

Customer Insight Committee

Terms of Reference

1 Purpose

- 1.1 Provide a link between customers and the governing body to present a collective voice for customers ensuring that they can meaningfully influence strategic decision making.
- 1.2 Provide customer scrutiny on Yorkshire Housing's adherence to the Consumer Standards.
- 1.3 Work closely with the Homes and Places Committee (HPC) with a remit to effect change through commissioning deep dives into key customer services and making recommendations where improvements are identified.
- 1.4 Oversee the impact and outcomes of the Customer Engagement Framework.

2 Duties, Powers and Responsibilities

- 2.1 Review and scrutinise service delivery performance from the customer KPI dashboard and commission deep dives on areas where further assurance is required.
- 2.2 Make recommendations about how performance can be improved.
- 2.3 Provide assurance to HPC, from a customer perspective, that Yorkshire Housing is compliant with the regulatory consumer standards by utilising and commissioning reviews via the various customer engagement and involvement frameworks.
- 2.4 To commission a range of activities to enable the gathering of the information required for assurance.
- 2.5 Scrutinise evidence of equitable access to and delivery of services, including any monitoring of service outcomes by protected characteristics.
- 2.6 Provide assurance on the effectiveness of Yorkshire Housing customer engagement, including;
 - Representation and volume of customers providing feedback.
 - Opportunity - Nature and frequency of consultation requests.
 - Influence – the extent to which customer feedback is incorporated into service design and/or transformation.
 - Quality of customer feedback provided.
 - Outcomes – impact of the customer feedback.

3 Operation of the Committee

- 3.1 The Customer Insight Committee shall have independence in setting its Agendas, but they should be aligned to its purpose (set out in Section 1) and its duties, powers and responsibilities (set out in Section 2) and supported by a rolling Agenda Plan.

4 Composition

- 4.1 The Committee shall comprise of at least 5 and a maximum of 8 members including a Chair appointed from the Homes & Places Committee who must also be a member of the YHL Board. With the exception of the Chair, all other members shall be Yorkshire Housing customers including the Vice Chair. All appointments will be made in line with the Member Succession, Recruitment and Nominations Policy.
- 4.2 Decisions on membership will take account of the need to achieve a balanced representation of customers across geography, demographics and tenure type.
- 4.3 Customer Members must be aged 18 or over and be in receipt of services provided by Yorkshire Housing or reside in Yorkshire Housing accommodation.
- 4.4 Membership is not open to current employees or customers who are in serious breach of tenancy or lease agreements.

5 Frequency of Meetings

- 5.1 The Customer Insight Committee will meet a minimum of 4 times per year. Additional meetings may be called at the discretion of the Chair.
- 5.2 Meetings will be convened by email/Teams and the agenda circulated not less than 7 days before the date of the meeting.

6 Quorum

- 6.1 Three members which shall include the Chair or the Vice Chair.
- 6.2 In the event of a vote being equal, the Chair will have the casting vote.

7 Reporting Requirements

- 7.1 It shall be the responsibility of the Chair to ensure that the business transacted and the key outcomes from Customer Insight Committee meetings are reported to Homes and Places Committee.

8 Skills and Competency Requirements

- 8.1 Appointment and membership is based on the skills and competencies as set out in the Role Profile/Person Specification.
- 8.2 The Committee will have access to resources in order to carry out its duties, including access to the company secretariat for assistance as required.
- 8.3 The Committee will be provided with appropriate and timely training, both in form of an induction programme for new members and on an ongoing basis for all members.

9 Lead Director

- 9.1 The lead Director for the Committee shall be the Executive Director Customer Experience.

10 Review

- 10.1 The Committee will review its performance and effectiveness on an annual basis.

- 10.2 At least every two years the Committee shall review its structure, delegated responsibilities, reporting arrangements and its terms of reference and report its conclusions, including any recommendations for change.
- 10.3 The Yorkshire Housing Board has approved these Terms of Reference and they will bind the Committee from 4th June 2025.