



GATEWAY CENTRAL TERMS OF REFERENCE

Overall Purpose

Gateway Central is a strategic tenant body which monitors customer service performance, oversees the development and delivery of the Community Empowerment Strategy, and oversees all tenant consultation activity. Gateway Central is a sub-committee of the Board.

Membership

1. Only full members of Community Gateway Association (CGA) are eligible to join Gateway Central.
2. Gateway Central shall comprise of up to twelve members. This can include up to three Tenant Board Members. The minimum number of members on Gateway Central will be six.
3. Tenants who are also paid colleagues of CGA cannot be members of Gateway Central.
4. When there are vacancies on Gateway Central these will be advertised to all tenants and candidates will be assessed against the Gateway Central Qualities Framework. Once appointed, members will serve for a term of 3 years. Members of Gateway Central may be appointed to serve for a further three-year term subject to satisfactory performance in the role. Once a total of six years has been served, a break of at least 3 years is required before members can re-join Gateway Central.
5. On an annual basis, Gateway Central will elect a Chair and Vice Chair from amongst its members. Tenant Board Members are precluded from serving as the Chair or Vice Chair of Gateway Central.
6. Committee Members are required to act in accordance with the Gateway Central Qualities Framework and the Board Member/Gateway Central Code of Conduct. A breach of the Code of Conduct could result in removal from Gateway Central.

Secretary

7. The Company Secretary, or his or her nominee, shall act as the Secretary of Gateway Central and will ensure that the Committee receives information and papers in a timely manner, to enable full and proper consideration to be given to the issues.

Quorum

8. The quorum necessary for the transaction of business shall be half of the members serving on the Committee at the time of the meeting.

Meetings

9. Gateway Central will meet as and when required to enable the Committee to effectively fulfil its responsibilities, with the Committee meeting at least once a quarter.
10. Meetings of the Committee will be called by the Secretary of the Committee at the request of the Committee Chair.
11. Unless otherwise agreed, notice of each meeting confirming the venue, date and time, together with an agenda of items to be discussed, shall be forwarded to each member of the Committee, and any other person required to attend, no later than five working days before the date of the meeting. Supporting papers shall be sent to Committee members and to other attendees, as appropriate, at the same time.
12. The Secretary will ensure that the meetings are minuted and once the minutes have been confirmed by Gateway Central at their next meeting, the Secretary will ensure these minutes are circulated to the next appropriate Board meeting.

Responsibilities of Gateway Central

13. Gateway Central's overarching responsibilities are to:
 - Scrutinise and hold CGA to account for:
 - decisions that affect the quality of CGA's homes and services;
 - treating all tenants with fairness and respect, ensuring that interactions with tenants are based on openness, honesty, and transparency.
 - providing tenants with timely, accurate and reliable information on issues that matter to them, including: the delivery of services; information about their home and local community; and information about performance on key customer related issues.

- providing tenants with simple accessible routes to raise issues, make complaints and seek redress.
- understanding the diverse needs of tenants and providing fair and equitable outcomes to tenants.
- Oversee the tenant engagement framework and monitoring delivery to ensure that tenants are provided with a range of opportunities to express their views on issues that matter to them and to influence the delivery of CGA's services;

14. To enable Gateway Central to fulfil its overarching responsibilities it will:

- a) Review and recommend minimum standards of service that tenants can expect to receive to the Board for approval.
- b) Receive and review annual assessments of CGA's compliance with the Regulator's Consumer Standards and recommend the assessments to Board for approval.
- c) Receive the annual results of the Tenant Satisfaction Measures perception survey and monitor the use of the survey results to drive improvements in service and tenant satisfaction levels.
- d) Receive a quarterly Customer Insight report outlining performance in relation to:
 - delivery of customer facing services;
 - how CGA communicates with tenants on the delivery of services;
 - the handling of complaints and receipt of compliments including lessons learned from complaints;
 - outcomes of tenant satisfaction surveys and mystery shopping exercises and how results are being used to drive service improvements.
- e) Identify any areas of concern with performance and make recommendations for scrutiny reviews, task and finish groups, focus groups or surveys where required.
- f) Where task and finish groups, focus groups and other forms of consultation have taken place, review the outcomes to confirm sufficient tenant consultation and involvement has taken place.
- g) Receive and consider the findings of scrutiny reviews prior to the findings being presented to the Audit and Risk Committee.
- h) Oversee consultation on customer facing strategies, policies and services (including those relating to housing and neighbourhoods) ensuring there has

been a sufficient level of consultation and the feedback from tenants has been used to influence the final Strategy/Policy.

- i) Support the development of CGA's Community Empowerment Strategy, considering the draft Strategy and recommending it to the Board for approval.
- j) Receive a quarterly update on progress in delivery of the Community Empowerment Strategy and receive an annual report on delivery of the Strategy prior to this being presented to CGA's membership at the AGM.
- k) Reviewing the outcomes and impact of involvement and community development activities and ensuring these are effectively communicated to demonstrate how tenant involvement has influenced positive change.
- l) Monitoring membership activity including periodically reviewing the membership offer and receiving updates on arrangements for the Annual General Meeting.
- m) Representing Community Gateway at events and initiatives, championing our model and bringing back learning from others. Where external events are attended by members a full update will be provided to Gateway Central.
- n) Keeping abreast of national policy developments in relation to tenant involvement and engagement and ensure that CGA is taking appropriate action in response.

Reporting Responsibilities

- 15. The Tenant Board Member representatives on Gateway Central will provide the Board with regular updates on all matters within Gateway Central's responsibilities.
- 16. The Tenant Board Member representatives will also provide Gateway Central with regular updates on the work of the Board with specific reference to any customer facing matters.

Authority

- 17. Gateway Central shall make recommendations to the Board on any area within its remit where it is considered action or improvement is needed.
- 18. For the avoidance of doubt, Gateway Central does not have any formal decision-making powers and the Board remains the formal decision-making body within CGA. The Board can, however, delegate decision making responsibilities to Gateway Central on an ad-hoc basis.

19. Gateway Central is not a consultative body. Gateway Central will oversee tenant consultation activity, making recommendations on the appropriate level and methods of consultation required.
20. Gateway Central shall arrange for periodic reviews of its own performance and regularly review its constitution and terms of reference to ensure it is operating at maximum effectiveness, recommending any changes it considers necessary to the Board for approval.