



Terms of Reference

Landlord Assurance Board

Introduction:

Effective governance, assurance and oversight are essential to deliver high quality council homes and landlord services.

Whilst the Council has well established mechanisms to monitor performance, risk and compliance, it is important to draw together the various strands of the landlord service that collectively demonstrate how the Council operates and performs as a landlord so that these can be considered together, enabling collective awareness of this key agenda, whilst also supporting continuous improvement.

Purpose and Scope:

To ensure collective awareness and visibility relating to regulatory assurance, financial resilience, risk management, performance and compliance on all matters relating to being an effective landlord.

To receive information and updates relevant to:

- Performance, risk and compliance and progress updates on any improvements or remedial actions required.
- Performance and benchmarking information, to support continuous improvement.
- Complaints management and monitoring, including annual self-assessment, trends and insights and continuous improvement.
- Tenant voice, ensuring this is embedded and being reflected in the decisions and service improvements that are made, including learning from tenant satisfaction measures.
- Effective planning and delivery of the requirements of the Social Housing Regulation Act and any other associated legal and regulatory requirements.

- Delivery of commitments and strategic action plans relating to the Council's Landlord service, including Asset Management Plan, HRA Business Plan and Affordable Housing Development Plan.
- HRA budget and Capital Programme spending, delivery of agreed programmes/projects, ensuring budget spending is within acceptable parameters and that the HRA remains financially resilient.

Links to other Corporate Bodies/Groups:

The Landlord Assurance Board does not replace any existing structures, scrutiny or decision-making arrangements. However, it provides a single focus for political and professional leaders to consider housing matters in one place and ensure there is a focus and grip on housing, regulatory responsibilities, and tenant voice.

The Landlord Assurance Board will provide an annual report for consideration by Scrutiny Committee, Cabinet and Council. This will also form part of the Council's overall governance and assurance arrangements, forming part of the Annual Governance Statement

Membership:

This assurance board provides an opportunity for collective ownership of one of the Council's most significant areas of responsibility.

The Landlord Assurance Board comprises the following core membership:

- **Chair:** Portfolio Holder for Housing & Landlord Services / Leader of the Council
- **Vice Chair:** Chief Executive
- Portfolio Holder for Governance, Environment and Regulatory Services / Deputy Leader of the Council
- Leader of the Opposition, or a nominated representative
- A nominated member of any other political group or non-aligned member
- Chair of the Scrutiny Committee
- Director for Housing & Communities / Deputy Chief Executive [Note: Designated officer for Landlord H&S]
- Director for Corporate Services / s151 Officer
- Assistant Director, Housing Management [Note: Designated officer for Consumer Standards]

- Assistant Director, Governance and Democracy (Monitoring Officer)
- Up to three Nominated Tenant Representatives
- External critical friend / housing peer (officer)

Nominated Tenant Representatives:

Tenant voice is a critical part of the Landlord Assurance Board. A role profile will be developed to provide clarity on this remit and expressions of interest from tenants will be sought and assessed against the role profile. Expressions of interest will be reviewed by the Housing Leadership Team and Tenant Group representatives (Your Choice) to agree upon nominated representatives for the Assurance Board.

Whilst there is no remuneration for this role, the Council will fund an appropriate package of training and support, for example via the Tenant Participation Advisory Service (TPAS).

The opportunity to be a nominated tenants representative will be promoted to all tenants, via email, the councils website, the next edition of the tenants newsletter.

Wider attendance:

Other attendees would be invited to attend on specific items. For example (but not limited to), Housing Asset Manager, Tenancy Services Manager, HRA Accountant, Corporate Policy and Performance Officer, Regulatory Assurance Lead and relevant external stakeholders.

Frequency and Format:

Meetings will take place on a quarterly basis. They will be operated as hybrid meetings, enabling participants to attend in person or remotely as required.

Papers will be issued in advance and should be treated as confidential. Permission should be obtained from the Chair or Vice Chair before sharing information from the Landlord Assurance Board more widely.