

Terms of Reference – Customer Voice Panel

Number of Members	6 Tenants and up to three Board members
Membership	The Panel shall be made up of the Chair and Vice Chair of the Co-Regulation Groups:- <ul style="list-style-type: none"> • The Tenants' Panel (TP) • The Customer Assurance Panel (CAP) • The Tenant Audit Group (TAG) • Or their representatives • Up to three Board members
Quorum	Four, being made up of one Board member and a minimum of three tenants.
Frequency of meetings	There will be a minimum of four meetings a year with additional meetings held if circumstances require.
Appointment of members	Board members of the Panel will be selected by the Board, as part of the Board Panel selection process. Customer members will be the Chair and Vice Chair of the three co-regulation groups as elected annually. If they are unable to attend they may nominate another member of their co-regulation group to attend on their behalf.
Chair/Vice-Chair	The Chair and Vice Chair will be customers of The Wrekin Housing Group. The Chair and Vice Chair will hold the position for a period of 12 months.
Group Director	Executive Director; The Wrekin Housing Group
Supporting Senior Officer	Head of Continuous Improvement, The Wrekin Housing Group
Reporting	Minutes of the Panel will be submitted to the Board for information. Reports from the Panel will be presented to the Board in person, by a tenant nominated by the Panel to do so, at each Board meeting where the group have agreed a report for presentation. There may be occasions where there is nothing to report. If this is the case then the minutes of the most recent meeting only will be reported for information.
Accountability	The Board

Purpose

The Customers Voice Panel at The Wrekin Housing Group is responsible for the co-ordination, triangulation and reporting of tenant scrutiny within the organisation to the Board, including reviewing the policy, performance and operational service delivery of the Group's housing, customer services and property services or any other service agreed by the Panel and the Board

Specific Panel responsibilities

Scrutiny

- To propose to the Board the annual priorities for scrutiny and review, based on key strategic risks and the Value for Money Risk Assessment Framework or subsequent agreed framework

- To co-ordinate and report on the triangulation of scrutiny activity of service delivery, policies or performance to standards by:-
 - The Tenant Panel
 - The Tenant Audit Group
 - The Customer Assurance Panel
 - Or other group agreed by the Board
- To present the reports, findings and recommendations directly to the Board
- To review the Annual Report to Tenants prior to its publication
- To review operational policies as part of the scrutiny process

Insight

- To receive reports on KPIs agreed by the Board through the Performance Management Framework to enable the Panel to scrutinise performance across the Group
- To use customer intelligence and feedback to feed into the scrutiny process
- To report any serious service delivery failures or concerns to the Board which are the common view

Local Level Risk and Assurance

- To align the work of the scrutiny groups to the operational risks that could jeopardise the achievement of the Group's corporate objectives and the internal controls deployed to manage those risks
- Advise and update the Board on arising risks based on common customer feedback
- Provide assurance to the Board on monitoring and reviewing value for money in service delivery, escalating issues of concern to the Board to support them in maintaining "a robust assessment of performance" as per the value for money standard
- To take the lead on delivering and monitoring compliance against the regulator's consumer standards:
 - Tenant involvement and empowerment
 - Home
 - Tenancy
 - Neighbourhood and community
- To report to Board annually on compliance against the national and local standards, which will contribute to the Group annual compliance statement

Other

- In relation to planning, delivery and performance monitoring operational services, ensure that equality and diversity matters are fully considered