Customer & Community Network

ASTER GROUP

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

Strat	Organise strategy and training sessions to inform the governing body's work
S001	Receive and note the corporate strategy following approval by the Board of Aster Group Limited
S009	Be consulted on the Customer Experience Plan
S023	Be consulted on any Strategy Implementation Plans within the remit of the governing body, where not not listed elsewhere in the delegation matrix, to ensure alignment with the Customer Experience Plan

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 Plan 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)
R006.2	Approve OPIs, targets, risk based tolerences and escalation arrangements (within KPIs agreed under R006.1)
R050	Be consulted upon the strategic intent of the Diversity and Inclusion Policy including associated principles and feedback to the Corporate Performance and People Panel
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 performance allocated or esclated in accordance with the Performance Management Framework (R006)
D003	Maintain an overview of the customer experience including the effectiveness of the complaints policy in handling of customer complaints
D004	Manage strategic risks through risk section on reports
D006	Manage compliance risks through risk section on reports and customer related risks
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 receive assurance from its minutes
D137	Update on relevant matters from Executive 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
D158	Approve Customer Scrutiny Panel Terms of Reference
D158	Receive assurance from the Customer Scrutiny Panel's minutes
D158	Receive annual report from the Customer Scrutiny Panel
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	
IA11	Receive internal audits for information/review as submitted by Director of Audit