



1.0 GENERAL

- 1.1 The Customer Offer Panel provides wide local representation across Irwell Valley Homes (IVH) neighbourhoods. The membership is made up of IVH residents.
- 1.2 Members of the RSP will be selected in accordance with the Recruitment Policy.
- 1.3 The minimum number of Members shall be four. The maximum will be 12 members. For Customer Offer Panel meetings to be quorate, a simple majority of the total number members must attend.
- 1.5 All appointments and nominations shall have due regard to IVHs Equality and Diversity Framework and aim to ensure that the Panel reflects the neighbourhoods it seeks to serve.
- 1.6 The Customer Offer Panel shall meet on quarterly basis and will be provided with regular update in-between these meetings.
- 1.7 IVH will give at least 2 weeks' advance notice of meeting dates. If an Customer Offer Panel member fails to attend 3 consecutive meetings without reasonable explanation they will automatically retire from office. Any member who retires in this way shall not be eligible to rejoin the Panel within a three-year period.
- 1.8 Members are required to sign up to and follow the Customer Offer Panel Code of Conduct. IVH retains the right to remove a member where they consider that there has been serious misconduct or impropriety, in line with the procedure.
- 1.11 Each member shall have one vote on a motion. A straight majority shall decide all decisions and in the case of a tied decision, the Chair should cast the deciding vote.
- 1.12 The Secretary of the Customer Offer Panel shall be an Officer nominated by IVH. The Secretary is responsible for calling meetings of the Customer Offer Panel. They will attend each meeting and shall keep full minutes of each meeting.
- 1.13 Minutes will be available for public inspection at IVHs head office and will be displayed on IVH website. A link to the website will be promoted via Facebook page (excluding items deemed by irwell valley homes or Customer Offer Panel to be confidential).

2.0 APPOINTMENT OF THE CHAIR AND VICE CHAIR:

- 2.1 As this is a new customer group, at least first three meetings will be lead by IVH colleague. After which period a Chair and Vice Chair will be elected who will be fully supported by an Irwell valley homes officer.

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- 2.2 The Chair and the Vice Chair will be elected each April and the Resident Scrutiny Panel of IVH will be informed. There are no restrictions on the number of times a member can serve as Chair or Vice Chair during their term on the Panel.
- 2.3 The Chair should not be the same person as the Chair of the Board of Management and must not be a paid member of staff.
- 3.0 TERMS OF OFFICE
- 3.1 All members of the Customer Offer Panel are appointed for a period of three years.
- 3.2 A member may then be elected for two further terms of office (up to a maximum of nine years in total). Such re-appointment is not automatic but follows the protocol for re-appointment conducted by the Chair of Customer Offer Panel. When considering such re-appointments, the Chair will evaluate the balance of the Panel, individual members' attendance, contributions and commitment to the Customer Offer Panel [or group].
- 4.0 RESPONSIBILITIES:
- 4.1 The Customer Offer Panel responsibility is to scrutinise services provided by IVH to its customers to ensure that:
- services are consistently easy to access, reliable and meet customers' expectations;
 - the appropriate services and support are being offered to all customers;
- 5.0 DUTIES:
- 5.1 Customer Offer Panel members will:
- monitor and scrutinise performance information set against the Customer Offer, and service standards
 - Have an oversight of complaint learning implementation of complaint learnings from the complaints Irwell valley homes receives.
 - From time to time, approve the customer facing policies;
- 7.0 ACCOUNTABILITY:
- 7.1 Members are expected to act in the best interests of customers and IVH at all times.
- 7.2 Members are expected to ensure that Customer Offer Panel's affairs are conducted lawfully and in accordance with generally accepted standards of performance and probity.
- 7.3 To ensure that members agree to comply at all times with the Customer Offer Panel Code of Conduct.
- 8.0 OTHER EXPECTATIONS:
- 8.1 To ensure and participate in training relevant to the needs of the Panel members.

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- 8.2 To ensure any private and confidential information is not shared outside the group and disposal of any confidential information is done in correct manner.
- 8.3 To request all additional information through the Customer Voice team.
- 8.4 All panel members who attend a meetings and review performance information prior to the meeting will receive high-street vouchers as a way of thank you. The panel must adhere to any terms and conditions assigned to these vouchers, please refer to Voucher Declaration form.
- 8.6 All Customer Offer Panel members will be participate in an annual review of their contributions to the work of the Panel and to review their training needs. Irwell valley homes will arrange training to meet the identified needs of Panel members.

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