

CUSTOMER AND COMMUNITIES NETWORK – TERMS OF REFERENCE

PURPOSE: Scrutinise and review how effectively Bromford’s strategy is translated into action and performance for all of our customers and communities. Contribute fresh ideas to developing new Bromford service offers/products.

MEMBERSHIP	<p>Up to 12 members made up as follows:</p> <ul style="list-style-type: none"> • Up to 8 customers - appointed through the “C&CN selection process”; • 1 Non Executive Director - appointed by the Board; • Up to 3 Directors(Exec/Functional Directors) - appointed by the Executive Board • And up to 2 external advisors with relevant expertise – appointed by the Executive Board
MEETINGS	<p>As required – but will include a meeting with the BHG Board at least once a year to provide effective feedback and support the link between Board and customers.</p> <p>Only members of the CCN have the right to attend meetings. Others may be invited to attend for all or part of any meeting.</p>
QUORUM	<p>No “formal quorum” but at least three customer members in attendance to make actual meetings of value.</p>
DUTIES	<p>Continually scrutinise delivery of services to customers, tracking what customers feel about Bromford’s services_(Customers refer to tenants, leaseholders and support service users).Identify areas for improvement to inform thinking on continuous improvement and future service development. Provide feedback to Bromford’s Board on performance from a customer perspective;</p> <p>Contribute ideas and perspectives to enhance the development of service and product innovations from a customer perspective and review the impact of customer focused initiatives</p> <p>Review and approve the framework for Annual Performance Report to residents;</p> <p>Monitor compliance, via the self assessment of performance, against the customer standards set out in the Regulatory Code;</p> <p>Ensure effective engagement with the broader customer community and Bromford colleagues in identifying customer sentiment and service ‘hot topics’ for consideration;</p> <p>Participate in the Bromford Network meetings that consider customer’s experience of services, this to be at least annually;</p> <p>Review every two years the framework and methods Bromford uses to capture customer insight and develop customer influence.</p>