



Join us
**and speak up
for customers**

| Customer Insight Committee members

Great places, great services and great tomorrows

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Join us

From the Chair

Futures is a successful and significant housing provider in the East Midlands and we aim to provide great homes and services for our customers.

This is a fantastic time to join our Insight Committee as we start work on our next Corporate Plan. We're looking for more customers to join the committee to share their insights into key areas of our work and help us to make changes that benefit all customers.



Mike Stevenson, Chair

Where we are

After a more than a decade of housebuilding, we already own and manage over 10,200 homes and serve more than 20,000 customers, families and communities. Our core purpose is to provide social and affordable housing and play our part in increasing the supply of much-needed housing. We have top regulatory ratings for governance and financial viability. We have access to the resources we need to maintain our homes well and build even more thanks to hugely successful refinancing.

We have a strong voice in the East Midlands and we're proud to be a longstanding and active member of the National Housing Federation. We're also part of PlaceShapers, an alliance of over 100 community-focused housing associations that believe in being much more than landlords. And we're enthusiastic supporters of a range of national campaigns to serve our existing customers as well as to build more homes and provide affordable accommodation for future customers.

Where we're going

Our plans for the future build on our successful track record with a renewed focus and energy on providing good quality and safe homes and great services for our customers. We're pleased to be growing but we're also focused on getting better as well as bigger. We're transforming how we interact with customers in the challenging economic environment through investing in new technology and increasing use of digital platforms. We're also committed to sustainability – both from a business point of view but also in doing more to address the 'green' agenda and in supporting our customers with homes they can afford to live in.

Our Board has worked hard to ensure we operate as one team and we're eager to strengthen this by expanding our Insight Committee to include more customers. If you have views to share as a customer and want to have more of a say in how we work, this is your chance to make a difference so please do apply.

The Insight Committee and you

We're looking for energetic and gifted people who will bring invaluable customer insight to our Insight Committee.



Ciara McMillan, Chair of the Insight Committee and Board Member

Why we're recruiting

I chair the Committee and am also a Board Member. We have a broad membership of customers, Board Directors, a local authority representative and our Group Director of Strategic Partnerships & Growth. The Committee drives how we plan, improve and deliver our services. Our job is to help Futures better reflect the views and experiences of customers as we move forward. We recently reviewed our performance and skills and decided that adding two more customers to the committee would enrich our work. And now we're looking for people to take up this role.

How you'll help us

As a member of the Insight Committee you will help to govern our work and guide our future plans and strategies. You'll also monitor how we're doing. If you share our vision and values and are keen to make your mark in a lively, dynamic and modern social business, we want to hear from you.

We'll ensure that our new members have a great induction to help them hit the ground running and make strong contributions from the start.

How we'll help you

If you're looking to develop your experience or career, being a member of our Insight Committee is a great way to build up your skills and knowledge in how large organisations work. We will support you to make strong contributions from the start with a great induction programme where you can learn about Futures, what we do and how we do it.



“ I joined the Insight Committee as a tenant, knowing very little about the social housing sector. The whole experience has been both enlightening and educational, made easier by the support of the other committee members and Futures staff.”

- Insight Committee Customer Member Experience - David Hook

Our plans



Building

new homes.



Creating

healthy, sustainable communities.

Developing homes for

affordable rent
market rent
shared ownership
private ownership.



Growing

Increasing our operating profit by **£3m** by 2023-24.



Changing

through service and digital transformation.



Raising

additional funding for home building and supporting local community activities.

Investing

£28m on improvements to existing homes during 2023-24.



Delivering

skills and jobs
education and training
social enterprise
health and wellbeing
financial inclusion
digital inclusion.



About us

Our organisation and our work



We're a lively, innovative and growing social business, providing more than 10,200 homes and neighbourhood services across the East Midlands covering a patch stretching from Derbyshire to West Northamptonshire. Our vision is to create great places, great services and great tomorrows.

The Group includes **Futures Living** which develops new homes for open market sale and manages a sizable market rent portfolio. We jointly own and operate **Access Training**, which boosts people's skills, employability and opportunities across the region. We believe in supporting and developing our teams and are proud to be **Platinum Investors in People** accredited.



Our history

Futures was formed over 15 years ago through the merger of two registered providers of social housing - Amber Valley Housing Limited and Daventry & District Housing Limited. The first of these was set up in 2002 so our origins go back more than 20 years.

We were set up to provide high quality, safe and secure homes and excellent local neighbourhoods and services that make a real difference to the communities we serve. We are still doing this today. Right from the start, we've understood the importance of offering much more than homes. We have pioneered an impressive range of services and support for customers that cover employment, learning, health, community development, money advice and digital inclusion.

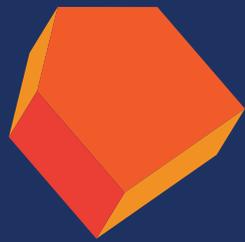
Our values

Our values are at the core of everything we do and form the foundation for the behaviours we expect our team members to adopt in their work. This year we introduced new values based on feedback from across the organisation and reflecting our journey ahead.

