

# Home Board

## Customer/Client Board Member Information Pack



### Message from the Chair of Home Group

Thank you for your interest in the Home Board.

When I joined Home Group four years ago, I was aware that Home is one of the UK's largest providers of affordable housing and the largest provider of care and support services. What I had not realised - but which soon became apparent as I went out to visit our schemes, our services and the work of our incredibly dedicated staff at first hand - was the sheer vitality of the organisation, the immense commitment of colleagues and the huge difference we make to the lives of our customers and clients every single day. I am privileged to have been appointed Chair of an organisation which has such a passionate belief in what it does, and which aspires to do even more.

We are proud of the great things we have achieved and the difference we have made over the last 80 years. We now live in a world that is complex and constantly changing, and despite our efforts, the picture is getting worse. We need to take positive action and our new mission – 'Building homes, independence and aspirations', will help us to do this.

The role of our Board has never been more important. We need Board Members who are passionate about, and committed to, what we believe in, and who can contribute their knowledge and experience in order to provide the strategic challenge and support required at this critical time. Would you consider joining me, Board colleagues and the Executive team in taking forward our work?

With very best wishes,

**Bob Davies**  
**Home Group Chair**

# **CUSTOMER/CLIENT BOARD MEMBER RESPONSIBILITIES AND EXPECTATIONS**

## **Responsibilities**

### **Accountability**

Board members need to make sure Home Group meets the requirements of all our regulators, in Housing, Justice and Care, and that it acts within the law and is financially viable.

As a Board member you take collective and personal responsibility for making sure the Board meets its obligations. All Board members must sign a *service agreement* agreeing to their responsibilities.

The Board has to make sure it protects the future of Home Group as a whole. It is important that as a Board member you are able to think about and understand the “big picture” and the long term, large scale risks or issues, rather than focusing exclusively on immediate or local issues.

At each Board meeting you will receive and discuss information to make decisions. This outcome is binding on everyone and all Board members have to uphold decisions that the Board takes as a whole.

All Board members are subject to a Disclosing and Barring Service check (previously a Criminal Records Bureau (CRB) check).

### **Commitment**

You will be asked to commit to being a Board member for up to 3 years.

If you cease to be a customer/client, you will have to leave the Board.

We anticipate that the time commitment each year would be approximately 12-18 days, which will comprise of

- 6 Board meetings (scheduled every 2 months)
- About 4-6 hours of reading of papers for each meeting
- Travel (with overnight stay) for Board meetings and events.
- The occasional additional Board meeting to discuss specific matters that require further scrutiny

Board members are expected to attend at least 80% of Board meetings and events (unless there is a good reason, if you are ill etc.) and send apologies in advance if you are unable to attend.

### **Skills and Experience**

The skills of the Board need to be appropriate to provide scrutiny of all the diverse activity we undertake as a Group. In this context, your experience and insight through your varied and valuable experience of being a Home Group customer/client is of great importance as the mission of Home Group is all about improving the lives of customers and clients. Although you will be able to bring a customer/client perspective on issues and assess how Board decisions may affect customers and clients, your role is not to represent all Home Group customers/clients.

### **Confidentiality**

All Board members are expected to respect confidentiality, as a lot of the information you will discuss at Board meetings is sensitive and often confidential.

If you want to discuss any issues which are confidential outside of Board meetings (e.g. to help you understand the issue) you can speak to the Company Secretary.

### **Relationships**

All Board members are expected to maintain good relationships with other Board members and staff and customers and clients. In the unlikely event that you encounter any difficulties you can discuss matters with the Chair or Company Secretary.

## **RESOURCES AND SUPPORT AVAILABLE TO CUSTOMER AND CLIENT BOARD MEMBERS**

To enable you to fulfil your role as a Board member effectively, Home Group will provide the following ongoing resources, training and support

### **Resources**

Expenses: all expenses incurred in relation to Board business will be covered by Home Group. Full details of this will be found in Home Group's expenses policy which will be made available at the appropriate time. These include travel (standard class), accommodation, meals, loss of earnings, childcare costs, stationery, photocopying, phone calls etc.

