

**Your Service,
Your Say**



**Service
Inspectors**



Housing Services

Service Inspector's Terms of Reference

1. Name of Group

The group will be known as Service Inspectors

2. Purpose of Group

The Service Inspectors will be independent from housing, supported by the Housing Equalities and Engagement Facilitator. They will:

- Look, in depth, at services delivered by Housing
- Look at how other organisations deliver services
- Identify areas for improvement
- Make recommendations
- Monitor services
- Challenge weakness

3. Activities to be undertaken by the Service Inspectors

The Service Inspectors will identify appropriate service areas to inspect by:

- a. Asking Residents/Resident's Associations/the Residents' Federation and/or others for suggested areas
- b. Asking Housing staff for suggestions
- c. Using performance information
- d. Using satisfaction information

During the inspection the Service Inspectors will use one or more of the following activities:

- a. Interviews with tenants
- b. Interviews with staff
- c. Site visits
- d. Shadowing staff

- e. Holding focus groups
- f. Carry out surveys

The Inspectors will report to the Senior Management Team/ Assistant Director of Housing/ Cabinet member responsible for Housing (as appropriate) its findings and recommendations upon completion of each inspection and will receive a formal response

The Service Inspectors will feedback to tenants and staff on its work through Streets Ahead; the Annual Report; the website; intranet and other methods. Service Inspectors will attend other resident involvement events, as appropriate, to discuss their work.

Service Inspectors will identify training and development needs and take part in training and development sessions as appropriate.

4. Recruitment of Service Inspectors

Tenants and leaseholders are eligible to apply to join the panel, provided that they:

- Are not employees of City of York Council
- Are not in rent arrears without an agreement to repay
- Have not breached their agreement to repay arrears
- Do not have a notice seeking possession in place for a breach of tenancy
- Are not subject to any anti-social behaviour order or investigation.

New members will participate in an induction training programme to help them fulfil their role. They will also participate in further training as and when required to support them in their role.

5. Management of the Service Inspectors

The Service Inspectors will meet regularly dependant on the need of the inspection.

There shall be a maximum number of 15 Service Inspectors no more than one third of the members can be leaseholders.

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The quorum of any formal meeting shall be one third, of the current membership. A quorum must include either the Chair or Secretary.

The Service Inspectors will reach decisions by consensus; if this is not possible members will vote on an issue by show of hands, a majority of one will be required to agree a decision. In the event of a tie the motion will not be carried and the Chair will not have a casting vote.

Council Officers who support the Inspectors will at all times seek to ensure the independence of the panel.

A Chair and Secretary will be appointed for a one year term via self nomination, followed by a closed ballot of panel members (if necessary). Both posts are eligible for re-election annually.

Service Inspectors will be given the opportunity to declare any interest in any of the services they will be inspecting. This will be recorded at the meeting. If there is a clear conflict of interest the Service Inspector will be expected to withdraw from the inspection.

Service Inspectors should not miss more than three meetings in a row, if they do the assumption will be made that they have resigned. The Service Inspectors may agree to long term absence based on panel members' individual circumstances.

The Service Inspectors will be supported and facilitated by the Housing Equalities and Engagement Facilitator.

All Service Inspectors will be expected to comply with the code of conduct included as an annex at the end of these terms of reference. Service Inspectors who do not comply with any part of the code of conduct will be subject to a warning given by the Council Officer supporting them. Any subsequent non compliance will result in the Service Inspector being removed from the panel.

Service Inspectors must not disclose confidential information to anyone else outside the panel. Service Inspectors who breach confidentiality will be removed from the panel.

If a Service Inspector wishes to resign they should inform the Chair in writing or by email.

6. Equality and Diversity

The Service Inspectors will consider the impact of equality and diversity in all aspects of the service they are inspecting.

7. Completing an inspection

An informal report outlining the findings and recommendations of the inspection will be sent to the appropriate Officers for feedback.

This feedback will inform the final report which will be presented to Senior Management Team; Assistant Director of Housing/ Cabinet Member responsible for Housing (whichever is the most appropriate).

A timeline for implementation of the agreed actions will be agreed.

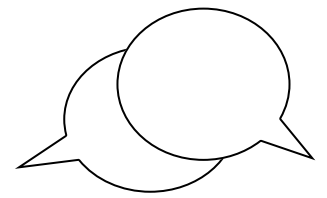
The Service Inspectors will monitor the actions and timeline to ensure delivery of the recommendations

If the recommendations are not implemented as agreed, approaches will be made to Senior Housing Managers/The Director of Housing or the Cabinet Member. If recommendations are still not implemented approaches will be made to the Leader of the Council.

8. Monitoring and review

Each year a health check of the panel will take place to ensure it is performing its duties effectively. The Service Inspectors will lead the health check in partnership with Senior Housing Managers.

The terms of reference will be reviewed annually as part of the process.



Code of Conduct

We will be

Professional by

- ✓ treating tenants, contractors, staff and each other with respect and courtesy
- ✓ dressing appropriately and safely for inspections
- ✓ clearly wearing our identification badge
- ✓ not getting in the way of or interfering with housing's normal business
- ✓ never being under the influence of drink or drugs
- ✓ using the council's whistle blowing policy to raise any serious concerns

Confidential by

- ✓ respecting the confidentiality of customers and the housing service
- ✓ treating all information acquired through inspection as confidential including individual identities and circumstances
- ✓ checking if there are any concerns or queries regarding confidentiality
- ✓ working within the requirements of relevant data protection legislation
- ✓ never giving the media information from inspections or reports

Safe by

- ✓ following good health and safety practice, especially when on site
- ✓ paying attention to our own and other's safety

Fair by

- ✓ being objective and open-minded
- ✓ not working in our own geographic areas
- ✓ declaring any conflicts of interest
- ✓ being sensitive, especially with older or vulnerable customers
- ✓ being inclusive to all customers and their views
- ✓ giving open and honest feedback, based on the evidence acquired
- ✓ never falsifying or misrepresenting findings or reports

A team by

- ✓ keeping a sense of humour!
- ✓ keeping to the boundaries we agree for the inspection
- ✓ keeping to the commitments we make at meetings
- ✓ contacting other group members if unable to keep a commitment
- ✓ working together to stick to the agreed timetable for reporting
- ✓ Not undertaking any work independently unless agreed in a meeting