



A year in the life of Customer Services Committee

Here's an overview of the work the Customer Services Committee has undertaken in 2024.

Policies reviewed

The committee has reviewed and influenced 10 policies, prior to being approved.

- Neighbourhood Policy
- Domestic Abuse Policy
- Resident Engagement & Consultation Policy
- Safeguarding Policy
- Customer Feedback Policy
- Equality Diversity and Inclusion Policy
- Volunteer Policy
- Stakeholder Communication
- Allocations Policy
- Customer Voice Policy

Go to southliverpoolhomes.co.uk/policies for more.



Performance

Each quarter, members reviewed the 22 strategic performance metrics, which cover SLH's four key objectives: People, Place, Planet and Pound.

Members reviewed the corrective actions, where performance did not achieve target. Alongside this, they reviewed the Tenant Satisfaction Measures, and monitored the action plan to improve performance.



Consumer Standards

The committee reviewed and supported compliance with the following Regulator of Social Housing (RSH) Consumer Standards:

- Tenancy Standard
- Safety and Quality Standard
- Transparency, Influence and Accountability Standard
- Tenancy Satisfaction Measures

Read more about the Consumer Standards at www.gov.uk.

Other highlights

As well as policy reviews and compliance against RSH Consumer Standards, the committee also:



Approved Scrutiny Panel's Terms of Reference.



Reviewed the annual customer feedback report.



Reviewed the Sustainability Strategy.



Received training on SLH governance and probity, communications and finance.



Oversaw the Better Social Housing Review action plan progress.



Commissioned the tenant Scrutiny Panel to conduct service reviews on complaints, planned maintenance and anti-social behaviour.



Welcomed recommendations from the independent governance report to further strengthen the committee's role in influencing service improvements by listening to the customer voice.



Received regular updates in relation to tenant satisfaction measures performance, and monitored actions where performance required improvement.

Learn more

Want to know more about the Customer Services Committee and how it works alongside Scrutiny Panel and SLH Board? Tap the link below for more.

