

Customer Focus Committee
Terms of Reference

H Customer Focus Committee

H1 Functions

- H1.1 To seek assurance on behalf of Ongo Homes Board that the correct operational practices and procedures are in place to ensure that tenants and customers are well served by the organisation.
- H1.2 To consider emerging issues in the housing sector, and in order to discuss the future provision of services, make recommendations to Board to inform the Board's strategy on service provision (Corporate Plan).
- H1.3 To approve Ongo Homes key operational policies as delegated by Ongo Homes Board, as they affect customers, applicants and service users and make recommendations for amendment or improvement where necessary.
- H1.4 To receive reports on the Customer Voice and consider whether Ongo's methods of involving customers and service users in the management of their homes and in the delivery of services reflects good practice, and whether the customers' voice is being heard, and to make recommendations to Board.
- H1.5 To review and challenge performance on operational Key Performance Indicators and raise any matters of concern to Ongo Homes' Board.
- H1.6 To monitor compliance with the Regulator of Social Housing's (RSH) Consumer Standards that relate to customer experience and Tenant Satisfaction Measure (TSM) performance, to ensure lessons are learned and actions implemented.
- H1.7 To receive reports on any serious complaints from customers/service users/the Complaints Panel and to receive an annual report on complaints, making recommendations to the Ongo Homes Board.
- H1.8 To monitor the Ombudsman Complaint Code self-assessment, compliance and performance, to ensure lessons are learned and actions implemented.
- H1.9 Monitor and discuss key risks and escalate to Board where required.
- H1.10 To receive recommendation reports from the Residents Scrutiny Panel and make recommendations to the Ongo Homes Board.
- H1.11 To consider, receive any independent views, e.g. TPAS accreditation reports.

H2 Attendance

- H2.1 Attendance - employees and others, including external advisors and involved tenants, may attend all or part of the meetings at the invitation of the Committee Chair.

H3 Accountability

- H3.1 Accountability - the Ongo Homes Board will always retain overall responsibility for all operational service issues.
- H3.2 The Customer Focus Committee is accountable to Ongo Homes Board for the fulfilment of responsibilities delegated to it as set out in this Terms of Reference.

- H3.3 This Committee shall operate as the Customer Focus Committee for the Ongo Homes Board.
- H3.4 All committee members share responsibility for its decisions and should act only in the interests of Ongo Homes and not on behalf of any constituency or interest group.
- H3.5 The Ongo Homes Board will obtain assurance on the committee's work via minutes and regular verbal feedback from the Committee Chair on all of the Customer Focus Committee meetings.
- H3.6 The Chair of the Customer Focus Committee will ensure that key issues are promptly brought to the attention of the Ongo Homes Board.
- H3.7 The Customer Focus Committee will report formally on its work to the Ongo Board on an annual basis.
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H4 Composition

- H4.1 Composition - the Committee shall consist of seven members, three from the Ongo Homes Board (one being a tenant, one other being the Board Member with responsibility for complaints), one ex-officio member being the Chair of Community Voice and three independent tenant committee members (must be an Ongo tenant, leaseholder or shared owner). No member may be an Executive.
- H4.2 The Chair shall be appointed by the Board and shall be a tenant.
- H4.3 The Ongo Homes Board Chair may not serve as a member or Chair of the Customer Focus Committee.
- H4.4 On the recommendation of the Committee and the approval of Ongo Homes Board, up to one additional Member may be co-opted to provide particular specialist expertise as and when required.

H5 Quorum

- H5.1 The quorum for a Committee meeting shall be three, with one of these being a Board Member and two being Independent tenant committee members.

H6 Frequency of meetings

- H6.1 The Committee will meet a minimum of 4 times a year. The Committee can meet as and when the need arises during the year in order to effectively deliver its responsibilities.

H7 Skill requirements

- H7.1 Skill requirement - in addition to those set out in the statement of preferred composition, the specific skills requirements for this Committee include:
- Confidence to give honest opinions and add value to decision-making
 - Demonstrating commitment to and understanding of Ongo's values and objectives

- Scrutiny and challenge
- Investigative skills
- Analytical skills
- Inquisitiveness and independent judgement
- Ability to dedicate sufficient time and energy
- Understanding the wider social role of the Ongo Group across local communities
- Understanding of legislation and commitment to the key values of equality, diversity and fairness

Additional Information

1. Main Tasks – Service Delivery

- 1.1 Ensure customers are involved in the co-design of services.
- 1.2 Agree and keep under review customer service and community standards so customers can use landlord services, understand what to expect, and hold Ongo to account (consumer standards); monitor performance against service delivery and the standards (including benchmarking) to ensure lessons are learned and actions implemented.
- 1.3 Ensure Ongo 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 agreements.
- 1.4 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 learned and actions implemented.
- 1.5 Monitor the Ombudsman Complaint Code self-assessment compliance and performance, to ensure lessons are learned and actions implemented.
- 1.6 Report any relevant risks to the Group Audit & Risk Committee (GARC) and monitor the ‘complaints’ strategic risk.

2. Tasks – Understanding Customer Feedback and Insight

- 2.1 Monitor and review customer feedback (including complaints, compliments, surveys, benchmarking information, customer engagement and consultation); ensure lessons are learned and actions implemented and report key points to Ongo Homes Board.
- 2.2 Monitor customer insight to understand the patterns of resident contact and use this insight to shape services that meet the needs of different groups of customers.

3. Main Tasks – Supporting Customers

- 3.1 Ensure Ongo is delivering fair access to, and equitable outcomes of, housing and landlord services for all tenants; ensuring lessons are learned and actions implemented.
- 3.2 Obtain assurance that Ongo understands and delivers services that meet different customers' needs, including in relation to equality, diversity and inclusion, vulnerability and those with additional support needs.

4. Main Tasks - Scrutiny and Customer Engagement

- 4.1 Develop and recommend the Customer Engagement Framework and Resident Scrutiny arrangements to the Ongo Homes Board.
- 4.2 Annually monitor the effective implementation of the Customer Engagement Framework, ensuring customers' views are taken into account in decision making about how landlord services are delivered.
- 4.3 Receive regular reports from the Residents Scrutiny Panel on their work and ensure agreed recommendations are monitored and actioned.
- 4.4 Annually monitor the NHF Together with Tenants Charter compliance and performance.
- 4.5 Monitor customer communication and consultation strategies in relation to the Building Safety Act.