



**LONDON BOROUGH OF CAMDEN  
CHALCOTS MAJOR WORKS RESIDENT PROCUREMENT PANEL  
TERMS OF REFERENCE**

**1 PURPOSE**

- 1.1 The Chalcots Major Works Resident Procurement Panel will support Camden Council's Project Team to appoint the right contractor for the major works on the Chalcots estate.
- 1.2 The Panel will support the Project Director in ensuring that tenant and leaseholder voices are at the centre of the Council's procurement process and that the best contractor is appointed for the major works projects.

**2 ROLE**

- 2.1 The Panel's key role is to be involved in the contractor selection, evaluation and interview process.
- 2.2 The Panel members will contribute their views and ideas of what a good contractor looks like, drawing on their experiences from previous construction works in residents' homes and on the estate.
- 2.3 Panel members will inform decisions and evaluate tender documents such as proposals on how the works are carried out, the contractor's code of conduct commitments, etc. and will participate at selection interviews.

**3 OBJECTIVES**

- 3.1 The Major Works Resident Procurement Panel meets regularly until the contractor is appointed, to;
  - Receive officer programme and reports on the status of the procurement process relating to the major works at the Chalcots estate.
  - Consider whether the requirements set out for the prospective contractors, particularly around resident consideration and engagement are satisfactory. These include access to the estate and residents' homes, method of works, code of conduct, resident liaison, communication, social value, etc.
  - Review and evaluate contractor proposals relating to resident engagement/offer and commitment to social value to inform the contractor selection process.

- Meet prospective contractors and take part in contractor interviews with the commercial evaluation board to help evaluate and select the contractor/s.
- Understand the procurement principles and requirements in line with current legislation and good practice to support the contractor selection process.
- Encourage Chalcots residents to get involved in other engagement activities relating to procurement and delivery of the major works.
- Understand the key learning points from the Hackitt recommendations that are relevant to appointing the right contractor for delivering the major works.
- Review the key learnings from the previous procurement and contractor experience from a resident's perspective.
- Consider wider best practice examples where good procurement initiatives were implemented elsewhere.
- Work with the Council to ensure effective regular communications in appropriate formats for Chalcots residents around major works procurement.

#### **4 MEMBERSHIP**

- 4.1 The Panel will be chaired by the Cabinet Member for Better Homes and comprises of the following membership:
- Five residents selected for their relevant expertise, understanding and passion
  - The Cabinet Member, Better Homes
  - The Council's Project Director
  - The Independent Resident Engagement Advisor
- 4.2 Majority of resident members will be Chalcots Estate Council tenants
- 4.3 The major works resident procurement Panel members will focus on the procurement activities until the contractor(s) is / are appointed, which is likely to be in November 2021.
- 4.4 Resident Panel Members are recruited by Camden through an agreed competency based recruitment process..
- 4.5 Resident Panel Members will serve to the end of the contractor/s appointment process with reviews once the contractor(s) is / are appointed.

## **5 AGENDAS**

- 5.1 Agendas will be agreed and reports/documentation shared by the Chair ahead of the meetings, to make sure all Panel members can fully prepare.
- 5.2 Panel members and Council Officers can send suggestions for agenda items to the Chair for consideration. Suggestions must be sent at least one week before the meeting. Agenda suggestions will be discussed with the Chair in order to finalise the agenda before it is shared (five working days ahead of the meeting).
- 5.3 Nothing will be put on the agenda, which may be subject to investigation or if the Borough Solicitor advises that for any reason an item would be inappropriate.

## **6 MEETINGS**

- 6.1 The Chair with the support of the Council will:
  - Facilitate a minimum of one meeting each month for the duration of the procurement period.
  - Consult if required with Panel members ahead of each meeting to set the agenda.
  - Make sure the meeting is run in line with the Engagement Code of Conduct
  - Be non-voting (in circumstances where a formal vote is required to agree a recommendation)
- 6.2 Panel members are expected to prepare for each meeting by reading through the reports and documents provided prior to each meeting.

## **7 ATTENDANCE**

- 7.1 Panel members must attend at least 75% of all formal meetings. If Panel members miss two meetings in a row, without having given notice, it will be assumed that they have stepped down from their voluntary role and the position will be re-recruited for.
- 7.2 A minimum of 5 Panel members (including 2 resident representatives) must be present at a meeting for recommendations to be made.
- 7.3 Other Chalcots Estate residents may be invited to the meeting to provide information where necessary and other officers may be invited to present reports or provide legal advice.

