ReSI Homes National Customer Group Terms of Reference

1.PURPOSE

The National Customer Group (NCG) has a crucial governance role at ReSI Homes (ReSI).

Its role is to hold the Board and Executive to account, scrutinise ReSI's performance and standards, ensure the Customer Voice is heard, and acted upon, and to challenge ReSI Homes to achieve its aspiration to be the UK's leading shared ownership provider. It will be a constructive, positive and 'critical friend' of all Customer activities from the homes, places and Communities we provide to the services we deliver.

The Memorandum of Understanding between the ReSI Homes Group Board and the NCG demonstrates the central nature of the role of Customers in the governance of ReSI Homes. These Terms of Reference provide guidance for how the NCG will perform its role and contribute to the wider engagement with Customers across the Group.

The Customer Engagement Framework at ReSI Homes is designed to enable multiple pathways to engagement and to ensure that there are more engaged and representative Customers than ever before: Customers don't have to be part of the NCG to contribute.

The NCG will take a strategic overview of all Customer engagement and provide assurance to Group Board that the 'Customer Voice' at ReSI Homes is being heard and Customers views are being addressed within service offers.

In pursuit of its purpose, the NCG will have the following areas of focus :
- meaningful Customer involvement and scrutiny with a focus on outcomes
- improving services for all ReSI Homes Customers
- using Customer insight to monitor service delivery in an objective way

• working with ReSI Homes to ensure the service meets the strategic and business objectives of the organisation, and the Regulatory Standards for the Shared Ownership sector.

2. AIMS AND OBJECTIVES

To achieve its purpose the NCG will:
2.1 Ensure that ReSI Homes meets the commitments of its Customer Engagement Framework and Customer Charter.

2.2 Challenge and scrutinise ReSI Homes's engagement with and understanding of its Customers and communities

2.3 Ensure ReSI Homes colleagues meet Customers' priorities by enabling residents to participate in meaningful activities that create tangible outcomes

2.4 Provide assurance from the Customer perspective that ReSI Homes is meeting its responsibilities to consumer standards and all regulatory requirements including the Decent Homes Standard, Tenant Satisfaction Measures, and escalate issues or concerns of non-assurance with the consumer standards to the ReSI Homes Board

2.5 Monitor Key Performance Indicators (KPIs) in respect of Customer satisfaction with key landlord services

2.6 Review ReSI's performance against the regulatory Tenant Satisfaction Measures

2.7 Establish Regional Customer Groups (RCGs) to formalise local Customer engagement and to ensure ReSI Homes operationalises the delivery of a consistently good quality service across it's companies.

2.8 Review key policies and strategic priorities affecting services to ReSI Homes Shared Ownership Customers

2.9 Have oversight of the ReSI Homes Customer Complaints and Feedback Policy to ensure it is an effective method for residents to provide formal feedback or raise concerns

2.10 Establish and maintain a Code of Conduct for NCG members.

3. MEMBERSHIP

3.1 The NCG will consist of a maximum of twelve eligible members.

3.2 RCG chairs will each be eligible for membership of the NCG, and on appointment, automatically become a member of the NCG.

3.3 Membership of the NCG is voluntary; however, all reasonable out-of-pocket expenses (travel, childcare, etc.) will be reimbursed in line with the Customer Expenses Policy. Remuneration will be agreed at appointment with individual members.

3.4 Individual members will be appointed for an initial period of three years.

3.5 Upon expiry of the initial three -year period, the NCG Chair, taking advice from the NCG Vice-Chair and ReSI Homes management, as appropriate, will review the member's performance and make a recommendation to the NCG that the member be invited to serve for a further three-year term or be asked to step down.

3.6 Subject to the outcome of any review described at 3.4, members will serve no more than three consecutive terms of three years.

3.7 Members can voluntarily resign at any time during their tenure.

3.8 If any NCG member ceases to be a leaseholder or shared owner of ReSI Homes, they must resign from the NCG.

3.9 Members can be asked to step down without notice if they are seen to be in breach of the Code of Conduct.

3.10 If the membership falls below eight, ReSI Homes and the NCG will conduct a recruitment exercise.

4 MEETINGS AND ATTENDANCE

4.1 The NCG will meet at least four times per year and more frequently if circumstances require.

4.2 There is a requirement for members to be fully prepared for all meetings.

4.3 Quarterly meetings will be scheduled so that outcomes from NCG meetings can be fed to the meeting of the ReSI Homes Board in the same quarterly cycle.

4.4 Meetings will be a hybrid of in-person and virtual. There is an expectation that the four quarterly meetings and the annual strategy session will be held in-person. ReSI Homes will ensure that NCG members have access to technology and provide training to equip members to carry out their duties.

4.5 In line with the provisions of the Code of Conduct, repeated failure to attend meetings may result in the NCG member being asked to step down from their role. If any NCG member faces personal circumstances that are likely to make it difficult to attend meetings for an extended period, he/she may seek a temporary suspension of duties during which period non-attendance will not result in a request to step down from the NCG.

4.6 A standing invitation to all NCG meetings exists for members of the ReSI Homes Board. The ReSI Homes Board Chair will arrange for NCG meetings to be attended by non-executive directors on a regular basis.

