

# North Devon Homes Customer Board Partnership Constitution



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## About Customer Board Partnership

This formal group is made up from a range of people from across the community and the business who are Customers, Managers, Staff members, Board Members, Directors and our Chief Executive.

The Chair of our CBP group is a customer and all members work side by side on an equal basis to help deliver the vision of the company “working together to create communities where people want to live”.

This co-design approach adds real value and can demonstrate to our customers how their voices have been listened to and their ‘points of view’ acted on to shape and improve our performance, save money and maximise our customer engagement.

### What does CBP do?

- It links customers ‘points of view’ and suggestions for improvement directly into our Board
- It makes sure that what we have promised customers is being delivered.
- The group monitors and checks the quality and satisfaction over all of the services we provide to our customers over the previous 8 weeks and plans what we will review together with customers and our Scrutiny Panel over the next 8 weeks
- The group develop new policies and changes to the way services are delivered through a co-design model ensuring customers and our Scrutiny Panel are at the heart of changes

# What does a typical CBP meeting look like?

<b>Performance</b>	Service performance against key performance indicators is reviewed along with sector comparisons on costs and value for money
<b>Customer satisfaction</b>	Real time customer satisfaction is a key consideration.
<b>Customer Scrutiny Panel *</b>	Scrutiny present any reviews completed over the previous 8 weeks on service area/policy with their findings and recommendations.
<b>Customer Fresh Ideas Group *</b>	Feedback and recommendations from the work undertaken in the last 8 weeks within customer focus groups and our customer Fresh Ideas group who review our communications with customers to ensure our message is fair and understandable to customers.
<b>Customer consultation</b>	Results of consultation undertaken in the last 8 weeks directly with customers through door to door surveys, pop up surveys at events and other formats.
<b>Health &amp; safety</b>	Review of H&S incidents/near misses and arising H&S issues. Updates on government legislation or sector news with training sessions for CBP where identified.
<b>Community Offer</b> <del>remove local offer and replace with above</del>	There will be ongoing reviews of the appropriateness of and performance against our community offer promise to our customers.
<b>Service Design</b> <del>change to I.T. Strategy</del>	Updates on the NDH IT Strategy and digital offers for customers, including how customers are involved in the design and Implementation of new IT systems.
<b>Update to customers from the Board</b>	Feedback from the Board on the work customers are carrying out on letter/leaflet design, consultation activities and Scrutiny reviews.
<b>Policy reviews</b>	Customer facing policies: CBP drive, consult, help us to understand what it is we wish to co-create, in the services that we provide.
<b>Government Policy</b>	CBP review future and/or anticipated government direction to challenge and understand how NDH are responding and complying with.
<b>Action Planning and next steps</b>	This is where the following 8 weeks are planned; identifying areas where we can together with customers consult and review services.

## Jane Ricketts Customer & Chair of CBP

The CBP group gives customers a voice in decisions that are made at Board level. As the Chair of CBP (Customer Board Partnership), other customers and I get to see first-hand the changes that NDH makes each year based on our customer voice. I believe that working together we can ensure that everyone will have access to safe, comfortable and affordable homes which meet our customer needs while also protecting the environment.

## Colin Dennis (Chair of our NDH Board)

# CBP Membership

The links to our NDH Board is very strong with clear visible links to our governance, strategic aims and Corporate Plan.

The composition of the CBP group is designed to have the right balance of customers, staff and board members to inform strategy and drive action.

## NDH Board Members:

Up to maximum of 3 Board members (1 of whom will be the NDH Board Chair) attend CBP meetings, a minimum of 2 attend every meeting.

Duration of their time with CBP are bound by the terms of condition in being a board member with NDH with a maximum of 3 three year terms over 9 years. **The appointment of Board members is the responsibility of the NDH group Board.**

## Customer Board Representative:

One of the above board members is elected to represent all NDH customers at NDH Board Meetings to ensure the customers voice is at the heart of our business.

## Customers:

CBP Chair will be a customer responsible for chairing meetings and approving draft Minutes. However where there is an temporary gap or unplanned vacancy we will develop a plan to build capacity and work towards this which will be overseen by CBP.

The Chair will sit on our NDH Chairs Group; Board, Audit & Risk Committee, Remuneration Committee and attend Board Away Day sessions as determined by this group.

CBP Vice Chair is a customer who will deputise in the Chairs absence

A **minimum** of 2 other customers will sit on the CBP with customer representation being continuously reviewed.

Duration for these posts is **to be reviewed annually to** a maximum of 9 years.

## Scrutiny Panel:

The Scrutiny reports are a regular meeting agenda item, **CBP Board Members are responsible for taking agreed recommendations to the NDH Board to be ratified. Replace bold paragraph above with CBP members are responsible for agreeing recommendations of which will be reported through to Board for information.**

Scrutiny Panel members can also be CBP elected members.

## North Devon Homes Staff: Executive team:

There will always be Executive support ordinarily with the Chief Executive and Director of Neighbourhoods attending meetings with the Finance Director available as required.

## Senior Management Staff:

Head of Asset Management, Head of Customer and Housing Services attend on a regular basis as required.

## Customer Involvement Team:

Customer Involvement Officer will collate and/or prepare meeting material, attend meetings to support customers and minute the meeting. They will also be responsible for organising customer involvement and engagement activities following CBP meetings.

## Other Staff:

It is important that customers and staff work collaboratively to co-design future services and build trusting relationships, dependant on agenda items all staff are encouraged to attend CBP meetings to inform on their service area, listen to customers and use their views and recommendations to plan and improve our service offer.





