

Terms of Reference – Review of Sheltered Communal and Guest Rooms Task and Finish Group			
Topic/Project:	Review booking and pricing procedure for communal rooms and guest rooms at sheltered housing schemes		
Terms of reference developed by:	Jo Todd – Community Development Officer		
Provisional Topic Group Name:	Review of communal and guest rooms Task and Finish Group		
Group reports to:	Residents Panel		
Start Date:	Nov 2016	Completion Date:	April 2017
Membership & Recruitment:	The Group shall be quorate providing there are four members present (minimum 2 residents and minimum 2 Victory staff).		
Responsibility for recruitment process:	Victory staff: Christine Candlish – Assistant Director of Housing Residents: Jo Todd – Community Development Officer Chairperson for Task and Finish Group – Residents’ Panel		
Group membership details (including size)	Residents: Max 10 residents recruited from residents who have expressed an interest in joining task and finish groups and residents who have used the facilities, experienced issues or previously complained. Victory staff: Janet Hare – Housing Operations Manager Jo Todd – Community Development Officer Linda Sims – Community Development Assistant Lauren Day – Tenancy Assistant		
Forum/Scrutiny Committee linkage:			
Residents’ Panel			
Project background:	<p>Victory has 4 guest rooms and 14 communal lounges with kitchens.</p> <p>The booking system requires clarity and a pricing structure to cover costs associated such as cleaning of guest room after use and laundry of linen.</p> <p>The condition of each facility and the furniture and provision within varies greatly.</p> <p>It is considered that a number of the guest rooms and communal lounges are not used regularly by residents or external groups to</p>		

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	<p>hire.</p> <p>A review of the communal lounges and guest rooms to enable evaluation of their appropriateness, community benefit and value for money is deemed beneficial.</p>
<p>Success Criteria:</p> <p>Communal lounges and kitchens:</p> <ol style="list-style-type: none"> 1. Clear and fair booking process and pricing structure suggested. <p>Guest Rooms:</p> <ol style="list-style-type: none"> 2. Guest rooms reviewed and evaluated. 3. Potential improvement works identified and prioritised. 4. Potential removals / re-use identified and prioritised. 5. Clear and fair booking process and pricing structure suggested. 	
<p>Key actions:</p>	<ol style="list-style-type: none"> 1. Undertake Option Appraisal for each guest room. 2. Produce prioritised list of potential proposed improvements. 3. Produce prioritised list of potential proposed removals / re-use. 4. Produce clear and fair pricing structure for hire of guest rooms. 5. Produce clear and fair pricing structure for hire of communal lounges and kitchens. 6. Obtain Residents' panel agreement for proposals. 7. Obtain Business Team approval for proposals.
<p>The project scope specifically includes:</p> <p>The 14 communal lounges and kitchens owned and used by Victory. The 4 guest rooms owned by Victory.</p>	<p>This project scope specifically excludes:</p> <p>Non-victory owned areas. Laundry rooms on sheltered sites. Thistleton Court Progression of any proposed improvement works</p>
<p>Constraints:</p>	<p>Availability of residents.</p>
<p>Equality & Diversity issues:</p>	<p>Equality & Diversity issues to be considered during Option Appraisal process.</p>
<p>Value for money considerations:</p>	<ol style="list-style-type: none"> 1. Cost of any works undertaken will be service chargeable. 2. Community benefits of appropriate meeting places for older residents and wider community. 3. Benefit of having a guest room on sheltered sites for family and visitors to stay in.

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Key Assumptions:	<ol style="list-style-type: none"> 1. Residents willing to be fully engaged in review. 2. Victory staff available to support project.
Budget:	Costs to be contained within residents involvement budget.
Costs:	Other resources:
Resident travel expenses.	Victory staff & residents time.
Date Terms of Reference Approved by commissioning group:	
Signature of Chair of commissioning Group	