



InFocus application pack

LiveWest

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InFocus group - Terms of reference

What is InFocus?



InFocus is the name of the South West regional customer network. It is a body of customers working together with colleagues to check and challenge our service delivery and performance to help improve services.

InFocus' role

InFocus' role is to work in partnership with the business to help:

- Ensure customer priorities are heard and acted upon.
- Review LiveWest performance and focus on key issues for colleagues to address.
- Support the development of customer-facing policies, strategies and conducting full-service reviews, by offering a customer perspective.
- Explore every opportunity to gather local intelligence on services for example by speaking with Friends of InFocus, other local customers and customer groups.
- Act as a sounding board for proposed changes in service delivery.
- Consider value for money and help identify what services our customers value.
- Identify what we are doing well and help to celebrate and promote this success.
- Report quarterly to the Customer Committee.
- Share the outcomes from their reviews more widely with customers.

InFocus is a key part of our governance structure. The Customer Committee and Board will feedback to the group on the discussions and decisions which take place as a result of their quarterly and annual reports.

InFocus membership

- InFocus is expected to have up to 12 members.
- Membership of Friends of InFocus has no limit.
- Membership opportunities will be advertised to customers. Successful applicants will be selected from those considered to best meet the role profile following informal discussions.
- Membership is open to anyone who receives a service from us, including customers who are LiveWest staff.
- Membership is inclusive and will aim to be representative of the diversity of our customer base and the areas in which we work.
- When members are not able to attend a meeting, they are expected to notify the Chair. In the absence of notification, any member who is absent from meetings for two consecutive quarters will be assumed to have resigned their position within InFocus.
- Members will be expected to take an active role and adhere to LiveWest's Customer Engagement Code of Conduct – **a few simple rules**.

How long can I be a member for?

- Customers can be members of InFocus for six years, served as two terms of three years, membership will be reviewed by the Chair and Vice Chair along with a representative of the Customer Engagement Team at six months, one year and three years.
- In exceptional circumstances membership can be extended to nine years, (an additional three years), during the three year extension membership will be reviewed every year.
- Customers can resign from the group at any time.
- At the end of the term customers will be able to still play a part as a member of Friends of InFocus and will be able to reapply if a position becomes vacant 12 months after their membership ends.

InFocus Chair and Vice Chair



- The InFocus group will elect, via a formal process of nomination and voting, a Chair and Vice Chair who will serve a term of a maximum of six years, served as two terms of three years.
- In exceptional circumstances this can be extended to nine years, with reviews every year.
- The Chair and Vice Chair can stand down from the role at any time.
- If the Chair or Vice Chair decides to leave the group, or are unable to carry out the role, the nomination to replace them will be taken from members of the InFocus group. If it is the Chair that stands down, the Vice Chair will replace them until such time as a new Chair is elected.
- Should any complaints or issues arise in relation to the Chair or Vice Chair, it should be brought to the attention of the Customer Engagement team who will undertake a review of the concerns.

How will InFocus work?

- InFocus will conduct its role using Microsoft Teams.
- Suitable equipment and support will be provided to ensure that they can conduct their role.
- General expenses will be paid in line with our expenses procedures.
- Members will be able to access an individual budget to cover costs for any additional expenses incurred.
- Members will be invited and expected to take part in the online discussions held on Microsoft Teams.
- InFocus will hold four quarterly meetings per year. Members will be expected to attend these meetings or submit their views via teams in advance of the meetings.
- Members will also be expected to attend approx. 10 additional meetings per year.
- These meetings will either be virtual or hybrid with members choosing how they would like join.
- Timing of meetings will be agreed with members with some being held in the evenings.
- Support and training will be provided to enable members to play an active role within the group.
- Between meetings all information, reports and discussions will take place using Microsoft Teams. Members will be expected to check Teams regularly.
- Our staff involvement will be dependent on the areas of the business being discussed.
- InFocus may request reports and information from LiveWest and our Board/Committee's via the Customer Engagement Team, to conduct its activities.
- Members who are part of service reviews can choose those that are of interest to them.
- Timing of service review sessions will be agreed with members with some being held in the evening.
- Members can attend service review sessions when they choose to.

Meeting documentation

- Agendas and supporting paperwork will be distributed a minimum of seven days in advance of the discussion/meeting. Members are expected to have read this information.

