the Borough Wide Housing Panel Steering Group.

The diagram reinforces the Panel's independent status, while demonstrating how learning, insights, and recommendations arising from tenant-led influence and scrutiny can inform decision-making, scrutiny, and service improvement across the Council.



17. Review

The operation and effectiveness of the Panel will be routinely reviewed after 2-years and every 4-years thereafter to ensure it continues to meet its intended purpose and remains proportionate and effective. Reviews may also take place in response to significant changes in its operating environment, such as those associated with the introduction or amendment of legislation.