

**Helena Partnerships Customer Excellence Panel**

**TERMS OF REFERENCE**

***Role of the Customer Excellence Panel***

* To monitor performance against a set of measures agreed by the panel which reflect tenant priorities, and which will change over time
* To receive information about complaints and identify areas of concern
* To receive reports on customer feedback from surveys, focus groups, mystery shopping, tenant inspection and any other evidence-based feedback and to identify areas for improvement
* To evaluate the company’s view of its performance, reality checking against standards and self assessment documents
* To carry out a scrutiny role and call managers to account where service failure is identified, and to have the power to request follow-up work to be commissioned where appropriate
* To agree with managers priorities for service improvement and monitor progress against agreed action plans
* To make quarterly reports to Board about their findings, including any concerns
* To have the resources to provide feedback to tenants regarding performance, service improvements and recommendations (i.e. using Helena Headlines, One Voice etc.)
* Members of the Panel will be expected to participate regularly in meetings, and be dedicated to driving forward improvements with a focus on Helena Partnerships’ customers
* To take part in any mandatory training required as part of the role of the Customer Excellence Panel
* The Panel has developed a code of conduct and will carry out its business in accordance with this code

***Membership of the Panel***

The Panel will be made up of a maximum of 15 tenants from across the St Helens borough, this may include

* Members from established TRAs
* Members from the One Voice panel
* Members from minority groups

***Meeting Cycle***

Panel members will meet on a monthly basis between 10am and 2pm. This is a full Panel meeting training and development sessions along with other events will be scheduled when necessary.

***Support from Helena Partnerships***

Helena officers will attend relevant sessions in order to share learning, establish relationships and contribute to development work.

Helena will arrange office space for meetings, and take care of agendas, minutes and other administrative work for the panel, with relevant officers in attendance to do this. Agendas and any relevant papers will be issued by post no less than 7 days before a meeting, and minutes will be issued by post no later than 7 days after a meeting.

***Review Process***

The terms of reference will be reviewed in 1 years’ time.

Signed: ………………………………. Date: ………………

Print Name: ………………………….

***08 April 2011***

***Date of Next Review April 2012***