



CFC Co-optee Recruitment Pack



Thank you

We are so pleased you've decided to find out more about becoming a CFC Co-Optee at Plymouth Community Homes (PCH).

This pack will help you understand the role, our organisation and explain the selection process.

Being a CFC Co-Optee

The Customer Focus Committee (CFC) supports the PCH Board by making sure PCH provides excellent services to all its residents and supporting communities.

At PCH we have always been committed to ensuring that our residents are involved in our governance arrangements - with seats on our Board and Customer Focus Committee reserved for our residents.

We know how important it is to have people with lived experience of PCH services and communities involved in our decision-making process. As part of our commitment to the Together with Tenants charter and our adopted Code of Governance, we have increased the number of co-optee positions on CFC and leaseholders and shared owners can also apply.

The CFC is currently made up of 4 Board Members and three resident Co-Optees from different backgrounds who are interested in social housing and share our values: Care, Respect, Listen and Do the Right Thing.

Being a CFC Co-optee will give you the opportunity to develop skills, knowledge and experience which later you may wish to develop further by becoming a member of the PCH Board.



The practicalities

Co-Optees are appointed for a period of 3 years, subject to an annual review. There is the opportunity to continue for another 3 years and the maximum time you can be on our Committees and Board is 9 years.

We provide online papers for CFC meetings a week in advance. Meetings are held in person at Plumer House in Plymouth and virtually using Microsoft Teams. You will need to be comfortable working online/ virtually and we can provide you with a device if needed. You need to be able to attend some meetings here in Plymouth in person.

Members of the Executive Team and other staff attend meetings to present their reports and take questions from Committee members.

We will arrange for a current Committee member to be a mentor to help you through your first few meetings. You will have the opportunity to meet with your mentor before the Committee meetings to talk about the reports due to be presented and help with any queries you may have. There are currently four meetings a year that take place

on a Friday at 10am and last around 2 hours. CFC members also attend briefing sessions twice a year and the Committee is able to commission an independent review of various social housing aspects which can involve attendance at additional meetings.

CFC Co-optees receive an annual fee of £2,710 to recognise the commitment and contributions made to the governance of PCH.

The fee is subject to tax and national insurance deductions. We can arrange independent advice for anyone that wishes to know what the impact of the fee could have on their income or receipt of payments from the Department of Work and Pensions.

We tailor your CFC Co-Optee induction and training just for you based on your existing skills, knowledge and experience.

We estimate that the average time commitment involved for meetings, training and preparation is between 1 to 2 days every 3 months.



About Plymouth Community Homes

We are Plymouth's largest social housing landlord with over 16,000 properties providing affordable homes to over 35,000 people in Plymouth – in a nutshell - people are at the heart of everything we do!

As well as affordable rent, we also offer shared ownership homes and are part of some of the largest housing regeneration projects in the South West, including the North Prospect regeneration programme.


We don't just own homes, we are also a commercial landlord with over 170 shops across the city and our head office at Plumer House serves as a business hub for long term business tenants. In addition, we own and manage a housing development company and energy company, contributing to the wider offer we can make to our customers.

We've got big plans with ambitions to develop 1,000 more homes by 2025 within Plymouth and the wider travel to work area.

