

Resident Scrutiny Group

TERMS OF REFERENCE

Purpose

The purpose of the Resident Scrutiny Group (RSG) is to review current services delivered by Abri, monitor performance in key business areas and make recommendations for improvement to the relevant directorates.

Membership

- The RSG has a target membership of 12 - 18 members.
- The RSG will strive to be inclusive and diverse providing all members with equal opportunities for involvement.
- Members will attend RSG monthly meetings and will lead or contribute where possible to at least one core review project per year.
- A majority of members will be Abri customers, but independent members will be recruited on the basis of their skills, expertise, and experience if expressions of interest are received.
- Membership will be reserved for customers and independents only. Abri colleagues and Board Members may not be members of the RSG.

Chair

- The Chair will be appointed through an open recruitment process and will be re-appointed on an annual basis by the Group Board (GB).
- A maximum tenure of 6 years.

Quorum and Voting

- Four members will be quorate, one of which will be the Chair. Should the Chair not be available for the meeting at short notice, they can recommend a member to act on their behalf.
- Decisions of the RSG will be made via consensus and each member will be entitled to one vote per item. In the event of an even outcome, the Chair has the casting vote.

Reporting

- The Chair of the RSG will provide a written report on RSG activity to each meeting of the Audit and Risk Committee (ARC).
- Minutes of the RSG meetings will be available within 12 days of the meeting to RSG members, Abri colleagues and publicly via the Abri website and My Abri Portal.

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Representation

- The RSG will represent the interests of resident scrutiny on or through:
 - The ARC (the Chair will be a co-opted member of the ARC).
 - The Customer Service and Performance Committee (CS&PC), (the Chair will be a co-opted member the CS&PC)
 - The bi-annual RSG and GB Co-Regulation event.

Accountability

- To customers through:
 - Regular updates throughout the year including reporting on review outcomes and recommendations.
 - Annual peer review of the RSG.
 - Annual appraisal of the Chair by RSG members and the Company Secretary.
 - Annual report to residents.
- To Abri through:
 - Quarterly progress reporting to the EB and ARC.
 - An annual self-assessment exercise.

Meetings; frequency and content

- Monthly standing meetings.
- Standing agenda items:
 - Review and agreement of previous meeting notes/actions.
 - Chair's report.
 - Scrutiny review reports.
 - Review of outstanding review recommendations and progress updates.
 - Risk register and communications plan.
 - Key performance indicators.
- Selected items
 - Review of performance and service delivery reports.
 - Briefings from guest speakers / subject matter experts.
 - Strategy session planning and outcomes.
- The RSG will hold at least one member-only meeting a year.

Scope/Objectives

- The RSG will prioritise reviewing services already delivered by Abri but will also keep a watching eye on key emerging developments within the sector and alert Abri to any matters of interest.
- The RSG will undertake a minimum of three to four (depending on group size on commencement of the review) topical based reviews a year which will be led by a RSG member.
- The RSG will welcome subject matter experts from Abri to discuss topics of interest as and when required.
- The RSG will monitor performance in areas considered important to customers and will raise any concerns with Abri via the correct channels.

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- The RSG will maintain regular contact with all Abri customer panels to ensure full transparency and ensure the activities of each remain within their respective remit.
- The RSG will monitor Abri's delivery of the recommendations made by it.

Annual Scrutiny Programme

- Driven by customer priorities identified through customer consultation.
- Informed and augmented by RSG members.
- Prioritised rolling programme, reviewed, agreed, and monitored by the RSG.

Location

- The RSG will seek to recruit members across Abri's geography.
- The RSG will hold three face-to-face meetings per year as a minimum, however if the RSG has appetite and attendance for additional face-to-face meetings this will be accommodated. If face to face meetings do not generate sufficient attendance to make them viable, they may proceed on a virtual basis.
- RSG members will have the option to join all meetings remotely.

Remuneration

- All reasonable expenses on RSG business will be reimbursed in line with Abri's expense policy. These should be agreed with Abri prior to being incurred.
- The Chair and Abri, in consultation, will decide appropriate reward and recognition for RSG members.

Meeting papers

- The agenda and any associated papers will be circulated at least five days prior to the meeting.

Measuring success and effectiveness

- The success and effectiveness of the RSG's activities will be measured by:
 - Monitoring the progress and implementation of recommendations.
 - Raising the profile of the RSG both internally and externally.
 - Undertaking internal effectiveness reviews.
 - Inviting independent specialists to undertake effectiveness reviews, providing feedback and any recommendations for improvement.

Training and Events

- Abri will ensure all members of the RSG; whether customers or independent, will have the opportunity to undertake training or attend events that will assist them with their contributions to RSG activities.
- Members of the RSG will have the opportunity to attend events that will help to raise the profile of the RSG and contribute to regional and national scrutiny activity