

Tenant Influence & Assurance Board Terms of Reference

Newark and Sherwood District Council

1. Purpose

The Tenant Influence & Assurance Board (TIAB) exists to strengthen tenant involvement, enhance transparency, and ensure accountability in housing services. The Board provides a collaborative forum for tenants, staff, and elected members to influence decision-making, monitor performance, and assure service quality.

2. Objectives

- To provide oversight and assurance on housing service delivery and performance.
- To ensure tenant voices are central to shaping policies, services, and improvements.
- To review and challenge service standards, performance data, and customer feedback.
- To formally link the TIAB to PPIC for evidenced Council wide scrutiny.
- To promote transparency, fairness, and continuous improvement in housing services.
- To support the Council’s commitment to co-production and tenant empowerment.

3. Membership

Number of members	12
Substitute members permitted	Yes
Political proportionality rules apply	No
Appointments	A recruitment process will apply to Tenant Members Policy, Performance and Improvement Committee (PPIC) members shall be appointed by their committee annually.
Removals	By the Portfolio Holder for Housing in consultation with TIAB Chair. Where the removal involves the TIAB Chair the Portfolio Holder for Housing will work with the Business Manager for Housing Services
Membership	Tenants: At least 5 representatives from across the district, forming 5 of the 10 Tenant Engagement Champions. Staff: At least 3 officers, including a business manager from relevant housing service areas and a officer from the tenant engagement team. Councillors: At least 4 elected members will sit on the Board. This must include the Portfolio Holder for Housing, and at least 3 councillors who are members of PPIC.

Terms of office	Board member terms of office shall be reviewed every two years and confirmed by formal vote.
Chair	The Tenant Chair will be elected annually by the Board members. A Vice-Chair will also be appointed to support and deputise as needed.
Quorum	6 – 3 tenant representatives, 2 elected members and 1 staff member.
Number of ordinary meetings per council year	At least 4 per council year.

5. Member Roles

Each member of the Tenant Influence & Assurance Board plays a vital role in ensuring the Board functions effectively and inclusively. Roles are defined to promote clarity, accountability, and shared responsibility.

Tenant Representatives

- Act as a collective and independent voice for tenants across the district.
- Provide constructive challenge to the Council by questioning data, decisions, priorities and performance.
- Request, review and use relevant performance, satisfaction and engagement data to help shape Board agendas and ensure discussions reflect the priorities of all tenants.
- Share lived experiences, insights and feedback to help shape, improve and assure the quality of services.
- Hold the Council to account by seeking clarity, evidence and updates on how tenant feedback has influenced decisions and outcomes.
- Engage with wider tenant networks to gather views and test whether services and changes reflect tenant needs.
- Promote transparency, trust and mutual accountability between tenants and the Council.

Staff Members

- Provide operational insight and context to support discussions.
- Respond to queries and provide relevant data or updates.
- Support the implementation of Board recommendations.
- Facilitate communication between the Board and Council departments.

Councillors

- Offer strategic oversight and democratic accountability.
- Ensure alignment with Council policies and priorities.
- Champion tenant engagement within wider Council decision-making.
- Support the Board's recommendations through formal Council channels, this may include suggesting working groups to the PPIC for scrutiny measures.

Chair

- Facilitate meetings in a fair and inclusive manner.
- Ensure all voices are heard and discussions remain focused.
- Lead on conflict resolution and consensus-building.
- Represent the Board in external communications where appropriate.

Vice-Chair

- Support the Chair and deputise when necessary.
- Assist in preparation and follow-up of meetings.
- Help maintain continuity and momentum between meetings.

6. Member Responsibilities

Board Members

- Attend at least 80% of meetings and actively participate.
- Represent the views of their communities or service areas.
- Respect confidentiality and uphold the Council's values.
- Review reports, data, and proposals in advance of meetings.
- Contribute to debate and challenge the views of others appropriately.

Council Officers

- Provide relevant reports, data, and updates outlining what influence tenants can have.
- Support the Board with administrative and facilitation duties.
- Ensure actions and recommendations are followed up and influence is evidenced.

7. Meetings

The Board will meet at least quarterly. Additional meetings may be scheduled as required. Meetings will be held in accessible venues or online, with support provided for digital inclusion.

8. Decision-Making and Recommendations

The Board is advisory and does not hold formal decision-making powers. However, its recommendations will be formally recorded and considered by the Council's Housing Management Teams and relevant committees.

9. Reporting and Communication

Minutes and actions will be shared with all members and published where appropriate. Insight, feedback and outcomes from wider tenant engagement activities will be reported to the Board to inform discussion, challenge and assurance. A summary of Board activity, wider engagement themes and resulting outcomes will be communicated to tenants through newsletters and annual reports. The Board may produce an annual statement of assurance.

10. Review of Terms of Reference

These Terms of Reference will be reviewed annually by the board, to ensure they remain relevant and effective.

11. Recognition and Incentives

Tenant representatives shall be entitled to claim their reasonable expenses incurred in the fulfillment of their role, in line with the Tenant Engagement Recognition and Incentives scheme.

12. Conflict Resolution

In the event of disagreements or conflicts among Board members, the following steps will be taken:

- Encourage open and respectful dialogue to understand differing perspectives.
- The Chair will facilitate mediation and seek consensus.
- If unresolved, the matter may be referred to an independent mediator or Council officer for guidance.
- All members are expected to adhere to the Council's Code of Conduct and maintain professionalism.