



CLYDE VALLEY
GROUP

CVHA Customer Panel Induction

Induction overview

Induction to the function of Clyde Valley Group and the Panel can be held in person or via an online meeting

Structure of Clyde Valley Group (CVG)	We will provide you with an overview of the structure of CVG and the subgroups of the brand CVHA / Factoring / CV Lets
Our homes	We will provide you with an overview of where we have homes across North and South Lanarkshire and East Dunbartonshire
CVG Departments and staff teams	We will show you our structure charts and provide you with an overview of the different departments, staff teams and their functions
Corporate Strategies, Customer Promises	We will give you an oversight on our Corporate strategies, what we are working towards and our commitments to you our customers
Overview of CVHA Customer Panel	We will talk to you about the work and the importance of CVHA having a Customer Panel. We will be clear on the types of topics are discussed and what is not acceptable
Overview of CVHA Board	We will provide you with an oversight of the functions of the Board and how the work of the Panel links to the Board
Terms or reference / code of conduct	We will share the Customer Panel terms of reference and Code of Conduct
Training / Conferences / Events opportunities etc	What can we do to support you, what are your motivations for joining the Panel, what do you want to get out of being a Member

Following our induction if you decide that joining the Customer Panel is not for you, you do not have to join any meetings. This is a voluntary role and you can step back at any time.