

Customer Core Group

Terms of Reference

This document defines the purpose and responsibilities of the Customer Core Group (CCG).

1. Purpose

To hold the organisation to account by reviewing data and information to recommend changes to strategy, policy, or practices to enable it to better fulfil its objectives by:

- a. Providing a resident's perspective on the quality of services/housing/building safety/value for money.
- b. Collating and reviewing the varied sources of intelligence about customer experience and satisfaction.
- c. Overseeing the delivery of identified local priorities to improve services to maximise the beneficial impact for customers and neighbourhoods.
- d. Reviewing the outcomes and recommendation from the Complaints Advisory Panel and Resident's Scrutiny Panel, best practice, lessons learnt and sharing this with panel sponsor.

2. Customer Core Group will:

- a. Agree priorities on an annual basis, with a six-monthly review as part of the group's work plan.
- b. Monitor designated areas of satisfaction, focusing on key points of concern or interest with relevant staff leads
- c. Oversee the production of plans that provide clear benefits to customers and HFH's communities
- d. Increase resident involvement and influence in the work, style, range, and quality of HFH services
- e. Support all involved residents; including, RA's, Advocates, and resident representatives to improve services and broaden resident involvement
- f. Regularly receive updates from the Residents Scrutiny Panel on outcomes achieved because of agreed priorities, including the impact of resident engagement.
- g. Oversee and review the neighbourhood improvement budget for estate improvements to maximise impact and link to agreed priorities
- h. Work with the organisation to continuously improve its corporate interaction with residents.
- i. Where appropriate, set up a sub-group, or working party, to enable them to carry out more detailed research or to develop expertise.

All required tasks will be documented in a work plan, agreed between the group members and staff who support/feed into each priority area on an annual basis. Each work plan item will specify the required outputs with clear instruction and support being provided by the organisation on its delivery. Full training, where required, will be provided.

3. Membership and requirements

The panel make-up aims to be representative of the organisation's residents across the borough

The Panel will consist of:

- a. A Chair – a resident
- b. A Vice Chair – a resident
- c. A minimum of 10 resident leads (who will have the opportunity to ‘champion’ up to two priorities or any other relevant group project)
- d. Director of Housing Management who will be a sponsor.
- e. Community Engagement Manager
- f. Other non-voting residents or independents who can be recruited for their key skills on a needs’ basis, where consultation activity requires involvement from more customers/experts
- g. A Resident Engagement team representative, for support, coordination, action logging and Administration
- h. Community Champions, Chairs of TRA and other active residents will be invited to attend meetings as associate members; however, they will not have any voting rights.

Members will be encouraged to undertake an induction and training programme

Resident leads for priorities will have regular contact with relevant heads of service to discuss progress, issues and share information. This contact to be made via the most appropriate method.

No person may become or remain a resident panel member if she/ he:

- i. Is not or ceases to be a resident
Is or becomes an employee of the organisation
- j. Is under a court order relating to a breach of the terms of her/his agreement or contract with the organisation
- k. Has an outstanding arrears court action or an ongoing legal dispute with the organisation.
- l. Is removed as a member under the terms of the Code of Conduct.
- m. Lives in the same property as another member (unless recruited under **3f** above)

4. Term of office

Residents’ group members will initially be selected for three years, with a formal review after three years by both the organisation and member to consider continuation or replacement. Members may stand for re-selection for a further term (of three years). The CCG, in consultation with the organisation, reserves the right to extend a member’s tenure beyond six years in exceptional circumstances (e.g. skills or experience shortage).

- a. If a vacancy arises, it will be advertised, and prospective residents will be invited as an observer to a group meeting as well as discuss the work of the group on an informal basis with a member of CE staff and a member of the Residents’ group.
- b. If a resident wishes to apply for a vacancy, they must apply to the Community Engagement Manager detailing their suitability for the role. Staff will provide any support to a resident to do this.
- c. All positions are subject to selection which must comprise at least two Residents’ group members, with support from the Community Engagement team.

5. Chair and Vice-Chair

- a. The Chair of group will be elected by the group members annually
- b. The Vice chair will be elected by the group members annually
- c. The Chair can hold this position for a maximum of six years

6. Meetings

- a. Meetings will be held at least quarterly.
- b. Meetings can be held virtually; appropriate training and access to technology will be provided by the organisation
- c. All papers for meetings will be sent electronically to members at least five working days before a meeting
- d. Any Other Business (AOB) will be the last item on the agenda, however, any business that requires a significant amount of time to discuss must appear formally on the agenda with the agreement of the Chair and/or Vice Chair.
- e. All CCG meetings will comply with health & safety, equality & diversity, confidentiality and data protection requirements.
- f. Decisions at meetings will be reached by consensus. Where consensus cannot be reached a vote should be taken. In the event of a tie, the chair shall have a second and casting vote
- g. All CCG members and stakeholders can propose future agenda items direct to the Chair. This must be at least four weeks prior to the next full meeting, and will be included at the Chair's discretion
- h. The appropriate members of staff shall attend the CCG meeting. This will be agreed by the Chair, Vice Chair and relevant lead
- i. CCG may request attendance at meetings by any senior member of staff or contractor if four weeks' notice is given
- j. The quorum for the meeting is at least three resident members.
- k. The meeting can still go ahead if the Chair isn't present, with the Vice Chair. If the Vice Chair is also absent, at the start of the meeting members should agree who will chair the meeting in their absences.

7. Recording and reporting key messages

- a. A work plan will be created, and progress tracked. This will be used for an annual review of the group's work, made available to all residents via the organisation's website
- b. Minutes will be taken at all meetings by the organisation's representative, and will be circulated to members within five working days of the meeting
- c. The key messages from each meeting will be captured by the member of staff taking minutes at the meeting. It is their responsibility to input the key messages onto the organisation's communication channels (including website). This must be signed off by the Chair and completed within five working days of the meeting date

8. Attending and hosting events

- a. A resident interaction event may take place regularly (to be decided annually as part of the work plan), members will work with other relevant resident groups and staff to come together to encourage inclusive communication and share ideas and achievements
- b. All events will be prepared with the support of the organisation

9. Conduct

- a. All members are bound by the organisation's Code of Conduct as well as its policies covering probity, data protection, equality, diversity and inclusion and IT security.
- b. All CCG members will sign a copy of the Code of Conduct