5 QUORUM

5.1 A meeting of the NCG shall be quorate when at least fifty per cent of the current membership, plus one additional member, are present.

5.2 The NCG will aim for consensus in its recommendations. Where a vote is required, a simple majority will carry the motion. In the event of a tie, the NCG Chair shall have a casting vote.

6. CONFIDENTIALITY

6.1 Members of the NCG will have access to information, which may be of a commercially sensitive or confidential nature. Any information shared as part of the NCG 's meetings that is of a confidential nature must not be disclosed to anyone outside of the meeting.

6.2 Obligations with regard to confidentiality will be set out in letters of appointment and the Code of Conduct. Any member must accept those obligations on appointment.

7 OPERATING PROTOCOLS

7.1 NCG meetings will be minute d and actions from each meeting will be recorded and tracked.

7.2 The NCG may escalate to the ReSI Homes Board any matter that it is unable to progress to its satisfaction through NCG meetings. Where the NCG wishes to do this, the NCG Chair , NCG Vice-Chair or a member nominated by either the NCG Chair or NCG Vice-Chair should inform the Managing Director of Places For People's Customer Hub (MD Customer Hub) at a meeting of the NCG or by email outside any meeting.

7.3 Potential breaches of the Code of Conduct or any other complaints against NCG members will be investigated by the NCG Chair. Potential breaches of the Code of Conduct or any other complaints against the NCG Chair will be investigated by the NCG Vice -Chair or one of the NCG members appointed by a majority of the NCG. Any person leading such an investigation may seek support from ReSI Homes management with the investigation.

8. CHAIRING

8.1 The NCG Chair will be appointed by the NCG members from among the members. A role profile for the position of NCG Chair will be maintained and the post holder will carry out the role in line with the requirements of the role profile .

8.2 In the absence from any NCG meeting of the appointed Chair, the Vice-Chair will chair the relevant meeting and in the absence of both the Chair and Vice -Chair, the NCG members may appoint a person from the members present to chair the relevant meeting .

9. ELIGIBILITY, APPLICATIONS AND APPOINTMENTS

9.1 All ReSI Homes leaseholders and shared owners and residents may apply for membership. Applications may be made at any time and ReSI Homes will keep a waiting list of interested, eligible applicants whose experience and background may make them suitable for a role on the NCG or any of the RCGs. Every applicant must satisfy the eligibility criteria immediately before appointment. The eligibility criteria will be set out in the Code of Conduct and the NCG shall keep those criteria under review.

9.2 Applicants will be interviewed for NCG vacancies by a panel including NCG members and members of ReSI Homes management. The NCG and ReSI Homes commit to an open recruitment process with the role of the NCG and invitation to apply widely communicated across all ReSI Homes Communities through the website and any other appropriate means.

10. EQUALITY, DIVERSITY, AND INCLUSION

10.1 NCG members must comply with the law and with the ReSI Homes's policies and procedures relating to equality and diversity. Recruitment to the NCG will observe relevant law and the policies. The MD Customer Hub will provide access to the relevant policy documents to NCG members.

10.2 The NCG commits to recruiting and maintaining a membership which reflects the Customer base of ReSI Homes in order to be able to best represent it. For that reason, the NCG will bear in mind the extent to which its overall membership may not reflect that Customer base when new appointments are being considered. Without contravening any law or policies on equality of opportunity, recruitment to the NCG shall aim to draw into membership people who improve the degree to which the NCG membership reflects the diverse communities in which ReSI Homes operates. This diversity includes ethnicity, gender, age, disability, Customers who are carers, who are supported by benefits, and those in work.

Equality laws may change from time to time but at the point of setting these Terms of Reference prohibit discrimination on grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation and impose positive duties to eliminate unlawful discrimination and promote equality.

10.3 The NCG and ReSI Homes will identify obstacles that may prevent Customers from contributing to its work and find the means to remove those obstacles.

11. SUPPORT AND SERVICING

11.1 The NCG and its Chair will be supported by the MD Customer Hub.

11.2 The MD Customer Hub will ensure that leaders, managers, and other resources are available to the NCG to enable it to carry out its remit.

12. TRAINING AND DEVELOPMENT

12.1 NCG members will be required to attend training to ensure their skills and knowledge enables them to carry out their role effectively.

12.2 New NCG appointees will be required to complete induction training.

13 REVIEW OF EFFECTIVENESS AND APPRAISAL

13.1 Each NCG member will have an annual appraisal led by the NCG Chair with support from the MD Customer Hub. The Vice Chair will be responsible for appraising the NCG Chair. The appraisal will provide an opportunity to identify areas of personal development and training and to review the capacity of the member to continue to serve.

13.2 The NCG will keep its collective performance under review and will collaborate with ReSI Homes every three years to assess whether changes should be made to the NCG's structure, membership or way of engaging with ReSI Homes in the interests of Customers.

14. REVIEW OF TERMS OF REFERENCE

In line with best practice these Terms of Reference will be reviewed on an annual basis by the NCG, and any proposals for change put to the ReSI Homes Board to make sure that it continues to be willing to work with the NCG on the basis of the revised terms of reference.