

BARCUD MONITORING GROUP

TERMS OF REFERENCE



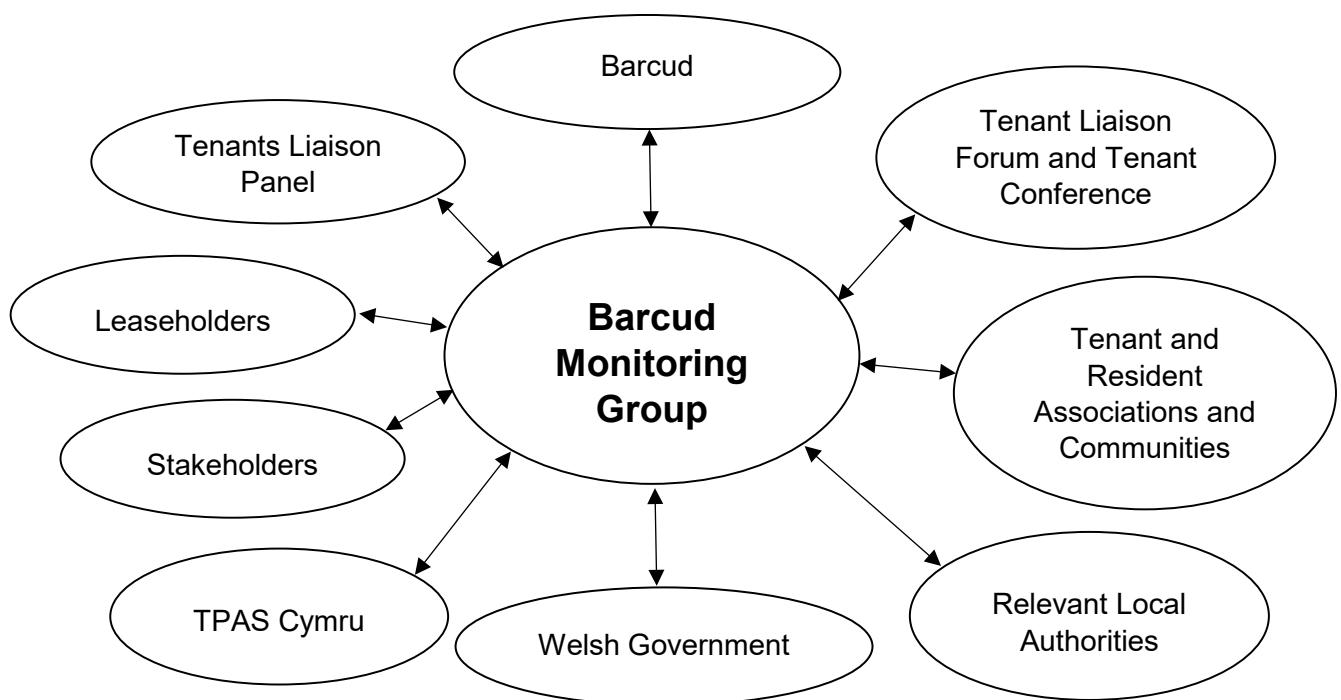
The Objectives of the Barcud Monitoring Group are:

- To provide an accountable and representative structure.
- To influence the future of Barcud by actively pursuing involvement and consultation with tenants and the wider local community.
- To enable tenants to review the management and maintenance of Barcud properties
- To positively promote the work of the Monitoring Group within the wider area particularly with other community and support groups.

Objective 1: Accountable and Representative Structure

1. Structure

The Monitoring Group is an independent, voluntary, not for profit organisation, which will form part of a structure that will enable clear reporting to tenants, leaseholders, stakeholders and communities as well as to Barcud and its partners as shown in the diagram below.



1.1 Equal Opportunities

- The Monitoring Group believes it must work towards the aims and objectives outlined in the Barcud Tenant Involvement Strategy and Action Plan.
- The Monitoring Group is committed to opposing all forms of discrimination and will actively encourage all members of the community to participate in its activities.
- The Monitoring Group will work towards the development of an awareness of equal opportunity issues.
- The Monitoring Group will try to ensure that any partner organisations also operate an equal opportunities policy.
- The Monitoring Group will welcome, support, encourage and value diversity.
- The Monitoring Group will operate on the basis that every member has a part to play and a right to participate fully in its discussions and decisions. Members will be required to express their views courteously and without offence to others.
- Should members fail to do so when reminded of this obligation; they will receive a formal warning from the Chair, which will be minuted. Any further breaches of conduct will result in the offending member being removed from the Monitoring Group.

2. Membership

The Monitoring Group will have no more than **26 members** in total and will comprise of the Chairperson, Vice Chairperson, Secretary, Treasurer and 22 Committee Members. Two of these 22 places will be earmarked for leaseholder representatives.

The officers of the Group are to be elected at the Annual General Meeting of the Group, which is to be held in the month of October.

The Monitoring Group will present its Annual Report at the Tenants Conference which is to be held in the month of September and to seek the tenants consent to represent them for the coming year.

Membership of the Group will be reviewed as part of an annual review, to ensure representation is being achieved. **Neither a County, Town nor Community Councillor can be a member of the Group, due to incompatibility of the position.** As part of the annual review, a skills audit of members will be carried out with the help and advice of the Tenant Involvement Officers, to identify any opportunities to train people to fulfil their roles and their potential.

