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| Customer Forum Terms of Reference |

**Purpose**

* The Customer Forum will support the Amplius Board by providing customer-based assurance that the consumer standards of the ‘Regulatory Regime for Social Housing in England’ are being met; and that service delivery is in line with Amplius values:
* People come first.
* Do the right thing.
* In it together.
* Driven to do more.

**Responsibilities**

The Customer Forum will develop and maintain a strong and influential relationship with the Amplius Board to ensure that they and the Amplius Board work together effectively.

The Customer Forum will contribute to the assurance of the Transparency, Influence and Accountability Standard and aspects of other consumer standards as deemed appropriate.

It will do this by:

* Ensuring that the customer involvement structure delivers on the consultation and review of landlord services.
* Monitoring Key Performance Indicators (KPIs) from Amplius’ Performance Management Framework along with other information identified through customer feedback and insight.
* Identifying areas of customer assurance and escalating areas of customer non-assurance with the consumer standards to the Amplius Board.
* Agree a programme of scrutiny reviews that are linked to service performance and customers’ priorities using the defined matrix.
* Monitor the implementation and outcomes of service, scrutiny and policy reviews.
* Produce an annual review, to be reported to the Amplius Board and to all Amplius customers and staff, detailing the impact of its activities.

**Operating protocols**

* Amplius Customer Forum will produce formal minutes of each meeting, including items for escalation, and a feedback summary from the meeting, which will be reviewed at Amplius Board.
* In addition, Longhurst Group Customer Forum will follow a documented protocol which will include
* A scheme of understanding with the Amplius Board
* Communication and reporting protocol with the Amplius Board
* Code of Conduct and Confidentiality statement

**Membership**

* Membership of the Customer Forum is open to all customers living in a property managed or leased from Amplius.
* There should be no less than 6 members in the Group. The maximum number of members is 12.
* There can be a maximum of three leaseholders on the group and one of the tenants can be a sheltered housing tenant.
* Membership of the group will be reviewed annually. If membership fall below 50% (i.e., 6 residents), the viability of the group will be considered and membership will be publicised.
* Members of the Complaint Working Group can also be members of one other service improvement working group.

**Membership is subject to four conditions:**

* The Amplius Customer Forum will consist of a maximum of 12 eligible members.
* Individual members will be appointed for a period of three years.
* Members can voluntarily resign at any time during their tenure.
* If a Customer Forum member ceases to be an Amplius customer, they must resign from the Customer Forum.
* Members will serve no more than two consecutive terms of three years.
* Members can be asked to step down without notice if they are seen to be in breach of the Code of Conduct

**Quorum**

* A quorum will be more than 50% of members e.g., if membership is 12, a quorum will be 6. Inquorate meetings should be noted, and decisions approved at the next quorate meeting.

**Meetings**

* The Customer Forum will meet monthly; to include 4 performance meetings, 3 spotlight sessions and 2 training sessions and any other meetings that are deemed necessary.
* All members are expected to be fully prepared for all meetings.
* Amplius will monitor attendance at the Customer Forum meetings through the meeting minutes.
* Failure of a Customer Forum member to attend three consecutive meetings, without providing a reasonable reason, will be investigated by the Customer Forum Chair in conjunction with the Customer Engagement and Experience Manager. Failure to attend might result in the member being asked to step down from their role.

**Frequency of Meetings**

* The Group will hold a minimum of 8 meetings per year.

**Chairing of meetings**

* The appointment of the Chair and Vice Chair will be made following expressions of interest and through a voting process by the members of the Forum only.
* Both appointments can be for up to a period of three years with succession planning identified after two years of tenure.

**Support**

* The Customer Forum will be supported by the Director of Housing and Customer Service.
* The Customer Forum will also be supported by the required level of staff and other resources to ensure it can operative effectively.

**Equality and Diversity**

* Amplius believes in a fair society that gives everyone an equal chance to learn, work and live free from discrimination, harassment, and prejudice and recognises that the diversity of our community is an asset.
* Amplius will ensure no-one is discriminated against based on their age, class, disability, employment status, ethnic or national origins, marital status, religious or political beliefs, responsibilities for children or dependants, sex, and sexuality.
* The Customer Forum will recognise the existence and importance of the different lifestyles within our communities. The Forum will work to ensure that no Forum or individual will be directly or indirectly discriminated against.
* Amplius will ensure relevant support is supplied so that the membership of the Forum is accessible to all. Members must abide by the Code of Conduct which undertakes to deal firmly and promptly with any cases of discrimination, harassment, or prejudice.
* All members must undertake relevant training.

**Recruitment and Succession**

* All Amplius customers are eligible to apply for vacancies (Subject to eligibility as detailed in the person specification).
* Applicants will be interviewed for vacancies by the Chair, Vice Chair and Customer Engagement and Experience Manager.

**Programme of Work**

* The Customer Forum will have a work plan for the year ahead and review this at each meeting. The priority areas for review will be:
* Performance reports
* Reports from customer involvement
* Satisfaction survey feedback
* Complaints data
* Health and safety compliance
* Environmental and sustainability

**Training and development**

* Customer Forum members will be required to complete training to ensure their skills and knowledge enables them to effectively carry out their role. Equality and diversity and GDPR training must be completed annually
* New appointees will be required to complete induction training.

**Annual appraisal**

* Customer Forum members will be required to participate in a reflection meeting with the Customer Forum Chair and the Customer Engagement and Experience Manager. Once completed feedback will be discussed with Vice Chair and a training programme will be developed.

**Confidentiality**

* Members of the Customer Forum will have access to information, which will be of a sensitive or confidential nature.  Any information shared as part of the Forum’s meetings that is of a confidential nature must not be disclosed to anyone outside of the meeting.
* Customer Forum members will be required to sign the Code of Conduct and confidentiality statements as part of their appointment.

**Accountability**

* The Customer Forum is formally accountable to the Executive Leadership Team.
* The Customer Forum will, on an annual basis, review its effectiveness by reviewing the key achievements and impact of its work and reporting these to the Amplius Board and Amplius customers.
* When required, the Customer Forum may request the Chair of the Amplius Board, Director or Executive Director, to attend their meeting.
* In case of Customers or Amplius having concerns about the Customer Forum’s compliance with these Terms of Reference, representatives from Amplius will meet with the Forum at their next scheduled meeting. A joint agreement will be put in place to remedy this.

**Budget and expenses**

* Any out of pocket expenses will be paid for out of the Customer Engagement budget.
* Members will be awarded £50 shopping voucher annually.

**Review of terms of reference**

* Amplius and the Customer Forum Chair and Vice Chair will review these Terms of Reference annually.