



Report Title	Scrutiny Roles and Responsibilities – Homes for Haringey
Executive Director	Eamon McGoldrick Director of Housing Management (Interim) 020 8489 5912
Meeting Description	Environment & Housing Scrutiny Panel
Meeting Date	8th January 2013
Agenda Item	
Status of Report	Non-confidential

The attached briefing:

- **outlines scrutiny functions at Homes for Haringey**
- **possible ways which scrutiny bodies can collaborate**

Summary

This report outlines the respective roles of the Residents' Scrutiny Panel and Homes for Haringey Performance Committee regarding scrutiny. It outlines ways that these scrutiny bodies could potentially collaborate with Council Scrutiny body (Environment and Housing Scrutiny Panel).

Background

Scrutiny is a very important responsibility for any organisation that is serious about learning and improving performance. With the demise of the Audit Commission, there is an increased expectation that housing organisations will put in place arrangements whereby councillors, board directors and residents are all given opportunities to scrutinise service areas as part of a self regulation framework.

At present, scrutiny in terms of housing services is potentially undertaken by three bodies albeit that they are taking on this responsibility for different reasons.

- Resident Scrutiny Panels (Homes for Haringey)
- Performance Committee (Homes for Haringey)
- Environment and Housing Scrutiny Panel (Haringey Council)

Homes for Haringey (HfH) Resident Scrutiny Panel

HfH has set up its own resident led Scrutiny Panel which is chaired by Roger Bush. The Resident Scrutiny Panel is still in its early days having completed a pilot review on winter maintenance. It is now undertaking a scrutiny of the repairs service and it is currently planned that a report be submitted to the HfH main Board early 2013.

It is essential that the RSP is able to maintain independence and if it is to be successful it must be given the freedom to select topics which it feels are appropriate for scrutiny. Having said that, it would also be good practice to ensure that the RSP has a work programme set for at least a year ahead so that other scrutiny bodies are aware of topics that it is likely to be investigating.

Performance Committee

The HfH Performance Committee will also undertake scrutiny. Its primary function should be to look at topics which are critical to Homes for Haringey's key responsibilities as a housing organisation and a separately governed company. Although Performance Committee would be a third body undertaking scrutiny there is plenty of potential to look at issues which are unlikely to be picked up by the Council or the RSP.

It has been agreed that Performance Committee will:

- a) Look at a separate topic at each meeting with officers presenting background information for discussion and analysis. Performance Committee may invite officers and / or experts to attend the meeting to enable a fuller discussion.
- b) At the start of the year, Performance Committee will agree two or three topics for more in depth scrutiny. Topics would be examined over a number of weeks / months and could include visits to other organisations.

The terms of reference for Performance committee are attached at appendix A.

Proposed Topics

Performance Committee could self select topics based on performance where this is a concern e.g. income collection. It could also draw topics from the regular performance report. Another option would be for the main Board to delegate topics to Performance Committee. Once Performance Committee has formed a view on the options above the terms of reference can be amended to reflect this.

It is recommended that before the start of the municipal year that the chairs of the three scrutiny bodies should meet to discuss potential draft work programmes for the year ahead to ensure that they are no clashes. There would also be additional benefits of the chairs sharing their own experiences of scrutiny.

It is also recommended that the outcomes of any scrutiny undertaken by both the resident scrutiny panel and the Performance Committee should be brought to the attention of the Homes for Haringey main Board.

Eamon McGoldrick
Interim Director of Housing Management

Terms of Reference for Performance Committee

Purpose of committee

To oversee the delivery of excellent customer services and to promote customer engagement and influence services.

	Title	Referred or Delegated
1	To consider and recommend to the Board any new housing management policies and referred by the Leadership team that will improve services to residents.	R
2	To receive and monitor detailed performance information on key targets and business objectives contained in the business plan and the delivery plan.	D
3	To determine corrective actions necessary to address any adverse trends and report to the Board on any serious service delivery failures or concerns. To receive reports on tenant satisfaction, outcomes and lessons learned. To make an annual report to the Board.	D
4	To monitor complaints about Homes for Haringey's performance and assess the effectiveness of the complaints policy and procedure. To receive feedback from the complaints process and recommendations for organisational learning.	D
5	To receive reports from the Performance Improvement Group at each committee meeting.	D
6	To maintain a close working relationship with the other scrutiny bodies to ensure co-operative working and to minimise duplication of work.	D
7	To consider one HfH service area for close scrutiny at each committee meeting. To report the outcome and recommendation from scrutiny work to the Board.	D
8	To consider reports on proposed new legislation or Ombudsman cases in regard to services monitored by this committee.	R
9	To receive and consider all Audit reports that have implications on performance.	D
10	To conduct an annual review of the effectiveness of the Committee.	D
11	To agree an annual plan for the work of the Committee.	R
12	To consider and monitor equality and diversity matters in all aspects of performance.	D

R = Referral for committee to consider and make recommendations to Board

D= Delegated authority for committee to make decision and report that decision to board