CVHA

Customer Panel
Terms of Reference

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

Role of the Customer Panel

To ensure that CVHA provides housing services that are of the highest standards to our customers and the communities where we have homes

The Panel will do this by:

- Reviewing housing service delivery and performance by looking at data provided
- Review policies and procedures and provide scrutiny
- Provide feedback and recommendations on how housing services can be improved

The main focus of the work will be to review and inspect CVHA policies, be consulted and provide feedback on any changes CVHA departments are making and provide feedback and recommendations which will improve services delivered

The Customer Panel will set its own work programme but will also consider requests and advice from CVHA's Management Team and Board

Membership

The Opportunity to join the Customer Panel is open to all social rented customers of Clyde Valley Housing Association

This is a voluntary position, at any time a Member can decide to step back and leave the Panel

All customers who join the Panel will agree to abide by the Terms of Reference and Code of Conduct

Equality, Diversity and Inclusion (EDI)

In line with CVHA EDI Policy, CVHA are committed to promoting an inclusive environment of respect, understanding, encouraging diversity and eliminating discriminating by providing equality of opportunity for all.

The Customer Panel will help ensure fair treatment for all members of our community regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality or sexual orientation, or age.

The Panel will be committed to promoting equality of opportunity to all persons in every respect of activities carried out by it

Induction / Training programme

An induction session will be provided to all new Customer Panel Members prior to joining the Panel

CVHA will provide on-going training and support from both staff and external organisations as and when required, if agreed and within budget

Frequency of meetings

As a standard the Customer Panel will meet every two months unless a project the group are working on requires them to meet more regularly

For meetings to go ahead it is agreed there must be at least 3 Members available to attend either in person or online

CVHA Support

CVHA will provide administration support to the Customer Panel as required

CVHA will ensure relevant staff, Managers, Directors or Board Members are available to provide input to any questions, queries and support the Panel require. CVHA will also ensure opportunities for the Panel to provide feedback and recommendations following any completion of projects/scrutiny work

CVHA will invite Independent Experts to participate in the Customer Panel work as and when required

Budget

CVHA will consult with the Panel annually to agree a budget to allow the effective operation of the Customer Panel, this will include looking at:

- Administration costs
- Travel expenses
- Venue for meetings
- Conferences
- Training
- Refreshments at meetings

Feedback to customers

The Panel will contribute to updating Customers on what projects they have been working on and encourage individuals to join by providing content, feedback and comments for news articles to be issued on the following platforms:

- The CVHA newsletter
- The CVHA web site
- Customer Bulletin
- Facebook
- Community events

CVHA Board

Any person who joins the Customer Panel and is interested in joining the Board will be fully supported with an induction, training and shadowing plan

Customer Panel Members will have the opportunity to attend and observe Board meetings should they wish

Customer Panel Members will have the opportunity to present their findings and recommendations from any service reviews, scrutiny work, projects carried out

The Customer Panel will have regular communication with the Board and be kept up to date with any relevant operational matters and decisions being made