

# Customer & Community Network



## Terms of Reference

The Customer & Community Network makes sure that we put our customers at the heart of our decision-making. It oversees our services and monitors our community impact.

### Agreeing strategy and measures

**ensuring the strategy maximises opportunities to innovate and ensures our policies and procedures provide a proportionate response to threats that may impact our strategies**

S001	Receive the corporate strategy following approval by the Board of Aster Group Limited
S008	Recommend the Customer Services Strategy to the landlord entity boards
S008.1	Be consulted on the content of the Customer Contact Plan and feedback to Executive Board
S009	Recommend the Aster Foundation Strategy to the landlord entity boards

### Managing risk & compliance

**ensuring the strategy maximises opportunities to innovate and our policies and procedures provide a proportionate response to threats that may impact our strategies**

R005.1	Monitor and confirm as effective the management of risk & opportunities arising from the Aster Foundation Strategy in accordance with RMF (R001)
R005.2	Monitor and confirm as effective the management of risk & opportunities arising from the Customer Services Strategy in accordance with RMF (R001)
R023	Recommend the Corporate Social Responsibility Policy to the Board of Aster Group Limited
R050	Be consulted upon the strategic intent of the Diversity and Inclusion Policy and feedback to the Corporate Performance and People Panel
R068	Monitor the effectiveness of Complaints Policy
R069	Approve Customer Scrutiny Panel Terms of Reference
R071	Approve any service standards to customers or (on discretion of the Chair) refer to Entity Board
R091	Maintain a watching brief of the effectiveness of repairs policy

### Delivering performance

**ensuring the delivery of strategy through strong assurance provided by the performance and compliance frameworks**

D001	Monitor delivery of Strategic & Protection KPIs and management of risk & compliance obligations allocated or escalated to the CCN through the PFM (R006), CF (R007 ) and RMF (R001)
------	---

D003	Maintain an overview of the customer experience including the handling of customer complaints
D027	Monitor Value for Money across the business from a customer perspective
D130	Update on relevant matters from Entity Board minutes by Senior Independent Director
D132	Receive minutes of the Customer Overview Group and Customer Scrutiny Panel & receive assurance from its minutes
D132	Receive annual report from the Customer Scrutiny Panel
D137	Update on relevant matters from Entity Board minutes by Group CEO
D141	Receive verbal update on the work of the Customer Experience Panel
D152.1	Approve new appointments and termination of appointments to the Customer Overview Group
D169	Note the appointment of Committee Member and Committee member Co-optee re / appointments & Committee Chairs
D171	Note for the minutes any decisions using Chair Actions or Written Resolution

### **Receiving independent assurance**

**ensuring the delivery of strategy is real and compliant through regular independent assurance. The Audit Strategy dovetails to the Framework for Opportunity and Risk Management providing the greatest assurance against the greatest risks.**

IA11	Receive internal audits for information/review as submitted by Director of Audit
------	--