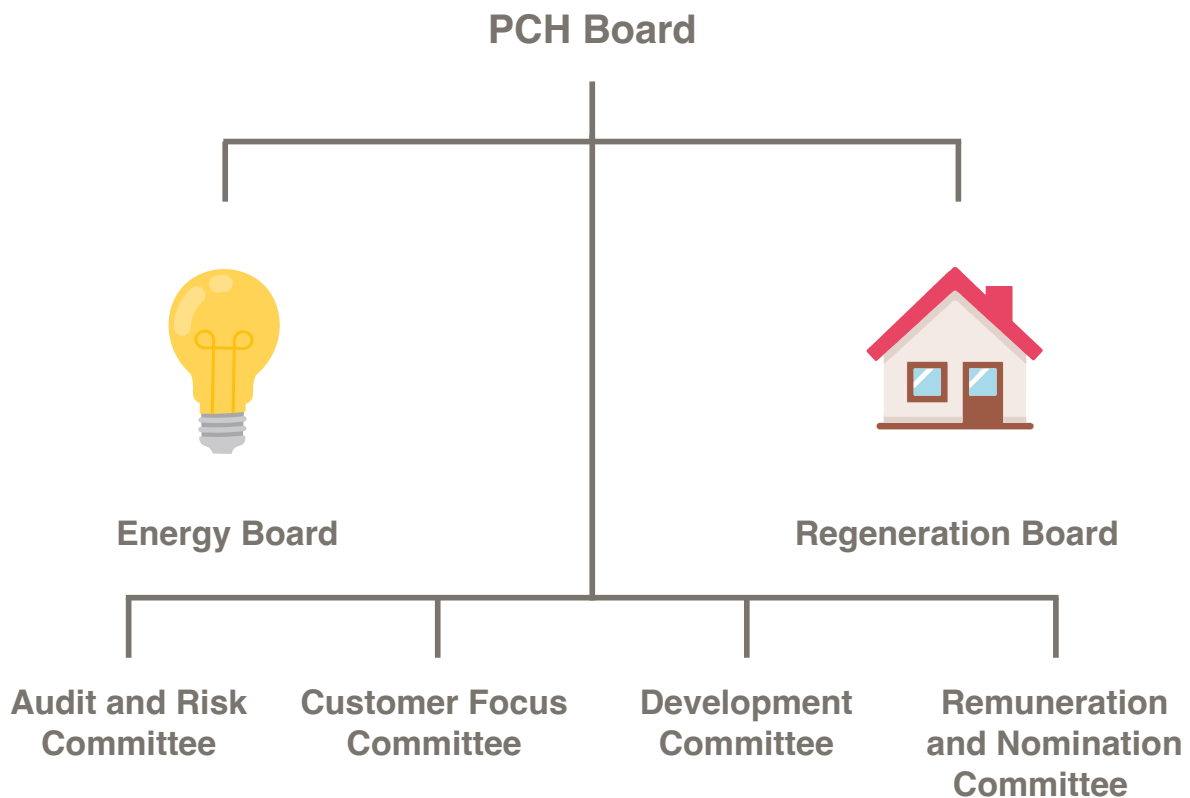
We have a 650 strong workforce to help achieve our ambitions.

We are delighted to have received a Customer Service Excellence Accreditation for the last two years and were found to have a deep understanding of, and commitment to, Customer Service Excellence across the organisation.

By achieving our ambitions, we can make a real difference to the lives and communities of Plymouth.



Our structure



The Board has set up Committees and Subsidiary Boards to help govern the organisation, making sure we are meeting our regulatory requirements and that we are using the income we receive effectively to support our vision and values.

The Board make sure the strategies and policies are being followed and the Executive Management Team carry out the day to day running of the organisation. The Board have a wide range of responsibilities and must make decisions based on timely and accurate

information. In order to assist it, the Board has delegated certain areas, such as development and customer services, to Committees, for them to look at things in more detail.

The subsidiary companies also each have a Board to oversee its work.

Each Board and Committee has its own Terms of Reference so that it is clear what it can look at and what decisions it can make.

CFC Co-Optee Responsibilities and Role

The CFC, as a whole, is responsible for supporting the Chair and the rest of the Committee in delivering its core responsibilities, which include:

- Ensuring that PCH provides excellent services to all of its customers which are to a consistently high standard and represent good value for money
- Ensuring that the quality of the local environment meets customer expectations and supports a good quality of life
- Supporting the PCH Board in providing an added level of scrutiny in the monitoring of performance of customer focused services

Individual CFC members responsibilities include:

- Preparing for and attending 4 Committee meetings a year, and other events such as CFC briefings and learning and development opportunities
- Representing PCH at external events
- Respecting confidentiality
- Adhering to the adopted codes of conduct and governance
- Declaring any relevant interest in accordance with the adopted codes
- Taking part in an annual appraisal with the Committee Chair
- Establishing strong working relationships with other Committee members and key members of staff
- Keeping up to date with changes in the housing sector
- Ensuring a commitment to equality, diversity and inclusion

The person suited to the role of CFC Co-optee has these core qualities and attributes:

- A commitment to the vision, values, strategic goals and objectives of PCH
- The ability to question and offer constructive challenge
- Working collaboratively and as part of a team
- Championing appropriate behaviour and respecting others
- Offer ideas, spotting opportunities and innovating
- Understanding implications and risks
- Determining key issues, understanding information presented and offering an original perspective
- Willing to express opinions that contradict those of others, compromising and supporting the collective Committee decision process

Our PCH values

CARE



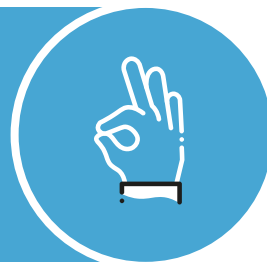
RESPECT



LISTEN



**DO THE
RIGHT THING**





The Committee

Here's some information about our current Board members:



Lavinia Porfir, Chair of CFC

Lavinia was born in Romania and is a PCH resident. Lavinia works at Plymouth and Devon Racial Equality Council as a Community Engagement Worker and Advocate. "I really believe that PCH is part of the wider community and part of Plymouth as a city. I am really happy to be part of this story. From the moment I approached PCH, I felt the professionalism and dedication of the people who work here. The future of PCH looks brilliant and I want to make sure PCH continues to adapt to new housing requirements and continues to offer great service that people want and can afford."