# CBP Membership guidelines and expectations

## Customer members:

- Will attend 80% of the scheduled meetings **across 3 years**.
- Will take time to prepare for meetings so they can fully represent all customers and play an active role within meetings
- Will sign up to the NDH CBP confidentiality, data protection and code of conduct for CBP, Equality & Diversity Policy, Financial Regulations, and CBP Customer Volunteer Job Descriptions

## NDH Board members

- Will ensure there is regular feedback from the Board to CBP
- Will take back to the Board recommendations and outcomes from CBP
- Will ensure there are strong strategic governance links between CBP and the NDH Board.

## NDH staff:

- Will ensure CBP meeting dates are planned in 8 weeks in advance
- Will circulate the agenda, previous minutes (approved by the CBP Chair), all the required data and reading material to all CBP members 1 week in advance of each meeting.
- NDH Executives will promote, challenge and provide resource for CBP.
- Will prepare information and attend meetings when invited to do so.

## Exceptions:

CBP members and/or customers may not be eligible to join and/or may have membership revoked if:

- A member has been found to breach any of the CBP governing documents
- Any member not attending 3 successive meetings may be asked to resign
- Customers with a possession order against their tenancy, or on a starter tenancy or have breached the NDH Reasonable Behaviour policy are not eligible to join CBP or remain on.
- Any member who has not declared any conflict of interest when joining CBP.

## General CBP meetings:

- Quorum for meetings will be 50% of elected members plus one and always have customer representation.
- Apologies must be submitted if members are unable to attend meetings.
- Conflict of interest on agenda items must be declared by or to the chair at the beginning of meetings.
- Members when raising questions within meetings will allow them to be discussed openly and will seek to find general agreement.
- Members will not air personal or individual issues within CBP meetings.

## Members Resignations:

- Members may resign at any time in writing to the Chair of CBP and/or **Director of Neighbourhoods. Change to Head of Customer and Housing Services.**
- In the event of the CBP Chairs resigning the **Director of Neighbourhoods change to Head of Customer and Housing Services** will appoint an interim Customer Chair.

## Review and amendments to the constitution:

- The CBP group will review this constitution annually or following any changes to Government Policy, regulation or Legislation.
- Any proposal to amend this constitution must be considered by the CBP members and noted in the minutes.
- The CBP group will collectively agree the amended document which will be recommended to the NDH Board for approval.

## Dissolution:

- In the event that CBP deem it necessary or advisable to dissolve the group a special meeting of all elected members will be arranged. The sole business of this meeting will be to dissolve CBP.
- A minimum of 28 days notice for this meeting shall be given along with the terms of dissolution to be proposed.
- The Board have ultimate accountability

# Recruitment of Customer CBP Members

## Customer members:

Customer membership is open to any customer who holds a residential tenancy with North Devon Homes, is a company member and **has been** actively involved in other customer involvement activities **for over 1 year**.

However there are instances where some customers may not be eligible to join CBP, see 'Exceptions' set out in this document.

These customer engagement activities are outlined in the NDH Customer Engagement Strategy, accountability for this strategy being delivered sits with CBP.

## Recruitment Process

Engaged customers can give an 'Expression of Interest' to the **Chair of CBP and Head of Customer & Housing Services**. If there are no customer vacancies for CBP membership expressions of interest will be noted as received in the CBP minutes.

When CBP vacancies for customers arise all engaged customers will be invited to submit expressions of interest to be reviewed by the **Chair of CBP and Head of Customer & Housing Services**.

Candidates selected for interview will be notified at least 7 days before the interview date.

To help customers understand the role of CBP and to prepare for the interview, workshop days may be arranged.

Interviews will be undertaken by the Head of Customer & Housing Services and/or the Director of Neighbourhoods along with the

## CBP Customer Taster Days:

Opportunities for customers to shadow elected customer CBP members within meetings are designed to enable succession planning and/or allow for sabbaticals where members find their personal circumstances require more time.

## Training:

NDH prides itself on the trusting relationships built with our volunteer engaged customers as part of the co-design of services and as such it is important to us that they are empowered to share their ideas, recommendations and solutions for improvement.

Building confidence, learning new skills and understanding our business, whilst we understand through customers their experiences of living in one of our homes, is central to keeping customers at the heart of everything we do' and co-creating the future together.

To do this we provide CBP customers with:

- The tools and technology to do this.
- Access to networking opportunities with other social housing customers.
- Access to consult and work with NDH staff across the business.
- Access to sector and government changes/legislation and what that means for our customers in North Devon.
- Access to on-line forums, webinars, conferences or sector training sessions for customers.
- A review process and personal development opportunities to celebrate success achieved and identify training opportunities.

Support for the position of the Customer CBP Chair is provided from staff within our business, **through access to our NDH Chairs Group which comprises of; NDH Board, Anchorwood Board, Audit & Risk Committee, Remuneration Committee and attendance at Board Away Days. (remove bold paragraph)**

# Members Agreement to CBP Rules

## Appendix:

- CBP Customer Volunteer Job Descriptions
- CBP Code of Conduct
- CBP Confidentiality and Data Protection Agreement
- Equality & Diversity Policy
- Financial Regulations (does this need to be included?)
- Customer Engagement Strategy

## Approval of CBP Constitution:

This constitution was reviewed and approved by the CBP group on —/—/—

CBP agrees to the obligations stated within this constitution and associated documents and recommends them to the Board

Signed and dated on behalf of CBP Chair: _____ date: _____
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## NDH Board:

This constitution was reviewed and approved by the NDH Board group on —/—/—

The Board agrees to the obligations stated within this constitution and associated documents.

Signed and dated on behalf of the Board Chair: _____ date: _____
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