

North Devon Homes C90 Constitution



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About C90

C90 stands for 'Customer 90 days'. This formal group is made up from a range of people from across the community and the business. This includes customers, managers, staff members, Board Members, Directors and our Chief Executive.

The Chair of our C90 group is a customer and all members work side by side on an equal basis to help deliver the vision of the company "working together to create communities where people want to live".

This co-design approach adds real value and can demonstrate to our customers how their voices have been listened to, their 'points of view' actioned to shape and improve our performance, save money and maximise our customer and community engagement.

What does C90 do?

- It links customer's 'points of view' and suggestions for improvement directly into our board.
- It makes sure that what we have promised customers in our 'Local Offers' is being delivered.
- The group monitors and checks the quality and satisfaction over all of the services we provide to our customers over the previous 90 days and plans what we will review together with customers and our Scrutiny Panel over the next 90 days.
- The group develops new policies and changes to the way services are delivered through a co-design model ensuring customers and our Scrutiny Panel are at the heart of changes and improvement.

What does a typical C90 meeting look like?

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| Performance | Service performance against key performance indicators is reviewed along with sector comparisons on costs and value for money. |
| Customer satisfaction | Real time customer satisfaction is a key consideration throughout. |
| Customer Scrutiny Panel* | Scrutiny present any reviews completed over the previous 90 days on service area or policy with their findings and recommendations. |
| Customer Fresh Ideas Group* | Hear feedback from the work undertaken in the last 90 days within customer focus groups and our customer Fresh Ideas Group, who review our communications with customers to ensure our message is fair and understandable. |
| Customer consultation | Results of consultation undertaken in the last 90 days directly with customers through door to door surveys, pop up surveys at events and other formats. |
| Health and Safety | Review of H&S incidents/near misses and arising H&S issues. Updates on government legislation or sector news with training sessions for C90 where required. |
| NDH Local Offer (service standards) | There will be ongoing review of the appropriateness of and performance against our local offer promise to our customers. |
| Service design | Update on the transformation of NDH IT and digital future through the DB2020 project, including how customers are involved in the design and implementation. |
| Update to customers from board | Feedback from the board on the work customers are carrying out on letter and leaflet design and the Scrutiny review. |
| Policy reviews | Customer facing policies: C90 drive, consult, and help us to understand what it is we wish to co-create in the services that we provide. |
| Government policy | C90 review future and/or anticipated government direction to challenge and understand how NDH are responding and complying with. |
| Action planning and next steps | This is where the following 90 days are planned; identifying areas where we can together with customers consult and review services through co-design. |



Dawn Ash
Customer and Chair of C90

“The C90 group gives customers a voice in decisions that are made at board level. The board and executive team can have a real understanding of what customers need and want and what changes can be made to enrich or enhance the communities and homes in which customers live.”



Robert Stronge
Chair of the NDH Board

“C90 enhances our longstanding commitment of engagement with customers and is vital in helping us shape the organisation to meet the needs, views and aspirations of those who live in our homes today and tomorrow. No-one else is better placed to have a view on our homes and services than the community we work with.”

*see Customer Engagement Strategy for more details on these customer groups

C90 membership

The links to our NDH Board is very strong with clear visible links to our governance, strategic aims and Corporate Plan.

The composition of the C90 group is designed to have the right balance of customers, staff and board members to inform strategy and drive action.

NDH Board Members:

Up to a maximum of three Board Members attend C90 meetings, a minimum of two attend every meeting, one of whom will be the NDH Board Chair.

The duration of their time with C90 is bound by the terms of conditions in being a Board Member with NDH. This being a maximum of three, three year terms over nine years. The appointment of Board Members is the responsibility of the NDH Group Board.

Customer Board Representative:

One of the above Board Members is elected to represent all NDH customers at board meetings to ensure the customer voice is at the heart of our business.

Customers:

The C90 Chair will be the customer responsible for chairing meetings and approving draft minutes. However where there is a temporary gap or unplanned vacancy we will develop a plan to build capacity and work towards this which will be overseen by C90.

The Chair will also sit on our NDH Chairs Group, NDH Board, Anchorwood Board, Audit & Risk Committee, Remuneration Committee and attend Board Away Day sessions as determined by this group.

The C90 Vice Chair is a customer who will deputise in the Chair's absence.

A minimum of two other customers will sit on C90, customer representation will be continuously reviewed.

Duration for these posts is a maximum of nine years (subject to annual review).

Scrutiny Panel:

The Scrutiny reports are a regular meeting agenda item, C90 Board Members are responsible for taking agreed recommendations to the NDH Board to be ratified.

Scrutiny Panel members can also be C90 elected members.

The Customer Scrutiny Chair can join the meetings through a request agreed through the C90 Chair.

North Devon Homes staff:

Executive Team:

There will always be Executive support, ordinarily with the CEO and Director of Neighbourhoods attending meetings with the Finance Director available as required.

Senior Management:

Head of Asset Management, Health and Safety Manager, Strategic Performance Manager, Head of Housing Manager attend on a regular basis as required.

Community Involvement Team:

Community Involvement Manager and Customer Involvement Officer, will collate and/or prepare meeting material, attend meetings to support customers and minute the meeting. They will also be responsible for organising customer involvement activities following C90 meetings.

Other staff:

It is important that customers and staff work collaboratively to co-design future services and build trusting relationships, dependant on agenda items all staff are encouraged to attend C90 Meetings to inform on their service area, listen to customers and use their views to plan and improve our offer.