Any member absent from three meetings without giving apologies in advance will be removed from the Group. Apologies must be given to an Officer of the Group only.

As required, other persons or organisations will be invited to attend and address the Monitoring Group meetings with such attendance to be agreed by the Monitoring Group in advance, unless exceptional circumstances should arise, where the

Chairperson can make an informed decision.

2.1 Family membership

Family members are entitled to membership of the Group. In such cases where there exists more than one family member or more than one member from the same household then only one of these members may hold an officer position, within the Group and/or be a cheque signatory.

All members except the Chair, will have a vote, with the Chair having a casting vote, if necessary.

2.2 Co-option

To fulfil the requirements of the Group, such as being quorate at the Tenant Liaison Panel meetings, then the officers may co-opt members to fill any vacancies in accordance with the below criteria:

- If one or more officers is unable to fulfil their duties as an officer for a period of time longer than one month then the remaining officers reserve the right to co-opt members of the Group at its discretion.
- No more than two co-opted members can hold an officer position at any one time.
- The co-option of a member will be ratified at the next general meeting of the Group.
- The co-optee must stand down on the return of the absent officer.

3. Code of Conduct & Confidentiality

Members of the Group will abide by the code of conduct and the confidentiality policy.

4. Finance

The signatories to the bank account will be at least four members, preferably officers chosen by the Group. They should be from different households and not be related. Signatures by any two of the four named signatories will be required for all cheques. Expenditure outside of the daily functions of the Group will require prior agreement from Barcud. No payment for such activity will be made without the organisations consent. All claims must be accompanied by a completed “travel/expenses claim form” and receipts, where applicable. All claims must be in accordance with the criteria outlined on the “travel/ expenses claim form”. For accounting purposes, all members are encouraged to deposit their cheques at their earliest convenience.

5. Frequency of meetings

A minimum of 6 Monitoring Group meetings will be held every year. The meetings will be arranged by the Monitoring Group with the support of Barcud’s Tenant Involvement Officers. Meetings will be held on the last Friday of the month, except for August and December. Meetings will be from **10.30am to 1.00pm**, at a venue agreed by the

Group. In addition to this, the officers of the Group will meet a minimum of 6 times a year with Barcud's Leadership Team and the Heads of services

5.1 Quorate

For the Monitoring Group to be quorate there must be 6 + 1 members present at each Monitoring Group meeting, with a minimum of 2 officers in attendance, to conduct the business of the meeting. Where the quorum is not met the meeting will be postponed.

6. Reporting to Barcud

To ensure that Barcud is kept up to date with Monitoring Group business, and to further the interests of the tenants of Barcud and the association, the Group will:

- Provide reports to the Barcud Leadership Team and Heads of services at the monthly Tenant Liaison Panel (TLP) meetings.
- Ensure issues of general concern raised by tenants at meetings with the Group are recorded at Monitoring Group meetings and reported to Barcud at the TLP meetings.
- Participate in, and present its views at Barcud's Strategic Objective reviews.

Participate in, and present its views at Barcud's Regulatory Standards Self-Evaluation meetings.

7. Support from Barcud

- Supporting and servicing of the Monitoring Group
- Agreeing a formula by which the Monitoring Group will be funded from.
- Provide training for all members of the Monitoring Group to ensure:
 - Understanding of the role and processes of the Monitoring Group
 - Knowledge of any relevant policies and decision-making structures
 - Skills for working with community and voluntary groups
- Paying reasonable expenses incurred by Monitoring Group members whilst acting on behalf of the Monitoring Group.

8. Reporting to Tenants

To ensure the tenants of Barcud are up to date with the work of the Monitoring Group, the Group will:

- Host the Tenant Liaison Forum (TLF) meetings twice a year and report on its activities.
- Host the annual Tenants Conference and present the Group's Annual Report.
- Seek consent from the tenants of Barcud to represent them for the coming year at the Tenants Conference.
- Host quarterly online open meetings in order to hear the wider tenant voice and to promote the work of the Group.
- Provide articles on the work of the Group for the Barcud Newsletter.
- Provide an article on the work of the Group for Barcud's Annual Report.

Attend other tenant events provided by Barcud.

Objective 2: Influence the future of Barcud while actively pursuing involvement and consultation from tenants.

- To develop a clear Community Engagement Strategy based on Barcud’s Tenant Involvement Strategy and Action Plan
- To actively promote and work in partnership with other community and support groups/organisations to tackle the variety of issues identified within Barcud’s communities.

Objective 3: Monitoring & Review

The Monitoring Group will monitor and review the performance of Barcud and receive performance information - for discussion and comment – on:

- Day to day repairs performance
- Progress on achieving the Welsh Housing Quality Standard
- Tenants’ satisfaction levels
- Rent performance
- Day to day repairs satisfaction levels
- Lettings
- Void property management
- Anti-Social Behaviour
- Other housing management issues as they arise

These Terms of Reference should be kept under continuous and regular review to ensure that the aims are being met for the tenants, leaseholders and communities as well as Barcud. This will be done by:

- Feedback from Monitoring Group members to the Tenant Liaison Forum
- Thereafter an annual review meeting of the Monitoring Group, with the support of the Tenant Involvement Officers, to review achievements and future plans.

These Terms of Reference were reviewed and agreed by members of the Barcud Monitoring Group on 29th September 2023.

Signed Paul Clasby Chairperson

(Print name) PAUL CLASBY

