

Customer Voice Panel – Terms of Reference

Panel Role

The role of the Panel shall be, to:

- Develop and maintain a strong, meaningful and influential relationship with the Raven Board to ensure that the CVP and Raven Board work together effectively.
- Review customer satisfaction measures and feedback on issues that matter to customers. Their views, alongside staff responses will be scrutinised by the Board on a regular basis.
- Be trained to understand and seek assurance on income and expenditure, supported to challenge priorities and costs
- Be trained to ask probing questions, challenge performance standards and engage with staff to support service improvement
- Be involved in designing and writing the annual report to customers – supporting the requirement to report performance to customers at least once a year
- Recommend data to publicise to customers to increase transparency and opportunities for wider groups of customers to challenge performance
- Review complaint handling performance regularly and a member of CVP will join the complaint appeal panels alongside a Board member and a Director. CVP will also scrutinise lessons learned from complaints.
- Scrutinise our performance to deliver good practice in customer engagement and how this influences landlord decisions, referencing the Together with Tenants Charter and Raven's Customer Charter
- Review performance against the consumer standards and the Rent Standard
- Engage with wider groups of customers through panels/surveys and deep dive audit/scrutiny of services
- Engage with Board at least twice per year, although the you may bring reports to the Board highlighting areas of concern or good practice. The CVP can request Board members to attend your meetings
- Provide regular reports and engagement with wider customers, with high visibility of the panel and it's activity on the website and in Raven Times
- Be supported to test assumptions and ideas with a wider customer base

Expectations of the panel

Panel members will be recruited by their skills, although training and support will be offered to develop skills and your role. The support and development of the panel will increase personal development opportunities.

A tailored programme will be agreed with the panel, based on individuals skills and knowledge gaps. Core elements of training will include:

- Understanding social housing
- Housing Association Governance and finance
- Rent and consumer standards
- SHWP/TWT charter
- Data analysis, including financial data
- Training to support asking challenging questions/scrutiny and testing
- Report/blog writing
- Confidence/chairing meetings/speaking in a group

Membership and Rules

- Membership is open to any Raven Housing Trust tenants and homeowners, with numbers limited to 12. The group is quorate with 4 members.
- Terms of membership will be 2 terms of 3 years, with a possible 1 year extension to manage succession planning in needed.
- Meetings will be held at least 8 times per year, managed flexibly to meet the wide variety of circumstances and needs, with an increased focus on digital meetings. There will be the expectation for the panel to meet in person twice a year.
- The CVP and the Board will hold at least one joint session per year.
- Expenses will be paid, and we will offer flexible recognition of the time commitment and level of skill and knowledge expected. This could be in the form of gifted devices to engage with meetings, digital training to support development and/or vouchers.
- Performance and scrutiny will focus on landlord functions
- The Customer Engagement Manager will be responsible for facilitating and servicing the panel. Although the panel will elect a Chair and Vice Chair to lead the meeting.
- The panel shall recognise the importance of carrying out annual individual panel member audits. These audits are essential to understand how individual skills, experience and behaviours contribute to the Panel's overall effectiveness. The audit will seek to capture and assess training and development needs.

Code of Conduct

Members are required to uphold Raven's values and behaviours and sign up to a code of conduct. The code of conduct covers issues such as data protection regulations and good practice, as well as equality, diversity and inclusion. Members will also be expected to read and agree to key policies such as anti-fraud and bribery and hospitality rules.