

Wolverhampton Homes Customer Involvement Panel

Terms of Reference (April 2025 review)

The Customer Involvement Panel is responsible for:

- Reviewing Wolverhampton Homes strategies and any major changes to services or standards that could impact on our customers. This provides opportunity for the customer voice to influence company strategy or suggested change.
- Representing customers across Wolverhampton Homes in scrutinising performance and progress in achieving targets within any strategy or service received by customers.
- Overseeing and informing the programme and delivery of scrutiny exercises each year. The panel will be asked to decide on areas to scrutinise using data and insight from our customers to inform their decision.
- Ensuring that any shortcomings or underperformance identified in scrutiny reviews are closely monitored through dedicated action plans provided by the relevant service area.
- Overseeing the customer involvement framework that helps to ensure customers are always involved in Wolverhampton Homes decision making. This includes the ongoing development of the Customer Involvement Panel, customer scrutiny panels, customer insight and feedback and our wider network of partners/ volunteers.
- Leading by example and promoting a culture within Wolverhampton Homes that is aligned to our values.
- Acting in the best interest of customers, communities, and the long-term success of Wolverhampton Homes.
- Ensuring that regulatory obligations are complied with including areas such as monitoring the results of the Tenant Satisfaction Measure collections, compliance with the Housing Ombudsman Complaint Handling Code and the Consumer Standards.
- Being cooperative, open, and transparent to contribute to the leadership and motivation of Wolverhampton Homes.
- Building constructive relationships with Wolverhampton Homes staff and teams that promote a high performing culture through providing support and challenge to Wolverhampton Homes Communities and Services Delivery Committee (CSD), Board, and members of the Senior Management Team.
- Respecting the opinion of other panel members and promoting confidence in others to be able to share their views.

Time commitment

- Wolverhampton Homes will hold a minimum of four Customer Involvement Panel meetings per year, with additional time reserved for training and support.
- Panel members are required to commit to approximately half a day per month.

- Panel meetings will be arranged by the group at times and dates to suit the majority.
- Meetings will usually be held in-person, but a hybrid option is available for members to join online if they are unable to travel.
- Members will also be asked to take part in an annual review of their contribution with the Chair of the Panel once a year.

Appointment tenure and eligibility

- The initial appointment to the Customer Involvement Panel will be for three years, with the possibility of a further three years, subject to the needs of Wolverhampton Homes and satisfactory performance.
- All Wolverhampton Homes tenants and leaseholders are welcome to apply, and this includes family members within the property who can demonstrate that a Wolverhampton Homes property is their 'only or principal address'.
- Applicants will not be eligible if:
 - They are under the age of 18 years old.
 - They have lived in a Wolverhampton Homes property for less than 12 months at the time of application.
 - Wolverhampton Homes has commenced legal action against the applicant or member of the household e.g., if the tenancy or leasehold is breached and there is a current Notice of Seeking Possession served, court order or any other judicial order that has an equivalent effect.
 - Wolverhampton Homes has a court order for the recovery of money against the principal tenant (not applicable if the order is suspended or payment plan is in place if the terms of the order are met).
 - The principal tenant has a legal dispute with Wolverhampton Homes.
 - The applicant has been employed by Wolverhampton Homes in the last three years.

Membership

Membership of the Customer Involvement Panel may be ended if:

- A member requests for their membership to be ended.
- A member becomes ineligible as outlined in the Appointment tenure and eligibility section.
- A member misses three consecutive Customer Involvement Panel meetings without reasonable cause.
- A member does not meet the expectations of membership, including conduct, contribution, and alignment with Wolverhampton Homes' values and Code of Conduct.

Remuneration and equipment

Customer Involvement Panel members will receive full expenses for any costs incurred in their duties when conducting the work of the Customer Involvement

Panel. This would include items such as travel expenses and care costs (for adults or children) provided by a registered minder. All Customer Involvement Panel members are provided with a tablet to access Wolverhampton Homes services such as online meetings, Wolverhampton Homes intranet and emails. Panel members are responsible for the safe keeping and security of such devices which must be returned if a member leaves the panel.

Person specification

When recruiting the Customer Involvement Panel, WH is seeking applicants who can show experience that matches the criteria below:

1. Customer focus – ability to draw on the lived experience as a customer in our communities. You will be understanding and be able to articulate the needs, expectations, and priorities of customers. You will be expected as part of this to build trusting, respectful and positive relationships with other Wolverhampton Homes customers.
2. Leadership – to be confident in holding Wolverhampton Homes to account in ensuring we deliver our vision, and in providing high standards of service to customers. You will contribute to setting the strategic vision of the organisation, so you will be creative and forward thinking, contributing to discussions on this from a customer point of view.
3. Independence – you will need to be impartial at all times, acting with integrity and respect. A large part of this role will involve understanding the issues of customers, as well as potential risks presented to Wolverhampton Homes. The Customer Involvement Panel will not only help identifying potential issues but recommend actions/ improvements for consideration that can help to overcome these issues and risks.
4. Analysis – you will need to have an eye for detail and an ability to ask probing questions to get to the bottom of important issues for customers. This will help you to present these issues in meetings and work as a team to put recommendations forward to the company.
5. Communication – having strong communication skills will be vital. You will need to demonstrate you are a good listener but also be able to voice your opinions in a constructive and positive way. Outside of the meetings, when meeting customers, you will need to act as an ambassador to the Customer Involvement Panel, but also Wolverhampton Homes to help bring about change and engage positively with the community.
6. Teamwork – working alongside other Customer Involvement Panel members and Wolverhampton Homes staff members, feeling part of a team. You will need to be a supportive colleague that values and respects the opinions of others, empowering them to voice these opinions. Any challenge should remain positive and be built on trust to keep confidence high among the panel.
7. Equity, diversity, and inclusion – you will need to demonstrate a strong commitment to equity, diversity, and inclusion at all times. Training will be provided, but you will be expected to develop an ability to understand and

articulate any discrimination and inclusion issues, making a personal commitment to treat everyone with fairness, honesty, and respect.

General information

- The Customer Involvement Panel membership totals may have up to 20 members at any one time with additional members who take shorter specific task and finish groups.
- Recruitment to the Customer Involvement Panel can take place at any time depending on business need.
- Full training and support will be provided to any successfully appointed panel members.
- Quarterly reports will be produced with the support of Wolverhampton Homes employees to provide progress updates to CSD.
- A Chair and Vice-Chair (or Co-chairs) will be appointed by the Customer Involvement Panel who will take responsibility for finalising the quarterly reports and attending Committee / Board meetings where required to represent the panel.
- Wolverhampton Homes reserve the right to remove members from the panel who do not act in keeping with the relevant Code of Conduct and / or values at any time.
- An annual Customer Influence Report will be produced to communicate to customers the impact of the panel.
- Each meeting will have two mandatory agenda items:
 - Tenant Satisfaction Measures
 - Complaints and learnings