

# Customer Influence Panel

## Terms of Reference

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### Purpose

The Customer Influence Panel (the Panel) exists to make sure customers have a real say in how Amplius delivers its services. The Panel will:

- Work with Amplius to shape and improve services that matter most to customers
- Share ideas and feedback to help make things better
- Look at how Amplius is performing and suggest ways to improve
- Make sure customer voices are heard before big decisions are made

### Membership

Membership is open to any Amplius customer living in a property managed or leased by the organisation who is over the age of 18.

- The Panel will have up to 12 members, including no more than three leaseholders.
- Chairs of the Regional Customer Voice Forums will automatically join the Panel.
- Members may also sit on one additional working group, except the Chair, who may not chair any other customer group.
- Membership is for up to three years, which is renewable once for up to three years, subject to satisfactory performance and the needs of Amplius..
- Membership levels will be reviewed annually. If the Panel drops below 50% of the maximum membership, recruitment will be prioritised and the viability of the group assessed.
- Members may resign at any time. If a member ceases to be an Amplius customer, membership must end.
- Members may be asked to step down if they breach the Code of Conduct or confidentiality requirements or if they breach the terms of their tenancy or leaseholder agreement or if they become an employee of Amplius.

### Frequency and Quorum

- The Panel will meet **at least quarterly**, with additional task-and-finish groups as required.
- Meetings may take place in person or online to support accessibility.

A meeting is quorate when 50% of Panel of members are present (either in person or online). Where a meeting is inquorate, decisions will be carried forward to the next quorate meeting

## Meetings

- The Panel will meet quarterly (minimum), with the option to convene additional sessions or task-and-finish groups.
- Meetings may be a mix of in-person and virtual formats to maximise accessibility and inclusion.
- All members are expected to be fully prepared for all meetings.
- Amplius will monitor attendance at the Customer Influence Panel meetings through the meeting minutes.
- Failure of a member to attend two consecutive meetings, without providing a reasonable reason, will be investigated by the Chair in conjunction with the Customer Voice and Influence Manager.
- Failure to attend meetings or to be unprepared for meetings might result in the member being asked to step down from their role.
- Members may attend with advocates or interpreters if needed.

## Chairing of meetings

- The appointment of the Chair and Vice Chair will be made following expressions of interest and through a voting process by the members of the Panel.
- Both appointments can be for up to a period of three years with succession planning identified after two years of tenure.
- The Chair of the Customer Influence Panel will not chair any other customer group.
- The Chair will be provided with updates in terms of member attendance and will be responsible for discussing any areas of concern in terms of attendance, contribution to the group, or breaches of the agreed code of conduct.
- The Vice Chair will deputise for the Chair in their absence. This includes dealing with any issues in terms of breaches of the agreed code of conduct.

## Minutes and Action log

- Minutes and an action log will be prepared after each meeting.
- A Chair-approved action summary will be circulated within **14 days**.
- Escalation items will be referred to the relevant Committee.

## Accountability

The Panel acts in an advisory capacity and does not hold formal decision-making powers. However, it plays a significant role in shaping strategies and service improvement. The Panel is accountable to both:

1. **Amplius** – providing informed customer insight and constructive challenge, whilst demonstrating a strong commitment to equality, diversion and inclusion.

2. **Amplius customers** – ensuring issues affecting them are raised, represented, and escalated appropriately. The Panel will be impartial at all times and act with integrity with regard to customer data.

The Panel will provide quarterly updates to the relevant Committee and will produce an annual report summarising its impact, key themes, and recommendations.

### General Authority

The Panel has authority to:

- Request training or development support needed to carry out its role
- Request independent advice or insight where appropriate
- Ask for relevant information to support scrutiny of performance, complaints, and customer voice
- Maintain and review Declarations of Interest; these will be requested at the start of every meeting

The Panel does **not** have delegated authority to make operational decisions.

### Customer Voice and Insight

The Panel will:

- Review trends from customer feedback, complaints, satisfaction surveys, and TSMs
- Monitor Housing Ombudsman determinations
- Undertake deep dives into areas of concern or recurring themes
- Ensure customer insight reflects the diversity of Amplius customers
- Champion inclusion and amplify the voices of under-represented groups
- Review customer communications to strengthen transparency and feedback loops

### Strategy and plans

The Panel will:

- Review strategies that directly affect customers
- Provide customer insight on proposed changes to services
- Test proposals for accessibility, fairness, and impact on customer groups
- Ensure tenant voice feeds into corporate planning and business plans

### Regulation and policy

The Panel will support Amplius to ensure its engagement approach meets:

- The Regulator of Social Housing's Consumer Standards
- Housing Ombudsman expectations

- Requirements around fairness, accessibility, and transparency
- The Panel may also comment on draft and revised policies that relate to customer experience.

### **Performance**

The Panel will:

- Monitor performance through KPIs, compliance data, and customer experience measures
- Assess service quality, responsiveness, and outcomes for customers
- Monitor TSM performance and customer satisfaction levels

### **Vulnerabilities and additional customer needs**

The Panel will:

- Review safeguarding, ASB, hate crime and domestic abuse themes
- Monitor learning from cases and assess the effectiveness of support mechanisms
- Escalate high-risk safeguarding concerns when appropriate

### **Effectiveness**

The Panel will undertake an annual review of:

- Its membership, diversity, and skills
- Attendance and contribution
- The impact of its recommendations
- Any future training requirements

Findings will be shared with the relevant Committee and used to strengthen the Panel's future work.

### **Programme of work**

The Panel will maintain a live annual work programme, informed by:

- Performance and complaints reports
- Customer surveys
- Feedback from Forums
- Service data (e.g., repairs performance)
- Amplus digital channels and Voice platform insight

### **Communication and accessibility**

Amplus will ensure:

- All communication is accessible, inclusive, and timely
- Materials can be provided in alternative formats
- Panel outcomes are communicated back to the wider customer base

### Confidentiality

Members will have access to sensitive or confidential information. This must not be shared outside meetings unless authorised.

All members must sign the Code of Conduct and confidentiality statement.

### Budget and expenses

This role is non-remunerated. However, reasonable out-of-pocket expenses will be reimbursed. This includes costs such as travel to and from meetings (e.g., bus, train, mileage), parking fees, childcare costs needed to attend.

- Members achieving **75% attendance** per year will receive a **£50 shopping voucher**.

### Review of terms of reference

These terms of reference will be reviewed annually, or earlier if required, in partnership with the Panel Chair, Vice Chair and Customer Experience Manager. The Terms of Reference will be recommended for approval to the Customer Experience Committee by the Panel.