C90 membership guidelines and expectations

Customer members:

- Will attend 80% of the scheduled meetings across three years.
- Will take time to prepare for meetings so they can fully represent all customers and play an active role within meetings.
- Will sign up to the NDH C90 confidentiality, data protection and code of conduct for C90, Equality and Diversity Policy, Financial Regulations, and C90 Customer Volunteer Job Descriptions.

NDH Board members:

- Will ensure there is regular feedback from the board to C90.
- Will take back to the board recommendations and outcomes from C90.
- Will ensure there are strong strategic governance links between C90 and the board.

NDH staff:

- Will ensure C90 meeting dates are scheduled 90 days in advance.
- Will circulate the agenda, previous minutes (approved by the C90 Chair), all the required data and reading material to all C90 members one week in advance of each meeting.
- NDH Executive Team will promote, challenge and provide resource for C90.
- Will prepare information and attend meetings when invited to do so.

Exceptions:

C90 members and/or customers may not be eligible to join and/or may have membership revoked if:

- A member has been found to breach any of the C90 governing documents.
- Any member not attending three successive meetings may be asked to resign.
- Customers with a possession order against their tenancy, or on a starter tenancy, or have breached the NDH Reasonable Behaviour Policy are not eligible to join C90 or remain on.
- Any member who has not declared any conflict of interest when joining C90.

General C90 meetings:

- Quorum for meetings will be 50% of elected members plus one and always have customer representation.
- Apologies must be submitted if members are unable to attend meetings.
- Conflict of interest on agenda items must be declared by or to the chair at the beginning of meetings.
- Members when raising questions within meetings will allow them to be discussed openly and will seek to find general agreement.
- Members will not air personal or individual issues within C90 meetings.

Members resignations:

- Members may resign at any time in writing to the Chair of C90 and/or Director of Neighbourhoods.
- In the event of the Chairs resignation the Director of Neighbourhoods will appoint an interim Customer Chair.

Review and amendments to the constitution:

- The C90 group will review this constitution bi-annually or following any changes to government policy, regulation or legislation.
- Any proposal to amend this constitution must be considered by the C90 members and noted in the minutes.
- The C90 group will collectively agree the amended document which will be recommended to the NDH Board for approval.

Dissolution:

- In the event that C90 deem it necessary to or advisable to dissolve, the group may call a special meeting of all elected members. The sole business of this meeting will be to dissolve C90.
- A minimum of 28 days notice for this meeting shall be given along with the terms of resolution to be proposed.
- The Board have ultimate accountability for the governance structure of the organisation.

Recruitment of customer C90 members

Customer members:

Customer membership is open to any customer who holds a residential tenancy with North Devon Homes, is a company member and/or actively involved in other customer involvement activities.

However there are instances where some customers may not be eligible to join C90, see 'Exceptions' set out in this document.

These customer engagement activities are outlined in the NDH Customer Engagement Strategy, accountability for this strategy being delivered sits with C90.

Recruitment process:

Engaged customers can give an 'Expression of Interest' to the Customer Involvement Team, if there are no vacancies for elected customer C90 members this will be noted as received in the C90 minutes.

When vacancies on C90 for customers arise all engaged customers will be invited to submit expressions of interest to be reviewed by the Community Involvement Manager and Head of Customer and Housing Services.

Candidates selected for interview will be notified at least seven days before the interview date.

To help customers understand the role of C90 and to prepare for the interview, workshop days may be arranged.

Interviews will be undertaken by the Head of Customer and Housing Services and/or the Director of Neighbourhoods along with the C90 Customer Chair and/or C90 Customer Vice Chair.

C90 customer taster days:

Opportunities for customers to shadow elected customer C90 members within meetings are designed to enable succession planning and/or allow for sabbaticals where members find their personal circumstances require more time.

Training:

NDH prides itself on the trusting relationships built with our volunteer engaged customers as part of the co-design of services, and as such it is important to us that they are empowered to share their ideas and solutions for improvement.

Building confidence, learning new skills and understanding our business, whilst we understand through them their experiences of living in one of our homes, is central to keeping customers at the heart of everything we do' and co-creating the future together.

To do this we provide C90 customers with:

- The tools and technology to do this.
- Access to networking opportunities with other social housing customers.
- Access to consult and work with NDH staff across the business.
- Access to sector and government changes/legislation and what that means for our customers in North Devon.
- Access to on-line forums, webinars, conferences or sector training sessions for customers.
- An annual review process and Personal Development Framework to celebrate success achieved and identify personal training opportunities.

Support of the position of the Customer C90 Chair is provided from peers within our business through access to our NDH Chairs Group, which comprises of NDH Board, Anchorwood Board, Audit & Risk Committee, Remuneration Committee and attends Board Away Days.

Members agreement to C90 rules

Appendix:

Customer Volunteer Job Descriptions
C90 Code of Conduct
C90 Confidentiality and Data Protection Agreement
Equality and Diversity Policy
Financial Regulations
Customer Engagement Strategy

Approval of C90 Constitution

This constitution was reviewed and approved by the C90 Group on __/__/__

C90 agrees to the obligations stated within this constitution and associated documents and recommends them to the board.

Signed and dated on behalf of C90

Chair: _____



Date: 23-01-20

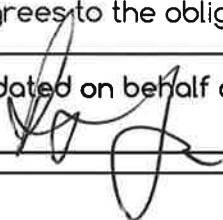
NDH Board:

This constitution was reviewed and approved by the NDH Board Group on __/__/__

The board agrees to the obligations stated within this constitution and associated documents.

Signed and dated on behalf of the board

Chair: _____



Date: 23 Jan 2020