Telephone: you will need access to your own phone, if you do not have one, Home Group will provide you with a mobile phone to carry out Board business only.

Computer: you will need access to a computer for emails etc. If you do not have access, Home Group will provide one to carry out Board business only

### **Support**

You will receive a full induction programme to help you familiarise yourself with the role, to get to know how the Board operates, and to become acquainted with Home Group's services and people.

This will include visits to Home Group schemes and projects in different parts of the country, so you can see what we do at first hand and to give you the opportunity to meet our colleagues, customers and clients. We will also arrange meetings with members of our Board and Executive Team. A current Board member will act as a "Board buddy" during your induction and will support you in your responsibilities with Board meetings.

A member of the Involvement Team will be your support outside of Board meetings throughout your whole time on the Board. Through the assessment process this support will be discussed so it supports your requirements, examples of what that might include are: a chance to talk through specific training and support requirements, training in areas you feel may be helpful to you as a Board member.

The Board has an annual training programme which is usually incorporated into the timings of Board meetings

## **CUSTOMER/CLIENT BOARD MEMBER ROLE DESCRIPTION**

### **Selection Criteria**

Candidates should be able to demonstrate skills, experience or knowledge in most of the following areas:

- Experience of using Home Group's services from a customer/client perspective

- Experience of reading and understanding information and writing down your comments or views when required
- An ability to challenge the views of others whilst being tactful and sensitive to their views and feelings
- Experience of contributing as part of a team
- An ability to contribute to decisions and accept and respect decisions which are made collectively
- An ability to act strategically, see the “bigger picture” and focus on long term issues
- An ability to work with sensitive information and maintain the highest levels of integrity and confidentiality
- A reasonable understanding of financial issues.
- An ability to represent Home Group in a positive way

### **Other Key Personal Requirements:**

- A commitment to Home Group’s values, objectives and activities.
- A willingness to devote sufficient time and effort to Home Group Board duties
- An ability to think creatively.
- Good communication and interpersonal skills.

## **BACKGROUND INFORMATION**

### **ABOUT HOME GROUP**

We are proud of our heritage of being one of the leading providers of affordable and supported housing for people in the UK. We have a turnover of £328m, and house over 120,000 people a year in 55,000 homes. Each year we support almost 30,000 vulnerable people through over 500 supported housing, justice and health services.

Through our Stonham business, we offer a diverse range of care and support services to different client groups to help people take control of their lives. We are the largest provider of housing and support for vulnerable and socially excluded people in the UK.

### **OUR MISSION**

Our new mission ‘Building homes, independence and aspirations’ is more than just a phrase – it really means something:

1. Building homes – we will increase the number of homes of all types that we build. That means quality homes and places that people want to live in.
2. Independence – we want to make a difference to people’s lives for the better. We will improve life chances for customers and clients by offering training and employment opportunities to help them live independent lives.
3. Aspirations – we will truly listen to our customers and clients if they want to own their own home, or achieve their personal goals, we will help them do just that.

### **Diversity**

***Diversity involves everyone and shapes everything that we do***

Home Group is committed to meeting the diverse needs of our customers, clients and colleagues. We expect Board members, colleagues and the suppliers and partners who work with us to embrace our approach to equality and diversity.

## **Transparency**

We are committed to high standards of openness and transparency. Home Group was the first in the UK Housing, Care and Development Sector to publish more information about its costs. For further information, please see the openness and transparency section of our website

[www.homegroup.org.uk](http://www.homegroup.org.uk)

## **Involvement**

We are committed to putting clients and customers at the heart of everything we do and provide 50 different ways for customers and clients to shape, change and influence our business, services, neighbourhoods and communities.

