

TERMS OF REFERENCE FOR THE CUSTOMER SERVICE COMMITTEE

To be read in conjunction with the SHG Rules and the UK Corporate Governance Code

Role

The Customer Services Committee (CSC) has delegated authority from the Board of Southern Housing Group Limited (SHGL) to scrutinise service delivery, customer strategy, policy or practice to enable Southern Housing Group to better fulfil its objectives, in particular, excelling at customer service.

Key to this will be:

- Reviewing the varied sources of intelligence about customer experience (originating from various resident involvement forums and day to day contact with customers)
- Relating that information to understanding what it is like to receive services from Southern Housing Group or live in one of its homes
- Supporting the work of the Group to deliver improvements to Customer service

Tasks

CSC will;

- Agree Customer Voice Forum scrutiny and service area priorities as part of an annual plan
- Monitor performance, focusing on key areas of concern or interest with relevant staff leads
- Scrutinise service delivery, ensuring services are efficient, effective and provide Value for Money for Customers
- Increase Customer involvement in the work of Southern Housing Group
- Review scrutiny and service improvement outcomes to support staff and inform Group board of any changes to strategy, policy or practice to enable Southern Housing Group to better fulfil its objectives
- Attend social purpose and wider community engagement activities
- Actively engage in Stage Two complaint appeal panels, feeding experiences back into the Customer Services Committee

Membership

- The CSC shall have up to six resident members and up to six Independent members
- Membership of the Committee must be approved by the SHGL Board.
- The Chair of the CSC shall be appointed by, and be a member of, the SHGL Board.
- Resident members, routinely the respective Chair and Vice Chair, will normally be drawn from each of the Customer Voice Forums.

Quorum and meeting arrangements

Three members, at least one to be a Board member or co-optee of the SHGL Board. (other than any ex-officio).

Adopted by Board July 2017

The Committee shall meet four times a year. Additional meetings may be held if required.

Secretary

The Company Secretary or his or her nominee shall act as the secretary of the Committee.

Duties

Policies & procedures	Detailed consideration of appropriate operational strategic policies, service standards and procedures in keeping with recognised best practice and the values and objectives of the Group.
Resident Services	Overseeing the effectiveness of overall service provision against historical and other's performance and reviewing these on an annual basis. Considering feedback from the Customer Voice Forums with regard to local service delivery.
Routine Maintenance	Overseeing overall levels of service provision and related contractor performance, including resident satisfaction levels. Considering routine feedback from the Customer Voice Forums with regard to local service delivery.
Contractors and Suppliers	Regularly reviewing the lists and arrangements of approved contractors and suppliers.
Resident or Service User Complaints	Reviewing routine reports analysing the causes and impact of complaints on residents and the Group's performance in relation to the handling of complaints from residents /service users. Provide for (together with the Customer Voice Forums) the constitution of Appeal Panels to hear cases under the Group's Complaints Policy.
Anti Social Behaviour (ASB)	Reviewing routine reports analysing the causes and impact of incidents of ASB upon the Group's residents.
Management Agreements	Reviewing annually the performance of Managing Agents appointed to manage properties owned by the Group.
Financial Reporting	Monitoring performance against agreed budgets across all areas of service related income and expenditure. Understanding the reasons for any major variances and where necessary ensuring that necessary remedial action is taken. Routinely reviewing the progress of the Group against agreed programmes for stock reinvestment and planned maintenance.

Resident Involvement	Reviewing periodic reports on Resident Involvement Activity/Initiatives.
Social Investment Activity	To review reports periodically on the Group's Social and Economic regeneration.
Write-Off action	Approving write-off action in relation to rent related bad debts within delegated authority limits. Write-Offs shall be reported to the relevant board.
Changes to Terms of Reference for the Committee	Recommending to the SHGL Board changes to the Terms of Reference.
Complaints	Monitoring complaints made relating to the work of the Committee and or Customer Service function.
Capital Programme	To monitor the progress of projects within the Capital Programme