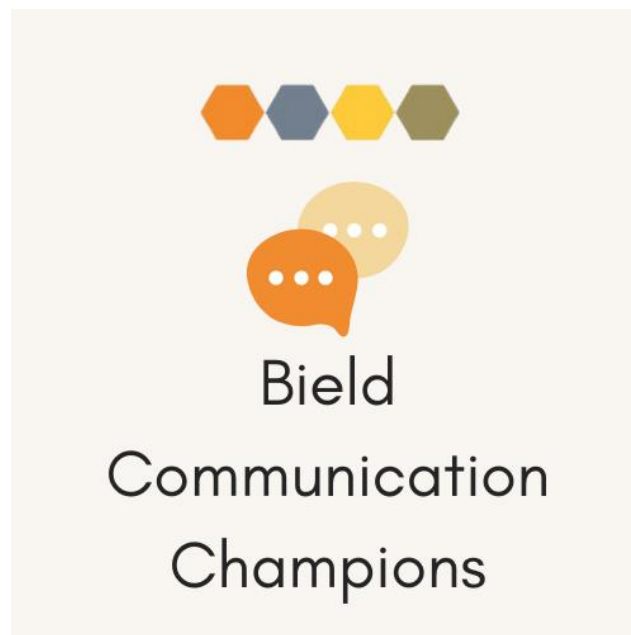




19 April 2022

Bield Communications Champions

Terms of Reference





Who we are

The Bield Communications Champions (BCC) are a group of tenants who work with officers at Bield Housing and Care

Aims {have the intention of achieving}

The BCC aim to

- ensure effective communication between customers and Bield Housing & Care
- review, agree and monitor communication methods, mechanisms, and performance
- review and agree communications to an agreed set of criteria (to be developed by the group)

Role {purpose in the organisation}

The BCC will:

- Collect evidence to enable communications to be reviewed and improved
- Involve and question staff to manage and deliver high quality communications
- Examine information and evidence to make recommendations for communication improvements
- Report recommendations to the Partnership Forum
- Monitor and review agreed action plans
- Promote the work of the group



Membership {who can belong}

Membership of BCC is open to all residents living in a Bield home.

The maximum number of resident members is 12.

Membership is subject to four conditions:

- To work co-operatively and constructively as part of a team
- A willingness/commitment to undertake training for the role
- A willingness/commitment to set aside the time necessary to attend meetings and training A commitment to abide by the agreed Code of Conduct

Membership of the group will be reviewed annually.

Equalities & Diversity {eliminating discrimination, celebrating difference}

We believe in a fair society that gives everyone an equal chance to learn, work and live free from discrimination, harassment, and prejudice; that the diversity of our community is an asset.

The BCC are committed to promoting equality of opportunity to all persons. We recognise the existence and importance of the different ages, races, genders, abilities, and lifestyles within our communities and will strive to ensure that no group or individual will be disadvantaged because of our activities.

Frequency {number of regularly occurring events}

The BCC will normally meet a minimum of 4 meetings per year, although more meetings can be arranged if required.



Officer Support *{assistance}*

The BCC will be provided with officer support to ensure liaison with Bield and to co-ordinate communication activities.

Meeting papers will be sent to all group members at least 7 calendar days before the date of the meeting.

Chairing *{preside over a meeting}*

The BCC will elect a Chair and Vice Chair.

The term of the appointment to Chair and Vice Chair roles will be for one year. Following this, the Chair and Vice Chair will stand down and an election will take place.

The Chair will be provided with updates in terms of group 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.

Programme of Work *{what we will do}*

The BCC will:

- Assist in the development and implementation of the Bield Communications Strategy.
- Monitor the practical application of the policy through consultation with residents groups
- Develop ideas for printed publications such as magazines or newsletters and gather & create content – an editorial board.

The BCC will carry out communication reviews by:

- Identifying the various communications strands & prioritising those to be examined.
- Inviting key figures from each strand/service provider to present their communications strategy and to provide a



written submission. Submit questions in advance of the presentation & also question presenters further to explore how their strategy works in practice.

- Questioning resident witnesses on their experiences in terms of communicating with Bield staff.
- Producing a report on the findings with recommendations which will form a communications action plan and feed in to the Communications Strategy.

Accountability {*quality of being accountable*}

The BCC is formally accountable to the Partnership Forum, providing quarterly reports to this group.

The BCC will produce a report on the results of its work.

In the event of Bield Housing and Care has concerns about BCC compliance with these Terms of Reference, representatives from Bield Housing & Care will meet with the BCC at the next scheduled meeting (subject to 14-day notice in advance of the meeting) to raise these concerns and establish a joint agreement to ensure that Communications Group complies with these Terms of Reference.

Training {*teaching a particular skill*}

All new members will undertake an induction programme and training.

Requirements will be assessed and agreed by group members.

A training programme will be developed and delivered with resident input. This will be regularly reviewed.

Recruitment and Succession {*enlisting new people*}

BCC members will be recruited via an advertisement to residents.



Training will be provided and there will be a code of conduct that members of the Group are expected to adhere to.

In the event of a BCC member failing to attend 3 consecutive meetings without good reason, they will be deemed to have resigned, unless otherwise agreed by the BCC. Their place will be filled via the recruitment process