

Customer Influence Panel

Role profile: Member

SNG is committed to listening to our customers and working with them to provide great customer services. The Customer Influence Panel (CIP) provides assurance to the Board and wider SNG colleagues that customer views are being taken into account when we make decisions about customer services. They also play a key role in reviewing information from wider customers, using that information to provide challenge to SNG to deliver better services.

CIP Purpose

The purpose of the CIP is to:

- Make sure that customer feedback from all our customers and across our regions is considered when SNG makes decisions about customer services and policy changes.
- Review a variety of detailed data and insights (such as location, length of customer relationship, product type, customer group, etc.) from different customers to provide evidence-based feedback to SNG.
- Organise in-depth reviews (scrutiny) based on performance data and customer feedback.
- Ensure that SNG takes appropriate action based on the recommendations from these reviews.
- Assure the Board that the methods used to gather customer feedback for decision-making, policies, and strategies are thorough and allow for proper influence and review.
- Promote, collaborate on, and communicate the work of the Customer Insight Panel (CIP) to the broader customer base through established or new communication channels

Role

Individual members of the CIP will:

- Contribute to the development of CIP recommendations.
- Respect the confidentiality of information relating to business decisions.
- Provide the Board with insight into the impact of its decisions on customers.
- Exercise independent judgement, identifying and promoting good practice
- Use reasonable skill, care, and research to inform its views.
- Avoid conflicts of interest or bringing SNG into disrepute

Collectively CIP members will:

- Provide advice, knowledge and be realistic to help with decision making.
- Take an interest in the needs of the broad range of customers so that their voices are heard in discussions.
- Work in a participative way contributing ideas and views.

- Network with others, promoting SNG and bringing back examples of good practice.
- Work with people to ensure SNG's services are effective and be familiar with the requirements of Regulators.
- Be passionate and committed to SNG's social purpose, inspiring and motivating others.
- Support colleagues, staff, and volunteers
- Abide by the Code of Conduct

Qualities

- Always upholds SNG's Values by being open, honest, and transparent.
- Clearly understands the role of the Customer Insight Panel (CIP).
- Has, or is willing to develop, a good knowledge of SNG as a business.
- Members are expected to have experience of SNG's services so that they can take a realistic overview of standards and performance.
- Takes a long term, strategic view of the role of SNG and its priorities for its future growth and development.
- Demonstrates suitable time management skills and inclusive approach to discussion and debate.

Commitment & support

The CIP will meet six times a year, with occasional additional sessions to contribute to the Board's decisions on the future strategy and direction of SNG and services.

Dedicated SNG colleagues will assist and support the CIP in its work and managing its own budget for training and support.

Member's will be entitled to an annual remuneration package of £3,000. Out of pocket expenses will also be re-imbursed, as well as access to a digital device to enable participation in all engagement activity.

Members are expected to complete an initial assessment of current skills and experience. Subsequently all members will receive an annual individual meeting that focusses on training and support needs to develop individual and collective effectiveness.

Ongoing development opportunities will also include:

- Access to external development opportunities
- Joint training with other customers of SNG - for example, the Scrutiny Panel
- Mentoring and individual support
- Visits to other organisations to share experiences and good practice.