

Terms of Reference

Purpose

The aims of Medway Consumer Support Network are:

1. To promote networking and co-ordination by quality assured consumer advice agencies at local level, with input from funders, policy makers and others.
2. To increase awareness of and provide an improved quality of consumer advice at a local level.

Principles

Medway CSN will co-ordinate the consumer information and advice services within the community, by:

- identifying the needs of the community for consumer information and advice;
- assessing the extent to which members, individually and as a network, meet these needs;
- working to achieve the most effective deployment of resources to meet identified needs in accordance with principles of equal opportunity and equal access to services;
- achieving certification of individual agencies to their level of competence under recognised quality management schemes;
- encouraging inter-agency co-operation and working;
- implementing equal opportunities in service delivery.

Membership

Providers: Medway District Citizens Advice Bureau and Medway Council Trading Standards

Gateway Organisations: Medway Council Library Service, Gillingham Age Concern, Neighbourhood Watch, Project Sunlight, Medway Youth Service and Medway Council Rural Strategy Unit.

Local businesses and other organisations will be encouraged to join as "gateway" members when the Network is launched.

Frequency of meetings

The Network will meet as often as required in the early stage and thereafter once a quarter. Additional meetings may be convened to address specific issues or projects. The frequency of meetings will be reviewed annually

Quality Certification of Network Members

(Only the main service providers need a Quality Certification)

Network Member	Quality Certification
Trading Standards	CLS Quality Mark – General Help & Information
Citizens Advice Bureau	CLS Quality Mark – General Help & Information NACAB Membership Scheme
Library Service (Gateway)	CLS Quality Mark – Information