



CUSTOMER FOCUS COMMITTEE TERMS OF REFERENCE

Status: FINAL

Date: 1 Apr 2024

1 Purpose

- 1.1 The overall purpose of the Customer Focus Committee is to ensure design of services and monitoring of service delivery and resident insight (including leaseholders), particularly in relation to:
 - ease of access to services
 - resident voice and insight
 - supporting residents
 - monitoring of service standards
 - customer engagement and perception of safety in homes
- 1.2 Ensure Board is aware of what is important to residents.
- 1.3 Monitor the Regulator of Social Housing's Consumer Standards.
- 1.4 Committee has access to a £10k budget pa to commission up to two pieces of customer insight work.
- 1.5 Discussions are held with Board and Committee Chairs on the Committee's priorities for the year.
- 1.6 NOTE: PCH Board retains overarching oversight of resident engagement, service delivery and insight, Audit and Risk Committee has responsibility for gaining assurance on regulatory and legal compliance, and Capital Investment Committee has responsibility for monitoring Asset Management Strategy delivery.

2 Membership

- 2.1 The Committee has up to 10 members, including up to 5 PCH Board members and up to 5 resident co-optees (one may be a leaseholder and one may be a shared owner). Skills and experience required for this Committee include lived experience, customer service and scrutiny.
- 2.2 Resident co-optees are appointed by the Board following an agreed recruitment and selection process.
- 2.3 The Committee Chair is the Board member responsible for complaints (as per the Ombudsman Code). This role is responsible for ensuring the Board receives regular information on complaints that provides insight on the landlord's complaint handling performance.

3 Frequency of Meetings

- 3.1 The Committee meets 4 times a year. Additional meetings and/or briefings may be arranged at the discretion of the Committee Chair to deal with identified significant issues and/or briefings.
- 3.2 The quorum is 3 Board members present in person or virtual (excluding co-optees).
- 3.3 The Director of Homes and Communities is the lead Executive Director for this Committee and will normally be in attendance. Other members of the Executive, Senior Management Team and other subject matter experts may be in attendance.

4 Main Tasks – Service Delivery

- 4.1 Ensure residents are involved in the design of services.
- 4.2 Agree and keep under review customer service and community standards so residents can use landlord services, understand what to expect, and hold PCH to account; monitor performance against service delivery and the standards (including benchmarking) to ensure lessons are learnt and actions implemented.
- 4.3 Ensure PCH provides safe and good quality homes and landlord services by monitoring the review, consultation and delivery of customer service-related strategies and policies, and key documents such as the design standards of new and existing homes, and tenancy agreement.
- 4.4 Monitor compliance with the Regulator of Social Housing's Consumer Standards that relate to customer experience and Tenant Satisfaction Measure (TSM) performance, to ensure lessons are learnt and actions implemented.
- 4.5 Monitor the Ombudsman Complaint Code self-assessment compliance and performance, to ensure lessons are learnt and actions implemented.
- 4.6 Report any relevant risks to ARC and monitor the 'customer experience' strategic risk (current as at Apr 2024).

5 Main Tasks – Understanding Customer Feedback and Insight

- 5.1 Monitor and review customer feedback (including complaints, compliments, surveys, benchmark information, customer engagement and consultation); ensure lessons are learnt and actions implemented, and report key points to Board.
- 5.2 Monitor customer insight to understand the patterns of resident contact and use this insight to shape services that meet needs of different groups of residents.

6 Main Tasks – Supporting Residents

- 6.1 Ensure PCH is delivering fair access to, and equitable outcomes of, housing and landlord services for all tenants; ensure lessons are learnt and actions implemented.

- 6.2 Obtain assurance that PCH understands and delivers services that meet different resident needs, including in relation to equality and inclusion, vulnerability and those with additional support needs.

7 Main Tasks - Scrutiny and Resident Engagement

- 7.1 Develop and recommend the Resident Engagement Strategy and scrutiny arrangements to the Board.
- 7.2 Annually monitor the effective implementation of the Resident Engagement Strategy, ensuring residents' views are taken into account in decision making about how landlord services are delivered.
- 7.3 Receive regular reports from scrutiny on their work and ensure recommendations are actioned.
- 7.4 Annually monitor the Together with Tenants Charter compliance and performance.
- 7.5 Monitor resident communication and consultation strategies in relation to the Building Safety Act.

Issue	Description of Change	Approval	Date of Issue
1	Initial issue		[DATE]
2	Amendment to Quorum to reflect virtual meetings	Board	25/11/2021
3	Updates following Gov Review 2023 and co-design changed to design	Board	8 Feb 2024
4	4.6 Updated risk name from 'complaints' to 'customer experience'		17 Apr 2024

DRAFT CFC Forward Plan

Standing items

- Qtrly Performance against all TSMs, service delivery KPIs and Customer Service Standards (inc repairs)
- Qtrly Complaints performance (including satisfaction with complaints)
- Qtrly customer feedback report (inc 'you said, we did') [by the end of the year we aim to combine these 3 reports, and this will be summarised to become the quarterly customer insight report to Board]

Regular/annual items

- Annual compliance with Ombudsman Code
- Annual compliance with RSH Consumer Standards
- Annual compliance with Together with Tenants Charter
- Annual Resident Engagement Strategy update (summer, before AGM)

Customer Focus Committee Terms of Reference

- Supporting residents report (round up) inc Money Tree annual report (and related resident consultation), financial inclusion, etc
- Annual Building Safety Act update on resident strategies
- Annual CFC independent review commission
- Key customer facing policies
- Annual report to residents (inc TSMs)

Less frequent items

- Customer Standards review (2024, then every 2/3 years)