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ACCESS AND INVOLVEMENT COMMITTEE

Terms of Reference

1. Purpose of Committee

To support the achievement of the Enfield Homes' vision through the development, monitoring and overview of key strategies, policies and plans relating to customer access and resident involvement.

1.1 The Committee will take the lead for the Board in the following areas:

- Resident Involvement
- External communications
- Customer Access
- Diversity Strategy (Access and Customer Care and Resident Involvement)

1.2 The work of the Committee will not be limited to these areas and additional areas will be taken on as appropriate and as delegated by the Board. However it should be noted that the Board has delegated responsibility for the monitoring of all aspects of capital programme delivery to the Capital Projects Committee so these TOR explicitly exclude reference to Capital Projects.

1.3 The Committee will report back to the Board on a quarterly basis on its activities and provide an annual report to the Board after the end of each financial year.

1.4 The Committee will make recommendations to the Board on an ad-hoc basis.

1.5 The Committee, through its Chair, will report on its activities to each Board meeting. In doing so, the Chair will have regard to whether anything reported is confidential, and should be reported in part 2 of the Board's agenda.

2. Constitution

2.1 The Committee shall comprise of a minimum of 4 Board members, with at least one member from each group.

2.2 The Board will appoint the Chair of the Committee. The committee members shall be approved by the Board based on recommendations made by the Committee Chair in liaison with the Chief Executive.

3. Quorum

3.1 The quorum for the committee shall be 2 with one member from at least two groups present.

3.1 Co-options and working groups

3.1.1 The Committee shall set up working groups as required to further the work of the Committee e.g., Tenant Compact Working Group.

3.1.2 The Committee can co-opt appropriate individuals to these working groups in order to ensure the groups have the required balance of skills and experience to meet the tasks set for them.

4. Frequency of meetings

4.1 The Committee shall meet bi-monthly.

5. Committee Responsibilities

a) Customer Access Strategy

1. To contribute to the formulation of the Enfield Homes Customer Access Strategy and action plan.
2. To recommend the Customer Access Strategy to the Board.
3. To monitor the implementation of the strategy through the action plan.
4. To receive reports on the progress made against the recommendations in the action plan.

b) Communication Strategy

5. To contribute to the formulation of the Communication Strategy and action plan.
6. To recommend the Communication Strategy to the Board.
7. To monitor the implementation of the strategy through the action plan.
8. To receive reports on the progress made against the recommendations in the action plan.

c) Resident Involvement Strategy

9. To monitor the implementation of the Resident Involvement Strategy through the approved action plan.
10. To receive reports on the progress made against the recommendations in the action plan.

11. To contribute to the development of the borough wide Tenant Compact and monitor the implementation of the annual compact action plan.
12. To receive FECA's annual work plan for comment and to ensure fit with Enfield Homes' resident involvement objectives.
13. To receive reports on the development and monitoring of service level agreements with FECA.

d) Resident Involvement

14. The Committee shall have responsibility to approve proposals for spend by Area Panels in order to facilitate decision making by residents.

e) Diversity Strategy

15. To monitor the implementation of the Diversity Strategy through the approved action plan. (This responsibility is to be shared with other committees with this committee to take specific responsibility for the areas of Access and Customer Care and Resident Involvement.)
16. To receive reports on the progress made against the recommendations in the action plan.