Terms of Reference for the Customer Insight Committee

of Orwell Housing Association Limited

Membership

The Board will appoint a Customer Insight Committee of up to four people from the Board and or co-optees, in addition up to two co-opted customer representatives will be appointed by the Board.

Chair

A Chair of the Committee will be appointed as detailed in the Board Renewal and Succession Policy.

Attendance

The Chief Executive, and the Director of Customers and Communities will ordinarily attend all meetings. Other Directors, Assistant Directors, Resident Group members, members of Orwell's management and other external advisors may attend meetings in whole or in part if invited by the Committee. The Customer Insight Committee can, if necessary, meet without any Officers being present.

Quorum & Decision Making

A quorum shall be three members, two of which must be Board members. Only members of the Committee may vote on matters before them. Decisions will normally be made by consensus; on any vote the majority shall prevail. In the event of an equality of votes, the Chair shall have a casting vote. The Committee also acknowledges that the Board's decision may override any decision of the Committee.

Written Resolutions outside of Committee meetings require 75% member approval. Decisions will be noted at the next meeting.

Secretary

The Company Secretary or Deputy Company Secretary shall be the Secretary of the Committee

Frequency of Meetings

The committee will hold a minimum of four meetings per year.

Key Individuals

Outside of the formal meeting programme, the Committee Chair will maintain a dialogue with key individuals, including the Chair of the Board, all Committee Chairs, the Chief Executive and the Director of Customers and Communities. Other Committee members may maintain similar dialogues.

Purpose

The purpose of this Committee is:

- To provide assurance to the Board on compliance with consumer based regulatory standards.
- Scrutiny of customer performance indicators, service delivery and quality to ensure these are in line with expectations set by Board.
- To support the Board with performance monitoring via 'deep dives' of key customer focussed metrics, reporting any concerns to Board.
- To provide Board with the customer perspective enabling the customer voice to shape and continuously improve the homes and services provided.

*Customers includes but is not limited to Tenants, Leaseholders, users of Care and Support services.

<u>Responsibilities</u>

1.1 Compliance

The Committee shall:

a) On at least an annual basis, review compliance with all Consumer Standards published by the Regulator of Social Housing.
b) Regularly monitor any action plans for improvements recognised from review of the above Regulatory Standards.
c) Scrutinise areas of reported compliance with Regulatory Standards from time to time as agreed by the Committee or referred from Board.
d) Monitor and review compliance with the requirements of the Housing Ombudsman and support the Member Responsible for Complaints in making any required recommendations to Board.
e) Regularly monitor any action plans for improvements identified from Housing Ombudsman determinations.
f) On at least an annual basis, review compliance with CQC Standards.

1.2 Monitoring and Review

The Committee shall:

a) Monitor and review Customer Key Performance Indicators, including Tenant Satisfaction Measures from Orwell's Performance Management Framework, along with other information identified through customer feedback, insight and a quarterly review of complaints, use this data to identify opportunities to improve existing services and outcomes for customers.
b) Review mechanisms in place for the organisation to gather and analyse customer opinion and insight on key customer-related issues.
c) Review mechanisms in place for the organisation to take customers views in to account in a meaningful way before making decisions on important matters which affect them.
d) Review mechanisms in place for the organisation to respond to customer views and feedback and implement continuous improvement actions, including service innovation.
e) Review mechanisms in place to enable the quality of homes and services provided by Orwell to be continuously improved in response to customer insight and feedback.
f) Review mechanisms in place to effectively communicate to customers how their views and insight have influenced Orwell's actions and decision making.
g) Monitor the implementation and outcome of service reviews.

1.3 Emerging Legislation

The Committee shall:

a) Receive updates on the impact of emerging legislation on Customers and Communities.
b) Monitor the implementation and outcome of legislative requirement reviews.

1.5 Reporting Responsibilities

a) The Committee Chair shall report formally to the Board on its proceedings after each meeting on all matters within its duties and responsibilities.
b) Draft minutes of committee meetings shall be circulated promptly to the Chair of the Committee. Once approved, minutes should be circulated to all other members of the Board unless it would be inappropriate to do so.
c) The Committee shall make whatever recommendations to the Board it deems appropriate on any area within its remit where action or improvement is needed.

1.6 Other Matters

The Committee shall:

a) Have access to sufficient resources in order to carry out its duties, including access to the company secretariat for assistance as required.
b) Be provided with appropriate and timely training, both in the form of an induction programme for new members and on an ongoing basis for all members.
c) Give due consideration to laws and regulations, and any other applicable Rules, as appropriate.
d) Oversee any investigation of activities which are within its terms of reference.
e) Arrange for periodic reviews of its own performance and, at least annually, review its terms of reference to ensure it is operating at maximum effectiveness and recommend any changes it considers necessary to the Board for approval.

1.7 Authority

The Committee is authorised:

a) To seek any information, it requires from any employee of Orwell in order to perform its duties.
b) To obtain, at Orwell's expense, outside legal or other professional advice on any matter within its terms of reference and to meet such advisors without Officers being present.
c) To call any employee of Orwell to attend a meeting of the Committee as and when required.

Reviewed – February 2026