



Customer Oversight Group FAQs

Q. What is the Customer Oversight Group?

This is a new group, which will be made up of Elim Housing Association customers. Customers include our tenants, support service clients, Gypsy Roma and Traveller site residents, shared owners, and anyone who receives a service from us.

The purpose of the new Oversight Group is for customers to have a say in decision-making that affects them and to ensure that they are able to independently scrutinise performance and hold Elim to account for the decisions that affect the quality of the homes and services we provide. The Customer Oversight Group will have a direct link with our Board and senior staff to ensure that customers are heard and represented at every level in the organisation.

Q. What will the Customer Oversight Group do?

Members of the Customer Oversight Group will have a key role in determining whether Elim provides a good service which is in line with our responsibility to provide well-managed, good quality social housing. To do this, the Customer Oversight Group will be provided with a range of different information, including:

- Customer Satisfaction survey results and feedback on how customers experience different aspects of our services
- Data relating to our health and safety compliance, and reports on the effectiveness of our maintenance service
- Information that can be used to compare Elim's performance with other similar organisations and to determine whether we can improve the value for money we offer
- Once this information is presented to the Customer Oversight Group, they will be able to provide feedback, ask for further detail to be presented to the Group or make suggestions for further improvement based on their experiences of Elim's service. As part of this process the Customer Oversight Group may ask to interview relevant employees.
- This may sound like a lot of work, but we will commit to providing information in accessible and readily available format, so that you are not required to review lengthy documents that are not directly relevant. It should take you less than one hour to prepare for each meeting.

Q. How much time is expected from Customer Oversight Group members?

In addition to time for attending training events, members will attend around four meetings per year plus time to read papers before meetings. We estimate that the Customer Oversight Group will require an average of six days voluntary time throughout the year.

Q. How many places are there on the Customer Oversight Group?

The maximum number of members is twelve, but we believe the group will still be able to work effectively with a minimum of four or five members.

Q. Who can become a member of the Customer Oversight Group?

Anyone who is an Elim Customer can volunteer to become a member of the Customer Oversight Group. This includes anyone who lives in an Elim property. We are particularly keen to encourage membership from residents who live in our Gypsy and Traveller sites and supported service schemes, in addition to our rented properties.

Only one representative from each household will be allowed to join the Customer Oversight Group at any one time.

There will be a very limited number of circumstances where customers may not be able to become members of the group for a period of time. This will apply if there is legal action underway for injunction or property possession, if there is a live anti-social behavioural order in place or an ongoing breach of tenancy or lease conditions.

Q. Can a Customer Oversight Group member be removed?

Yes, but only in limited circumstances. For example, not maintaining confidentiality, not keeping to the Code of Conduct, or if they are in a serious dispute with us in relation to their tenancy or leasehold.



Q. What support will Customer Oversight Group members receive?

Members will be given full training about their role and responsibilities, and how to carry out scrutiny responsibilities. Some of this training may be provided by an independent organisation, who will support our customers to hold Elim to account.

We will also ensure that Customer Oversight Group members have the IT equipment they need to receive, read and feedback using digital channels. We will make sure the Customer Oversight Group is accessible to all, and will make suitable arrangements for applicants and members who are disabled or need other reasonable support if we know in advance what support is required.

Q. Will Customer Oversight Members be paid?

This is a voluntary unpaid role, but expenses related to travel and other reasonable costs, such as childcare costs, will be covered to enable you to attend meetings and training events. We are aware of the time commitment customers may give to join this group and will discuss how we might recognise and reward this time at the first Customer Oversight Group meeting. Potential recognition options may include annual gift vouchers as a thank you to members and opportunities to apply for funding for personal training or learning opportunities to develop work or leisure related skills.

Q. Can a member of the Customer Oversight Group raise personal issues at these meetings?

Members of the Customer Oversight Group will not be allowed to raise individual or personal issues for discussion as part of the Customer Oversight Group agenda. However, they will be able to raise these issues with their Housing Officer or any other member of staff in line with usual communication procedures.

Confidentiality

The Customer Oversight Group will not receive sensitive information relating to individual customers or Elim employees. However, there may be occasions where members of the Customer Oversight Group receive information that is required to be kept confidential, such as draft plans for the future or detailed information on different parts of the business. Where required, we will expect members to commit to maintaining confidentiality as part of the group's Term of Reference.



Q. What skills are you looking for in Customer Oversight Group Members?

No previous experience is required, as we will provide plenty of training and support to Customer Oversight Group members. However, we would like our Customer Oversight Group Members to demonstrate any of the following skills or attributes:

Skills and attributes

We would like group members to be interested in Elim's Services

What does this mean?

You will need to have some knowledge or experience of our services and be:

- Interested in finding out more about how Elim works and how our services perform
- Interested in comparing our performance to the results achieved by other housing organisations
- Enthusiastic about improving these services for all customers
- Willing to review some of our policies and procedures that directly impact the way we deliver services to customers

We hope our group members will want to make a difference

You will be keen to:

- Volunteer your time to improve the quality of homes and services for all Elim residents
- Understand how customers have diverse needs, and to help Elim ensure our services work for a wide range of people
- Give your views on what good customer service should look and feel like on a day to day basis



Skills and attributes

Our group members will be willing to work as a team

What does this mean?

This means that:

- Every member of the Customer Oversight Group will be willing to share their views and opinions – and to listen to the views of all other group members.
- Information will be shared and communicated so that it is clear and accessible to all members
- Members will want to work with others as part of a team and will treat everyone fairly and with respect
- High standards of personal behaviour are expected, so that the discussions are constructive and extend beyond personal interest

Members will be able to make the following time commitment

You will need to be prepared to make time for:

- Introductory conversations with Elim staff in August 2021 (these could take place in person or on the phone or via zoom)
- The first Customer Oversight Group meeting and follow up training session between September and October when the Customer Oversight Group is first set up
- Up to four Customer Oversight Group meetings each year (including a short amount of preparation time) once the group is established
- Further optional involvement in projects throughout the year on an ad hoc basis.

Q. How can I become a member of the Customer Oversight Group?

You can register your interest in becoming a member of the Customer Oversight Group in a number of different ways. You can:

- Visit the webpage [here](#) to download and complete a short application form
- Contact info@elimhousing.co.uk and request an application form directly
- Phone Rachel Pinchin, Dave Peregrine or Sara Bennett on 01454 411172 to have a conversation about the Customer Oversight Group and to ask any further questions, or to request help with your application

