

# Notting Hill Genesis Resident Forum Terms of Reference

## 1. Purpose

- 1.1 The Resident Forum exists to strengthen the voice of residents and communicate with Notting Hill Genesis senior staff, Operations Committee and the Group board and residents.
- 1.2 The Resident Forum supports Notting Hill Genesis *Better Together* strategic direction, working to improve customer experience by providing better connections, better homes, and better places.
- 1.3 The Resident Forum is led by residents, for residents, with representation from all parts of the resident involvement network, including resident members of the governance community.

## 2. Role

The Resident Forum has three roles:

- 2.1 To connect resident experiences to the board ensuring they listen, act, and respond to feedback.
- 2.2 To recommend service improvement projects informed by the scrutiny of performance data and resident insight and feedback.
- 2.3 To provide oversight and assess the impact of the Resident Involvement and Engagement Programme.

## 3. Scope and Authority

- 3.1 The Resident Forum is representative of all Notting Hill Genesis resident tenure types. The Resident Forum will regularly review feedback and insight from our communities and assess whether Notting Hill Genesis understanding matches the lived experience of our residents.
- 3.2 Guided by residents' priorities, the Forum will work collaboratively with Notting Hill Genesis senior staff and group board and operations to deliver the aims and communicate outcomes of the Forum.
- 3.3 The Forum will review feedback and insight by having access to Notting Hill Genesis's performance information and reports from local engagement activities happening across Notting Hill Genesis regions as well as other resident feedback such as complaints or satisfaction scores.
- 3.4 Resident Forum members will be able to review performance data and select areas to scrutinise in advance of each quarterly scrutiny meeting.
- 3.5 The Forum will use this scrutiny and insight to agree the commissioning of evidence-based improvement projects for Notting Hill Genesis resident services for example scrutiny reviews or 'task and finish.' This may also include site visits and detailed project work on specific topics as the need arises. These will take place outside of the cycle of Resident Forum meetings.

- 3.6 The Forum will commission projects with consideration to the capacity of Notting Hill Genesis to deliver them. Projects will be jointly sponsored by members of the Forum and Notting Hill Genesis colleagues.
- 3.7 The Forum will be able to request in advance specific service areas to attend meetings to scrutinise them on their performance.
- 3.8 The Forum will also have oversight of the resident involvement and engagement programme and will have the authority to scrutinise progression of projects, recommendations, and the teams' key performance indicators (KPIs).
- 3.9 All board members (residents) will be members of the Resident Forum, one of whom will act as Chair. The Chair will use the experience of the Resident Forum to inform discussion at Operations committee.
- 3.10 The Resident Forum is not a formal committee of the Group Board but will have a clearly defined role in reporting performance achievements/concerns and insight. As outlined in the 2024 resident involvement and engagement structure, there will be a two-way feedback loop, so that the Resident Forum members will also receive updates from the Board via the Forum Chair.
- 3.11 Discussions from the Resident Forum will also feed into the staff Customer Experience Forum - the governance group who will oversee the Voice of our Customer programme of continuous improvement. The Resident Forum and the Customer Forum exist in complement to one another and there is intended to be a continuous loop of insight and information between the two.
- 3.12 The Resident Forum is not an escalation point for individual issues in line with the Code of Conduct (see section 9). This means that Forum members must refrain from repeated disruptions, allow others to speak, keep points to a minimum and not bring in personal issues (instead speak directly to their Housing or Property Management Officer). However, a **brief** overview of an individual issue where relevant to the meeting agenda, may be used to illustrate an area of concern.
- 3.13 The Resident Forum is not an open group. It is made up of recruited individuals. Any individuals invited to attend, must be done so in agreement with the chair and the Resident Involvement Team (see section 5).

## 4. Outputs

- 4.1 To identify priorities to address and commission up to three service improvement projects a year using performance and insight reports as indicated in 3.3.
- 4.2 To monitor progression of projects and have oversight of the of the involvement programme including recommendations, impact and KPIs.
- 4.3 To have oversight of how Notting Hill Genesis is performing against expectations set out in the Consumer Standards published in April 2024.

- 4.4 To produce reports for the Chair to bring to the governance community including any key decisions made in meetings.
- 4.5 To publicise notes and key decisions to residents via the Notting Hill Genesis website and in Connections magazine.
- 4.6 To produce a Residents' Annual Report, showcasing the work and impact of the resident involvement and engagement network, reflecting alignment with Notting Hill Genesis' strategic direction *Better Together*.
- 4.7 To set and review the yearly Key Performance Indicators for the Resident Involvement and Engagement Team.
- 4.8 To participate in at least one external site visit per year as a Forum and engage with local residents to understand their experiences of living in Notting Hill Genesis homes and communities.

