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	Client Engagement Team Terms of Reference	
	Issued: October 2022	
	Reviewed: October 2025	
	Next Review: October 2026	

1. Purpose

Our client engagement team help improve the quality of our services for clients, through monitoring our performance management data, undertaking quality assessments and through providing feedback on proposed changes to policy, procedures, or service delivery models.

2. Membership

The team is made up of between 9-15 members who are either current clients from our services or who have been supported by us in the past. Where possible we will seek to have representatives covering each geographical area and every type of service Two Saints offers. New members are recruited through an assessment process, which is carried out by the chair of the team and the client engagement co-ordinator. The application is then approved by the rest of the team.

Term of membership remains until:

- a) Member decides they no longer wish to be involved
- b) Member does not actively participate in client engagement team activities – this will be determined by the chair and the client engagement co-ordinator

3. Areas of responsibility

All roles are filled by our clients or former clients:

3.1 Chair: The chair is elected by the team through an interview process. They are responsible for:

- chairing meetings and approving the agenda prior to meetings
- approving board reports prepared by Client Engagement Coordinator
- regular attendance of service quality assessments and assisting Client Engagement Co-ordinator to train new team members in completing the visits
- attending or delegating attendance of mini get togethers when invited
- promoting the role of client engagement team
- recruiting team members

The role of the chair will be for a two-year term. This is to enable all clients the opportunity to gain the skills required for the role, and where team members have agreed, the person fulfilling the role of chair can extend their stay in this role for a further two-year term where no other members have expressed an interest in consideration.

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3.2 Administration: A member from the team will be selected at the start of each meeting to take notes and support in the production of the meeting minutes.

3.3 All team members are responsible for:

- reviewing and making recommendations on new policies, procedures, or service delivery models
- carrying out equality impact assessments on new policies
- undertaking quality assessments across our client services including assessing environments, speaking to clients about key policies such as safeguarding and complaints and the support they receive
- reviewing and making recommendations around our performance data related to key performance indicators
- reviewing and making recommendations about our serious incidents, compliments, and complaints
- reviewing and making recommendations about our marketing and external communication publications
- reviewing and making recommendations about our client outcomes
- making recommendations to the executive team and board on how we can improve performance and outcomes for clients
- reviewing and making recommendations about any information which could impact on the delivery of services to vulnerable homeless people
- keeping other clients informed of the outcomes of meetings
- Regularly review with the client engagement co-ordinator their role within the team. To identify training requirements and personal development and get feedback about how they are performing in their roles.

All functions are supported by our client engagement co-ordinator.

All members can access support to enable them to complete their responsibilities.

4. Client engagement co-ordinator

The team will be supported by the client engagement co-ordinator. They are responsible for:

- supporting the chair in fulfilling their roles and responsibilities
- overseeing quality assessments
- preparing board reports
- asking additional questions to help clients develop informed views of information presented to them
- capturing actions arising from meetings and following up actions to completion
- providing a safe environment for clients to discuss individual service experience, without judgement, and understanding important issues

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- preparing the agenda for team meetings to be approved by the chair and sending out future invites to board members and the chief executive
- Facilitating one to one review meetings with individual team members to develop their skills and interests.

5. Meeting frequency

The team will meet every eight weeks and will follow an agenda. The agenda is prepared, in advance, by our client engagement co-ordinator and reviewed by the chair.

Items for the agenda to be sent out to the business development and improvement manager, where possible a minimum of seven days' notice, therefore they have suitable time to include further agenda items.

Meetings will only take place where a minimum of three clients can attend.

Personal development/information sharing digital meetings will take place every eight weeks (alternative months from the main meeting) to focus on team and individual development

6. Actions and outcomes from meetings

The chair with support of the client engagement co-ordinator is responsible for ensuring that key actions from each meeting are completed. Our client engagement co-ordinator will be responsible for sharing actions and recommendations with regional directors who will on behalf of the performance team make decisions as to whether actions should be progressed, where no additional resources are required. The regional directors will be responsible for assigning actions to relevant staff. Where actions and recommendations require additional resources, the performance team will consider these as part of their monthly meetings.

The chair, with support from our client engagement co-ordinator will be responsible for gaining updates on progress against action prior to each meeting.

7. Actions and outcomes – My Support Plan

Our client engagement co-ordinator will be responsible for recording a clear action and outcome against each client's **MySupportPlan** for every meeting that they attend and for any work that they take part in between each meeting.

8. Liaison with the board and executive team

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Our client engagement team will meet with our chief executive and two board members on a minimum of a six-monthly basis and be supported by the client engagement co-ordinator. The team will invite members of the board or chief executive (co-ordinated through the client engagement co-ordinator and executive assistant) a minimum of six weeks in advance and will seek to coincide invitations with review of key performance indicators, serious incidents, complaints, and compliments data.

Our chief executive and board members can request attendance at additional meetings. Attendance to be approved by the chair of the client engagement team.

The head of operational support is responsible for ensuring that outcomes and recommendations from the client engagement team are considered at board meetings through the client engagement report.

The client engagement team does not have authority to make decisions on behalf of the board.

The head of operational support or chief executive will have responsibility in providing the client engagement team updates regarding their paper following board meetings. This will include which recommendations have been approved and explanations as to why recommendations may have been declined.

The head of operational support chair of the client engagement team and the client engagement co-ordinator will meet on an annual basis to review progress to date, and any concerns arising from the group.

9. Review:

The terms of reference will be reviewed annually to ensure that the roles and responsibilities of the group remain fit for purpose.

10. Recognition:

We recognise that clients who are members of our client engagement team provide us with invaluable feedback and experience. We will acknowledge their time spent supporting our organisation development by issuing vouchers, which will be co-ordinated by our client engagement co-ordinator.

The following payment terms have been agreed by the team

Activity	Points	Timeframe/ allocation
Chair of the client engagement team	20	Monthly
Quality assurance visits	15	Per day

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Staff induction	5	Per session
Client engagement team meeting attendance	10	Per meeting
Personal development/information sharing meetings	0 or 5 if AOB	No charge as the team agreed that skills can be developed unless there is additional business CET needs to discuss, an hour will be added to this meeting.
Preparation and delivery of personal development sessions to the team	10	Per session
Representing Two Saints at community events and talks	10	Per meeting
Other internal Two Saints meeting attendance	10	Per day
Notetaker	5	Per session
Stand-in chair for meetings	5	Per session

1 point = £1

Points can be awarded at the time of visit/event (in £5 lumps), monthly or saved up and paid quarterly.

Points will be awarded in vouchers – Tesco unless agreed otherwise will be for Tesco unless otherwise specified/requested by team member.