Debbie Roche

Debbie, who is also a PCH resident, is a former Plymouth City Councillor and health and social care lecturer. Debbie is involved with the Devonport Community Land Trust and sits on the Housing Ombudsman Resident Panel. Debbie says "it's really important we monitor the services that make people's lives better. Our business is residents. We mustn't forget who our customers are."



Graham Clayton

Graham is a chartered accountant and is an exam marker for the Institute of Chartered Accountants. Graham sees PCH as very much "tenant-focussed" and feels that it is extremely well run at all levels. His role in the organisation is, to him, both challenging and very enjoyable. Graham believes that social housing has a vital role to play in the lives and happiness of millions of people and their communities in this country and that PCH fulfils that role admirably.



Maja Jorgensen

Maja started her career as an urban designer, best describing it as halfway between architecture and planning. Maja later went on to work for charities that empowered communities through design, giving them a say in new developments. Maja has a diverse background having worked with many different people across different sectors. She believes new housing developments should weave the community in and around them, making the most of insights from local people. Maja is one of our newest Board members, joining PCH this year.



Joanne Bowden, Resident CFC Co-Optee

Joanne joined the Committee in 2021 and says "I want to make sure residents have a voice, a friendly face in the form of a fellow resident who can communicate with PCH on their behalf. I have been involved in lots of PCH groups and committees, such as the Spend and Save group, mystery shopping, Resident Scrutiny and Learn For Free courses."



Gaynor Southerton, Resident CFC Co-Optee

Gaynor also joined the Committee in 2021 and says "I am now a member of the CFC, and it's good to see how the results of attending all the previous groups had filtered up the line, in some cases to Board level. Whilst on occasions I find it challenging, I have never regretted getting involved and encourage others to give it a go. It is good to find out what goes on behind the scenes, you do make a difference and if nothing else, you get to meet some very interesting people."



Melony Gallagher, Resident CFC Co-Optee

Melony joined the Committee in 2022 and says, "I decided to join the CFC as I feel it is important to give back to my community as much as I can. I am a passionate supporter of PCH's community-focused ethos and so I chose the CFC to engage at a level in which I felt my skills and experience could be beneficial. I would encourage individuals to join the CFC if they felt that they could benefit from more intellectual stimulation and would like to support their community in this way, whilst being fully supported and encouraged by PCH."



“
Our primary objectives to improve lives and communities, as well as delivering our strategic business plan to look after our homes, to build new homes in Plymouth and beyond, and to grow our business.
”

Chief Executive, John Clark

The application process

We are looking to recruit up to 5 residents (either a tenant, leaseholder or shared owner) to join CFC who:

- Like to ask questions and are interested in the services PCH delivers to residents and communities
- Have the ability to be able to work effectively as a team and with other Committee members
- Are committed to excellent customer service and the involvement of residents at all levels of the business
- Want to make a positive difference to our communities

Your motivation and willingness to learn and participate are as important as the skills, knowledge and experience you bring.

We have a strong commitment to equality, diversity and inclusion by understanding the diverse views and needs of our communities. We are keen to encourage applications from underrepresented groups to the CFC, this includes young people, people from an ethnically diverse background or people with a disability.

If you think this is a role for you – then here's how to apply:

Recruitment pack

Before applying, read this recruitment pack and take a look at the CFC dedicated webpage on our website for more information - Customer Focus Committee - Plymouth Community Homes

Tell us you are interested

Please complete the Expression of Interest and Diversity Monitoring Form (this is so we can ensure the CFC Co-optee opportunity is reaching a wide and diverse audience) and send this to the Governance Team by email to governance@plymouthcommunityhomes.co.uk or contact the Team by telephone and we will be happy to answer any questions you might have.

Shortlisting and Observe a meeting

Your expression of interest form will be carefully considered by a shortlisting panel. If you are successfully shortlisted, you will be given the opportunity to observe the next Customer Focus Committee meeting. This is a great opportunity to see first hand what CFC is all about, meet the current members and a chance to ask questions about the role.

Interview

If you are still interested in the role, you will be invited to an informal interview with a recruitment panel which will include the Chair of the Committee.

Please be assured your application will be treated with the strictest confidence.

Dates of meetings in 2023

Friday 4th August 2023 at 10am

Friday 3rd November 2023 at 10am