

Neighbourhood Network (NN) Terms of Reference

Membership	Other
<ul style="list-style-type: none"> The NN will have a maximum of five eligible members which will include 1 Arches Housing Board member. To be an eligible member, customers must be an Arches Housing tenant, resident leaseholder or a legal occupier of an Arches homes, i.e., a family member of a tenant or leaseholder living in an Arches home. If a NN member ceases to be a customer of Arches Housing, they must resign. Members will be appointed for 3 years, and serve no more than 2 consecutive terms of 3 years (max. 6 years) Members can voluntarily resign at any time. Members can be asked to step down without notice if they are seen to be in breach of the Code of Conduct. 	<p>Meeting Frequency: At least 4 per year</p> <hr/> <p>Next review of these ToR: March 2025</p>
Aims	
<p>The NN will ensure that the voice and views of Arches Housing customers influence and inform decision making within the organisation and by the Board. The NN will help shape service delivery for all Arches customers. It will be a constructive, positive and 'critical friend' and will drive changes that deliver high levels of customer satisfaction with Arches services. The NN, through its membership, will have access to the Board and will strengthen the role of customers in the governance of Arches Housing.</p>	
Objectives	
<ul style="list-style-type: none"> To oversee and hold Arches Housing accountable for the delivery of neighbourhood plans. To oversee Arches Housing's delivery of the commitments of its Resident Engagement Strategy. Challenge and scrutinise Arches Housing's engagement with and understanding of its customers and the communities they operate in. To have oversight of the Arches Customer Concerns and Complaints Policy and review its effectiveness for customers to provide formal feedback or raise concerns. Monitoring Key Performance Indicators (KPIs) in respect of services delivered to customers. Co-create with the Arches Board a programme of scrutiny projects. Ensure Arches Housing staff meet customers' priorities by enabling customers to participate in meaningful activities that create tangible outcomes. In conjunction with staff and Board agree a programme of service improvement reviews that are linked to business objectives and customers' priorities 	
Operating framework:	Attendance:
<p>The NN will produce formal minutes of each meeting, including items for escalation, which will be reviewed at Arches Housing Board.</p> <p>The NN will be chaired during the first year by an Arches Housing Board member. In the second year, it will be co-chaired by an Arches Board</p>	<p>There shall be a minimum of 3 NN members present (either in person or virtually) for any NN meeting to take place. Attendance will be monitored through the meeting minutes.</p> <p>In line with the provisions of the Code of Conduct, failure to attend meetings may result in the member being asked to step down from their role.</p>

member and an Arches Housing customer. This will be reviewed, along with the Terms of Reference.

The Director of Operations will have overall responsibility to oversee the work of the NN. The NN and Chair will also be supported by the appropriate level of staff and other reasonable resources to ensure it can operate effectively.

The NN will, on an annual basis, review its effectiveness by reviewing the key achievements and impact of its work and reporting these to the Arches Housing Board and customers.

Applications and appointments:

Applicants who are eligible to be members will have their suitability to become a member assessed in line with the NN members person specification, and this process will include an interview.

New members will be required to complete induction training, and on an ongoing basis members will be provided with training to ensure their skills and knowledge enables them to effectively carry out their role.

Code of conduct:

Members of the NN will be required to comply with the Arches Housing Code of Conduct for Board and Committee Members.

Members of the NN will have access to information, which will be of a sensitive or confidential nature. Any information shared as part of the NN's meetings that is of a confidential nature must not be disclosed to anyone outside of the meeting.

Actual or potential breaches of the Code or any other complaints against members will be investigated by the Chair and the Director of Operations.

Equality and Diversity:

Members must comply with the law and Arches Housing policies relating to equality and diversity. Equality laws prohibit discrimination on grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation and impose positive duties to eliminate unlawful discrimination and promote equality.

The NN will annually review membership with the aim of creating a body that is representative of the diverse communities in which Arches Housing operates. The NN will identify obstacles that may prevent customers from contributing to its work and find the means to remove those obstacles.