

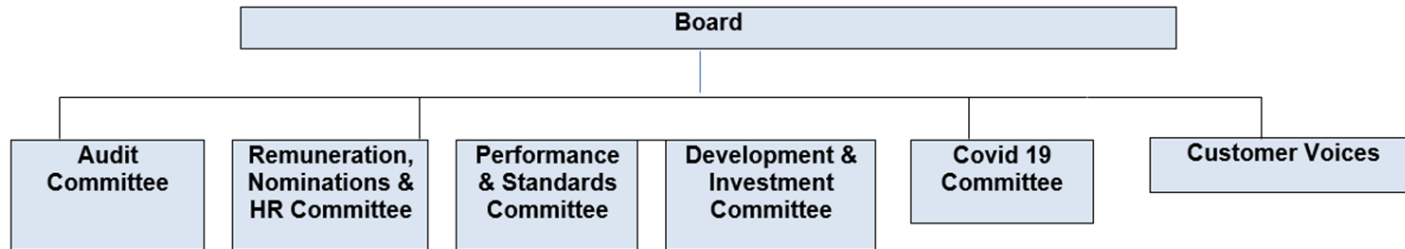
Governance and Customer Voices – Hear All About It.



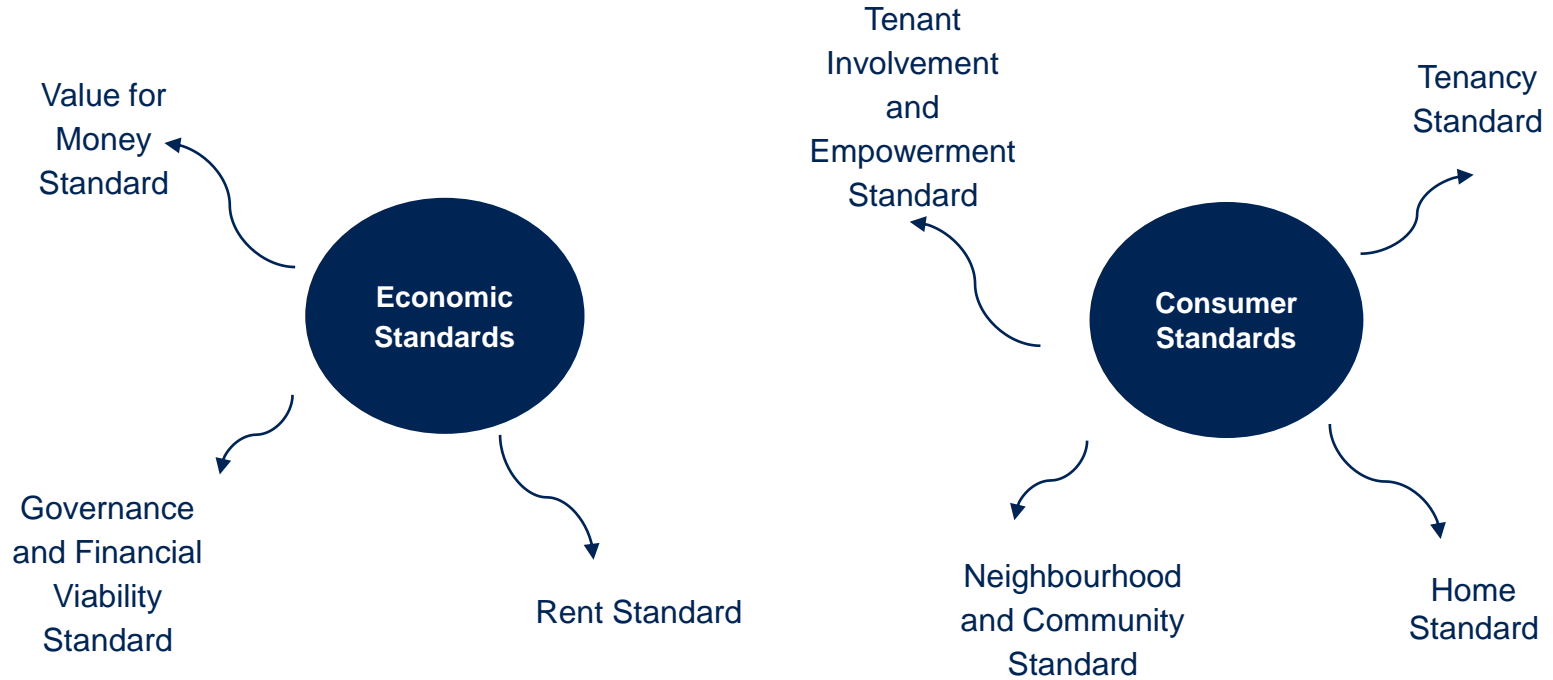


How Customer Voices Feeds Into The Governance Structure

- Unique structure with the Customer Voices group sitting within the formal Governance Structure
- Social Housing White Paper has six key themes number five being “to have your voice heard by your landlord



