



Bield Improvement Group

Terms of reference

October 2021





Who we are

The Bield Improvement Group (BIG) is a group of tenants who work together to scrutinise Bield Housing & Care services.

Aims

{have the intention of achieving}

BIG aims to

- To work on behalf of Bield tenants and service users to scrutinise services provided to Bield Customers to promote best practice and identify areas for improvement
- To make recommendations on how Bield services can be improved

Role

{purpose in the organisation}

BIG will:

- Independently review the performance and delivery of Bield's service
- Share recommendations with the Partnership Forum prior to BIG submitting a paper to the Board and Senior Management Team
- Monitor and review agreed action plans
- Promote the work of the group and encourage involvement in service reviews where appropriate

Membership

{who can belong}

Membership of BIG is open to all residents living in a Bield home.

The maximum number of resident members is 16.

Membership is subject to four conditions:

- To work co-operatively and constructively as part of a team



- A willingness/commitment to undertake training for the role
- A willingness/commitment to set aside the time necessary to attend meetings and training
- A commitment to abide by the agreed Code of Conduct

Membership of the group will be reviewed annually.

We will aim to get the widest possible representation and range of experiences as possible.

Equalities & Diversity

{eliminating discrimination, celebrating difference}

We believe in a fair society that gives everyone an equal chance to learn, work and live free from discrimination, harassment, and prejudice; that the diversity of our community is an asset.

BIG are committed to promoting equality of opportunity to all persons. We recognise the existence and importance of the different ages, races, genders, abilities, and lifestyles within our communities and will strive to ensure that no group or individual will be disadvantaged because of our activities.

Frequency {number of regularly occurring events}

BIG will normally meet a minimum of 6 meetings per year, although often more meetings are arranged depending on the scrutiny task, sometimes monthly.

Quorum {minimum number to conduct business}

A quorum will be more than 50% of members e.g. if membership is 12, a quorum will be 6.

Inquorate meetings should be noted and decisions ratified at the next quorate meeting.



On completion of the a Scrutiny Report each BIG member has the opportunity to give comment before it is finalised.

Officer Support

{assistance}

BIG will be provided with officer support to ensure liaison with the Bield and to co-ordinate communication activities. Other activities will include arrangements relating to room bookings, catering and travel.

Meeting papers will be sent to all group members 7 calendar days before the date of the meeting.

Key contact

{point of contact}

BIG will select a Key Contact.

The term of the appointment to Key Contact will be per scrutiny task. Following this, the Key Contact will stand down and a new key contact person will be selected by the group.

The Key Contact will be provided with updates in terms of group member attendance and will be responsible for discussing any areas of concern.

Programme of Work

{what we will do}

The BIG will develop a programme of scrutiny work. The priority areas for review will be decided upon using feedback from all available information including (but not restricted to):

- Performance Reports
- Reports from on-going scrutiny activity
- Feedback from tenant and resident groups
- Surveys
- Complaints
- Consultation feedback exercises



- Benchmarking

Communication with other tenant engagement groups ***{clear communication}***

BIG provide quarterly reports to Partnership Forum so they can share the work more widely.

BIG will produce a report on the results of its work.

Training

{teaching a particular skill}

All new members will undertake an induction programme and training. Requirements will be assessed and agreed by group members.

A training programme will be developed and delivered with resident input. This will be regularly reviewed.

Recruitment and Succession

{enlisting new people}

BIG will undertake a review of recruitment at the conclusion of each scrutiny activity, and on an annual basis. Bield will help to recruit new tenants as part of ongoing promotion of tenant engagement.

Training will be provided and there will be a code of conduct that members of the Group are expected to adhere to.

In the event of a BIG member failing to attend 3 consecutive meetings without good reason, they will be deemed to have resigned, unless otherwise agreed by the BIG. Their place will be filled via the recruitment process.

Code of Conduct



BIG members will be required to sign a Code of Conduct as a member of this group.

In the event that anyone has concerns about compliance with these Terms of Reference, representatives from Bield Housing & Care will meet with the BIG at the next scheduled meeting (subject to 14-day notice in advance of the meeting) to raise these concerns and establish a joint agreement.