

**Places For People**  
**National Customer Group**  
**Member Role Profile**

The National Customer Group (NCG) has a crucial governance role representing all our customers, and is our critical friend, for our customer experience strategy and service we deliver. Its role is to hold the Board and Executive to account and scrutinise our performance and standards, helping us to achieve our aspiration to be the UK’s leading social enterprise.

The NCG, through its membership, will have access to the Board and will strengthen the role of customers in the governance of Places for People.

The Customer Engagement Framework at Places for People is designed to enable multiple pathways to engagement and that there are more engaged and representative customers than ever before. The role of NCG is to take a strategic overview of that activity and provide assurance that the ‘Customer Voice’ at Places for People is being heard and customers views are being addressed within service offers.

The NCG will collectively have the following skills:

- A commitment to meaningful customer involvement and scrutiny with a focus on outcomes.
- A commitment to improving services for all Places for People customers.
- Ability and commitment to use customer insight to monitor service delivery in an objective way.
- A commitment to work with Places for People to ensure the service meets the strategic and business objectives of the organisation, and the Regulatory Standards for Social Housing sector.

<b>Requirements for the role of National Customer Group members</b>	
<b>Organisational</b>	<ul style="list-style-type: none"> <li>• Awareness and understanding of diversity, equality, and inclusion issues.</li> <li>• Time and commitment to the role</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• The ability to see beyond their own experiences</li> <li>• The ability to constructively challenge and probe</li> <li>• Impartiality, fairness, and confidentiality</li> <li>• Tact and diplomacy</li> <li>• Respect for others</li> <li>• Effective communication and people skills</li> <li>• The ability to work with others to achieve shared aims</li> <li>• Integrity</li> </ul>
<b>Desirable Experience</b>	<ul style="list-style-type: none"> <li>• A commitment to customer involvement and scrutiny; and good governance</li> <li>• Knowledge of customer services</li> <li>• A commitment to Places for People’s vision and values</li> <li>• The ability to think strategically about the services delivered by Places for People to all its customers.</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of using customer insight to monitor services</li> <li>• A commitment to developing skills and knowledge of the social housing sector.</li> </ul>
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### **Eligibility for membership of the National Customer Group**

All Places for People tenants, leaseholders and shared owners are welcome to apply.

Your application will not be eligible if:

- Places for People has commenced legal action against you or a member of your household. This means you are not eligible if you have breached your tenancy and have a current Notice of Seeking Possession served against you, or a court order for breach of tenancy. This includes a possession order (or in breach of a suspended possession order) or court order (ASB order or injunction, demoted tenancy, or closure order) or any other judicial order which has an equivalent effect.
- Places for People has court order for recovery of money against you.
- You are in a legal dispute with Places for People.

Family members of a Places for People tenant, leaseholder, or shared owner are also eligible to apply. Applicants must be over the age of eighteen and will need to demonstrate that the Places for People property is their 'only or principal residence.' (For example, evidence such as a bank statement, drivers' licence, letter from HMRC or DWP will be acceptable).

Your application will not be eligible if:

- The principal tenant (tenant, leaseholder, shared owner) or a member of the household is subject to legal action by Places for People for breach of tenancy/occupancy. This includes a Notice of Seeking Possession served against them; or a court order for breach of tenancy such as a possession order (or in breach of a suspended possession order) or court order (ASB order or injunction, demoted tenancy, or closure order) or any other judicial order which has an equivalent effect.
- Places for People has court order for recovery of money against the principal tenant.
- The principal tenant is in a legal dispute with Places for People.

### **Time commitment requirements**

We estimate that the time commitment is 10 to 15 days per year (about 1 day per month). This figure includes the four formal NCG meetings; individual preparation time for meetings (reading of papers etc.); training; and working on 'task and finish group' activities. There may be other time commitments including attending strategy days.

There will be an induction programme for new members which will require an additional time commitment.

### **Remuneration**

There is no monetary remuneration, and this is a voluntary role. However, payment of all out-of-pocket expenses, incurred as a result of carrying out the work of the NCG, will be paid including, but not limited to:

- Travel expenses (receipt/ticket to be provided)
- Care (for adults or children) costs; provided by a registered minder.

**Meetings**

NCG meets, as a minimum, four times a year. A hybrid of in-person and virtual meetings will be held.

We will provide support to enable you to participate, including, if required, providing a device and technical support to enable participation.

**Personal effectiveness**

The NCG will collectively, on an annual basis, reflect upon its effectiveness. This will enable the NCG and the Company to plan for training needs and any other identified developmental needs. In addition, members may have an annual review meeting with the NCG Chair and Places for People colleagues to consider their personal effectiveness.

**Equality, Diversity, and Inclusion**

Equality laws 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. The Company's policies give further guidance.

The NCG and the Company will identify obstacles that may prevent customers from contributing to its work and will find the means to remove those obstacles.

The NCG will annually review membership with the aim of creating a body that is representative of the diverse communities in which Places for People operates.