

Business Strategy and Performance Scrutiny Group

Terms of Reference

1. Purpose of the Group

The Business Strategy and Performance Scrutiny Group (the "Group") is established to provide a forum where residents, staff, and Board members can collaboratively review, discuss, and advise on matters related to the business strategy, operational performance, and service delivery of Hastoe. The Group will offer constructive feedback and recommendations to help ensure the organisation meets its strategic objectives and delivers high-quality services to its residents.

2. Scope and Responsibilities

The Group's responsibilities include, but are not limited to:

- Reviewing the organisation's business strategy and performance metrics.
- Evaluating the quality and efficiency of services provided.
- Identifying areas for improvement and suggesting possible solutions.
- Offering insights on resident needs and expectations.
- Providing feedback on proposed changes to policies or services.
- Advising the Board and senior management on matters related to strategy and performance.

3. Membership

The Group will comprise:

- Residents: Up to 10 resident representatives, and a minimum of 2 at any one meeting.
- Staff Members: Up to 3 representatives from different departments representing repairs, planned maintenance, customer service and housing.
- Board Members: Up to 3 members of the Board.

Membership should be diverse and represent a range of perspectives across the organisation.

4. Meeting Schedule

- The Group will meet twice per year.
- Additional meetings may be convened if required, subject to agreement by the Group members.

5. Preparation for Meetings

- Members are expected to prepare for meetings by reviewing the agenda, any relevant documents, and any previous meeting minutes.
- Members should submit any items for the agenda to the Chair at least 10 days before the meeting.
- The agenda and supporting documents will be circulated at least 5 days before the meeting.

6. Meeting Conduct

To ensure productive and focused meetings:

- Discussion of Agenda Items: Members should discuss only the items on the agenda and not stray off topic. Any additional items may be addressed in the "Any Other Business" section, subject to time availability.
- Polite Behaviour: Members must demonstrate respect and polite behaviour towards others, allowing all participants the opportunity to contribute to discussions without interruption.
- Time Management: The Chair will ensure the meeting remains within the scheduled timeframe.
- Preparation Requirement: Members are expected to attend the meetings having read the relevant documents, and be ready to engage in meaningful discussion.

7. Prohibited Discussion Topics

- Personal Issues or Grievances: The Group is not a forum for addressing individual complaints, grievances, or personal issues. These matters should be raised through the appropriate internal processes.
- Confidential Matters: Members must respect the confidentiality of sensitive information and not discuss such matters outside of the Group.

8. Chair and Minutes

- The Group will be chaired by a member of the Hastoe Board, who is responsible for guiding the meeting, ensuring adherence to the agenda, and maintaining order.
- A designated minute taker will take minutes and circulate them to all members within 10 working days after the meeting.

9. Decision-Making Process

- The Group operates in an advisory capacity and will aim for consensus on recommendations where possible.
- Where consensus is not possible, differing views will be recorded in the minutes, and the matter may be referred to the Board for further consideration.

10. Reporting and Accountability

- The Group will provide updates to the Board on its activities and any recommendations.

11. Review of Terms of Reference

- These Terms of Reference will be reviewed annually to ensure they remain relevant and aligned with the Group's objectives and organisational needs.

January 2025

Signed.....

Lindy Morgan, Chair of Resident Business Strategy and Performance Review Group