

Clyde Valley Housing Association Customer Panel Terms of Reference

These terms of reference set out the aims and objectives and rights and responsibilities of the Customer Panel.

1. Aims and role of the Customer Panel

- To operate on behalf of tenants and service users to ensure that the landlord provides housing services that meet the needs of tenants and other customers and that are of the highest standard
- To independently review and monitor housing service delivery and performance
- To collect evidence to enable housing services to be monitored
- To make recommendations to senior managers and Elected and Committee members on how housing services can be improved
- To work with the landlord organisation to provide a range of opportunities for customers to give their views
- To monitor and review agreed action plans
- To tell other customers what the panel is doing and encourage them to get involved

2. Membership

- Membership of the Customer Panel will be open to all customers of Clyde Valley Group
- All Clyde Valley Group customers are eligible to apply for membership with the exception of Board Members who may not be members of the Customer Panel and the Board at the same time
- Independent Experts and members of Clyde Valley Group staff will be invited to participate in the Customer Panel as and when required

- In the first year of the Customer Panel membership will be made up of all customers who express an interest and agree to participate in the work of the Panel and abide by the Terms of Reference and Code of Conduct
- Membership selection will be reviewed after one year and any changes to selection criteria will be agreed at this time
- The Customer Panel may co-opt members with specific skills considered appropriate to assist the Panel in its duties with specific time limited work programmes
- The Customer Panel will develop a Code of Conduct

3. Equality & diversity

- The Customer Panel should recognise the existence and importance of the different ages, races, genders, abilities and lifestyles within the resident profile and will strive to ensure that no group or individual will be disadvantaged as a consequence of its activities
- The Panel will be committed to promoting equality of opportunity to all persons in every respect of activities carried out by it

4. Code of conduct

- The Customer Panel has an agreed Code of Conduct that all Panel Members will adhere to
- Members will sign the Code of Practice to agree their roles and responsibilities

5. Frequency of meetings

- The Customer Panel will meet quarterly prior to Clyde Valley Housing Association Board Meetings
- A quorum for Customer Panel meetings will be five members
- The Customer Panel will annually elect a Chairperson from its membership

6. Officer support

- CVHA will provide administration support to the Customer Panel as required
- CVHA will provide access to relevant staff and Board Members to assist in progressing the work of the Customer Panel and staff will attend meetings with Customer Panel members as and when required
- CVHA will provide training and support from an external organisation will be provided to the Customer Panel as and when required

7. Area of business

- The Customer Panel will review and monitor CVHA's Annual Report to the Charter (ARC).
- The Customer Panel will set its own work programme but will also consider requests and advice from CVHA's Management Team and Board
- The priority areas for review will be decided using feedback from all available information, including, but not limited to;
 - Customer Panel Members
 - Key Performance Indicators
 - CVHA Customers
 - Satisfaction Surveys
 - Complaints, compliments and suggestions

8. Programme of work

- The main focus of the work will be to review and inspect CVHA policies, services and standards
- The Customer Panel Members will develop a work plan to prioritise policies, services and standards for inspection and review
- Progress on the work plan will be considered at each quarterly Customer Panel meeting
- The Customer Panel will establish sub groups from its membership and wider customers from time to time to carry out service inspections and reviews

9. Accountability to tenants

- The Customer Panel will inform other Customers of the work of the Panel through but not limited to:
 - The CVHA newsletter
 - The CVHA web site
 - Contact with other customers in neighbourhoods
- The Customer Panel will endeavour to represent the views of CVHA customers through:
 - Feedback to the Panel on issues raised in local communities
 - Consideration of issues raised in customer surveys
 - Consideration of issues raised through CVHA's complaints, compliments and recommendations process

10. Accountability to and from the Customer Panel, Senior Management Team and Governing Body

- The Customer Panel will report its findings and recommendations to CVHA functional directors and CVHA Board
- Customer Panel members will have the opportunity to present its findings and recommendations to the Board at appropriate Board Meetings
- Where the Customer Panel is dissatisfied with the response from CVHA, then the Panel will have the opportunity to meet with other senior management representatives within the landlord organisation to discuss in more detail and negotiate a more satisfactory outcome before further presentation to the Board

11. Budget

- CVHA will agree a budget to allow the effective operation of the Customer Panel, including but not limited to:
 - Administration costs
 - Travel expenses
 - Venue for meetings
- The landlord will consult with the Scrutiny Panel and negotiate a budget to support the Scrutiny Panel to operate effectively. An annual budget will be agreed and quarterly budget reports made available to the Scrutiny Panel

12. Training

- A training and support programme will be provided to Customer Panel Members
- The training and support programme will be reviewed annually
- An induction programme for new Customer Panel members

13. Evaluation of Scrutiny Panel activities

- The Customer Panel Members will carry out the activities as agreed in the work plan
- Progress on the work plan will be considered at each quarterly Customer Panel meeting
- An annual review of the work of the Customer Panel will be carried out, including but not limited to;
 - The collection of feedback from Panel members, the Board, managers, officers, and any individual customers who wish to comment.
 - Outcomes of the evaluations will be reported to the Customer Panel, the Board and the Executive Group.

14. Recruitment and succession

- Membership of the Customer Panel will be open to all customers of Clyde Valley Group
- In the first year of the Customer Panel membership will be made up of all customers who express an interest and agree to participate in the work of the Panel and abide by the Terms of Reference and Code of Conduct
- Membership selection will be reviewed after one year and any changes to selection criteria will be agreed at this time