

Resident Scrutiny Group

TERMS OF REFERENCE

Purpose

The purpose of the Resident Scrutiny Group (RSG) is to hold Abri to account on behalf of the residents, 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 aims to have a membership between 8 and 20 members.
- Group membership is reviewed annually.
- The RSG will strive to be inclusive and diverse providing all members with equal opportunities for involvement.
- A majority of members will be Abri residents, but independent members will be recruited on the basis of their skills, expertise, and experience if expressions of interest are received.
- Abri colleagues and Board Members are not permitted to be members of the RSG.

Chair

- The Chair will be appointed through an open recruitment process
- The Chair's appointment will be reviewed on an annual basis up by the Group Board (GB).
- The position holds 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 to attend the meeting the Chair may nominate an alternative chair for that meeting. Decisions of the RSG will be made via majority 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

- Quarterly updates will be provided to the Executive Board
- The Chair of the RSG will provide a written report on RSG activity to each meeting of the Audit and Risk Committee (ARC).

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 Committee, (the Chair will be a co-opted member the Customer Committee)
 - The bi-annual RSG and GB Co-Regulation event.
 - Other committees or groups outside of Abri

Accountability

Resident Scrutiny Group

- To residents through:
 - Regular updates throughout the year including reporting on review outcomes and recommendations.
 - 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, through bi-annual development sessions.

Meetings; frequency and content

- Monthly standing meetings.
- Standing agenda items:
 - Review and agreement of previous meeting notes/actions.
 - Scrutiny review updates and/or reports.
 - Review of outstanding review recommendations and progress updates.
- Quarterly Performance Meetings
 - Review of performance and service delivery reports.
 - Briefings from guest speakers / subject matter experts.
 - Key performance indicators
- Bi-annual development session
 - Strategy & forward planning
 - Reflection on the RSG progress
 - Training & guest speakers for relevant topics

Reviews

- Members lead or contribute to at least one core review project per year.
- 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 topical based reviews a year which will be led by an 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 residents and will raise any concerns with Abri via the correct channels.
- 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 and the impact made by them. They will also report on delivery progress of these recommendations.

Annual Scrutiny Programme

- To be aligned with the annual Abri internal audit plan

Resident Scrutiny Group

- Driven by resident priorities identified through resident surveys and feedback.
- Informed and augmented by RSG members.

Location

- The RSG will seek to recruit members across Abri's geography.
- The RSG will hold two face-to-face meetings per year as a minimum, this can include the development session, 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.
- Co-Regulation Events are hybrid sessions, though face-to-face is encouraged
- 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 expenses 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, implementation and impact 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 residents 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.