## **PERFORMANCE INFORMATION**

Managing our performance is crucial for us, and we believe in being open and honest in how we're doing. We publish performance information in different ways, with regular newsletters to clients, customers and colleagues and our annual review. The most recent information on our performance is set out on our website, together with other downloadable documents, including:

- Home's Latest Annual Report and Financial Statements 2014-15.
- Annual Review 2014-15 for Home's Customers and Clients

This information can be accessed at: [www.homegroup.org.uk](http://www.homegroup.org.uk) However, if you would like paper copies of this information, please contact Executive Assistant, Hollie Adamson

**Email:** [Hollie.Adamson@homegroup.org.uk](mailto:Hollie.Adamson@homegroup.org.uk)

**Phone:** 01915948689 or 07825222384

## HOME BOARD

The Home Board is collectively responsible for ensuring the success of Home Group, the delivery of high quality products and services to Home Group's customers and clients, and compliance with Home Group's legal and regulatory obligations. It is responsible for setting Home Group's vision, strategy and business plan, for strategic oversight of Home Group and for ensuring that the highest standards of governance are maintained.

Details of the members of the Home Board are set out below



**Bob Davies** is the Chair of the Home Board. He has wide business experience which includes previous roles as Chief Executive of Arriva plc and chairman of Biffa plc



**John Hudson** is Chief Financial Officer at Home Group. Prior to joining Home Group, John was the Chief Financial Officer at Port of Tyne



**Claire Bassett** was previously the Chief Executive of the Parole Board of England and Wales



**Nick Salisbury** as former Director of Structural Finance of the Barclays Commercial Bank Property and Project Finance Team, Nick can call on more than 3 decades experience in property financing and capital markets



**Ruth Jackson** is a Home customer and has been involved in Home Group as a member of the North west Viewpoint Team, Human Library and National Policy Panel



**Rhona Bradley** is Chief Executive of Addiction Dependency Solutions with experience in the Criminal Justice system with the National Probation Service



**Nigel Fee** is former Managing Director of Westbury Homes and Chief Executive of Westbury PLC and has an extensive knowledge of housing management, finance and planning



**Bharat Mehta** is currently Chief Executive of Trust for London, a charitable foundation funding work which tackles poverty and inequality



**Mark Henderson** is Chief Executive for Home Group. Prior to joining Home Group, Mark was Director of the Regional Development agency and a Local Authority Chief Executive



**Ray Macfarlane** is currently Chair of Home Scotland. Ray qualified as a Solicitor before beginning a distinguished career in economic development



**Leslie Morphy** is a non-executive member of the Board and Finance Committee of Oxford Brookes University. She was previously Chief Executive of Crisis, the national charity for single homelessness people

## HOW TO APPLY

Please complete the Customer/Client Board member application form enclosed with this pack. If you have any queries about your application, please contact our Involvement Manager.

Applications can be made via post or electronically to:

**Address:**

Ronika Cunningham  
Involvement Manager  
Home Group,  
76 Wellington Street  
Leeds  
LS1 2AY

**Email:** [Ronika.Cunningham@homegroup.org.uk](mailto:Ronika.Cunningham@homegroup.org.uk)

**Phone:** 07595275703 or 01915948155

The closing date for applications is **Friday 16<sup>th</sup> September 2016**

## THE APPLICATION PROCESS

We will contact you to confirm we have received your completed application form.

The Selection Panel will shortlist the candidates who are the most suitable to be assessed. We will let you know if you have been shortlisted, or if your application has been unsuccessful. If you are unsuccessful the Involvement Team will be in contact with you about other ways you can get involved

If you are successful you will be invited to a session with Board members and other customers/clients who have been shortlisted in October.

At this session you will take part in some activities based on the kind of thing you would be doing on the Board such as discussing papers, making decisions and recommendations. You will be able to ask any questions you may have.

The successful applicant will join the Board early in the New Year.