Regulatory Responsibilities – The RSH Standards



Code of
Governance
2020

NATIONAL
HOUSING
FEDERATION

Code of
Conduct
2022

NATIONAL
HOUSING
FEDERATION

In Depth Assessment

Inspected every three years, desk top validation exercise in-between

- G1 / V1 Compliant
- G2 / V2 Compliant
- G3 / V3 Non-compliant and intensive regulatory engagement.
- G4 / V4 Non-compliant, serious failures leading to either intensive regulatory engagement or the use of enforcement powers.

We are G1/V2



So how does the Customer Voices group fit into this and what is their role?





Membership and how it's changed as a result of consultation

Customer Voices was previously known as Values Group

Following consultation with customers in the summer of 2022 membership has changed

Values Group membership	Customer Voices membership
Up to 7 x Customer members	Up to 8 x Customer members
1 x Independent member	2 x Independent members
1 x Employee Representative	1 x Employee Representative
1 x Durham County Councillor	N/A

Customer Voices Members

The group is made up of 8 Tenants, 2 Independents and 1 Employee.

We have 1 reserved place for areas that the Board may feel require specific skills.

Jack McGurk (T) Chair	Pauline Hardman (T)
Lesley Mellis (T) Vice Chair	Angela Walls (T)
Beverley Briggs (T)	Anne Delandre (I)
Cheryl Webster (T)	Kimberley Graham (I)
Jacci McNulty (T)	Chris Temple (E)
Anne Budau (T)	T = Tenant I = Independent E = Employee



A brief overview of what the purpose of the group is

The terms of reference state that:

Customer Voices shall in fulfilling its responsibilities ensure that the organisation's core values to “Do the right thing for our customers, our people and our business” are intrinsic to everything we do and to hear the true voice of the customer gaining insight to drive the business forward

The role of Customer Voices

The main group meets quarterly and is a formally constituted part of the Governance Structure.

Business includes

- Safety, Compliance and Insurance
- Together with Tenants Compliance
- Complaints Ombudsman Compliance
- Community Engagement
- Annual Report
- Policy Consultation for customer facing policies
- STAR Survey findings





Scrutiny

How scrutiny works

A Terms of Reference including a scope is developed and approved by Performance & Standards Committee.

A small group of Customer Voices members is selected to commence work.

Develop a action plan of specific areas we'd like to explore further. This can range from estate visits, to researching other housing associations websites.

Develop an outcomes report with recommendations and present to Performance & Standards Committee.

- Scrutiny activities are generated either by asking Customer Voices members to suggest areas or via direction from Performance & Standards Committee.

To date we have reviewed

- Complaints Policy
- Service Standards
- Satisfaction 35-45 Age Group
- Community Hubs
- Our own Communication
- Neighbourhoods

Communication Scrutiny

Approximately 11,000 emails were sent. There were 1,131 responses, which is a very high response rate at 10%

Ensured Customer Voices stands out more on the website.

Raised awareness in staff about the activities by for example roadshow Q&A sessions with staff and Workplace updates

Raise awareness of their work and opportunities with engaged customers at focus group and other research activities

Developed a communications plan supported by the communications team.

Provide quarterly updates to customers and staff via the customer newsletter, Workplace and website

Publish outcomes from scrutiny exercises' recommendations to highlight improvements adopted by believe

Where other customers have been involved in scrutiny research it's made clear in a 'customers said, we did' approach in customer newsletters and social media.



Workplan and Training Plan

Workplan

Our workplan covers:

- Scrutiny Activities
- Complaints Housing Ombudsman Self- Assessment
- Together With Tenants Compliance

Training Plan

Our Training Plan for 2022/23 covers

- Governance Structure, Roles and Responsibilities
- Scrutiny Training
- Values and Behaviours
- Probity
- Unconscious Bias

Customer Voices

The work of the group is going really well. Awareness raising events and increased communications.

Scrutiny activities continue to go from strength to strength.

Recently completed a scrutiny review of Neighbourhoods. With 107 results to the recent survey and 14 people taking part in a focus group.

Recent recruitment campaign was very successful with three new appointments.



2023 what's to come

- **Scheduled quarterly meetings in March, June, September and December**
- **Annual appraisals June 2023**
- **Scrutiny activities covering Quality of Homes and Void Properties**
- **Workplan and Training plan activities**