## **8 DECISION MAKING**

- 8.1 The Panel is advisory and will contribute to recommendations to decision makers in the Council and the results of those recommendations will be reported back to the Panel.

8.2 The Project Director will record all member recommendations and be responsible for making sure recommendations are passed on to the appropriate officer, that action is taken and feedback is given.

## **9 DISPUTES**

9.1 Where disputes arise between panel members, an independent approach will be put in place to find a resolution led by the Independent Resident Engagement Advisor.

9.2 Camden Council may terminate a resident member membership where non-compliance has been confirmed by the Independent Resident Engagement Advisor with supporting documentation and confidential feedback from Resident Panel Members. There is zero acceptance of breaches of integrity, confidentiality, respect and potential for reputational damage to members and the Council.

## **10 REVIEW**

10.1 The Panel's performance will be measured against its objectives and the Terms of Reference to make sure the Panel is fulfilling its purpose.

10.2 Periodic reviews will take place with agreement with members and upon completion of the procurement process.



## **London Borough of Camden Tenant & Leaseholder Engagement Code of Conduct**

### **1 Introduction**

- 1.1 The aim of this Code is to help tenants and leaseholders who engage with Camden about how we manage their homes to get the most out of their voluntary efforts.
- 1.2 Engagement is about working collaboratively together, therefore we want it to be a positive experience for residents, staff and council members. Residents expect staff and members attending engagement activities to be amongst other things well prepared, helpful and polite. Expected standards of staff and Councillor behaviour is covered in officer and member codes of conduct.
- 1.3 Equally those attending engagement activities need to be aware of the boundaries of acceptable behaviour from tenants and leaseholders and the actions taken when the boundaries are breached.
- 1.1 This code sets out the behaviours we expect of all tenants and leaseholders involved in our formal and informal engagement activities; including but not exclusive to:
- Tenant & Resident Associations
  - District Management Committees
  - Active Tenant & Residents Panel
  - Focus Groups
  - Coffee Mornings
  - Non-statutory consultation
- 1.5 It covers expected standards of behaviour when participating in resident involvement activities, both in at and outside of formal meetings.
- 1.6 The chair of any meeting is responsible for enforcing this Code of Conduct, with the support of the other people present. For other tenant and leaseholder engagement activities, the organiser or staff member will be responsible for enforcing this Code. If the Chair breaks the code, the vice-chair or any other member can call the Chair to account under this code of conduct.
- 1.7 To be recognised and supported by Camden Council, tenants and residents groups must agree and adopt this Code. They may also add to the Code to suit the needs of their own group.

### **2 Personal conduct for those taking part**

Involved residents should:

- 2.1 Demonstrate good manners at all times;
- 2.2 Respect differences in age, knowledge, background, ability to present ideas, ethnicity race, religious belief and sexuality etc.
- 2.2 Act fairly and not discriminate, on any ground, against any other individual or group;
- 2.3 Treat people with dignity and respect;
- 2.4 Refrain from any type of anti-social behaviour including but not limited to:
  - abusive, offensive or aggressive behaviour
  - racist or sexist remarks
  - bad language
  - defamatory, insulting or personal comments
- 2.5 Listen to other views and not dominate discussions.
- 2.6 Not promote party political or sectarian views whilst participating in engagement activities.
- 2.7 Ensure that confidentiality is maintained at all times in relation to matters of a personal or sensitive nature, or anything which has been shared in confidence.
- 2.8 Not claim to represent their group or Camden tenants and leaseholders, unless they have been specifically charged with “representation” by the group itself.
- 2.9 Not seek preferential treatment by virtue of their engagement and are expected to use the normal procedures for reporting repairs, neighbourhood issues, complaints etc.
- 2.10 Attend training or other events they have signed up to, unless there are unavoidable circumstances; in which case they must notify the Chair or Camden Council staff member immediately.
- 2.11 Declare any potential conflicts of interest that are identified (for example because of personal relationships, employment, involvement with other groups, business etc.).
- 2.12 Not to cause harassment and anti-social behaviour against anybody including officers and members of the Council fellow residents and visitors. This covers in person, by phone, written, text, email or internet harassment and anti-social behaviour.
- 2.13 Use email and social media appropriately.