InFocus' responsibility



The group will:

- Engage with Senior Management, Board and Committee members to make sure that there is a clear understanding of the role of InFocus and the engagement framework.
- Work in collaboration with the business to identify areas for improvement and celebrate/promote success.
- Be proactive, use evidence to challenge and work with the organisation to deliver positive outcomes.
- To regularly review their own effectiveness as a scrutiny group.
- Support wider customer engagement and empowerment.

Recognising InFocus' achievements

The work of InFocus will be reviewed quarterly so that the outcomes and impacts from the group can be clearly identified, measured and shared wider with customers.

Review

These terms of reference will be reviewed regularly with the group, a minimum of every three years and reflect any agreed changes.

Confidentiality agreement

InFocus members must ensure that all the information and documents shared with them:

- Are not released, communicated, nor disclosed to third parties either during membership or after they leave unless you are required to do so by law.
- If required to share information and documents by law, you must notify LiveWest as soon as possible.
- Is used for the for the purpose fulfilling their volunteer role only.
- They apply no less than a reasonable degree of care, to prevent the unauthorised use, distribution, or publication of the confidential information. The degree of care should be the same as the participant uses to protect its own confidential information of a similar nature.
- That any information or documents that they print must be stored and disposed of securely.
- Members must acknowledge that the Relevant Information is and will remain LiveWest's property and must be delivered to LiveWest as soon as practicable upon request.

Role – Chair

InFocus is a group of customers working together with LiveWest colleagues to check and challenge our service delivery and performance and to identify ways in which services can be improved.

Role of the Chair

- Take the lead in welcoming and mentoring new members.
- Uphold LiveWest's Equal Opportunities and Confidentiality Policies.
- Observe the group's Code of Conduct 'A few simple rules' at all times.
- Promote LiveWest's good name and effective working relationships with outside organisations.

During meetings

- Clarify the aims of the meeting and ensure that the agenda is followed.
- Support members to maintain focus.
- Encourage and help everyone to participate and share their viewpoints.
- Summarise discussions and make sure decisions are taken and agreed.
- Keep the meeting to time.
- Ensure that members abide by the code of conduct 'a few simple rules'.
- Lead by example.

Outside Meetings

- Work with LiveWest colleagues and InFocus members to set meeting agendas and plan meetings and reviews.
- Act as a point of contact.
- Represent the group and act as spokesperson.
- Network on behalf of the group.
- Work with LiveWest colleagues to write reports.
- Monitors progress on group actions and initiatives.
- Supports communication between members and leadership.
- Represents the group in external meetings or events.
- Monitor the effectiveness of members in partnership with the Vice Chair and the Customer Engagement Team.

Role – Chair

Qualities and skills

- Leadership and strategic thinking.
- Experience of committee work.
- Good communication skills both verbally and in writing.
- Tact and diplomacy.
- Impartiality and the ability to respect confidences.
- Working independently and as part of a team.
- Being able to prioritise tasks.
- The ability to write clearly and concisely.
- Comfortable when talking to people and asking questions.
- An open mind.

Length of Term

- The InFocus members will elect, via a formal process of nomination and voting, a Chair who will serve a term of a maximum of six years, served as two terms of three years.
- In exceptional circumstances this can be extended to nine years, with reviews every year.

Effectiveness of the Chair

The effectiveness of the groups' Chair will be reviewed on an annual basis by the Vice Chair and the Director of Neighbourhoods.

Role – Vice Chair

InFocus is a group of customers working together with LiveWest colleagues to check and challenge our service delivery and performance and to identify ways in which services can be improved.

Role of the Vice Chair

The Vice Chair of the group plays a supportive and complimentary role to the Chair, stepping in when needed and helping ensure the group runs smoothly.

- Take the lead in welcoming and mentoring new members.
- Uphold LiveWest's Equal Opportunities and Confidentiality Policies.
- Observe the group's Code of Conduct 'A few simple rules' at all times.
- Promote LiveWest's good name and effective working relationships with outside organisations.

During meetings the Vice Chair supports the Chair to:

- Clarify the aims of the meeting.
- Support members to maintain focus.
- To keep the meeting to time.
- Ensure members abide by the code of conduct.
- Leads meeting or represents the group in the Chair's absence.

Outside Meetings

- Assists the chair in planning and running meetings.
- Offers advice and a second perspective on key decisions.
- Helps manage group dynamics and member engagement.
- May take on specific tasks or projects delegated by the Chair.
- Helps monitor progress on group actions and initiatives.
- Supports communication between members and leadership.
- Represent the group in external meetings or events.
- Monitor the effectiveness of members in partnership with the Chair and the Customer Engagement Team.