## 5. Membership

The Resident Forum shall consist of both relevant staff from Resident Involvement and Engagement and the Customer Experience department and supporting staff from across Notting Hill Genesis and up to fifteen residents:

### Residents

- 5.1 Both Group Board Members (Resident), one of whom will Chair the Forum.
- 5.2 Up to thirteen recruited residents from across Notting Hill Genesis communities. Members will consist of a diverse range of individuals who bring a rich mix of experiences and perspectives.
- 5.3 Other topic-based attendees, invited by the Chair to support agenda items (e.g., Residents' Association Chairs or members of project groups).
- 5.4 Observers who have requested to attend meetings and has been agreed by the Chair and members of the Resident Involvement and Engagement Team. Observers will be able to ask questions and make contributions at the discretion of the chair.
- 5.5 Apart from Group Board Members (Residents), members have registered interest on a voluntary basis and have been selected following an application process to represent the diversity of Notting Hill Genesis residents. Any vacancies that arise in the Forum may be advertised and recruited for similarly.
- 5.6 All recruited for members as per 5.2 and 5.5 will serve this Forum for two years with an opportunity for one further two-year term following reapplication. The further term can be served, consecutively or non-consecutively.
- 5.7 All resident board members will retain membership in this Forum in line with the terms of their positions in governance.

## Staff

5.8 Members of the Resident Involvement and Engagement Team.

5.9 Relevant Notting Hill Genesis staff to support scrutiny discussions or other agenda items.

## **6. Meeting arrangements**

6.1 The Resident Forum shall meet six times a year with relationship to the cycle of Group Board and Operations committee meetings and other annual governance commitments and will work with governance to ensure relevant information is shared between these Forums.

6.2 As per 6.1, the Resident Forum can expect to meet six times a year: four times a year to scrutinise performance information and twice a year to have oversight of the Involvement and Engagement Programme (at halfway and at year end).

6.3 The Resident Forum will still receive quarterly update reports on the Resident Involvement programme. This will include a summary of involvement projects activities, key performance indicators, a recommendation tracker, impact measuring, a forecast of upcoming work and updates on any sponsored projects.

6.4 Resident Forum members are expected to attend all meetings. Meetings will be formatted as a mixture of video conferencing and in person meetings with hybrid dial-in options for those who cannot attend in person.

6.5 Apologies should be provided to the Chair in advance to each meeting. Continued absence without a valid reason (i.e., non- attendance of more than three meetings), may result in members being asked to vacate their position and recruitment for a new resident member will take place.

6.6 Members can expect to receive performance information four weeks before a meeting and subsequent paperwork such as agendas two weeks before a meeting. Agendas and paperwork will be agreed with the chair in advance.

6.7 Minutes and actions will be circulated within two weeks after the meeting. Members can raise amendments to minutes following this circulation.

6.8 Actions will be assigned to individual(s) accompanied with a due date. The due date will be agreed with the responsible person with input from the Resident Forum chair. Those assigned actions will take them forward outside of meetings as appropriate, providing an update to include in the pack for the following meeting.

6.9 Sponsored projects and task and finish work will meet in between Resident Forum quarterly meetings, as required.

## **7. Roles and Responsibilities**

Resident Forum Chair:

- 7.1 Chair all Resident Forum meetings, or in the event of absence, ask the vice chair to step in.
- 7.2 Be visible within the resident involvement and engagement programme.
- 7.3 Use insight and information from the Resident Forum to support and influence discussions at Operations Committee and Group board.
- 7.4 Agree the agenda for Resident Forum meetings with relevant leads from the Resident Involvement Team.
- 7.5 Agree and ratify the focus of any sponsored work agreed at the Resident Forum, including assigning sponsors.
- 7.6 Agree and sign off in a timely manner any public facing communications including notes/articles from meetings on the Notting Hill Genesis website and Connections Magazine and the Residents' Annual Report.

