

# Resident Strategy Group

## Terms of Reference



<b>Purpose of the Group</b>	<p>The purpose of the Resident Strategy Group is to involve residents in shaping the strategic direction of Southern Housing and scrutinising overall performance. To deliver this purpose Resident Strategy Group will:</p> <ol style="list-style-type: none"> <li>1. Help shape organisational strategies</li> <li>2. Scrutinise delivery of Southern Housing's Strategic Plan</li> <li>3. Monitor and scrutinise performance across the organisation</li> <li>4. Be consulted by senior staff on major changes to resident-facing services</li> <li>5. Oversee Southern Housing's resident involvement strategy and monitor its delivery</li> <li>6. Monitor the diversity of members in the whole resident governance structure, recommending steps to ensure membership is representative of the resident population.</li> </ol>
<b>Number of members</b>	<p>14 members.</p>
<b>Membership</b>	<p>Appointed by interview following recruitment:</p> <ul style="list-style-type: none"> <li>• 1 x Chair</li> <li>• 2 x Independent members from London</li> <li>• 1 x independent member from each Southern Housing operational regions: <ul style="list-style-type: none"> <li>○ Berkshire, Surrey, Hampshire and the Isle of Wight</li> <li>○ Kent and Essex</li> <li>○ Midlands</li> <li>○ Sussex.</li> </ul> </li> </ul> <p>Nominated by panels:</p> <ul style="list-style-type: none"> <li>• 1 x representative from: <ul style="list-style-type: none"> <li>○ Berkshire, Surrey, Hampshire and the Isle of Wight</li> <li>○ Kent and Essex</li> <li>○ London</li> <li>○ Midlands</li> <li>○ Sussex</li> <li>○ Resident Policy Panel</li> </ul> </li> </ul>

	○ Resident Complaints Panel.		
Quorum	Four members.		
Meetings	Meetings can be in person, remote (teleconference or video conference) or hybrid.		
Frequency of meetings	Resident Strategy Group will meet at least quarterly. It will also meet at least once a year with the Board.		
Decisions	Decisions at meetings will be reached by consensus. Where consensus cannot be reached, a vote should be taken. If required, the Chair has the casting vote.		
	When required, urgent decisions can be agreed by email / telephone between meetings.		
Appointment of members	Members will be appointed in accordance with the Resident Recruitment Policy.		
Appointment of Chair / Vice-Chair	The Chair can serve for up to six years. (e.g. two three year terms). Using the process set out in the resident recruitment policy.		
	The Vice-Chair will be elected every three years or as needed by Resident Strategy Group members from among its membership. The Vice-Chair can serve for up to a six years. (e.g. two three year terms).		
Link to Board	The Chair of Resident Strategy Group will be appointed a member of the Board’s Residents Service Committee.		
Reporting	The Resident Strategy Group will share key messages with Board, resident governance panels, Southern Housing employees, resident governance panels and wider residents as necessary.		
Document Version Control			
Version number	1	Southern Housing’s designate Board	September 2022
	2	Southern Housing’s Board	September 2024