

TERMS OF REFERENCE REPRESENTATIVE BODY MEMBERSHIP AND COMMUNICATIONS WORKING GROUP

A. Membership

- All Representatives will be informed of and invited to each group meeting. Detailed pieces of work may require a commitment to regular attendance over a number of meetings.
- There is no upper limit on the number of Representatives who may attend a group meeting, however, there should be a minimum of two Employee Representatives and two Tenant Representatives.
- The group will be Chaired by the Chair or Vice Chair of the Representative Body or, if they are unavailable for a meeting, their nominated appointee.
- From time to time Representatives may invite members to join the group to give feedback or additional insight.
- The Project Manager for Membership and Values, a member of the Communications Team and the Head of People, Culture and Communication will attend.

B. Administrative Support

- The Working Group will be administratively supported by the Governance Team and facilitated by the Membership and Communications Teams, as appropriate.

C. Scope

The group shall:

- Oversee the delivery of the Membership Strategy
- Agree the targets by which the impact of the strategy will be measured.
- Develop the Annual Report to Members.
- Discuss and agree Member Communications.
- Agree the arrangements for the Annual Members Meetings and any other Special Members Meetings.

D. Responsibilities

1. Reflect and evaluate the extent to which RBH is living up to its mutuality and values.
2. Receive plans and proposals in regard to the delivery of the Membership Strategy, make suggestions and generate ideas.
3. Receive monitoring and evaluation data including
 - the number and diversity of tenant and employee members
 - the number of nominations for the Representative Body for tenant and employee vacancies

- the diversity of candidates for the Representative Body
 - a 'Communications Grid' detailing the timing and content of Representative Body communications
4. Agree reports, the Membership Dashboard and recommendations to the Representative Body in regard to the Membership Strategy for decision.
 5. Oversee effective communications between the Representative Body and the Members and seek feedback from members, ensuring they are accessible, timely and in plain language
 6. Develop the Annual Report to members, including key messages, and submit to the Representative Body for approval
 7. Support the development of the programme and event outline for the Annual Members Meeting by:
 - Developing recommendations for how the Representative Body will present the annual report to members at the Annual Members.
 - Developing recommendations for how the Representative Body will be involved in the Annual Members Meeting to:
 - showcase and promote themselves and their work
 - strengthen the relationship between Representatives and Members.
 - champion mutuality and RBH's values
 8. Agree communications for the Representative Body Elections
 9. Set the content for communications to members to ensure a focus on mutuality and RBH values.
 10. Carry out periodic reviews of the membership and Representative Body pages of the RBH website and relevant social media
 11. Submit, for information, written minutes of meetings to the Representative Body

E. Frequency of Meetings

- The group will meet bi-monthly or as deemed necessary.

Last approved by the Representative Body:

F. Review

- As necessary by the Working Group
- Annually as part of the review of the Mutual Governance Excellence Framework
- Approved by the Representative Body