



Shropshire Towns and Rural Housing Ltd Customer Services Subcommittee

Terms of Reference

Approved at STAR Board Meeting on 18th September 2023.

Amended at STAR Board Meeting 16th September 2024.

DEFINITIONS

Board means the Board and directors of Shropshire Towns and Rural Housing Ltd.

Company means Shropshire Towns and Rural Housing Ltd.

Council means Shropshire Council.

Subcommittee means the Customer Services Subcommittee of Shropshire Towns and Rural Housing Ltd.

PURPOSE

The Subcommittee is responsible for developing a Strategic Vision for all Services provided to our customers including the repairs and maintenance service, achieving the twin aims of profit (cost effectiveness and value for money) and high levels of customer satisfaction.

The Subcommittee is responsible for monitoring the implementation of agreed strategies and implementation plans.

The Subcommittee is responsible for ensuring that our customers' voice and feedback is effectively heard by STAR and is being translated into effective strategies, improvement plans and actions.

The Subcommittee is responsible for approval policies and procedures that directly impact customers.

MEMBERSHIP & MEETINGS

The Customer Services Subcommittee will comprise of a minimum of 3 tenant Board members , 1 additional Board member an independent Co-optee and the Chair of the Customer Scrutiny Panel.

Members will be appointed by the Board each year normally at the Annual General Meeting, although the Board can appoint members at any time if vacancies arise. At the first Board meeting following the Annual General Meeting a Chair and Vice Chair will be selected.

The Subcommittee shall meet a minimum of three times a year but normally at least four times per annum. It may hold additional meeting at the request of the Board or where the Subcommittee considers it necessary.

For the purpose of Committee meetings a quorum will require 2 Board Members to be in attendance.

The Corporate Director, Operations Director and Head of Corporate Services (or their nominated representatives) will normally attend Subcommittee meetings. Other attendees could also include:

- Officers directly involved with the development process:
- Note Taker
- Other employees of the Company on invitation
- Appropriate Officer(s) of Shropshire Council on invitation
- External advisors where appropriate

SUMMARY OF MAIN RESPONSIBILITIES

The Subcommittee shall review customer services matters under the remit of the Company. This includes customer scrutiny panel work, complaints management, neighbourhood management, customer communications, tenant satisfaction measures, policy and strategy development.

Undertake the role of Overview and Scrutiny on the customer services activity of the Company to ensure proper diligence and practice is taken to protect the interest, assets and reputation of the Company and the Council.

The Chair will report to the Board on Key issues and the activities of the committee, including the ongoing customer services projects and any areas of concern.

SPECIFIC AREAS OF RESPONSIBILITY

- To develop a Strategic Vision for all Services provided to our residents including the repairs and maintenance service, achieving the twin aims of profit (cost effectiveness and value for money) and high levels of customer satisfaction.

- Monitor the implementation of agreed strategies and implementation plans
- To ensure that our customers' voice and feedback is effectively heard by STAR and is being translated into effective strategies, improvement plans and actions
- To develop and oversee the implementation of a Customer Involvement and Community Engagement Strategy on behalf of the Group.
- To ensure STAR's services effectively consider equality, diversity and inclusion of all areas of our communities and customer bases in developing strategies, plans and in service delivery
- To ensure oversight of STAR's compliance with the Housing Ombudsman Complaint Handling Code, and that STAR has a positive and effective approach to complaint handling and learning from complaints.
- To support Finance and Risk Committee by maintaining oversight of operational risks and the impact on customers, communities and service delivery
- To develop a rolling investment programme based on customer priorities, affordability and knowledge of our stock.
- Policy development and approval for elements of our housing services.
- The setting and monitoring of performance and financial targets with the aim of all services being top quartile.
- Oversight of all reporting and communications to residents on performance, accountability and transparency, including review and development of the Annual Report to residents.
- To review reports and recommendations from STAR resident scrutiny activity and ensuring that all recommendations are consideration and actioned appropriately
- To effectively liaise with and align activities with resident scrutiny activity to ensure that workplans are complimentary and including the commissioning of specific scrutiny work from the scrutiny panel as appropriate.
- The monitoring and effective delivery of services via tendered work eg gas safety, reactive repairs and maintenance an investment works, etc.
- To monitor compliance with all key Health and Safety matters relating to the Services functions.
- To immediately inform the Board of any adverse performance issues of material matter.

Governance

Ensure, at all times that this Subcommittee and its individual members operate within its Terms of Reference and the corporate governance procedures of the organisation and decisions are fair and reasonable and based on the information provided.

Bring to the attention of the Board any matters of concern with the Company's activity on customer service.

Promote and maintain good working relationships internally and externally.

Receive any relevant internal audit reports on the activities under the remit of the Subcommittee.

Administration and Communication

Unless otherwise specifically determined the Subcommittee will meet in private. The Subcommittee shall be as open as possible about its work, but must respect people's rights of privacy and protect the interests of the organisation. Certain items of the Subcommittee's business may be declared to be confidential and as such the item and any accompanying papers shall be so indicated and shall not be made available to anyone other than the members of the board / Subcommittee and appropriate staff members either before or after the meeting at which they are considered.

The following types of information should be treated as confidential:

- Items concerning specific individuals or their financial affairs –customers, board members or employees
- Items concerning the terms of negotiations relating to the acquisition of property or land or the supply of goods and services or the involvement of the association in new areas of work
- Items concerning staff relations, consultations or negotiations with staff or customers
- Items concerning legal proceedings
- Items specifically marked "Confidential" or "Exempt"

The Managing Director shall ensure that the minutes of the Subcommittee meetings are circulated to all board members.

Ensure there are effective communication systems incorporating customer/staff newsletters; department/site visits by Subcommittee, and that the Subcommittee communicates effectively with other Committees and the Board.