

Terms of Reference – Customer Assurance Panel (CAP)

Number of Members	Comprises of no more than eight and no fewer than six members.
Membership	<p>Any tenant or resident of The Wrekin Housing Group (“the Group”).</p> <p>Recruitment to CAP will be an open and transparent process agreed by CAP members, which will be reviewed periodically. Details will be held in the Resident Involvement Handbook.</p>
Who can’t become or continue to be a member	<p>Automatically:-</p> <ul style="list-style-type: none"> • Tenants or residents who are elected to office as a Parish, Borough or County Councillor or Member of Parliament. • In the case of joint tenants, no more than one person resident at a property may be selected as a representative. • A tenant or resident who refuses to sign or adhere to the National Housing Federation (NHF) Code of Conduct, which is adopted by the Group or any relevant codes of conduct, confidentiality, Disclosure of interests and GDPR agreements. • They cease to be a tenant or resident. • They become the subject of an order of any court relating to any breach of their tenancy. • They have failed to attend three consecutive meetings of the CAP without prior notice of a recognised reason.
Removal of members by CAP	<p>CAP may remove a member in the following circumstances.</p> <ul style="list-style-type: none"> • Breaches of any Codes of Conduct that are relevant at that time. • Use or abuse their position as a CAP member for the purposes of material or political gain for themselves individually or a political party, or against another individual. • They knowingly breach the Group’s confidentiality or GDPR requirements. • Bring CAP or the Group into disrepute. • Inappropriate use of Social media. • The Right of Veto:- The Head of Continuous Improvement can over-ride any decision of CAP to, or not to remove, a CAP member. • A member who is removed by CAP shall not be eligible to return. <p>The Disciplinary process and the process of removal is held in the Resident Involvement Handbook. A decision to remove a member from CAP can be taken at a quorate meeting by a simple majority with the Chair having the casting vote. If the Chair is the member being voted on, the casting vote goes to the Vice Chair. The Head of Continuous Improvement or their representative will act as an adjudicator on this process.</p>

Termination membership by a CAP Member	<ul style="list-style-type: none"> • A member wishing to resign may do so in writing to the Chair of CAP. • A resignation given verbally at a CAP meeting or to the Chair of CAP will be taken as an official resignation. If the member wants to retract their resignation a discussion can take place with the Head of Continuous Improvement, the Chair and Vice Chair to agree whether the tenant can withdraw their resignation. • A member who has resigned either verbally or in writing will be unable to apply to re-join CAP during their original term or office, unless it is agreed by a simple majority at a quorate CAP meeting.
Terms of office	Not limited.
Quorum	The quorum for a meeting of CAP is five members.
Frequency of meetings	<p>The CAP will meet dependant on the scrutiny schedule but normally will meet at least once a month. Additional meetings will be called as necessary.</p> <p>Meetings can be digital or face to face.</p> <p>An Annual Review Meeting will take place every 12 months or as soon as possible following the expiry of the twelve month period since the last Annual Review Meeting.</p>
Appointment of members	CAP members will be selected through an agreed selection process, set out in the Resident Involvement Handbook.
Training	Induction training will be provided to new members to assist them in becoming familiar with the Group. Ongoing training and development will be provided to ensure the appropriate support is given for this role.
CAP Officers	<p>The positions will be Chair, Vice Chair.</p> <p>The positions will be elected to every 12 months at the Annual Review Meeting by a simple majority of CAP or when vacancies arise.</p> <p>Where there is no majority the Head of Continuous Improvement or their representative will hold the casting vote.</p>
Relationship with the Customer Voice Panel (CVP)	The Chair and Vice Chair of the CAP (or a representative member) will sit on the CVP along with up to 3 Board members.
Budget	A central Resident Involvement budget is held within the Continuous Improvement budgets. The Panel will monitor this spend for the Co-Regulation groups throughout the year.
Group Director	Executive Director of Business Solutions; The Wrekin Housing Group
Supporting Senior Officer	Head of Continuous Improvement, The Wrekin Housing Group
Reporting	CAP reports will be presented to the relevant Head of Service, The Head of Continuous Improvement and the CVP.
Accountability	Executive Director of Business Solutions.

Purpose

The Customer Assurance Panel (CAP) scrutinises the performance of the Together with Tenants, Tenants' Charter standards, which comprises the Groups Local Standards. This assures the Regulator for Social Housing, the Group's Board, employees and tenants that the Group is meeting these standards.

The CAP are empowered to review any aspect of the Group and have access to the necessary information to allow them to carry out their function on behalf of the Group.

Specific panel responsibilities

Scrutiny

- To scrutinise the 6 Together with Tenants Charter standards and the Group's Local standards that comprise them:
 - Relationships
 - Communication
 - Voice and influence
 - Accountability
 - Quality
 - When things go wrong
- To present the reports, findings and recommendations to the CVP.
- To monitor and analyse the outcomes of any scrutiny reviews to ensure recommendations are actioned and improvements made.

Resident Involvement

- To help the Group's management and Board to understand the needs and wishes of tenants generally as they change over time.
- To promote a two way exchange of views and information between tenants, residents and service users, the Board and senior management, independently and through the Customer Voice Panel, as members.
- To work as part of the Co-Regulation structure to triangulate scrutiny activities focusing on service delivery, policies or performance to standards.

Customer Information

- To ensure that information provided to tenant, residents and service users published by the Group is comprehensible and:-
 - Written in Plain English with translations of key documents made available in other languages as appropriate for the needs of local communities.
 - That key documents are also provided in other formats such as large print, video or audio versions to maximise accessibility.

Performance Monitoring

- To monitor operational performance against agreed performance indicators.