



Waverley Landlord Services Customer Experience Group Terms of Reference

Statement of Intent

The purpose of the Customer Experience Group is to examine performance data and communications to evaluate service delivery to identify issues and poor practice..

Group members will inform housing officers of their findings. The group will submit reports to the Landlord Services Advisory Board which will include a summary of the group's activities, lessons learnt and recommendations for best practice.

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Aims, objectives and intended outcomes:

For group members:

- to use their knowledge, experience, and contacts to work with the housing service examining performance data, complaints in order to scrutinise the customer experience.
- to constructively challenge the housing service when a procedure or process requires improvement.
- to review tenant complaints responses to ensure they are resolved promptly, politely, and fairly.
- to gain greater local knowledge of tenant concerns and issues will help tenants to participate in improving Waverley's housing services
- to report findings to the Landlord Services Advisory Board biannually or as required.
- to develop positive and empowering relationships between tenants and the housing service team, that will help to raise the ability of tenants to shape their housing service
- positive relationships will develop between the Tenants Panel, Landlord Services Advisory Board, and the Customer Experience Group.
- To support the housing team with collection of customer experience feedback

Remit

- Waverley has recognised the group to act as the Landlord Services Customer Experience Group.



- The group will make recommendations and suggestions regarding changes to the service that may prevent complaints arising, and improve how complaints are dealt with.
- The group will be open and accessible to all Waverley's tenants who wish to be involved in examining the customer experience.

Delegated authority

- For avoidance of doubt, the group will have no delegated authority and no decision-making powers in relation to Waverley services.

Membership of the group

- The group will have up to seven members.
- Group members will normally serve for a three-year period, with recruitments staggered over the period for continuity. At the end of the period of office, group members may apply again, but group members may only serve for a maximum of nine years.
- The group will elect a chair from amongst its members.
- The Service Improvement Manager will arrange secretarial and other administrative functions for the group.
- Working with Waverley, the group will agree a programme to meet the training and development needs of members and will ensure that the individual and collective performance of group members is annually reviewed.
- The group will agree with Waverley how it will periodically publicise its activities and outcomes to the community.

Group meetings

- The group will normally hold quarterly meetings, but additional meetings may be arranged at the discretion of the group chair or vice chair.



- Agendas for group meetings will be planned by the chair or vice chair working together with a member from the Service Improvement Team.
- The minimum number of attendees for group meetings will be three members.

Reporting Group meetings

- A report and/or meeting notes of group meetings will be taken and confirmed at each subsequent meeting as a true record, These will be agreed by the group chair or vice chair.

Code of Conduct and other issues

- Group members shall be subject to the Tenants Panel code of conduct, particularly regarding confidentiality. The group shall ensure that it operates in accordance with General Data Protection Regulation (GDPR) legislation.

January 2023