### **3 Meetings code**

In addition to the general personal conduct rules above the following apply to meeting conduct. Attendees are expected to:

- 3.1 Send apologies if they are not able to attend a meeting or other group business;
- 3.2 Prepare for meetings by reading the papers and bringing them to the meeting.
- 3.3 Arrive punctually to enable meetings to start promptly;
- 3.4 Leave any personal issues to outside of the meeting; and
- 3.5 Switch off mobile phones during the meeting.

Be bound by normal procedures, such as:

- 3.6 Arrive on time so that meetings can start on time.
- 3.7 Not to interrupt when another member is speaking.
- 3.8 Seek to intervene or contribute "through the chair".
- 3.9 Co-operate with the Chair in dealing with the business and keeping to the agenda and time available for the meeting/ agenda items.
- 3.10 Accept that the Chair's rule is final unless they have breached this code.
- 3.11 Keep contributions brief and to the point.
- 3.12 Not to distract the meeting by holding individual conversations with others.
- 3.13 Accept other people's right to speak and accept that different points of view are valuable to good decision making.
- 3.14 Avoid jargon or explain what it means.
- 3.15 Work with other members constructively to arrive at the best possible solution.

#### **4 Finance**

Tenants and leaseholders are expected to:

- 4.1 Only use grants for the purpose that they were applied for. This includes grants from the Council and any other funds.
- 4.2 Return equipment funded through grants to the Council if the group cease to exist.
- 4.3 Follow financial guidelines within their TRA constitution. In the unlikely event that these are not covered the Council's model constitution will apply.
- 4.4 Abide by the expenses policy, complete expense claim forms and provide receipts for any expenditure.
- 4.5 If the group is funded, close the bank account according to the terms of the Constitution or the Council's Model Constitution.

#### **5 Chairing code**

The Chair should:

- 5.1 Undertake initial and regular refresher training on chairing skills.
- 5.2 Encourage all to participate.
- 5.3 Sum up at the end of each discussion / agenda item.
- 5.4 Manage the agenda and timing of meetings.

#### **6 Breaches of this Code of Conduct**

Meeting breaches:

- 6.1 All members of the group or activity are responsible for abiding by the Code of Conduct and helping to ensure that others do so.
- 6.2 If a meeting is getting heated a five minute time out can be called at the discretion of the Chair. Any member of the group can suggest this option to the Chair.
- 6.3 If a member of the group or activity do not abide by the Code of Conduct, the Chair will warn that if they break the code again they will be asked to leave the meeting.

- 6.4 If the Chair breaks the code, they can be warned by any other member and may be asked to leave the meeting with the support of the majority of the meeting members.
- 6.5 Serious or persistent breaches will result in a written warning, suspension (time must be specified) or permanent expulsion. A decision to temporarily or permanently exclude any tenant or resident can only be taken after a quorate meeting of their group to discuss the breach where a majority have voted in favour of this action.
- 6.6 Temporary exclusion can last only for a maximum of one year; and
- 6.7 Allegations of breaches of misconduct by one resident against another outside of a meeting should always be raised with the relevant residents' group in the first instance.

## **7 Conduct for TRA Hall key holders**

- 7.1 The Council's memorandum of understanding must be adhered to.
- 7.2 If the TRA is no longer recognised or closes, the keys must be returned to the Council within 7 days.
- 7.3 A current inventory must be kept of all grant funded equipment within the hall with a copy to the Tenant and Leaseholder Engagement Team.
- 7.4 A spare set of keys must be registered with the Tenant and Leaseholder Engagement Team.
- 7.5 A lettings policy and fee structure should be agreed with the committee and made public.

## **8 Role of the council**

- 8.1 Where there are breaches of the code, the role of the Council is to:
- Provide advice and support to a group in taking its own action where appropriate (at or outside meetings if required);
  - take direct action, i.e. writing to / speaking to perpetrators;
  - provide training where identified as a need;
  - arrange mediation between two parties if identified as appropriate.
- 8.2 In very serious cases, the Council will investigate an issue and take action. This action could include:
- a restriction or ban on engagement activity;
  - action against the tenancy or lease should the behaviour result in a breach; and / or
  - a referral to the Police should a crime have been committed.