

---

## Communications Panel Remit

### **Aim of the communications panel**

To work with staff to improve how SYHA communicates with customers.

### **What communications panel members can expect from SYHA**

We will:

- Ⓢ Listen to, value and respect your views
- Ⓢ Give you the information you need about SYHA so you can form a view and give us your opinions
- Ⓢ Give you feedback on what you said, and what we did, or didn't do with it
- Ⓢ Work with you to find opportunities to network with customers of other organisations
- Ⓢ Provide refreshments at meetings and cover your out of pocket expenses for coming along to panel meetings
- Ⓢ Give you support through a regular one to one and offer you training to help you fulfil your role as a panel member
- Ⓢ Organise an event twice a year to say thank you and show our appreciation for your time and commitment

### **The work of the communications panel**

Examples of items the panel are asked to give feedback on include:

- Ⓢ The keeping in touch newsletter
- Ⓢ SYHA website
- Ⓢ How telephone calls to SYHA are handled
- Ⓢ Standard letters
- Ⓢ Leaflets

### **Meetings**

- Ⓢ Take place on a monthly basis (with the exception of August and December)
- Ⓢ They are on the second Wednesday in the month, starting at 10.30am and finishing at 12.30pm with lunch
- Ⓢ Panel members receive a reminder about the meeting by email, letter or text

- 
- Ⓢ They take place in the Conference Room at SYHA's Wellington Street office
  - Ⓢ The meeting is facilitated by an SYHA member of staff, usually the Resident Focus and Policy Manager
  - Ⓢ SYHA service managers attend meetings to discuss relevant agenda items
  - Ⓢ A non-executive Director from SYHA's Board of Management will attend the meetings to provide a link between the Panel and the Board of Management
  - Ⓢ Panel members are encouraged to contribute items to discuss at the meetings
  - Ⓢ Action notes will be taken at all meetings
  - Ⓢ The meeting guidelines will be displayed at each meeting

## Recruitment

We will recruit customers to become members of the communication panel:

- Ⓢ Through advertisements in the keeping in touch newsletter
- Ⓢ By inviting members of our Count me in club to join the panel
- Ⓢ By asking for nominations from residents groups we fund
- Ⓢ Staff will actively encourage customers to become a panel member if they express an interest in getting involved

Customers interested in becoming a panel member will be interviewed by an SYHA member of staff usually the Resident Focus and Policy Manager. During an informal interview expectations of panel members will be explained and an assessment will be made about if the customer can meet the person specification mentioned below.

## What we expect from communications panel members

We have a communications panel member person description which gives details of what we expect from panel members.

