



CUSTOMER FOCUS COMMITTEE TERMS OF REFERENCE

Status: Board Approved

Date: 13 September 2020

1 Overall Purpose

- 1.1 The Customer Focus Committee is a Committee of PCH, PCHR and PCHE with appropriate delegated authority as specified in these terms of reference.
- 1.2 People are at the heart of everything that we do. Customer Focus Committee concentrates on the services provided by PCH to its residents to ensure the delivery of this ethos.
- 1.3 The NHF Code of Governance includes a resident focus. This committee assists the Board in obtaining assurance that we comply with the requirements set out in the Code
- 1.4 The overall purpose of the Customer Focus Committee is:
 - To ensure that PCH provides excellent services to all of its customers which are to a consistently high standard and represent good value for money.
 - Ensure that quality of the local environment meets customer expectations and supports a good quality of life
 - To support the PCH Board in providing an added level of scrutiny in the monitoring of performance of customer focused services.

In the case of dispute, the board's decision will override that of the committee.

2 Composition

- 2.1 The composition of the committee will be
 - Up to 5 PCH Board members
 - Up to 7 residents, one of whom may be a leaseholder and one of whom may be a shared owner
- 2.2 The PCH Board will agree the membership of the Committee and appoint (and if necessary remove) the Chair. The Committee Chair may be removed by the PCH Board provided the resolution is passed by at least two thirds of the members of the PCH Board at that meeting.

- 2.3 Resident members of the Committee will be appointed by the Board following an agreed recruitment and selection process.
- 2.4 Another Board member, who is not already part of the agreed membership of the Committee, may, exceptionally, be substituted in place of a Committee member, with the agreement of the Chair, if the Committee member cannot attend the meeting. The substitute will be included in the calculation of a quorum. Resident members may not be substituted.
- 2.5 The PCH Board shall have power to co-opt a maximum of two persons, other than Board members or residents who in its opinion have relevant skills, knowledge and experience to support the Committee to fulfil its purpose and functions effectively.
- 2.6 Co-optees shall not have voting rights nor shall their number or their presence at a meeting be included in the calculation of a quorum.
- 2.7 The Director of Homes Neighbourhoods as the lead director for this committee will normally be in attendance; other members of the Executive and senior management teams may be in attendance unless otherwise directed by the Chair.

3 Frequency of meetings

- 3.1 There will be up to 4 standing meetings a year scheduled to enable any recommendations to be referred to the PCH Board with minimum delay.
- 3.2 Additional ad hoc meetings may be arranged to deal with identified significant issues or to cope with increased workload.

4 Quorum

- 4.1 The quorum for meetings is 3 Board members present in person or via video conference.
- 4.2 Exceptionally, a Board member may agree to substitute for another board member, in order to ensure that the meeting is quorate

5 Functions

- 5.1 The functions of the Customer Focus Committee are set out below. In addition, this Committee is able to commission up to two pieces of work a year which will assist in setting future strategy or policy.
- 5.2 In relation to **Customers** the Committee's functions include:
 - Agree the standards for the delivery of all services to customers and keeping them under review.
 - Agreeing all customer service policies (other than rent and service charge setting) and keeping them under review ensuring they are consistent with

the strategic aims and objectives of the organisation and enable PCH to operate within the law, regulatory requirements and best practice.

- Monitoring the implementation and impact of customer service related strategies, as delegated by the Board.
- Monitoring key customer service performance indicators adding an additional level of more detailed scrutiny to the board.
- Monitoring and obtaining assurance that the resident involvement strategy is effectively implemented, ensuring that customers have a voice in the development of customer service related strategies, policies and standards to be set and decisions to be made, and that they properly take into account residents' views, needs and priorities.
- Ensuring that customers are regularly consulted on major issues that affect them
- Obtain assurance that PCH understands and delivers services that meet the different needs of its tenants, including in relation to the nine equality strands and tenants with additional support needs.
- Approving a framework for measuring and monitoring customer satisfaction.
- Regularly review customer feedback on service delivery, including monitoring of complaints.
- Monitor the implementation of the equality and diversity strategy, as it relates to service delivery and resident involvement
- Reviewing and agreeing policy on equality and diversity ensuring that PCH complies with good practice in all matters relation to equality and diversity in terms of resident involvement and service delivery.

5.3 In relation to **Property and Housing Management** the Committee's functions include:

- Keeping under review tenancy agreements, leases and other agreements to occupy property. Agreeing material amendments to tenancy agreements, licences and other agreements.
- Ensure compliance with the Decent Homes Standard or other standard as agreed from time to time.
- Monitor compliance with regulations covering health and safety standards, as they relate to property and housing management, including gas safety, asbestos, fire safety and other statutory and regulatory requirements.

- Monitoring the implementation of the stock investment programme, including disposals and acquisitions, major repairs, renovation and modernisation.
- Oversight of the Associations asset plans for the commercial and business property portfolio.
- Monitoring the performance of the Associations commercial property portfolio.
- Monitoring the progress and performance of existing Estate Management Boards. Receiving reports on any applications by tenants to exercise housing management functions, and monitor the progress of those applications.

5.4 In relation to **Co-regulation** the Committee's functions include:

- Monitor compliance with the consumer related standards in the Regulatory Framework.
- Monitor compliance with the Together with Tenants Charter
- Agreeing material amendments to the resident scrutiny framework
- Receive reports from the Resident Scrutiny Review Groups and considering recommendations for change contained within those reports.
- Receiving a regular update from the Scrutiny Steering Group on its work, and where appropriate making a request for a scrutiny review from the Team.
- Receiving feedback about groups created as part of the Resident Involvement Strategy.

5.5 **General** Customer Focus Committee functions include:

- Review occasional external reports such as STAR or benchmarking reports, and ensure that action is taken as appropriate.
- Obtaining assurance on the delivery of the PCH Value for Money strategy in relation to the activities encompassed within its terms of reference.
- Reports to the PCH Board on key risks identified during the discharging of its responsibilities to ensure that the Board is able to deliver on its own obligations
- Monitoring the implementation of service related improvement plans ensuring delivery against agreed strategic objectives and progress towards achieving excellence in all areas of the business.

6 Committee Effectiveness

- 6.1 As part of the Boards approach to ensuring effective governance arrangements, the committee will undertake a review of membership and effectiveness on a regular basis to ensure that it has appropriate skills and relevant experience.
- 6.2 The committee will also be part of a regular review of committee structures, delegated responsibilities and reporting arrangements.

Issue	Description of Change	Approval	Date of Issue
1	Initial issue		[DATE]
2	Amendment to Quorum to reflect virtual meetings	Board	25/11/2021