Role – Vice Chair

Qualities and skills

- Leadership and strategic thinking.
- Experience of committee work.
- Good communication skills both verbally and in writing.
- Tact and diplomacy.
- Impartiality and the ability to respect confidences.
- Working independently and as part of a team.
- Being able to prioritise tasks.
- The ability to write clearly and concisely.
- Comfortable when talking to people and asking questions.
- An open mind.

Length of Term

- The InFocus members will elect, via a formal process of nomination and voting, a Vice Chair who will serve a term of a maximum of six years, served as two terms of three years.
- In exceptional circumstances this can be extended to nine years, with reviews every year.
- Elections take place every three years in March with the term commencing 1 April each year.
- The exception being if the Vice Chair position becomes vacant before the end of the term an election will held at the earliest opportunity.

Effectiveness of the Vice Chair

The effectiveness of the groups' Vice Chair will be reviewed by the Chair and a member of the Customer Engagement Team on an annual basis.

Role - Member

InFocus is a group of customers working together with LiveWest colleagues to check and challenge our service delivery and performance and to identify ways in which services can be improved.

Role of a Member

Working as a team in regular meetings and online to:

- Scrutinise policy.
- Monitor practice.
- Review performance
- Recommend change/improvement.

Members are expected to:

- Represent and act on behalf of all LiveWest customers.
- Members are expected to respect the confidentiality of information relating to the business and its decisions.
- Be supportive of other groups, colleagues, and scrutineers.
- Adhere to our Code of Conduct and the terms of reference of the group.
- Welcome and mentor new members.
- Uphold LiveWest's Equal Opportunities and Confidentiality Policies.
- Promote LiveWest's good name and effective working relationships with outside organisations.

The group is not a platform for personal agendas or issues.

Qualities and skills of a member

- Inquisitive and enquiring.
- Confident in expressing views and ideas.
- Honest and trustworthy.
- Able to contribute to a team.
- Open-minded and non-judgmental.
- A good communicator showing tact and diplomacy when challenging.
- Punctual and reliable.
- Positive with a proactive approach.
- Basic IT Skills.

Role - Member

Commitment

Members are expected:

- To attend four quarterly meetings and other regular meetings throughout the year.
- To read any papers in preparation for meetings.
- To carry out research on best practice in service delivery and share with other members of the group.
- To notify the Chair of the group if you are unable to attend meetings.

Length of term

- Customers can be members of InFocus for six years, served as two terms of three years, membership will be reviewed by the chair and vice chair along with a representative of the Customer Engagement Team at six months, one year and three years.
- In exceptional circumstances membership can be extended to nine years, (an additional three years), during the three year extension membership will be reviewed every year.
- Members can resign from the group at any time.

- At the end of the term members will be able to still play a part as a member of Friends of InFocus and will be able to reapply if a position becomes vacant 12 months after their membership ends.

Support

- A willingness to participate in any training offered.
- LiveWest will provide IT equipment suitable to individual members needs and the relevant training.
- Mentoring by other group members.
- External development opportunities.
- Personal development plans.
- Travel arrangement and expenses.

Member Effectiveness

Members individual effectiveness will be reviewed by the Chair and Vice Chair and a member of the Customer Engagement Team on annual basis.

Application form

Your details:

Are you a LiveWest Customer? Yes No

Are you a LiveWest Customer who is also a LiveWest colleague? Yes No

Name Address

Telephone number

Email address

How would you prefer us to contact you?

Guidance on completing the application form

We would love to hear about the qualities, skills, and experiences you feel that you can bring to this role. These might come from your work, studies, volunteering, or just life in general, whatever feels relevant.

Q1. Tell us a little bit about yourself?

Please continue on next page...

Q2. Why do you want to join InFocus?

Q3. What skills can you bring to the group?

Declaration

I can confirm that the information, I have provided on this application form to become a member of the, Scrutiny Panel to the best of my knowledge, is correct and I accept that providing deliberately false information could result in my application being rejected. By submitting this application, you are confirming that you understand we carry out checks on rent arrear, legal action and anti-social behaviour as part of our application process.

Privacy

I agree, Livewest will only use the information I have given here for my volunteering record. It will be treated as confidential and stored in line with the data protection legislation.

Contact us:



0300 123 8080



enquiries@livewest.co.uk



livewest.co.uk/getting-involved

Find us on Facebook at **@WeAreLiveWest**

Or Instagram **@WeAreLiveWest**