

TERMS OF REFERENCE FOR CUSTOMER SERVICES COMMITTEE

1. Constitutional Authority and Purpose

- 1.1 The Customer Services Committee (the “Committee”) is a sub-committee of the board of Berneslai Homes.
- 1.2 The overall purpose of the Customer Services Committee is to ensure that we engage effectively with our customers and focus on enhancing the delivery of our customer experience, including to:
- Oversee the delivery of customer services across Berneslai Homes
 - Ensure that all residents are provided with opportunity to engage with us effectively
 - Monitor the Tenant Satisfaction Measures and any associated action plans

2. Composition

- 2.1 Berneslai Homes overall governance structure comprises the following categories of membership:
- Independent members: externally recruited members who are not customers of Berneslai Homes or members of the Council
 - Councillors: individuals nominated by the Council to be members of the Board
 - Customer members: tenants and/or leaseholders of Berneslai Homes
 - Co-optee members: who are appointed to provide additional skills or experience as and when required.
 - Independent committee members: who are not Board members and are appointed to provide additional skills or experience as required.
- 2.2 The Board Chair may not serve as the Committee Chair.
- 2.3 The Chair of the Committee will always be a Board member of Berneslai Homes and will be appointed and approved by the Board.
- 2.4 The Board will appoint a Vice Chair of the Committee from one of the Committee members.
- 2.5 The Committee will be composed of at least three members of the Berneslai Homes Board (one of which will be Chair); four customer members (who will be different individuals from the customer members of the Board) and, if required, up to two Independent

	<p>Committee Members. More detail about these roles is set out below.</p> <p>2.6 One Independent Committee Member who is not a member of Berneslai Homes Board may be appointed to the Committee if there is a requirement for additional skills, competency and experience. The Independent committee members will be remunerated for the role in accordance with the Board Remuneration Policy, the Independent Committee Members will be proposed and approved by the Committee and the Board.</p> <p>2.7 Employees of Berneslai Homes are not eligible to serve on this Committee.</p> <p>2.8 Specialists may be co-opted to committee, in addition to those co-opted to Board, within the parameters set out in the Articles to provide particular expertise as and when required, to be approved by the Board.</p> <p>2.9 Membership of the committee and its chair will be reviewed by Chair of the Board from time to time to ensure that the relevant skills, competency and diversity are present.</p> <p>2.10 If the Committee Chair is not present at a quorate meeting of the Committee, the Vice Chair of the Committee will chair that meeting.</p>
<p>3. Meetings and Quorum</p>	<p>3.1 The quorum for a Committee meeting shall be four, two of which must be members of the Board and two must be customer members.</p> <p>3.2 The Committee must meet at least four times a year and its proceedings and decisions shall be reported to the Board.</p> <p>3.3 The Committee shall abide by all the rules relating to the calling of meetings and the conduct of business contained in the rules of Berneslai Homes and in respect of contract standing orders, policies and code of conduct relating to boards and board members.</p> <p>3.4 Other Board members and officers have the right to attend the Committee meetings if invited by the Committee.</p> <p>3.5 The Executive Director of Customer and Estate Services and Executive Director of Property Services or their nominee will attend the meetings.</p> <p>3.6 At least five working days' notice of all meetings of the Committee will be given to each Committee Member and to the Chair of the Board unless any two members of the Committee certify in writing</p>

	<p>that, because of special circumstances which are set out in the certificate, the meeting ought to be called as a matter of extreme urgency.</p> <p>3.7 Resolutions of the Customer Services Committee are to be decided by a majority of votes and each Customer Services Committee Member present in person shall be entitled to one vote. A written resolution signed by all the members of the Customer Services Committee (provided that they would constitute a quorum of the Customer Services Committee) is as valid as if it had been passed at a meeting of the Customer Services Committee and may consist of several documents in similar form each signed by one or more of the Customer Services Committee.</p> <p>3.8 If there is an equality of votes, the Chair is entitled to a second or casting vote. Resolutions which fail to secure a majority in favour are to be lost.</p>
<p>4. Duties and Responsibilities</p>	<p>The principal duties of the Committee are:</p> <ul style="list-style-type: none"> • To consider reporting relating to customer feedback including Tenant Satisfaction Measures, petitions, complaints and compliments and to provide insight and feedback to the Board in order to escalate any concerns and to inform possible resolution or future service delivery models, priorities and plans • To compare and benchmark services with other organisations noted for good practice. • To review outcome performance against customer service-related standards and performance targets from a customer service and experience perspective. To provide associated feedback to the Board. To consider any tenant led scrutiny reports relevant to the work of the Committee and monitor the delivery of any resulting improvement actions as required by the Board. • To undertake in-depth review of key service areas if requested by the Board. • To act as the Board’s critical friend in relation to compliance with the Regulator of Social Housing’s Consumer Standards and Housing Ombudsman Complaint Handling Code. • To monitor the implementation of the Customer Involvement Strategy and provide associated reporting to the Board. <p>More specific responsibilities of the Committee are detailed in sections below:</p>

<p>4.1 Strategy</p>	<p>To set, monitor and review operational policies in line with the policy approval arrangements approved by the Board.</p>
<p>4.2 Risk & Compliance</p>	<p>To review and monitor relevant strategic risks and operational risks as delegated from Board.</p> <p>To support the Board's assurance on compliance with the RSH Consumer Standards and the HoS Code of Practice.</p>
<p>4.3 Relationship with tenants and other stakeholders</p>	<p>To drive and encourage the involvement of tenants and the customer voice in service delivery and continuous improvement.</p>
<p>5. General Authority and Scope</p>	<p>5.1 The Committee is authorised to investigate any activity of Berneslai Homes within its terms of reference and in accordance with any advice or guidance from the Regulator. It is authorised to seek any information it requires from any employee, and all employees are directed to co-operate with any reasonable request made by the committee.</p> <p>5.2 Following prior consultation with the Chair of the Board and, where appropriate, the Chief Executive, the Committee is authorised to obtain legal or other professional advice, which is relevant to its purpose, as it deems necessary and within the relevant budget allocation (if any) allowed for those costs in each year. However, it may incur direct expenditure of £5000 without the prior approval of the Board.</p> <p>5.3 The Committee shall in its decision making, give due regard to any relevant legal or regulatory requirements, and associated best practice guidance, as well as to the risk and reputation implications of its decisions, referring to the Decision-Making Framework for clarification.</p>
<p>6. Review</p>	<p>6.1 The Board has approved these Terms of Reference, and they will bind the Committee from 27th May 2025.</p> <p>6.2 At least every two years, the Committee shall review its structure, delegated responsibilities, reporting arrangements, terms of reference and effectiveness and report its conclusions to the Board, including any recommendations for changes.</p>
<p>7. Reporting procedures</p>	<p>7.1 The Board will obtain assurance on the Committee's work via minutes and regular verbal feedback from the Committee Chair from all the Committee meetings.</p>

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| | <p>7.2 The Chair of the Committee will ensure that key issues are promptly brought to the attention of the Board.</p> <p>7.3 The Committee will report formally on its work to the Board on an annual basis.</p> <p>7.4 Minutes of each Committee meeting (which record the salient points of the discussions which take place and all decisions which are taken) must be kept and must be produced promptly after the relevant meeting both to that Committee and to the Board.</p> <p>7.5 Minutes of each committee meeting must where possible be circulated to all Board Members in advance of the next Board Meeting. Consideration of these minutes must form an agenda item at that Board Meeting.</p> <p>7.6 The Committee will submit any reports it considers necessary to the Board.</p> |
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