Our new FACTS values are: flexible, accountable, customer-centric, trusting and supportive.



About us



Our current **corporate plan** contains four core objectives focusing on:



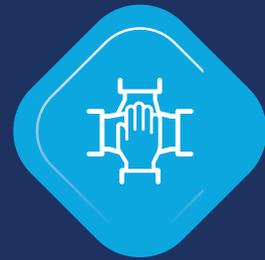
Being customer-centric



Growth & development



Sustainability



Culture

We're now working on our plans beyond 2023 which will result in a new corporate plan setting out our road ahead for the next few years. As a new committee member you will play an important role in influencing this work. Find out more here: <https://www.futureshg.co.uk/corporate/corporate-plan-2020-23/>

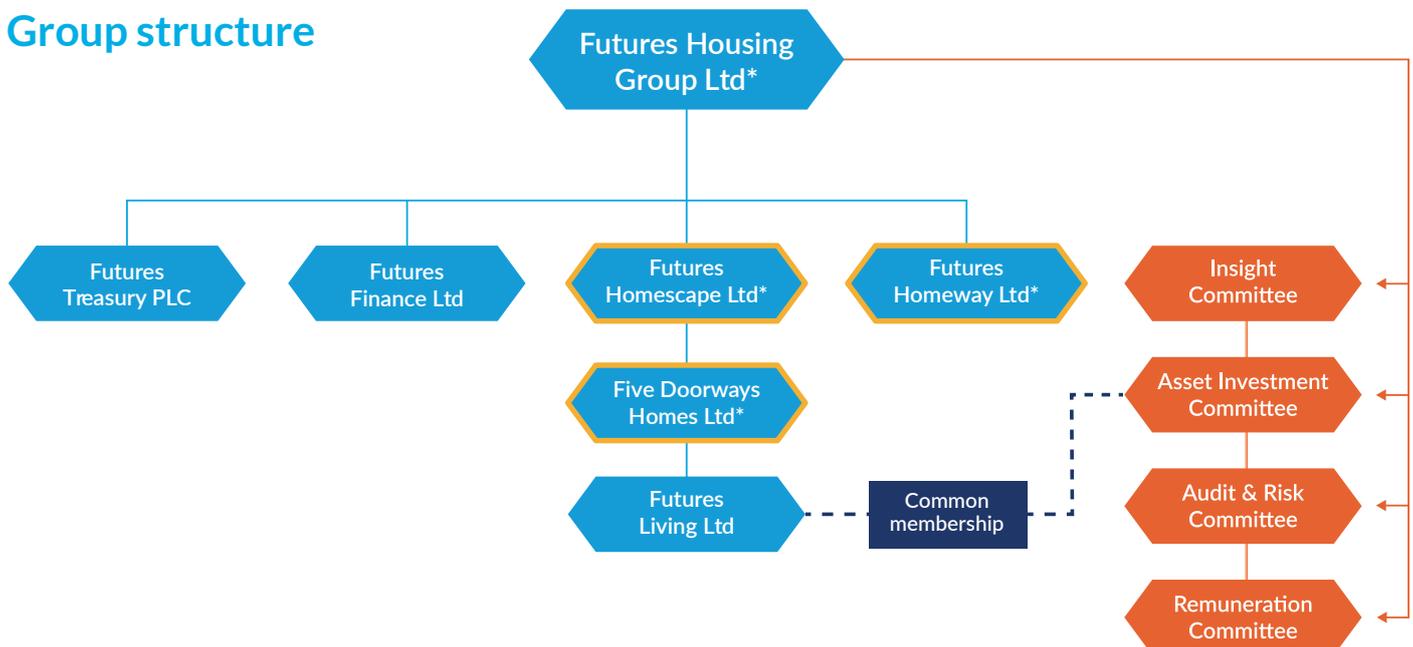
Our future

As a central part of delivering against the current corporate plan we're transforming our services to make them effortless for our customers. We already have a diverse asset base, highly satisfied customers (with sector-leading performance results) and a very healthy financial position and we're determined to do even more to be a sector-leading housing provider. We want to develop new and more efficient services and provide homes with imagination and flair to be an even bigger force in housing people across the East Midlands.

To find out more about us, please visit www.futureshg.co.uk

Governance

Group structure



*Co-terminous Board of up to 12 Board Directors

CBS with charitable objects

Your role

The key role for an Insight Committee member is overseeing the Group's strategic and operational accountability from a customer point of view and working with the Board to ensure that we comply with all relevant regulatory standards for homes and customer services.

You'll also contribute to our wider governance and organisation through your general skills, knowledge and commitment. You will need to understand and show how committee members can shape a busy and diverse organisation like ours and show experience in the following areas:

- Experience of being an effective committee member with a track record of good decision making.
- Experience in resident involvement or working effectively with local stakeholders in the community that can help us better engage with our customers to improve services.
- Experience of using IT systems such as online forums, or commitment to learn, to help the Committee to constructively analyse and challenge key issues for customers and the organisation.



Remuneration: £3,134 a year plus expenses

Time commitment: at least six committee meetings a year, plus online activities between meetings. Meetings usually take place during the working day at our main office, Futures House close to East Midlands Airport.



