

Customer Voice Panel

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The Customer Voice Panel will have oversight of the Customer Action & Impact Panel (CAP) and related activities

Link to Group Board via Chair of Customer Voice Panel

Standing Agenda: Chief Operations Officer Report, Platform Performance and Risk Reports, Tenant Satisfaction Measures & Customer Satisfaction reports, CAP Chair, You Said We Did and Scrutiny Panel Updates

Responsibility for Platform Community Chest

Customer Action and Impact Panel (CAP)

Focus:

The Panel will work with Platform subject matter experts on Strategy and Policy development focussing on customer impact and assurance to ensure and evidence the voice of Platform customers is heard and acted upon.

Scrutiny Panel

Membership: The CAP will include a minimum of 6 customer members including 1 chair-person

Meeting and Reporting: Quarterly reporting to Group Board via the Chair of Customer Voice Panel