



## Warwick District Council

### Housing Consumer Standards Board (Social Housing Stock) - Terms of Reference

**Overall purpose:** to be accountable to Council, Cabinet, Housing Committee, Tenants & Leaseholders and Regulator for Social Housing for all matters pertaining to the effective delivery of the Consumer Standards action plan within the Social Housing Stock.

1. To ensure that the items in the Consumer Standards action plan, are implemented within suitable time frames.
2. To act upon further requirements set by the regulator.
3. To report to the Housing Scrutiny Committee and appropriate Resident panels/groups and provide them with reports on progress with the Consumer Standards action plan and therefore standards within the social stock.
4. To develop a communications plan which will include reporting to appropriate groups and stakeholders, as well as timely updates and engagement with residents.
5. To ensure that appropriate management of Consumer Standards, Compliance, and Building Safety is adequately in place across the whole of the Councils' Social Housing Stock.
6. To receive and discuss any non-compliance reports and incident reports involving Consumer Standards, Compliance, and Building Safety.
7. To establish appropriate subgroups to take forward actions on specified matters.
8. To receive and review regular reports from the Strategic Lead Officer, subgroups, external compliance auditors and others as required and ensure all recommendations are implemented.
9. To receive and review safety reports and KPI's from the Strategic Lead Officer, subgroups, contractors and other specialists.
10. To deal with any such required service improvement or Health and Safety matters as directed by the Senior Leadership Team or Cabinet.
11. To consider the safety needs of Officers, Members, customers, tenants, contractors, visitors and any other persons our activities may affect whilst carrying out our undertaking.
12. To undertake recommended training and to identify, promote and encourage specific training programs and increasing levels of relevant competency.
13. To Horizon scan relevant issues and maintain a pro-active stance on all consumer standard and compliance issues within the Social Housing Stock.
14. To ensure there are sufficient resources in place to support the delivery of the action plan.

**Constitution:**

- The Chairperson, to be the Deputy Chief Executive and, in their absence, the Chief Executive.

**Membership:**

- Portfolio Holder for Housing
- Deputy Chief Executive
- Monitoring Officer
- Head of Housing
- HRA Accountant
- Marketing and Communications Manager
- Programme Lead for Consumer Standards
- Pennington Choices Representative
- HQN Representative
- Tenant representative
- Chief Executive Officer at Association of Retained Council Housing

**Co-opted Members:**

Personnel can be co-opted from service areas or be external specialists to serve on specific projects or provide specialist advice and information, identified and agreed by the Housing Consumer Standards Board.

**In Attendance:**

When requested or invited other advisors, such as external specialists, may be asked to attend on an ad hoc basis.

**Administration:**

Each Housing Consumer Standards Board meeting will be minuted and stored on the project file.

**Reporting:**

Housing Consumer Standards Board will report progress to the:

- Housing Scrutiny Committee on a bi-monthly basis.
- Cabinet and Council as decisions are required.

Will provide reports and evidence to the Regulator for Social Housing on terms determined by the regulator.

**Meetings:**

The Board shall meet monthly but will review this from time to time.

**Quorum:**

The quorum shall be four members which must include the Monitoring Officer.