Whatever your background, the most important thing you can bring to the Committee is enthusiasm and a wish to make a positive impact on our customers and the community. In return we will offer you:

Before you look at the enclosed role description and person specification, here's a quick checklist to help you decide if you're a Futures kind of person:

- ◆ A payment of **£3,134** a year (reviewed annually) plus travel and other expenses.
- ◆ Great colleagues to work with.
- ◆ Induction and other personal and professional development opportunities.
- ◆ Individual performance appraisal.
- ◆ IT equipment and connections if needed.
- ◆ Constant challenge and stimulation.
- ◆ The chance to make a real, personal difference for people and communities across the East Midlands.

- ◆ Ambitious?
- ◆ Determined?
- ◆ Fun-loving?
- ◆ Creative and quick-thinking?
- ◆ Considerate?
- ◆ Compassionate?
- ◆ Confident?
- ◆ Assertive?



Role profile

The Insight Committee's responsibilities are delegated by the Group Board and set out in the Committee's Terms of Reference.

The role

- Act on behalf of the Board and in the best interests of the organisation and its customers.
- Represent the Committee and Futures in an appropriate way when required.
- Use individual skills and experience to contribute to an effective Committee.
- Comply with regulatory requirements relevant to the Committee's role.



Responsibilities

- Support and contribute to delivering the overall responsibilities set out in the Committee's terms of reference.
- Participate in group decision-making by contributing to debate and challenging the views of others where appropriate, actively ensuring that the Committee meets its collective responsibilities.
- Add value to the Committee's work by contributing experience, skills and knowledge through analysing issues presented to the Committee and applying specialist knowledge where appropriate to help decision-making.
- Build a constructive relationship with and between other Committee members and with the Group's Executive and Co-executive teams.
- Be an ambassador for and represent the Committee and Futures if requested.
- Act with personal integrity in all aspects of Committee activities.
- Work with the Chair to meet your own personal development needs.

Governance duties

- Uphold the values and objectives of Futures in fulfilling our governance duties.
- Offer the Board evidence-based assurance that we comply with statutory and regulatory requirements including, but not limited to, the requirements of the Consumer Standards under the Regulatory Framework.
- Ensure that we comply with the adopted code of governance, code of conduct, standing orders financial regulations and any Group policies relating to the Committee's work.
- Uphold the core policies, purpose, values and objectives of the Group (including our commitment to equality and diversity).
- Attend induction, training and performance review sessions and other such sessions or events as reasonably required.
- Prepare for and attend all meetings of the Committee.
- Regularly participate in the Committee's online portal and read papers or reports which are uploaded.

Person specification

Insight Committee



Experience

- 1** Attitude and aptitude to be part of a committee, or experience of working with a committee or community group, ensuring high performance and good decision-making.
- 2** Working effectively with local stakeholders in the community.
- 3** A background of supporting customers.
- 4** Experience of using IT systems, particularly online forums, or evidence of a commitment to learn.

Abilities, skills and knowledge

- 1** Ability to work creatively and effectively in a team with other Committee Members and the Executive Team.
- 2** Ability to use digital communication tools, read, understand, assess and analyse written and numerical reports, and draw out pertinent points for discussion.
- 3** Ability to express views succinctly and effectively in a meeting environment, making reasoned and considered contributions.
- 4** To challenge constructively while respecting the roles and views of others.
- 5** Ability to recognise and detach personal opinion and be objective in reaching balanced and informed decisions; and contributing to forming a consensus view.
- 6** Creative thinker, able to consider the long term implications and broader view of issues, identifying opportunities, key risks and the means of mitigating them.

Personal attributes

- 1** Shares the vision, values and commitments of the organisation.
- 2** An effective decision maker.
- 3** An open, engaging and enthusing style.
- 4** Committed to the values of accountability, openness, transparency and equality.
- 5** Has the time and energy needed to appropriately meet the responsibilities of the post.
- 4** Passionate about supporting the design and delivery of excellent customer experiences.

Interested?



To apply

If you are interested in joining the Insight Committee, please apply by sending a covering letter and your CV to fhggovernance@futureshg.co.uk

Please explain how you feel that your skills, experience and achievements match what we're looking for, and why you want to join us.

Please help us by:

-  Telling us if you are related in any way to Futures Housing Group (eg to an existing board director, employee, supplier or resident).
-  Flagging any potential conflict of interest that may apply - we don't want to waste your time.

Timetable

The deadline for applying is **27th October 2023** but we encourage you to apply as soon as possible and we may close advertising sooner if we have a large number of strong candidates.

If you would like to discuss this opportunity informally, please contact Ceri Theobald, Group Director of Strategic Partnerships & Growth by email; Ceri.theobald@futureshg.co.uk



Your CV must include your:

-  full name and postal address
-  work, home and mobile phone numbers
-  email address
-  employment history
-  education and qualifications with dates
-  memberships of relevant professional bodies with dates
-  IT skills
-  two referees' contact details
-  voluntary activity.



Thank you



www.futureshg.co.uk



Futures Housing Group



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