



Customer Oversight Group Terms of Reference

These are draft terms, which will be reviewed and amended following feedback from the Customer Oversight Group members at their first meeting.

Purpose of the Group

The role of the Customer Oversight Group is to provide a formal mechanism that enables customers to:

- Have a say in decision-making that affects our customers
- Challenge poor or underperforming service delivery
- Hold Elim to account for the decisions that affect the quality of the homes and services we provide
- Ensure that the customer voice is heard on the things that matter most to them at all levels of the business through the provision of performance information and customer focused metrics.
- Support Elim in meeting its commitment to the Together with Tenants Charter and the Regulator of Housing Consumer Standard
- Have a direct link with our Board and senior staff to ensure that customers are heard and represented at every level in the organisation

Group Powers

The Customer Oversight Group meetings will follow a standard agenda, the content of which is to be agreed by the members of the group. In addition to the information the group receives or reviews as part of this agenda, the Customer Oversight Group also has the power to:

- Request a customer led service review in to underperforming service areas or areas of concern.
- Request the attendance of staff or contractors to provide information on under-performance and to provide details of how the service will improve.
- Request further engagement in areas where they feel policy, procedure or practice does not reflect the voice or feedback from the customers involved
- Request that areas of concern are escalated to the attention of the Elim Group Board

Membership

Membership of the group will consist of:

- A maximum of 12 customers of Elim Housing
- A minimum of 4 customers of Elim Housing

Membership of the group will be open to all Elim Customers. In the event of the group reaching its capacity a waiting list for membership will be created. Those on the waiting list will be encouraged to take up other engagement methods available to them until a place on the group becomes available.

Membership of the group will be reviewed every two years in the Month of September.

Meetings

Meetings will be held in the second month of each quarter – usually in May, August, November and February. This will allow discussions or feedback from the Customer Oversight Group to be presented to the Elim Group board which usually meets in the final month of each quarter.

Any documentation associated to the meeting will be sent out at least 7 days prior to the meeting taking place.

Meetings shall last no more than 2 hours in duration.

Most meetings will be held in person, but wherever it is possible and preferable for accessibility reasons, members will also have a choice to attend via digital link (i.e. zoom). In order for a meeting to take place at least 2/3 of the group must be present.

The Members of the Customer Oversight Group will have the freedom to appoint a permanent or rolling chair from within the group members. If it is requested and unanimously agreed by the Customer Oversight Group, an appropriate member of Elim staff may also take the role of chair.

All group members will be encouraged to participate fully in Customer Oversight Group meetings.



Meeting Conduct and Confidentiality

It is imperative that all Customer Oversight Group members treat all meeting attendees with respect and behave constructively at all times. Discussion and personal contributions to meetings should be made in line with the purpose of the Group, and information presented to the committed should be treated with confidentiality unless it is clearly marked as appropriate for sharing.

Support

The Customer Oversight Group will be supported by Elim staff, who will provide the following services:

- Organising and facilitating Customer Oversight Group meetings
- Making any necessary arrangements including the reimbursement of expenses in relation to training, travel or specific support required
- Facilitating the appointment of any independent individual or organisation to provide advice, training and support to further the work and function of the Customer Oversight Group
- Keeping records of meetings and compiling, and sending out agenda's and associated paperwork
- Facilitating any specific performance reviews that are requested and agreed by the Customer Oversight Group
- Any additional duties that support the running of the Customer Oversight Group in line with groups aims

Expenses

All members will be reimbursed for any out of pocket expenses incurred whilst carrying out any business in connection to their role as a Customer Oversight Group member.

Further reward for time provided may be discussed and agreed between Elim Housing and the Customer Oversight Group.



Training

Customer Oversight Group members can request training that will assist them in their role on the group

Members may also be required to carry out training that supports them in their role as a member of the Customer Oversight Group.

All group members will be provided with the information they need in relation to the areas of data protection and equality and diversity.

Leaving the Group

Members are free to leave the group at any time, but will be asked to set out their reasons for leaving in writing or verbal communication to the Chair and /or relevant member of Elim staff.

Members may also be asked to leave the group if the following circumstances apply:

- A failure to attend 3 consecutive meetings without prior communication with Elim staff
- There is a significant or repeated failure to act in accordance with the purpose of the group, or the conduct required
- They are involved in any legal process which is underway for injunction or property possession, or if there is a live anti-social behavioural order in place or an ongoing breach of tenancy or lease conditions

