Solihull Community Housing
Shaping our neighbourhoods

Terms of Reference

1. Purpose

1.1 Make sure the customer voice is heard across key services, and on things that matter most to residents

1.2 To support the work of SCH Board ('the Board') through the monitoring of performance, customer feedback and service delivery relating to customer experience

1.3 To review compliance with regulation and other legal standards as it relates to the customer experience

1.4 Review and recommend appropriate policies and strategies relating to customer experience to the Board

2. Membership

2.1 The Chair of the Customer Experience Committee ("the Committee") will be a Resident Board Member

2.2 The Committee will comprise of the following membership:

2.2.1 Four board members. Three will be Tenant Board Members (one of which will be the Chair) and one will be an independent member with a background in social housing. If there are only two Tenant Board Members, another independent Board Member will be appointed.

2.2.2 Seven SCH residents

2.3 One resident member can be a leaseholder. The leaseholder must reside in the leasehold property throughout the time of membership.

2.4 The members are appointed by SCH Board following an agreed recruitment process

2.5 The members of the Committee are confirmed annually by the Chair of SCH Board, following the SCH AGM

2.6 Following appointment, members serve for a term of three years subject to successful appraisal. This can be extended to a maximum of six years (two successive, three-year terms)

2.7 The Committee may appoint associate tenant members without voting rights to assist with succession planning in the event of the maximum term of office ending in the same year

2.8 Tenant members will be required to undertake a annual appraisal and regular 121 support in line with the Board Appraisal Policy

2.9 Tenant members cannot hold a position on the SCHape Panel

2.10 Tenant members will be paid £1200 per annum. This will be by way of vouchers, which will be paid quarterly, in arrears.

2.11 There will be one vote per member excluding the Chair who will not have voting rights

2.12 If a majority decision cannot be reached, the decision will be submitted to Board

2.12 Only members of the Committee have the right to attend Committee meetings. Employees and others may attend all or part of meetings at the invitation of the Committee. Attendees will usually include:

- Executive Leadership Team members
- Other SLT members, as required

3. Secretary

3.1 The Head of Customer Experience or his or her nominee shall act as secretary of the Committee. They will make sure the Committee receives information and papers in a timely manner to allow full and proper consideration to be given to the issues

4. Quorum

4.1 A quorum for any meeting will be five, including at least two Board Members and three Tenant members

4.2 Before any Committee meeting can start its business, there must be a quorum present. Meetings which are not quorate must be adjourned and rearranged

5. Meetings

5.1 The Committee will meet at least four times a year at appropriate intervals and otherwise required

5.2 Additional meetings may be called by the Chair as necessary; at least seven days' notice must be given when calling a meeting

5.3 The duration of the meetings will be no more than two hours

5.4 Meetings may be held virtually or in person, at the Chair's discretion. Where possible, meetings will be held in person. However, facilities will be made available to allow members to attend face-to-face meetings virtually if necessary.

5.5 If you attend virtually, members must have their cameras on, unless agreed by the Chair

5.6 Issues for discussion must be raised in advance as agenda items.

6. Duties

6.1 Oversight of the design and implementation of the Customer Experience Strategy and Engagement Framework

6.2 Oversight of the following items of the Performance Management Framework, which relates to:

- Voice of the Customer Reports
- Service Standards Compliance Report
- Complaints Operational Dashboard

6.3 Provide assurance to customers and the Board that Service Standards are being delivered

6.4 To review and approve the following published documents:

- The Complaints Annual Report to customers
- SCH Customer Service Standards

6.5 In relation to the SCHape Panel:

- Receive quarterly reports from the SCHape Panel on activities
- Approve recommendations from SCHape Panel already contained within existing budgets or make recommendations to Board
- Approve SCHape Panel's forward plan.

6.6 To be consulted on and give feedback to Board on customer related strategies, policies and frameworks.

6.7 Input into the development and delivery of the Strategic Vision and Delivery Plan. This may involve a separate meeting.

6.8 Monitor the outcomes and lessons learnt from customer feedback, complaints and the findings from the Housing Ombudsman.

6.9 Have a range of mechanisms to seek redress where service provision is found to be lacking, including instigating or carrying out service reviews

6.10 To receive and consider reports on key SCH contractor performance and procurement activity relating to major service delivery areas to make sure customers' needs are being met as well as efficiencies delivered.

6.11 In relation to Equality, Diversity and Inclusion:

- Support SCH's commitments outlined in the Equality, Diversity and Inclusion Strategy
- To make sure there is fair and equal treatment for all, regardless of any protected characteristics
- To make sure obstacles that may prevent customers from contributing to it's work are identified and find the means to remove those obstacles where possible.

7. Reporting Responsibilities

7.1 Be accountable to the Board for the fulfilment of the responsibilities delegated to it as set out in these terms of reference

7.2 The Board will obtain assurance on the Committee's work via minutes of all Committee meetings which will be made available to the Board

7.3 The Committee may issue reports to Board from time to time, as required, for the effective working of the Committee

7.4 To review these terms of reference annually and make recommendations to the Board on any changes

7.5 The Chair of the Committee will attend the Solihull Metropolitan Borough Council Quarterly Monitoring Board.

8. Confidentiality

8.1 Resident members of the Committee will have access to information of a sensitive and confidential nature. Any such information shared as part of the Committee's work must not be disclosed beyond the Committee.

8.2 Resident members will be required to sign the SCH Code of Conduct and confidentiality statements as part of their appointment and be expected to always uphold the SCH values

I have read, understood and agree to the terms of reference

Sign: _____

Date: _____