Resident Forum Vice Chair

- 7.7 Members can be invited to put themselves forward for the vice chair position and will be appointed by the chair.
- 7.8 Members can serve as Vice chair for two years with an option to break after one year.
- 7.9 To assist the Chair as required with meeting proceedings.
- 7.10 To have an awareness of the items to be discussed in advance of each meeting.
- 7.11 To be available to discuss matters arising and actions with the Chairperson as required, outside of the meeting.
- 7.12 At all times refer and adhere to the resident involvement code of conduct especially as vice chair access to and handling sensitive information (see 9 and 9.13).

Resident Forum members:

- 7.13 Act as a representative of all Notting Hill Genesis residents and communities.
- 7.14 Scrutinise performance and resident insight to help make evidence-based decisions on areas for improvement.
- 7.15 Challenge Notting Hill Genesis staff to deliver on agreed projects, actions, and recommendations.
- 7.16 Lead or participate constructively in task and finish work and projects, meeting outside the meetings of the Resident Forum and ensuring key decisions and information is shared with these Forums and back to the Resident Forum.

- 7.17 Advocate for resident involvement and engagement to the wider Notting Hill Genesis resident base, being mindful of the need to diversify our recruitment.
- 7.18 Advocate for transparency and the sharing of information and key decisions or outcomes with all Notting Hill Genesis residents.
- 7.19 At all times refer and adhere to the resident involvement code of conduct.

Notting Hill Genesis staff members:

- 7.20 Represent their respective service area and attend meetings prepared to support agenda items assigned to them.
- 7.21 In agreement with the Chair, sponsor any agreed projects or task and finish work outside the quarterly meetings of the Resident Forum, and be accountable for their delivery.
- 7.22 Have authority to make decisions for your service area or mobilise resources to deliver on scrutiny projects or task and finish work.
- 7.23 Proactively contribute to discussions, and advise feasible actions, solutions, or next steps.

## **8. Transparency, accountability, reporting and feedback.**

- 8.1 A summary report outlining key decisions and discussion points will be presented to Operations Committee following each Resident Forum. Group board and Operations Committee will in turn feedback to members.
- 8.2 The Resident Forum also feeds their work into the Customer Experience Forum as mentioned in 3.11.
- 8.3 All key decisions and outputs from meetings will also be published more widely in Connections Magazine and the Notting Hill Genesis website.
- 8.4 As well as updates throughout the year, residents will be able to track progress of the Forum and the wider involvement and engagement programme via the Residents' Annual Report.
- 8.5 As per 7.15, the Resident Forum via the chair can escalate to Operations Committee any reasonable feelings from members that NHG staff are not supporting the Forum's delivery of the Terms of Reference.

## **9. Code of Conduct, training and rewards and recognition**

- 9.1 Members should represent a range of different perspectives and be committed to the following principles in the Notting Hill Genesis Resident Involvement Code of Conduct:

- 9.1.1 Refrain from using involvement as means to gain preferential treatment for personal housing or other related issues or using the Forum as a route to contact senior members of staff (e.g., Executive Board members, Chief Executive, etc).
  - 9.1.2 To observe and uphold good meeting etiquette and act respectfully towards any staff or residents you are working with.
  - 9.1.3 To agree not to share any sensitive information obtained in Forums, activities, or meetings without written consent in any way.
  - 9.1.4 Declare any conflict of interests which may affect your input or contributions to involvement discussions (including any active complaints or breaches of tenancy).
- 9.2 The full Code of Conduct will be circulated ahead of and referred to at the start of each of meeting.
- 9.3 Members will be supported to fulfil their role and recognised for their time. This will include:
- 9.3.1 Training to help deliver their role in the Forum and to improve and enhance skills.
  - 9.3.2 Access to the Resident Involvement Digital Inclusion scheme including tablets, dongles, data, and training.
  - 9.3.3 Receiving ‘thank you’ vouchers in line with the Resident Involvement Rewards and Recognition Policy.
  - 9.3.4 Opportunity to claim reasonable expenses line with the Resident Involvement Expenses guidelines.
- 9.4 Members will be able to discuss their skills and training requirements upon being successfully appointed to join the Forum.
- 9.5 Members can expect to be infrequently contacted (for example each year following their appointment) by the Resident Involvement and Engagement Team to discuss their involvement in the Forum, to identify any support needs and to feedback on their participation.

#### **Supporting documents**

- Resident Involvement Code of Conduct
- Resident Involvement Rewards and Recognition Policy
- Resident Involvement Expenses Guidelines.
- Resident Involvement Digital Inclusion Scheme

#### **Review of terms of reference**

These terms of reference will be reviewed annually with input from members and our governance community.

**Date of next review: September 2025.**